



Complaints and Suggestions

The library system provides a web form for suggestions and comments on library matters. These suggestions will be reviewed regularly by appropriate staff, and a reply will be sent to patrons who have provided their names and contact information. A patron may then make an appointment with a Branch Librarian or the Library Director to discuss their input. In-person feedback is also welcomed. Such feedback may be impromptu or provided after making an appointment with a Branch Librarian or the Library Director.

If a patron is not satisfied with the feedback provided by a branch librarian or the Library Director, they may request that the Orange County Library Board of Trustees review the matter at their next scheduled meeting. The patron will then receive from the Board its disposition of the matter.

(Approved by the Library Board of Trustees 1/98, amended 2/2020)