

Opportunities For Improvement

The Library has made available an Opportunities for Improvement (suggestion/complaint) box for patron use. Both suggestions and complaints (now known as Opportunities for Improvement, Form KPLF-4) will be reviewed by the KPL Board. The KPL Board will respond to the Opportunities for Improvement in a timely manner. Anonymous Opportunity for Improvement Forms that are not signed will not receive a response; however, the Director will make note of the issue and report to the Library Board of his/her findings.

Any concerns involving a library staff member or volunteer shall be made known to the Director. All concerns involving either staff or volunteers will be investigated by the Director, who in turn will inform the Library Board Chairperson of his/her findings, recommendations and/or resolutions.

Revised and adopted April 12, 2018.