

	Authorized By:	Salt Lake County Library Board of Directors	
	Subject:	Reconsideration of Materials and Services	
	Effective Date	Version #	Revision Date
	September 2004	4	May 20, 2019

Purpose

Salt Lake County Library Services welcomes interest in its materials and services. The library is committed to providing materials and services that will interest, inform, and educate all members of the community. In doing so, the Library Board of Directors recognizes that some individuals may take issue with specific materials or services the 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-materials library resources such as programs, reference, facilities, staffing, technology, community outreach, policies and procedures.

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 Salt Lake County Library Services Board of Directors has adopted a Material Selections Policy and other policies and procedures to support the library's mission and service priorities. These policies indicate the criteria the library staff uses to select materials for its collection and to provide services to library customers. Patrons may request a copy of this policy at any time.
2. When a library customer expresses concern about the suitability or classification of material or services, the staff member receiving the complaint should: 1) attempt to resolve the problem, or 2) refer the customer to the library manager or a librarian-in-charge to attempt to resolve the complaint.
3. If the customer is not satisfied with the outcome of the verbal or written response, the customer may fill out a Request for Reconsideration of Material or Services form available at the reference desk at all Library branches or online.
4. When a customer completes the Reconsideration of Material or Services form they should return it to the library branch manager or send it to the attention of the Library Director, Salt Lake County Library Services, 8030 South 1825 West, West Jordan, Utah 84088.
5. Promptly upon receipt, the library manager, the Library Director or the Library Director's designee will send the customer an acknowledgement that the Reconsideration of Material or Services form has been received, will provide an outline of the reconsideration process and will indicate a timeframe in which the customer may expect a written response. Copies of the material under review will remain in circulation and any library service will remain unaffected until a decision is made.

6. The service or item will be evaluated in accordance with existing policies and/or the material selection criteria and discussed with the appropriate professional library staff. Customers will be notified in writing of the library's decision concerning the request for reconsideration of materials or services. All response letters shall be reviewed and approved by the Library Director or designee before mailing.
7. Copies of the completed Reconsideration of Material or Services request and the written response to the request will be kept on file for a reasonable amount of time.
8. If the customer is not satisfied with the library's decision, he or she may appeal the decision to the Library Board of Directors who has the final authority, by asking that the request for reconsideration of material or services be placed on the agenda of the Library Board of Directors meeting.

Reviewed and reaffirmed by the Salt Lake County Library Board of Directors, May 20 2019.