



Planning and Policy Manual

Abstract

This document includes the long range plan, technology plan, bylaws of the Saratoga Springs Public Library Advisory Board, and policies which govern Library operations.

Saratoga Springs Public Library

library@saratogasprings-ut.gov

www.saratogasprings-ut.gov/library

XVIII: Appeal Process

Due to the sensitive nature of the content requested, displayed, and/or in the public space, the Library will not consider appeals regarding decisions not to remove internet filtering or in relation to background checks. Digital materials are not governed solely by the Library and City and cannot be appealed through this process.

Any person who has a request for accommodation denied, is expelled from the Library for 24 hour or longer, whose access to Library services is revoked, or whose “Customer Statement of Concern” regarding materials, displays or events is denied may appeal these actions in writing by emailing library@saratogasprings-ut.gov within 14 days of the initial decision. Appeals requests not made within 14 days of the initial decision will be denied.

The appeal must include:

1. The subject line of the request must include “Appeal Process;”
2. Customer’s First and Last Name;
3. Customer’s Address;
4. Customer’s Phone Number;
5. Customer’s Email Address;
6. Library card number;
7. Any of the following which may be applicable:
 - a. The title of the item, display or program.
 - b. The initial “Customer Statement of Concern;”
 - c. The initial “Request for Accommodation;”
 - d. The Library’s previous findings regarding the issue;
 - e. Initial communication regarding why they were expelled from the Library for 24 hours or longer or whose access to Library services is revoked.

The Library will establish an appeals committee of at least five (5) members, which may be comprised of the following, who will review the appeal, incident reports, account history, and/or other information regarding the situation.

1. Request for Reasonable Accommodation Appeals Committee should consist of at least five (5) members comprised of any of the following: one (1) member of the Library Board, one (1) employee from the Library, one (1) employee from City Administration, one (1) professional librarian who is not working for the City (if available); one (1) attorney from the City Attorney’s Office.
2. Customer Behavior Appeals Committee should consist of at least five (5) members comprised of any of the following: one (1) member of the Library Board, one (1) employee from the Library, one (1) employee from City Administration, one (1) employee from Human Resources; one (1) attorney from the City Attorney’s Office.
3. Event, Program, or Activity Appeals Committee should consist of at least five (5) members comprised of any of the following: one (1) member of the Library Board, one

(1) employee from the Library who is a librarian, one (1) employee from the Library who is a clerical member of staff, one (1) employee from City Administration, one (1) professional librarian who is not working for the City (if available); one (1) attorney from the City Attorney's Office.

4. Item which can consist of Physical Material or Display Appeal Committee which should consist of at least five (5) members comprised of any of the following: one (1) member of the Library Board, one (1) employee from the Library who is a Librarian, one (1) Employee from the Library who is a clerical member of staff, one (1) employee from City Administration, one (1) professional librarian who is not working for the City (if available); one (1) attorney from the City Attorney's Office.

At no time shall the Library Board, Appeals Committee, its members, the Library Director, or designee, nor any member of the staff discuss the appeal, either privately or in public except through proper and adequate reporting practice by the Library Director, or designee, to the American Library Association.

All determinations of the Appeals Committee are final.

Review and Determination of Qualification for Appeal

After review of the appeals request and discussion with appropriate legal counsel, the appeals committee will give a written response within a reasonable time period which indicate they have chosen to do one (1) of the following at the next regularly scheduled Library Board meeting:

1. Refuse to consider the appeal.
2. Hear the appeal and render a decision at the next regularly scheduled Library Board meeting.
 - a. If the appeal will be scheduled to be read at the next regularly scheduled Library Board meeting, the Library's decision will stand until the appeal is heard.

Appeal Hearing

The "Customer Statement of Concern" submission and Library decision will be discussed in an open and public Library Board meeting, with a quorum present, where legal counsel (if retained) of both parties is invited to be present.

The review will occur in a manner that grants to each side equal time.

All conversations and behaviors of Library Board members, employees, and the public shall be required to conform to the "Behavior Guidelines" within this document. If remarks or comments made by either party do not conform to the guidelines, the conversation will be halted and the Appeals Committee will make a recommendation based on the written findings.

A finding will be made by the Appeals Committee and a public vote will be held by the Library Board to do one (1) of the following:

1. Remove the item or display from the Library.
2. Relocate the item in question to a different section of the Library, for example, a children's title can be relocated to the adult collection.
 - a. If this option is chosen, the Committee should identify what section the item should be relocated into with input from Library employees.
3. Cancel the program in question.
4. Allow the Library's previous decision to stand.

All determinations of the Appeals Committee are final.