

	Authorized By:	<b>Salt Lake County Library Board of Directors</b>	
	Subject:	<b>Reconsideration of Materials and Services</b>	
	Effective Date	Version #	Revision Date
	September 2004	5	September 26, 2022

## Purpose

Salt Lake County Library Services (County Library) welcomes interest in its materials and services. The County Library is committed to providing materials and services that will interest, inform, and educate all members of the community. In doing so, the Salt Lake County Library Board of Directors (Library Board of Directors) recognizes that some individuals may take issue with specific materials or services the County Library offers. Library materials include, but are not limited to, all print, non-print, and digital format items. Library services include, but are not limited to, any non-material library resources such as programs, displays, and bulletin boards.

## Policy Statement

It is the policy of the Library Board of Directors to make available a request for reconsideration of material or services to patrons.

## Regulations

1. The Library Board of Directors has adopted a Material Selection Policy and other policies and procedures to support the County Library's mission and service priorities. These policies indicate the criteria that County Library staff use to select materials for its collection and to provide services to patrons. Patrons may request a copy of these policies at any time.
2. When a County Library patron expresses concern about the suitability or classification of material or services, the staff member receiving the complaint should: 1) attempt to resolve the issue, or 2) refer the patron to the branch manager or a librarian to attempt to resolve the complaint.
3. If the patron is not satisfied with the outcome of the verbal response, the patron may complete a *Request for Reconsideration of Material or Services* form. The request form can be found online or requested at the Information Desk at all County Library branches. Reconsideration of materials or services will only be reviewed if a completed form is submitted and received by the Reconsideration Committee.
4. The completed reconsideration form is immediately forwarded to the Reconsideration Committee where the review process will begin. The Committee, as the County Library Director's designee, will send the patron an acknowledgement of receipt, provide an outline of the reconsideration process, and indicate a timeframe in which the patron may expect a written response. Copies of the material(s) under review will remain in circulation and any library service(s) will remain unaffected until a decision is made.

5. The service or item will be evaluated in accordance with existing policies and/or the material selection criteria and discussed with the appropriate professional County Library staff. Patrons will be notified in writing of the Committee's decision concerning the request for reconsideration of materials or services. All response letters shall be reviewed and approved by the County Library Director or designee before mailing.
6. Copies of the completed *Reconsideration of Material or Services* request and the written response to the request will remain on file for one calendar year from receipt.
7. If the patron is not satisfied with the Committee's decision, the patron may appeal the decision to the County Library Director, who has thirty days to respond. If the patron is not satisfied with the County Library Director's decision, the patron may then appeal the decision to the Library Board of Directors in writing for the request to be placed on the next schedule meeting agenda of the Library Board of Directors meeting. The Library Board of Directors is the final authority on the matter.

Reviewed and reaffirmed by the Salt Lake County Library Board of Directors, (September 26, 2022).