

MERRIMACK PUBLIC LIBRARY
APPEAL PROCESS POLICY

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

A member of the public who wishes to appeal an action or decision by Library Staff may appeal the decision to the Library Director. The grievance must be made within fourteen days of the action or decision and must be made in writing. The Library Director will make an effort to address the grievance within seven days of its receipt.

If a satisfactory resolution cannot be reached, the member of the public may appeal in writing to the Library Board of Trustees within seven days of the report from the Library Director. The Board will address the grievance at their next scheduled meeting and will render its decision. The Board will notify the member of the public directly or through its designee of the decision made or action taken.

Approved 06.29.11
Library Board of Trustees