

Lone Cone Library District Patron Complaint Procedure

Purpose

The Lone Cone Library District (“Library”) is committed to providing respectful, equitable, and responsive service to all patrons. The Library recognizes that concerns or complaints may occasionally arise regarding Library services, facilities, policies, technology, staff or other patron interactions, or operational issues.

This procedure establishes a consistent process for patrons to communicate concerns and for the Library to address complaints fairly, professionally, and in a timely manner.

This procedure does not apply to requests for reconsideration of library materials, which are addressed through the Library’s separate Request for Materials/Programs Reconsideration Procedure.

Informal Resolution Encouraged

Patrons are encouraged to first discuss concerns directly with the staff member involved whenever appropriate. Many concerns can be resolved quickly through clarification, communication, or immediate corrective action.

If a patron is uncomfortable addressing the matter directly with the staff member involved, they may request to speak with a supervisor or the Library Director.

Filing a Formal Complaint

If a concern cannot be resolved informally, a patron may submit a formal complaint.

Formal complaints should:

- Be submitted in writing
- Include the patron’s name and contact information
- Clearly describe the concern or incident
- Include relevant dates, times, and individuals involved when possible
- Describe any attempts already made to resolve the issue
- Identify the desired resolution if applicable

Complaints may be submitted:

- In person at the library
- By email to: director@loneconelibrary.org
- By mail to: PO Box 127 Norwood, CO 81423

Anonymous complaints may be reviewed at the discretion of Library administration; however, the Library may be limited in its ability to investigate or respond without sufficient information.

Review Process

Upon receipt of a formal complaint:

1. The complaint will be reviewed by the Library Director or designee.
2. The Library may gather relevant information, including staff statements, policy review, witness accounts, security camera footage, and/or documentation.
3. The Library may contact the patron for additional clarification if needed.
4. The Library will attempt to address complaints in a fair, respectful, and timely manner.

The Library generally aims to acknowledge receipt of formal complaints within five (5) business days and provide a response within thirty (30) business days when reasonably possible.

Complex matters may require additional time for review.

Complaint Outcomes

After review, the Library may:

- Provide clarification regarding Library policies or procedures
- Explain operational or legal limitations
- Implement corrective action when appropriate
- Modify practices or procedures if warranted
- Determine that no policy violation or corrective action is necessary

Library decisions will be made at the discretion of Library administration consistent with Library policy, operational needs, legal requirements, public safety, and professional standards.

Complaints Regarding Staff Conduct

Complaints involving staff conduct will be handled professionally and confidentially to the extent reasonably possible.

Personnel matters, disciplinary actions, and confidential employment information are protected under applicable privacy laws and personnel policies. Therefore, the Library may not disclose specific employment actions or outcomes.

Patrons are expected to communicate concerns respectfully and may not engage in abusive, threatening, discriminatory, or harassing behavior toward Library staff.

Complaints Regarding Policies or Operations

Patrons may submit concerns regarding:

- Library policies
- Customer service
- Building or facility issues
- Technology access
- Noise or behavioral concerns
- Accessibility concerns
- Safety concerns
- Operational practices
- Interactions with other patrons

The Library welcomes constructive feedback intended to improve services and operations.

Board Review

If a patron believes a complaint has not been adequately addressed by Library administration, the patron may request that the matter be reviewed by the Library Board.

Board review requests must:

- Be submitted in writing
- Include copies of previous complaint correspondence when available
- Explain why the patron believes further review is warranted

The Library Board may:

- Refer the matter back to administration
- Review the matter in accordance with Board procedures
- Determine that no further action is necessary

The Board's decision shall be final.

Limitations

The Library may decline to process complaints that:

- Are repetitive or previously addressed
- Contain abusive, threatening, or harassing language
- Request actions contrary to law or Library policy
- Involve matters outside the authority of the Library

Nothing in this procedure limits the Library's authority to enforce policies related to patron conduct, safety, or operations.

Records Retention

Complaint records shall be maintained in accordance with applicable records retention requirements and Library procedures.