

Request for Reconsideration Process

Members of the public may submit concerns or complaints about library materials or displays through the Request for Reconsideration process.

We encourage members of the public to come into one of our branches and speak with a librarian about your concern. If after speaking with a librarian you would like to move forward with your request for reconsideration, the process is as follows:

1. Obtain a Request for Reconsideration packet from a librarian at your local branch. This may only be obtained in person.
2. Fill out the Request for Reconsideration form with your contact information and provide staff with a copy of the item you wish us to examine. If it is a display that is being questioned, you will need to submit a photo of the display.
3. The Director of Library Services will contact you within three (3) business days upon receiving your Request for Reconsideration form.
4. A committee of library staff will review the item and make a recommendation to the Director of Library Services, who has final authority on requests for reconsideration.
5. You will receive a response from the Director of Library Services within five (5) weeks of submitting the form.

Please note:

1. The item and accompanying copies will remain in circulation during this process. As well, displays will remain in place in their entirety during the library's review process.
2. The above procedure does not apply to items owned by SPLASH partners or LINK+ libraries. Also, this procedure does not encompass review of exhibits or displays from outside individuals or groups.
3. You must be an existing library customer and live within our service area to submit your request.