

# **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.

**ADOPTED:** May 22, 2001

**REVIEWED:** May 8, 2003, May 8, 2008