

**COLLECTION DEVELOPMENT**

The Town of Gainesville Public Library strives to select quality materials in a variety of formats to meet the needs of the community:

- Assisting the public educate themselves in regards to jobs and life issues.
- Contributing to their growth in knowledge of the changing world.
- Providing materials through book and video format for relaxation.

The authority and responsibility for the selection of library materials is delegated to the Library Director. Suggestions from library staff who view the library shelves when assisting patrons and may see areas of need are welcome. The requests from patrons are taken into consideration when purchasing additional items. All suggestions and requests are subject to the standard library criteria; enduring value, current high interest, literary quality, social significance, objectivity and balance of the subject, physical format, will it fill a need at the Library.

DVD selections follow the same criteria looking for enduring quality, interest and popularity in feature films, non-fiction and family titles in a wide range of film genres.

The Library purchase does not constitute endorsement.

**Patron Complaints: Materials**

The Town of Gainesville Public Library endeavors to provide the highest level of satisfaction and library service to patrons but realizes that occasionally patrons may express complaints about the selection of particular items. Diversity in materials may result in some reconsideration complaint items. Altho a patron may object to certain items on a personal basis, they cannot exercise censorship to restrict materials by others. A complaint may be filled out using a Customer Comment on Library Materials form and presented to the Library Director and/or Board member. It will be examined by the Board of Trustees and Director using the Materials Collection Policy and reviews from recognized sources. The Director will write to the patron giving the action taken in regards to the complaint.

**Complaints: General Service**

Any complaint in regards to service, or other problems, should be brought to the immediate attention of the Library Director or a Trustee of the library. If the complaint cannot be resolved through reference to the bylaws or policy manual, it should be presented verbally or written, at the next Board meeting for review and resolution recommendation. If deemed necessary, a response will be made in either written or verbal form as designated by the Board.

Adopted as written in full compliance in regards to Collection Development, Freedom to Read, Freedom to View as stated by ALA of April 10, 2019; the Board of Trustees:

**Town of Gainesville Public Library**

**Silver Springs, New York**

(Circle One)

**Patron Complaint Form:**

**General Service**

**Material Complaint**

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

Cell Phone: \_\_\_\_\_ House Phone: \_\_\_\_\_

**Complaint:** \_\_\_\_\_

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Add additional sheets if needed for complaint.

**Signature:**

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**Form Received by:** \_\_\_\_\_

**Resolution:** \_\_\_\_\_

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**Patron notified of decision by:** \_\_\_\_\_ **Date:** \_\_\_\_\_