

Public Library Procedures for Handling Formal Complaints

The following steps will be used when an individual feels that further action is necessary to address concerns about a library resource. For the duration of this process, the material in question will remain in circulation in the library collection.

1. A concerned patron who is dissatisfied with earlier informal discussions will be offered a packet of materials that includes the library's mission statement, selection policy, reconsideration form, and the Library Bill of Rights.
2. Patrons are required to complete and submit a reconsideration form to the library director.
3. The director, with appropriate professional staff, will review the reconsideration form and the material in question, to consider whether its selection follows the criteria stated in the collection policy.
4. Within 15 business days, the director will make a decision and send a letter to the concerned person who requested the reconsideration, stating the reasons for the decision.
5. If the individual is not satisfied with the decision, a written appeal may be submitted within 10 business days to the Board of Trustees.
6. If the board plans to address the appeal at their board meeting, the individual will be notified of when and where the meeting will be held.
7. The Board of Trustees reserves the right to limit the length of public comments.
8. The decision of the board is final.