



## Request for Reconsideration of Library Resources

The Fontana Regional Library Board of Trustees has delegated the responsibility for selection and evaluation of library resources to the Regional Director, the County Librarians, and the Branch Librarians, and has established reconsideration procedures to address concerns about those resources (see reverse). Completion of this form is the first step in those procedures which are part of the Collection Development Policy. Please return the completed form to your local library.

Your Name: \_\_\_\_\_ Phone #: \_\_\_\_\_ Date: \_\_\_\_\_

Your Address: \_\_\_\_\_ County of Residence: \_\_\_\_\_

Library Card #: \_\_\_\_\_ Your Email: \_\_\_\_\_

Do you represent yourself? \_\_\_\_ Or an organization? \_\_\_\_ Name of organization: \_\_\_\_\_

1. Resource on which you are commenting (please circle)

Book    Magazine    Audiobook    DVD    Music    Digital Resource    Display

Other: \_\_\_\_\_

Title: \_\_\_\_\_ Author/Director: \_\_\_\_\_

2. What brought this resource to your attention? \_\_\_\_\_

\_\_\_\_\_

3. Have you examined the entire resource? \_\_\_\_\_

4. What concerns you about the resource? (use additional pages if necessary)

\_\_\_\_\_

5. Are there resource(s) you would suggest to provide additional information and/or other viewpoints on this topic?

\_\_\_\_\_

6. What do you recommend the Library do with this resource?

\_\_\_\_\_



## Formal Complaint

1. If the patron chooses to go forward with a formal complaint, Library staff will provide a packet of information, including the Collection Development Policy and the ***Request for Reconsideration of Library Resources*** form. The individual must be a resident of Jackson, Macon, or Swain counties and a full-service library card holder. The patron should put their request in writing by completing the form.
2. Once the completed form is returned to the Library, it should be given to the County or Branch Librarian.
3. Library resources under reconsideration are not removed from the collection during the review period.
4. The County Librarian (in conjunction with Branch Librarians, where applicable) will review the completed form and the resource in question to consider whether it meets the criteria stated in this Policy.
5. The County or Branch Librarian will gather reviews of the resource under reconsideration and other relevant information.
6. The *Request for Reconsideration of Library Resources* form, together with resource reviews, are discussed with the FRL Director and the County Library Board.
7. No single Library staff member or Library Board member has the authority to remove the resource under reconsideration.
8. When the patron submits a completed *Request for Reconsideration of Library Resources* form, they will receive a written response detailing any action taken regarding the resource under reconsideration within two weeks of the date of submission.
9. If the patron is not satisfied with the decision of the County or Branch Librarian, the patron may submit a written appeal to the FRL Director. The appeal must be submitted within two weeks of the initial decision.
10. The Director will inform the FRL Board of Trustees of the appeal and the Board will review the complaint and all accompanying documents at their next scheduled Board meeting. In reviewing the request for reconsideration, the FRL Board will employ the selection criteria, consider other appropriate information including professional reviews, recommendations from the library staff, and comments from the patron. The patron will be notified of the time and location of the Board meeting; they may state their concerns during the public comment session.
11. The FRL Board of Trustees will recommend an action within 30 days of the Board meeting. The Director will inform the patron and the County and Branch Librarian of that decision in writing.
12. The decision of the FRL Board of Trustees is final.
13. A title or resource will be reviewed by the Library Board of Trustees only once within a 3-year period unless the content has undergone major revisions or at the discretion of the Library Director or the Library Board of Trustees.