

EASTTOWN LIBRARY & INFORMATION CENTER

POLICY AREA: COLLECTION DEVELOPMENT

POLICY NAME: CUSTOMER CONCERNS ABOUT LIBRARY MATERIALS

ADOPTED: 9/18/97

LAST REVISED: 3/15/2017

CUSTOMER CONCERNS ABOUT LIBRARY MATERIALS

Customers with concerns about materials in Easttown Library's collection should discuss the material in question with the appropriate staff member or the Person in Charge. If the customer's concern is not resolved, the customer may formally submit his or her concerns by completing the *Statement of Concern Form* which is available at the Circulation Desk. The form will be referred to the Library Director, who will send a letter acknowledging its receipt along with a copy of the Materials Selection Policy to the customer.

Within a month of receipt of the *Statement of Concern Form*, Easttown Library staff will complete a review of the material in question and make a recommendation about its status to the Library Director. The Library Director will then write to the customer about the resolution of the issue. If the individual is not satisfied with the action taken, he or she may appeal the Library Director's decision to the Easttown Library Board of Trustees at its next regularly scheduled meeting.

Form attached

S:\Financial Group\Board\Policies\Customer Concerns Policy