

Goffstown 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 Goffstown. To that end, library policies and procedures have been developed to provide fair and efficient services to all Goffstown residents and GPL card holders. All members of the public are invited and encouraged to review the operating and organizational policies of the Goffstown Public Library. Policies can be found on the Goffstown Public Library 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 GPL, 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 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 will respond with all expediency. The Library Director shall respond to a 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 Board of Trustees. The Chair of the Board of Trustees will make a determination to bring the matter to the full board or to the appropriate Board of Trustee's committee for its consideration and possible referral to the full Board of Trustees for review and action. The Board or its committee shall review the Request within 30 days from receipt by the Chair of the Board of Trustees.

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

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