

WELLS PUBLIC LIBRARY

**POLICY ON APPEALS OF
LIBRARY DECISIONS INVOLVING LIBRARY POLICIES**

The staff of the Wells Public Library applies library policies and procedures in an evenhanded and reasonable manner when interacting with patrons and others in the library building and on the library premises. Occasionally, a patron will disagree with a staff member's interpretation or application of library policies or procedures in a particular situation. This Appeal Policy provides a mechanism for the internal review of such decisions.

A library patron who disagrees with a staff member's action or administrative decision involving a library policy or procedure may appeal the decision to the Library Director in writing within fourteen days of the action or decision. The written appeal may be informal but must state the basis of the disagreement with the decision being appealed. The Library Director will make an effort to address the appeal within seven days after its presentation. The Library Director shall provide an opportunity for the patron to present his/her position to the Director, either in written format or in a meeting, and may provide a similar opportunity to the staff member(s) involved. The Library Director shall provide a written response to the patron, with a copy to affected staff members.

If the Library Director imposes or approves a suspension of library privileges of more than 7 days, and a satisfactory settlement cannot be reached with the Library Director, the person affected may appeal in writing to the Library Board of Trustees. The written appeal, which may be informal, shall include a copy of the decision of the Library Director that is being challenged, and an explanation of the basis for the disagreement with that decision. The Library Director will be given a similar opportunity to defend the decision in writing. The Board shall address the appeal as soon as practicable, and shall provide a written response to the patron with a copy to the Library Director.

Nothing in this Appeal Policy precludes a staff member or library patron from seeking a less formal resolution of disagreements with the Library Director before filing an appeal of either a staff member's decision or of the Library Director's decision.

Unless the Library Director determines otherwise, any decision made by a library staff member or the Library Director remains in effect until changed during the appeal process.

Approved by the Library Board of Trustees: January 11, 2006; Revised September 9th, 2015.