

Patron Complaint Policy

While the Catskill Public Library strives to provide the highest level of service, we recognize that conflicts and/or differences of opinion occur and encourage the proper venue for voicing complaints.

A library patron should begin by making their complaint in an informal, verbal manner to library staff. If the patron chooses not to do so or the complaint does not lend itself to an informal resolution, the patron should complete the Patron Complaint Form.

The Library Director will promptly review the completed form and, where appropriate, attempt to resolve the complaint directly. If the patron is unsatisfied with the response provided or the complaint is regarding the Library Director, the complaint should be addressed to the Library Board of Trustees. A patron may also request an opportunity to address the Board at any one of its monthly meetings.

The Library Director or Board of Trustees will review all complaints and follow up with the complainant.

Resolution: Adopted on March 22, 2023 by unanimous vote of the Board of Trustees of the Catskill Public Library.