

SUGGESTIONS, FEEDBACK AND COMPLAINTS

JMRL values public input and feedback and provides convenient methods for submission. Each service location has a physical box for comments, suggestions, and complaints regarding Library services. Digital submissions are also welcomed, either by [email to feedback@jmrl.org](mailto:email_to_feedback@jmrl.org) or via a web form on JMRL's website.

Feedback will be shared with and addressed by the applicable Library departments, and will also be consolidated at a regional level for analysis of trends by the Library Director. Feedback may be shared with the Library Board or the general public at the discretion of the Library Director.

Requests for additions to the Library collection can also be submitted via JMRL's Suggest-a-Purchase Form 4.14 at each location or electronically.

Requests for the reclassification or reconsideration of specific library materials or resources will be accepted using JMRL Form: 4.24 in accordance with JMRL's Reconsideration Policy: 4.24.