

POLICY QUESTIONS TO ADDRESS

1. What does the library mean by the phrase “reconsideration of library materials”?
2. How does having a process to facilitate the reconsideration of library materials support the library’s goals and objectives?

REGULATIONS QUESTIONS TO ADDRESS

1. Does the library have a collection development policy?
2. Has the library adopted or endorsed the American Library Association’s Library Bill of Rights and/or its statements on Freedom to Read and Freedom to View?
3. If a customer expresses concern about the suitability or classification of a particular item to a staff member when he or she is in the library, what should the staff member do?
4. If a customer calls the library to express concern about the suitability or classification of a particular item, what should the staff member who takes the call do?
5. If a customer writes or emails the library to express concern about the suitability or classification of a particular item, what should the staff member do with the correspondence?
6. Is there a form that the customer will be asked to complete which requests information about the item and why the customer feels that it is unsuitable or improperly classified? If so,
 - a. to whom are these forms sent for review and resolution?
 - b. are the forms retained after a final decision is made? If so, how long are they kept and where are they kept? Who is responsible for maintaining the files?
7. What process will library staff follow to review the request for reconsideration and to respond to the customer? How is the customer made aware of the library’s decision?
8. If the customer disagrees with the library’s response, to whom can he or she address an appeal? What is the appeal process?
9. Who has the ultimate say on whether the item is suitable for the collection or whether it has been properly classified?