

Brookings Public Library Policy:	Title: Citizen's Request for Reconsideration of Materials and Displays Policy and Procedure	
Issue Date: October 2021	Updated: December 30, 2021	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 reconsideration 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. Reconsideration: the act of considering again; review

IV. ADMINISTRATION

A. All requests to reconsider materials must be on the written form that the Library provides. Only requests submitted by individuals with active Brookings Public Library cards will be considered. -On the form the complainant must demonstrate that they have thoroughly reviewed the material and industry critics. 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.

B. 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 read or watch the material to further evaluate the material.

C. 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 order Librarian or the Director will

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make a written response to the complainant. The response should be made within thirty (30) working days of receipt of the complaint.

- D. 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.
- E. If the complainant still feels that their objections have been dealt with inadequately, the complainant can make a final appeal to the Library Board of Trustees. The Library Board will in turn decide upon an appropriate course of action.

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