

## **Cranbury Public Library**

### **Appeal Process**

It is the aim of the Board and Staff of the Cranbury Public Library to provide the best possible library services to the residents of Cranbury. To that end, library policies and procedures have been developed to provide fair and efficient services to all segments of the public.

Individuals or organizations that have experienced problems with service or who question a library policy are welcome to discuss their concerns with library management staff. An individual or organization that has been denied card privileges, permission to use the meeting room or any other library facility, may appeal the decision.

The appeals process will proceed in the following manner:

- Individuals or organizational representative(s) should appeal in writing to the Library Director. A form is available at the Library for this purpose.
- The appellant can expect to receive a written response from the Library Director within two of the Director's business weeks.
- If the appellant is dissatisfied with the Director's response, he/she may then appeal to the Library Board of Trustees for consideration. The original appeal form, the Director's response and a written request for Board intervention must be submitted to the Library Board of Trustees within 14 days of the original decision.
- The Appeals Committee of the Library Board of Trustees will meet to consider the request and make a recommendation to the full Board at its next regularly scheduled meeting. The appellant may attend this Appeals Committee meeting and make a statement, not to exceed 15 minutes. The Committee will render a written decision within 14 days of the appeal meeting.
- If the problem still has not been resolved to the appellant's satisfaction, he/she may ask that the full Board of Trustees take up the matter. The appellant may ask to have the matter reviewed at the next regularly scheduled meeting of the full Board of Trustees and appear before the Board. Following deliberation, the Board will issue a final decision.