

## **Suggestions**

Created 11 April 2023

The Library values the input of its patrons regarding its services, staff, and facilities. Each branch maintains an appropriate receptacle to collect suggestions and comments from patrons. Through its website and social media presence, the Library also gathers thoughts from Library users.

### *Review of suggestions*

Branch managers will check suggestion boxes weekly. Online comments will be regularly monitored by the Communications Department. Suggestions may be forwarded to the Director at the discretion of these managers.

### *Response*

When possible and as appropriate, the Library will respond to the suggestions of patrons. Generally, the Library's branch managers and Communications Department will respond to suggestions that are received. Other suggestions may be sent to the Director for a response.

### *Recording suggestions*

Suggestions will be noted in the monthly reports of the Library's managers along with a summary of any response that is given.

### *Suggestions and questions for the Board of Trustees*

Suggestions or questions may be emailed to the Library Director ([masoncountypubliclibrary@gmail.com](mailto:masoncountypubliclibrary@gmail.com)) or sent through postal mail to the Board of Trustees (Mason County Public Library, ATTN: Board of Trustees, 218 East Third St, Maysville, KY 41056).