

Patron Concerns

1. **Materials:** A “Patron’s Request for Reconsideration of Materials” form is provided for a patron wishing to request that the Noble County Public Library reconsider a specific title currently in the collection. The patron may complete the form and submit it to the Executive Director. The Materials Reconsideration committee made up of two board members, the Executive Director, the Branch Administrators, a children’s services manager, and a teen services manager will review and research the material in question and provide a letter of response to the patron within 30 days of receipt which will include the Library Bill of Rights, the NCPL Collection Development policy, and the Public Comments policy. If the patron is unsatisfied with the response, they may address the Board of Trustees by following procedures in the Public Comments policy. All complaints about library materials are viewed in the context of the Collection Development policy.

2. **Staff:** Patrons who find the behavior or patron service skills of any library employee to be unacceptable are requested to ask the individual his/her name and ask to speak to the Executive Director. The patron should relate the incident to the Executive Director in person or in writing. The patron may be asked to fill out an Accident/Incident Report form to explain the problem. The Executive Director will then talk with the staff member to get their understanding of the event and will determine if corrective action is needed. The patron will be informed as to the action taken concerning the incident.

3. **Executive Director:** Patrons who are dissatisfied with the Executive Director’s handling of a situation, are invited to submit a written complaint to the president of the Noble County Public Library Board of Trustees. The letter should be addressed to:

Board President
Noble County Public Library
813 E. Main St.
Albion IN 46701

It will be delivered, unopened, directly to the Board President.