

Lillooet Area Library Association- Patrons Appeal Policy

Adopted: January 2024

Preamble: The Board of Trustees 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 Board of Trustees recognizes the right of individual patrons to question the way that library policies have been applied.

Goal: To ensure that patrons of the Lillooet Area Library Association have a clear, equitable, fair process for review of our policy, procedure, and decisions.

1. The following appeal process applies to all Lillooet Area Library Association policy and procedure.
2. 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.
3. If the patron wishes to appeal a decision, he or she must submit the concern in writing to the Library Director. They may use the form attached, or write their own letter. The Library Director will respond to the complaint within 14 calendar days.
4. Patrons who are not satisfied with the disposition of an appeal may ask the Library Director to place the appeal on the Board Agenda. The Board will form an Appeal Committee of three members to review the appeal.
5. The Appeal Committee may meet with the patron, the Library Director, and other staff. The Committee will decide whether or not library policies have been followed. The Committee will respond, in writing, within one month to the appeal being received.

Lillooet Area Library Association- Patron Appeals Form

This form will provide information to help address your issue or complaint. You are welcome to write your own letter. Please provide your contact information, the date, your home branch and any other information you feel is important.

The personal information on this form is being collected by the Lillooet Area Library Association under the authority of BC's *Freedom of Information and Protection of Privacy Act* [s. 26] and the BC *Library Act*, for the purpose of responding to your request for appeal. Should you have any questions about the collection please contact Privacy Officer, Toby Mueller; 250-256-7944 or lala@lillooet.bclibrary.ca

Please submit your form or letter to: Library Director, Toby Mueller, lala@lillooet.bclibrary.ca

Name _____

Phone number and email address _____

Home Library Branch _____

Describe what happened:

Describe how it has affected you:

Describe how the problem can be solved: