

APPEAL PROCESS POLICY

To resolve differences:

- Concerns will be dealt with promptly and courteously
- Persons with concerns should contact the Library Director
- After discussion with the Director, if an individual or group is still concerned, they may submit an official complaint to the Library Board of Trustees in the form of a letter or the "Statement of Concern about Library Resources" form.
- This official complaint will be reviewed by the Trustees at the next regular meeting.
- At that meeting, the individual/group may present their concerns/comments during the "Communications and Petitions" agenda item
- The Library Director will present a staff response
- The Library Board of Trustees will make a final ruling on the concern within two weeks
- A written response will be sent to the individual or group within 10 days of the Board of Trustee's decision.



Shenandoah Public Library Statement of Concern About Library Resources

Name _____ Date _____
Address _____ Phone _____
City _____ State _____ Zip _____

Do you represent (please check one):

- Yourself
 An organization (name): _____
 Other group (name): _____

1. Resource on which you are commenting:

- Book Audiovisual Resource Magazine
 Newspaper Content of Library Program Other

Title: _____

Author/Producer: _____

2. What brought this title to your attention?

3. Have you read, viewed or listened to the entire work? Yes No
If not, with which parts are you familiar?

4. Specifically, what are your objections? (Cite pages, instances, etc. Use back if needed)

Signature _____