

## Statement of Concern about Library Resources Complaint Form

Citizen concerns will be dealt with promptly and courteously.

### Expressions of Concern:

1. The appropriate staff will listen to the concern of the individual or group.
2. After discussion, if the individual or group requests further action, they will submit a "Statement of Concern about Library Resources" form to the Library Director.
3. The Director will contact the customer and schedule an appointment to discuss the completed "Statement of Concern about Library Resources" form.
4. After discussion with the Library Director, an individual or group still concerned about library resources will have their "Statement of Concern about Library Resources" form considered by the Ames Public Library Board of Trustees in a timely manner.

### 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.

1. At the meeting, the individual or group may present their comments following the procedures outlined in the Ames Public Library "Public Participation" policy.
2. The Library Director will present a response.
3. The Library Board of Trustees will make a final ruling on the concern.
4. 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 of concern:

- 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)?

5. What action do you seek as a result of this complaint?

### Library use only:

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

Notes/comments/actions