

## 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 first discuss the resource with the concerned individual or group.
2. After discussion, if the individual or group wishes, they may discuss their concerns with the Library Director.
3. After discussion with the Library Director, an individual or group still concerned about library resources may submit an official complaint to the Library Board of Trustees using this "Statement of Concern about Library Resources" form.

### 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 under public comment. res outlined in
2. The Library Director will present a staff 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:** Gutekunst Public Library, P O Box 603, State Center IA 50247  
Attention: Director 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?