

BENICIA PUBLIC LIBRARY POLICY MANUAL

POLICY ON PATRON EXPRESSION OF CONCERN REGARDING LIBRARY RESOURCE

BENICIA PUBLIC LIBRARY

The Board of Library Trustees for the Benicia Public Library has established the following policy in regard to handling patron concerns with library resources.

Verbal complaints or concerns about titles in the library collection or other library resources should be handled by a librarian, escalating as necessary to a Senior Librarian or the City Librarian.

The patron may fill out the “Patron Expression of Concern Regarding Library Resource” or write a letter outlining his/her concerns. The concern will be referred to the City Librarian with a copy of the book or item in question.

The City Librarian will send the patron a letter acknowledging receipt of the concerns and outlining the Library’s procedure for handling considerations about library materials/resources.

The City Librarian and appropriate staff will re-evaluate the resource, find appropriate reviews and articles and draft a letter of response to the patron. Staff must determine if the original reasons for inclusion of the resource are still valid or whether the material /resource should be withdrawn for good cause.

The City Librarian will write the official letter responding to the concerns and will retain a copy of the concern, the response and all supporting materials in their file.

The City Librarian will inform the Board of Library Trustees of the expressed concerns and process and will otherwise handle the matter as appropriate.

If the patron is not satisfied with the City Librarian’s decision in the matter, the concern may be appealed to the Benicia Board of Library Trustees at a public meeting. The Board has final authority in all book selection and retention decisions per the Benicia Municipal Code section 1.44.100.

Adopted: September 18, 1985
Revised: March 23, 1992
Revised: May 22, 1995
Revised: May 10, 2016
Revised: September 13, 2016
Revised: December 10, 2024

BENICIA PUBLIC LIBRARY
PATRON EXPRESSION OF CONCERN REGARDING LIBRARY RESOURCE

DATE:

PATRON INFORMATION:

Name:

Address:

Phone:

MATERIAL/RESOURCE:

For books:

Author:

Title:

Publisher/Date:

If your concern is regarding another form of library resource (e.g. display, program/event, database), please describe the resource here.

If you represent an organization or group, please give the name, address and phone number of the organization or group:

It is the policy of the Benicia Public Library to seriously consider and respond to all formal comments on or concerns expressed about library materials and resources. If you have a concern, here are some ways you can help us give you a better, faster response:

1. Give a specific example or examples of the material to which you object (page numbers are helpful).
2. Explain what you feel might be the result of reading/seeing/hearing/using this resource.
3. State whether you read/saw/heard the entire work or only a portion.

Please detail your concerns here:

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