

CRAWFORD COUNTY LIBRARY

Policy Manual

Policy No. 409

Subject: Citizen Requests

1. The Library Board is responsible for the overall operation of the Library in a way that is in the best interest of the citizens of Crawford County. To this end, the Board welcomes and solicits citizen requests, suggestions and complaints, or requests for information from the Library records.
2. The Board employs a Director/Librarian to manage the daily operations of the Library, under the general supervision of the Board.
3. Citizens who wish to submit a request, suggestion, complaint, dispute of fines, dispute of lost materials, or request information from the Library Minutes or other Library records, will be asked to complete either a “Citizen Request” (Policy No. 409.1) or “Freedom of Information Request” (Policy No. 409.2) that is available at the library or any of its branch libraries.
4. Library staff or members of the Board of Trustees who receive a verbal request, suggestion, complaint or request for information, will ask the citizen to complete a “Citizen Request” (Policy No. 409.1) or “Freedom of Information Request” (Policy No. 409.2) and return it to the Director for consideration.
5. Citizens who find the director’s consideration and response unacceptable may submit the “Citizen Request” (Policy No. 409.1) or “Freedom of Information Request” (Policy No. 409.2) with the director’s written response to the Board for their consideration and response.
6. The Library’s collection reflects the needs and interests of the community it serves. The Library recognizes that some materials address issues that some may find controversial. Whenever any patron questions the presence or absence of items in the Library’s collection, the concern will be given serious consideration. Reconsideration (Policy No. 401)

ADOPTED: May 22, 2001

REVIEWED: May 8, 2003, May 8, 2008, March 11, 2021

AMENDED: March 11, 2021