
Appeals 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 Merrimack residents and MPL card holders. All members of the public are encouraged to review the operating and organizational policies of the Merrimack Public Library. Policies can be found on the MPL 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 action or decision made by Library Staff, they may appeal the decision to the Library Director. This grievance must be made in writing within 14 days of the action or decision. The Library's *Request for Reconsideration of Library Resources* form may be used when appropriate. The Library Director will make an effort to address the grievance within 7 days of its receipt.

If the library user is dissatisfied with the decision of the Library Director, the library user may then appeal this decision to the Library Board of Trustees. This grievance must be made in writing to the Chair of the Library Board of Trustees within 7 days of the decision from the Library Director. The Chair will bring the matter to the Board for its consideration, review and action. The Board shall review the request within 30 days from receipt by the Chair. The Board will notify the library user within 7 days of the Board's final decision.

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Merrimack Public Library Board of Trustees