

and a form to request formal reconsideration of the library resource. Withdrawn books are donated to library book sales. The proceeds from such sales are used for the benefit of the library.

Public Library Procedures for Handling Formal Complaints

The following steps will be used when an individual feels that further action is necessary to address concerns about a library resource. For the duration of this process, the material in question will remain in circulation in the library collection.

1. A concerned patron who is dissatisfied with earlier informal discussions will be offered a packet of materials that includes the library's mission statement, selection policy, reconsideration form, and the Library Bill of Rights.
2. Patrons are required to complete and submit a reconsideration form to the library director.
3. The director, with appropriate professional staff, will review the reconsideration form and the material in question, to consider whether its selection follows the criteria stated in the collection policy.
4. Within 15 business days, the director will decide and send a letter to the concerned person who requested the reconsideration, stating the reasons for the decision.
5. If the individual is not satisfied with the decision, a written appeal may be submitted within 10 business days to the Board of Trustees.
6. If the board plans to address the appeal at their board meeting, the individual will be notified of when and where the meeting will be held.
7. The Board of Trustees reserves the right to limit the length of public comments.
8. The decision of the board is final.

Sample Letter to Person Requesting Reconsideration

Dear _____:

We appreciate your concern over the use of _____ in the library. Selecting materials that serve the needs of our community is a vital part of operating a library. The Board of Trustees takes this responsibility very seriously and has established a materials selection policy for selecting resources as well as a detailed reconsideration procedure for requesting reconsideration of particular items. I have enclosed both for your review. Please feel free to contact me if you would like to discuss them further.

If you are still concerned after you review the material public library policies, please complete the Request for Reconsideration of Material form and return it to me. You may be assured of prompt