

# Appeals Policy

## University Libraries

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### **Appeals Policy**

In order that students or other library users may appeal the findings of the library regarding revocation of privileges, the following procedure has been established. The purpose is to give the user an opportunity to have his or her individual case reviewed. It is the responsibility of the user to initiate the appeal and follow the procedure outline.

#### ***Initial review of matter with Reference Services Librarian***

1. Review any information provided by student or library user
2. Review related library records and/or policies
3. Reference Services Librarian will reassess the case and may retract, modify, or maintain the original library finding
4. User may proceed to part II if not in agreement
5. By appointment only

#### ***Review of matter with Public Services Librarian***

1. Follow steps "a" and "b" from part I
2. Public Services Librarian will reassess the case and may retract, modify, or maintain the original library finding
3. User may proceed to part III if not in agreement
4. By appointment only

#### ***Administrative review***

1. User's appeal must be presented in writing, using an Administrative Review Request form (available at the Reference Desk), to the office of the Dean of Library Services within three (3) weeks of the initial review with the Reference Services Librarian
2. Dean of Library Services will request copies of any pertinent library records and review the user's written statement and the library records or policies
3. Dean of Library Services will notify the user (in writing) within fourteen (14) days of receiving the user's written materials
4. User may proceed to part IV if not in agreement

#### ***Library Policies Committee Review***

1. User must notify the Dean of Library Services (in writing within seven (7) days of receiving the written findings of the Dean of Library Services) that a further review is requested
2. The matter will be reviewed by the Library Policies Committee at their earliest convenience
3. User may attend the portion of the committee meeting pertaining to their appeal (but are not required to attend)
4. The decision of the committee will be final
5. The library will abide by the committee's decision
6. User will be notified of the decision at the committee's earliest convenience
7. User must abide by the decision.