



Great Falls Public Library | 301 2<sup>nd</sup> Ave. N | Great Falls, MT | 59401 | 406-453-0349 | [www.greatfallslibrary.org](http://www.greatfallslibrary.org)

## Patron Appeal Form

### Internet Use: Right of Appeal

An Internet user whose session has been terminated or whose Internet access has been prohibited due to violations of the Library Internet Use policy may submit a Patron Appeal Form to the Library Director.

### Library Use: Right of Appeal

A library patron who has been asked to leave the library for a length of time due to violations of the patron behavior policy may submit a Patron Appeal Form to the Library Director.

### Library Access: Right of Appeal

A library patron who feels that a Library policy or Library staff action has impacted his/her ability to access Library services may submit a Patron Appeal Form to the Library Director.

### PROCESS:

1. The Library Director will review the Patron Appeal Form and provide a written response within 14 days.
2. If the patron is unsatisfied with the Library Director's response, he/she may submit a written request to appeal to the Great Falls Public Library Board.
3. The patron appeal will be placed on the agenda of the next scheduled board meeting. After hearing statements from the patron, Library staff and any public wishing to speak, the Board will make final ruling on the appeal. A written response will be sent to the patron within 14 days

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

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

City, State, Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Date of Action Being Appealed: \_\_\_\_\_

Type of Appeal       Internet Use       Library Use       Library Access/Policy

**Please explain what Library action or policy is being appealed and what alternative(s) you are requesting. (Use extra pages as needed.)**

\_\_\_\_\_  
Patron Signature

\_\_\_\_\_  
Date

Rev 11/09/21