

## Statement of Concern about Library Resources Complaint Form

Citizen concerns will be dealt with promptly and courteously.

**Expressions of Concern:**

- The appropriate Collection Manager and the Community Relations Specialist will first discuss the material with the concerned individual or group.
- After discussion with the Collection Manager and the Community Relations Specialist, if the individual or group wishes, they may discuss their concerns with the Library Director.
- After discussion with the Library Director, an individual or group still concerned about library resources may submit an official complaint to the Library Board of Trustees using the "Statement of Concern about Library Resources" form.

**Formal Complaint Process:**

The official complaint on the "Statement of Concern about Library Resources" form will be considered by the Library Board of Trustees at a regular meeting.

- At the meeting, the individual or group may present their comments following the procedures outlined in the Ames Public Library "Public Participation" policy.
- The Library Director presents a staff response.
- The Library Board of Trustees will make a final ruling on the concern.
- A written response will be sent to the individual or group.

**Complete this form and return it to: Ames Public Library, Attn: Library Director, 515 Douglas Ave., Ames, Iowa 50010. You may use the other side of this form or attach additional pages as necessary.**

Today's Date \_\_\_\_\_

Name of Individual or Group \_\_\_\_\_

Contact person \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

**1. Resource you are concerned with:**

- Book or Magazine    
  Video/DVD    
  Audio recording/CD    
  Electronic information

Title, author, artist \_\_\_\_\_

- Library program    
  Display/exhibit    
  Meeting Room    
  Other \_\_\_\_\_

Title, date, time, location \_\_\_\_\_

**2. Have you examined the entire resource?**     Yes     No

**3. How did you find out about the resource(s)?**

**4. What are your concerns about the resource(s)? What action do you seek as a result of this complaint?**

**5. Are there resource(s) you suggest that provide additional information and/or other viewpoints on this topic?**     Yes     No    **If yes, we welcome and encourage your recommendations.**

**Library use only:**

Complaint received by APL staff member: \_\_\_\_\_ Date: \_\_\_\_\_

Notes/comments/actions \_\_\_\_\_