

Reconsideration Policy

Complaints about any item(s) in the library's collection will be handled as follows:

1. The concerned patron will be given a copy of the Materials Selection Policy, including the Library Bill of Rights and Freedom to Read. He/she will be offered an opportunity to discuss his/her concern with the Library Director. If the patron is dissatisfied with this discussion and wishes to pursue the issue, he/she will be required to complete and submit a Statement of Concern form. If this is refused, no further action will be taken.
2. Any item which is challenged will be checked for previous reconsideration. And, if it has already been reviewed, the complainant will be given a copy of those findings and no further action will be taken unless the grounds for complaint are quite distinct from the original.
3. If the form is completed, the Director will review the complaint and Statement of Concern form, and will respond in writing within thirty (30) days.
4. If the issue is still not resolved to the patron's satisfaction, the complaint will be taken to the Library Board, along with any supporting documentation from the patron and/or the Library Director.
5. The Library Board will prepare a written response to the patron.

Reviewed/Approved: 04/12/2016