



**232 Middle Road  
Acushnet, MA 02743  
acupl.org**

### **Patron Request for Reconsideration of Library Material**

The Acushnet Public Library exists to provide quality library services to the taxpayers who support the library and the patrons who utilize the library's facilities. Library patrons have the right to question library policies and materials and to expect a courteous and reasonable response. The staff of the Acushnet Public Library takes seriously all patron concerns involving our materials.

The library recognizes that some materials are controversial and that any given item may offend some patrons. Selection of materials will not be made on the basis of anticipated approval or disapproval but solely on the basic principles set forth in the Collection Development Policy.

Responsibility for reading and the use of the library by children rests with their parents or legal guardians. At no time will library staff act in loco parentis. Selection of library material will not be inhibited by the possibility that they may come into the possession of children.

Each patron who expresses a complaint shall be treated with respect and assured by the staff member who takes the complaint that the matter will be addressed in a timely manner.

The Library Director will evaluate the item in accordance with the Library's Collection Development Policy and respond in writing to the patron. If the patron is not satisfied with the decision, s/he may appeal the decision to the Library Board of Trustees. The appeal must be made in writing within 2 weeks of the Director's decision. The Library Board of Trustees will review the concern and their decision will be final. The complaint form will be kept for 2 years.

Please fill out form on the reverse side.

Contact Information:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Representing: Self \_\_\_\_\_

Organization Name: \_\_\_\_\_

1. Library material is: (please circle)

Book

Magazine

Music CD

Book on CD

DVD

Electronic resource

Author/Producer: \_\_\_\_\_

Title: \_\_\_\_\_

2. Do you have a valid library card?
3. Did you read/listen to/view all of the material?  
If not, which section/part?
4. What specifically are you commenting about? (Please be specific. Cite pages or parts.)
5. What brought this title to your attention?
6. What age group do you think this material is suitable for?
7. What would you like your library to do about this work?
8. Are there additional comments you would like to make?

Signature: \_\_\_\_\_

Date: \_\_\_\_\_