

Niagara Falls Public Library	Date Effected February 15, 2017	Customer Feedback Policy

This policy applies to feedback received from members of the public about library services. Niagara Falls Public Library endorses and is in compliance with *Accessibility Standards for Customer Service* as found in Ontario Regulation 429/07 made under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Definition:

Informal comments

Verbal feedback from customers received in person or over the phone that can be immediately addressed by library staff or do not require a response.

Formal comments

Written feedback from customers that are received on a paper or electronic comment form or in a letter. Staff may complete a comment card and submit it on behalf of a customer in person or over the phone if assistance is required.

Suggestions related to library materials are excluded from formal comments.

- Requests to purchase an item shall be submitted using the Suggestion for Purchase form.
- Requests to remove an item from the Library’s collection shall be submitted using the Reconsideration for Library Materials form.

Accessibility

The Niagara Falls Public Library is committed to providing quality library services that are accessible to all customers. Customers have informal and formal accessible options available for feedback on library services listed in the “Feedback” section below.

Feedback

The Library is committed to using customer feedback to enhance service delivery.

Informal comments may be made to library staff in person or by telephone when no response is required.

Formal comments may be made in writing or electronically. Comment cards are available at all library locations. A virtual suggestion box is available through my.nflibrary.ca. Library staff members are trained to provide information to customers on the process for making a formal comment and are able to assist with making a formal comment if required.

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All formal comments are tracked and, if requested, responded to by the relevant library department. If a response to the formal comment is not immediately available, staff will confirm that the feedback has been received and indicate a timeline for response.

If a response is requested, management shall initially respond to formal comments about the nature or quality of services provided by the Library.

The customer shall be provided with an opportunity to appeal management response to a formal comment by directing an appeal in writing to the CEO/ Chief Librarian. The CEO/Chief Librarian shall provide a timely response to the customer.

The customer shall be provided with an opportunity to appeal the CEO/Chief Librarian's response to a formal comment by directing an appeal in writing to the Library Board. Such appeals shall be directed to the Chair of the Board.

The Board shall consider the appeal and review the matter. They shall not overturn staff decisions unless a finding is made that existing policy was not followed correctly. The Board may make recommendations to the CEO on the matter and may recommend policy amendments for future application.

Where a customer makes direct contact with a Board Member for assistance in the resolution of specific service issues, the Board Member shall refer the customer to the CEO. A Board Member shall not interfere in the handling of a specific case by approaching individual staff members. Concerns about the management of a case shall be conveyed to the CEO. The CEO may inform the concerned Board Member about the action taken in the case.

The identity of customers is otherwise confidential to the staff involved in the provision of services. Customer names or identifying personal information shall be withheld when case information is presented to the Board or a committee for orientation or illustrative purposes. The Board responsibility for hearing customer complaints on appeal from a decision of the CEO is an exception to these general principles.

The Municipal Freedom of Information and Protection of Privacy Act will always be complied with.