

# Library

## ADMINISTRATIVE REGULATIONS

TAB: Patron Services

DOCUMENT NUMBER: 20-10-85

SECTION: General Patron Services

SUBJECT: PATRON FEEDBACK

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### SUMMARY

The purpose of this regulation is to describe the County Librarian's responsibility in providing opportunity for patron comment and in providing Library Board access to that comment.

### Effective Date:

September 10, 2015

### Reviewed:

October 27, 2021

### POLICY ON PATRON COMMENTS

a. A major measurement of library services is public reaction to its delivery. The Library Board of Directors encourages direct and indirect citizen input through use of surveys, focus groups, comment forms, citizen comment at board meetings, and other appropriate measurements.

### COUNTY LIBRARIAN'S RESPONSIBILITY

#### Reporting

b. As needed, the County Librarian will report patron feedback trends to the Board.

#### Enabling Comment

c. The County Librarian will implement procedures which will enable all patrons to comment on any aspect of service. Special accommodation will be provided to individuals with disabilities requiring assistance to comment. Library Board meetings shall also be accessible to individuals with disabilities, as defined in the Americans with Disabilities Act Amendments Act (ADAAA). Persons requiring interpretive services or other accommodations to attend a Library Board meeting should notify Library staff at least 48 hours prior to the scheduled Library Board meeting

October 27, 2021

ARM 20-10-85 End