

Goffstown Public Library Appeal Policy and Process

The aim of the Goffstown Public Library Board of Trustees and Library Staff is to provide the best possible library services to the residents of Goffstown. To that end, library policies and procedures have been developed to provide fair and efficient services to all Goffstown residents and card holders. All members of the public are invited and encouraged to review the operating and organizational policies of the Goffstown Public Library. Policies can be found on the Goffstown Public Library website as well as in print in the library by asking any staff member.

If a visitor is dissatisfied with a library operating policy, an appeal for review of that policy may be made to the Library Director, and if still unsatisfied, to the Library Board of Trustees, using the Request for Review and Reconsideration form. This form may be filled out and returned either in person, emailed, or by mail to the library.

Once a Request for Review and Reconsideration form has been received, the Library Director shall respond to the Request form within 14 days. If the Library Director and visitor can resolve the concern to their mutual satisfaction, no further action by the Board of Trustees is necessary.

If, however, there remains a concern, either the Library Director or the visitor may request a review by the Board of Trustees. The Chair of the Board of Trustees will decide if the matter should be brought to the full board for its consideration and review. If the Chair does bring the concern before, the Board, they shall review the Request within 30 days from receipt by the Chair and determine what action is needed.

The concerned library user will be notified of the decision of the Library Board of Trustees within 7 days of the Board's final decision.

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