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Dunbarton Public Library Appeal Policy and Process

It is the aim of the Library Board of Trustees and Library Staff to provide the best possible library services to the residents of Dunbarton. To that end, library policies and procedures have been developed to provide fair and efficient services to all Dunbarton residents and DPL cardholders. All members of the public are invited and encouraged to review the operating and organizational policies of the Dunbarton Public Library. Policies may be found on the Dunbarton Public Library's website, as well as in print in the library by asking any staff member.

In the event that a library user is dissatisfied with an operating policy of DPL, an appeal for review of that policy may be made to the Library Director, and if still unsatisfied, to the Library Board of Trustees using the Request for Review and Reconsideration form. This form may be filled out and returned either in person, emailed or by mail to the library at the patron's preference.

Once a Request for Review and Reconsideration form has been received, the Library Director shall respond to the Request form within 14 days. If the Library Director and patron are able to resolve the concern to their mutual satisfaction, no further action by the Board of Trustees is necessary.

If, however, there remains a concern, either the Library Director or the patron may request a review by the Library Board of Trustees. The Board shall review the request at their next scheduled board meeting.

The concerned library user will be notified of the decision of the Library Board of Trustees within 7 days of the Board's decision.

Adopted by the Dunbarton Public Library Board of Trustees, January 10, 2022.