Program Feedback Procedures

Date: July 19, 2019	**Updated Date:** February 21, 2025
Associated Policy: Programming Policy	**Review Schedule:** Annual

Purpose

Loudoun County Public Library strives to offer programs that help LCPL serve as an educational and cultural center for the community, and that provide a place of cultural and civic engagement, where people of all backgrounds may gather for reflection, discovery, participation, and growth.

Loudoun County Public Library recognizes that differences of opinion may exist in the community about the value and suitability of individual library programs. It is the library's position that while anyone is free to reject for themselves programs of which they do not approve, they may not restrict the access to programs by others.

The library carefully evaluates input from customers through written program feedback and considers this input in the development of future programs for the community. Programs that have already been scheduled will not be cancelled at the request of those who disagree with program presenters or content.

Programs are also marketed with age groups in mind, but responsibility for attendance at library programs by children and young adults rests with their parents or legal guardians. Loudoun County Public Library does not stand in loco parentis. It is the responsibility of parents or legal guardians to monitor what programs their children attend.

Customer Feedback Procedures

The following steps will be used when a customer wishes to provide input on scheduled library programs.

1. Program attendees should be made aware of the short program survey located on the website at https://library.loudoun.gov/feedback. A poster or sign with a QR code linking

to the survey should be available in meeting rooms, or a printed version may also be used. This feedback is reviewed and shared with programming staff.

2. If a customer requests more official feedback about a program, staff should listen respectfully to the customer and refer the customer to the Official Program Feedback form as soon as possible. The form is located at https://library.loudoun.gov/events/program-feedback and is also available at the bottom corner of the Programming Highlights webpage at https://library.loudoun.gov/programs.

Eligibility

Loudoun County residents have the right to request formal reconsideration of library programs. Submissions will only be considered from individuals, not organizations. Customers are limited to one active formal reconsideration request at a time. If multiple requests are received from the same individual, they will be considered in the order they are received.

The completed Official Program Feedback Form is automatically submitted to the Division Manager for Programming and Community Engagement.

1. The division manager will consider the customer's written feedback about a specific scheduled program, research any prior history of the program at LCPL, and document the feedback.

2. The division manager will share the feedback with programming staff.

3. After consultation with the library director, the division manager will answer the customer within 30 days.

4. Any appeal of the division manager's response must be made in writing to the Library Board of Trustees by emailing LBOT@loudoun.gov. The Library Board of Trustees will review the appeal and reach a final decision by majority vote. The library board will vote to do one of the following:
   o Make no changes to future sessions of the program.
   o Direct staff to make specific changes to the content or presenter of future program sessions.
   o Direct staff not to schedule an identical program in the future.

5. Programs that have been reviewed by the Library Board of Trustees as the result of a formal request will not be reconsidered for a period of two years. Should a new appeal concerning the same program occur within two years of a decision, a copy of the

response to the previous complaint will be sent to the individual submitting the new review.

Loudoun County Public Library

Quick Program Survey

We appreciate your feedback on Loudoun County Public Library programs!

1. What program did you attend?

2. Where was the program held?

3. What is your ZIP code?

4. How did you find out about this program? Please check all that apply.

    Flyer

    LCPL's main Facebook page - event or post

    LCPL branch Facebook - event or post (e.g. Ashburn, Rust, Cascades, etc.)

    Weekly printed schedule

    Online library calendar

    Library staff

    Library email

    Other: Text input

5. Please add your email address below to be added to our marketing lists (optional).

6. Please provide feedback on this program:

7. Please provide any future program suggestions below, and check out our full schedule at library.loudoun.gov/programs and visit our Loudoun County Public Library Online Programs YouTube Channel at https://www.youtube.com/channel/UCIrH1vyZ5LnHFWWCEKQTXkA/videos. Thank you for taking the survey!
<Submit>

Loudoun County Public Library Program Feedback Form

- The library carefully evaluates direct input from customers via written program feedback and considers this input in the development of future programs for the community. Programs that have already been scheduled will not be cancelled based on customer input.

- For more information, customers may consult the Loudoun County Public Library Programming Policy available online in the Library Policies and the LCPL Program Feedback Procedures.

- Submission of this form enters the request into the public record and makes it subject to the Virginia Freedom of Information Act (FOIA) (VA Code §2.2-3700).

Feedback submitted on this form will receive a reply from the Division Manager for Programming and Community Engagement within 30 days.

- Title of Program*field type multi line
- Date/Time of Program*field type date
- Location of Program: type single line

  Intended Audience*field type multi line

- First Name*field type single line
- Last Name*field type single line
- Email Address*field type email
- I Represent*field type radio button
    - Myself
    - An organization: _____
- What feedback do you have about this program? Please be specific:*field type multi line
    - Signature*