

Alpena County George N. Fletcher Public Library- General Appeals Form

The Alpena County George N. Fletcher Public Library (ACL) establishes the following procedures to appeal a Library decision in a fair, transparent, and timely manner in compliance with relevant federal and state law.

The Library Director can discuss questions or concerns with anyone in the community at any time without the need to initiate the formal process.

Formal Appeal Process Steps

To appeal a library decision, the requestor must have a valid ACL library card.

1. **Appeal to the Library Director.**

- a. The Director will meet with the requestor to discuss the reconsideration of the material and provide a packet including;
 - i. Relevant library policy
 - ii. Library General Appeals Form (Appeals Form)
 - iii. Other information deemed pertinent by the Library Director.
- b. If the appeal is not resolved to the patron's satisfaction, the patron may submit an Appeal Form.
 - i. The person must fill out the Appeals Form including name, address and date submitted.
 - ii. The Appeals Form must be returned to the Library Director whereupon it will be added to the Reconsideration Tracking Log.
- c. The Library Director will respond to the requestor via email and US Postal Mail within 30 days.
 - i. If needed, the Library Director will notify the requestor of a good-faith estimate of the timeline to ensure due diligence is completed. A written response will be made after that time.

2. **Appeal to the Board**

- a. If the patron is not satisfied with the Library Director's response they must complete and submit to the library an Appeals Form. The requestor may appeal the Director's decision based on;
 - i. Board's responsibility to determine if the policy was adhered to.
 - ii. Board's responsibility to review differences of opinion between the Director and the requestor.

The Appeals Form will be forwarded to the Board President within 7 days of the date on the Appeals Form.

- b. The patron has 30 days from the date the patron receives the Library Director's decision to present an appeal to the Board.
 - i. If the patron would like to make a verbal appeal to the board, in addition to the written Appeals Form, they can contact the Library Director and/or Board President to be added to the next regularly scheduled board meeting agenda.
 - ii. A 30 day extension may be requested by communicating with the Library Director via email or phone.
- c. The Board President will ensure the request is scheduled for the next earliest possible Board meeting.
- d. The President of the Board will respond to the patron with the Board's decision, in writing, within 30 days following the Board meeting where the request is formally received in writing or, if the patron chose to verbally appeal, following the board meeting where the patron was scheduled to speak.
 - i. If needed, the Board will notify the requestor of a good-faith estimate, not to exceed 60 days, of the timeline to ensure due diligence is completed. A written response will be made after that time.

Tracking, Recording, and Confidentiality

All reconsideration requests and appeals will be assigned a tracking # and logged in a Reconsideration Tracking Log containing submission dates and the decisions of the Library Director and, if appropriate, the Library Board decisions. Correspondence and documentation will be retained according to the Michigan Records Retention Schedule for Public Libraries. Annual summaries will be presented to the Board. An updated Reconsideration Tracking Log will be included in the monthly Director's report to the Board with personal information redacted. Patron personal information is protected by the Library Privacy Act.