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PUBLIC FEEDBACK AND COMPLAINTS

The Boise Public Library is committed to meeting the needs of its community. In order to understand and serve its users, the Library frequently requests input and feedback on services and facilities in a variety of formats and contexts. Library user feedback is sought to inform Library planning for programs, operations, facilities, services, and more.

The Library also welcomes constructive criticism to improve the Library. All complaints about the Library should be addressed through the proper channels in the following order:

1. Staff
2. Management
3. Director
4. Board