

<b>Brookings Public Library Policy:</b>	Title: <b>Citizen's Request for Review of Materials and Displays Policy and Procedure</b>	
Issue Date: October 2021	Updated: July 2025	Section: Brookings Public Library
Policy Source: Director of Library Services	Policy Audience: Brookings Public Library Staff and Patrons	Total Pages: 2

I. PURPOSE

To establish a written policy in regard to citizens request for review of materials and displays.

II. POLICY

As in handling any type of complaint about library operations, a courteous and calm approach is essential. Above all, the complainants must know that their objections will be given serious consideration and that their interest in the library is welcome.

III. DEFINITIONS

A. Review: to go over; to look at, or look over again

IV. ADMINISTRATION

- A. All requests to review materials must be on the written form that the Library provides.
  - a. Only one item of the materials may be included on each form.
  - b. Only requests submitted by individuals with active Brookings Public Library cards will be considered.
  - c. On the form the complainant must demonstrate that they have thoroughly reviewed the material and industry critics.
- B. As soon as the complaint has been filed, the Director of Library Services should review the objections. Simultaneous with the review, the Director should routinely notify the Library Board that a formal complaint has been made.
- C. The staff person in charge of the collection (Adult Services Librarian, Technology Services Librarian, Young Adult Services Coordinator, or Children's Services Coordinator) will evaluate the reasons for the purchase. The objections should be considered both in terms of the Library's materials selection policy and the opinions of the various reviewing sources used in materials selection. The Director and staff

member will further evaluate the material.

- D. The objections and the response by the Library Staff will be given to the Library Director. The Director will review the response and add their own comments. At this point either the ordering Librarian or the Director will make a written response to the complainant. The Library Staff will endeavor to respond within thirty (30) working days of receipt of the complaint.
- E. If the complainant is not satisfied with the decision, the Director of Library Services can serve as the person to whom an initial appeal is made. The Director should contact the complainant explaining the decision of the Library and advising the complainant that further discussions are welcome.
- F. If the complainant still feels that their objections have been dealt with inadequately, the complainant can make an appeal to the Library Board of Trustees. The Library Board of Trustees will evaluate the request and make a decision within 60 working days.
- G. If the complainant disagrees with the decision of the Library Board of Trustees and believes the matter or material is obscene, as defined by SDCL § 22-24-27, the complainant may appeal the decision of the Library Board to the Brookings City Council.
- H. The complainant may appeal a decision of the Brookings City Council to a court of competent jurisdiction for judicial review pursuant to SDCL § 22-24-56.
- I. Priority may be given to review requests from individuals who have not previously submitted a review request.
- J. Requests for review of materials, or groups of identical or similar requests, may be collectively considered and a joint response issued. Review materials may be used from previous reviews if applicable.
- K. A Person may not have more than three (3) reviews active at one time.

(Adapted from the Intellectual Freedom Manual, published by the American Library Association, Office of Intellectual Freedom, 2010.)