

## Policy Form for Niagara University Policy Database

Name of Department: Library

Name of Compiler: David Schoen

Date compiled: 6/19/2012

Contact Info: David Schoen (716-286-8002 or Schoen@niagara.edu)

Policy Name: Niagara University Library Grievance Policy

Date amended: 6/6/2012

Policy Goal: Describe policies that govern how patron grievances are handled.

Location of written hardcopy of policy: <http://library.niagara.edu/about/policies/>

People affected by policy; Student, faculty, staff, local community members.

Comments or Concerns about the provided Policy: None

### **Grievance Policy**

If you feel you have been treated unfairly in the Library, your first step is to talk to the staff member in charge of the function at issue.

If you have an issue with Circulation, typically fines and overdues, ask to speak with the circulation supervisor on duty. During the day, you can speak directly to the Circulation Department Coordinator, Debbie Farrell, at [df@niagara.edu](mailto:df@niagara.edu) or 716-286-8025.

If you have an issue with Interlibrary Loan, again typically fines and overdues, please contact Samantha Gust, the Interlibrary Loan Librarian, at 716-286-8031 or [gust@niagara.edu](mailto:gust@niagara.edu).

If you have an issue with noise, temperature, cleanliness, lights, noise or something else regarding the building, please talk to the reference librarian on duty

If you have an issue with reference service you have been provided, please contact Jonathan Coe, Coordinator of Public Services, at [jcoe@niagara.edu](mailto:jcoe@niagara.edu) or 716-286-8005.

If your grievance can not be addressed by the front line supervisor, it will be referred by the supervisor to David Schoen, the Library Director, who will contact you within 24 hours of receiving word of your grievance. Please also feel free to contact the Library Director yourself directly if you wish at [schoen@niagara.edu](mailto:schoen@niagara.edu) or 716-286-8001.