



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

XVII: Customer Statement of Concern

If a display, program, or item has had a “Customer Statement of Concern” form submitted within the last 12 months, the initial decision or appealed decision will be upheld and the new “Customer Statement of Concern” will be informed of the previous result(s).

1. Customer Process:
 - a. Any Library customer with a valid Library card may question the presence of an item in the Library’s collection.
 - b. Customers must include their Library card number within their requests for material review.
 - i. If the request does not include this Library card number, then the request shall be denied.
 - c. Requests must state the reason why the item, request for accommodation, artwork, display, public bulletin board, brochure, information and/or announcements notice does not comply with the policy criteria herein.
 - i. If the request does not specifically state the reasons for the challenge or specify the violation of policy, then in either case the request shall be denied.
 - d. The Library will respond to the number of requests in chronological order, based on the number of staff resources available without compromising Library operations.
2. Process by Concern Type and Item Format. Customers shall fill out one (1) of the below indicated forms regarding their concerns. The form they complete varies with the concern type, item format, and owning institution.
 - a. Concern Type
 - a. Event, Programs, or Activities. Customers shall complete a “Customer Statement of Concern” form available online at www.saratogasprings-ut.gov/library or at the Circulation Desk.
 - b. Request for Accommodation. If a request for accommodation is denied, customers can utilize the Appeal Process outlined in this Policy document.
 - b. Item Format
 - a. Physical Materials. Customers shall complete a “Customer Statement of Concern” form available online at www.saratogasprings-ut.gov/library or at the Circulation Desk.
 - b. Digital Materials owned by Utah State Library or Beehive Library Consortium. Customer shall fill out the “Statement of Concern” with the Utah State Library located online at <https://onlinelibrary.utah.gov/>.
 - c. Displays. Customers shall complete a “Customer Statement of Concern” form available online at www.saratogasprings-ut.gov/library or at the Circulation Desk.
2. The Library will form a review committee for any concerns submitted from the “Customer Statement of Concern” form.

- a. The committee shall consist of at least three (3) members; one (1) of whom will be from the City Attorney's Office and the Library Director, or designee.
- b. All members of the committee will review the customer statement of concern, information regarding the event, program, activity, or item, and consider if it violates any of the criteria and/or policies included herein.
- c. If an event, program, activity, or item has had a "Customer Statement of Concern" form submitted within the last 12 months, the initial decision or appealed decision will be upheld and the new "Customer Statement of Concern" submitter will be informed of the previous result(s).
- d. After review of the statement of concern, information regarding the event, program, activity, or item, and discussion amongst the committee which includes appropriate legal counsel, the Library Director will give a written response within a reasonable time period which is determined based on the number of active "Customer Statement of Concern" submissions in process, but should strive to have a response within four (4) weeks.
- e. At no time shall the Library, Library Director, nor any member of the staff discuss the challenge, either privately or in public, except through proper and adequate reporting practice by the Library Director, or designee to the American Library Association.