

## Right to Appeal Policy

All library policies are set by the Library Board. The Library Board delegates to the Library Director the responsibility for administering library policies, establishing procedures for their implementation, and for making the policies available to the public at each library branch and via the library's web site. The Library Director may authorize qualified staff to assist with these responsibilities. All library staff members are expected to apply library policy in a fair, reasonable and positive manner.

The Library Board recognizes the right of individual patrons to question the way that library policies have been applied. The following appeal process applies to any library policy that does not include a specific appeal procedure.

When a patron disagrees with the way a policy has been interpreted or applied, he or she may notify any staff member of his or her concern. Staff will attempt to explain or resolve the situation at the branch level or in consultation with other staff members such as the Circulation Coordinator.

If the patron wishes to appeal, they should submit the concern in writing to the Administrative Office. An Administrative Team member will respond to the complaint within 14 business days.

If the response from the Administrative Team member is not satisfactory, the patron may appeal to the Library Director in writing. The Library Director will respond within 14 business days.

Patrons who are not satisfied with the disposition of an appeal may ask the Library Director to place their concern on the Board Agenda, or they may address the Board during a regular meeting under the agenda item, "Public Comment," or during any other time set aside for general public expression of opinion. The Board, after receiving public testimony from the patron and from the Library Director, will decide whether or not library policies have been followed. The Board will have one month to respond to the complaint in writing.

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