



Policy: Request for reconsideration of materials in collection

Purpose:

The Dallas Public Library believes that censorship is a purely individual matter and declares that, while any person is free to reject for themselves materials of which they do not approve, they cannot exercise this right of censorship to restrict the freedom of others to read, view, listen, or inquire. The Dallas Public Library subscribes to the American Library Association's Bill of Rights and has set these regulations in place to assist in fulfilling the Library's goal to serve all the residents of Dallas.

Procedures:

- Any customer who is a resident of the City of Dallas and holds a resident borrower's card in good standing from the Dallas Public Library is encouraged to speak with Library staff if they have questions on the Library's collection development policies. A copy of those policies shall be provided to customers upon request. The customer may request that the Assistant Director of Technology & Strategic Direction respond directly to the customer regarding any library materials they may have questions or concerns about.
If a resident's concern is not satisfied through discussion with Library staff, the resident may complete and submit a formal, written Request for Reconsideration of Materials (LIB-FRM-311). Copies of the form may be obtained from any library service desk or by mail or e-mail from the Library.
- For a Request for Reconsideration of Materials to be considered by Library Administration, it must meet the following criteria:
 - The most recent version of the request form must be completed in full.
 - The customer must be a resident of the City of Dallas and hold a resident borrower's card in good standing from the Dallas Public Library.
 - The form must be submitted to the Assistant Director of Customer Experience by mail or email. The form may also be dropped off in person at any Dallas Public Library location and forwarded to the Assistant Director of Customer Experience.
- Upon receipt of a completed Request for Reconsideration, the Assistant Director of Customer Experience shall refer the Request for Reconsideration to the Library's Acquisitions Manager to appoint an Ad Hoc staff review committee.
 - The Ad Hoc committee will review the request, undertake a firsthand review of the material subject to the Request, and prepare a report. The Ad Hoc Staff Review Committee shall include collection development librarians familiar with the area of the collection of which the item(s) referred to in the Request are a part. The committee shall consider the following criteria when drafting report:
 - Consistency with the Library's Collection Development Policy
 - Cultural and/or literacy significance and quality
 - Audience for the material
 - Circulation history and customer requests for the material
 - Professional review and awards

- The Ad Hoc Staff Review Committee may recommend a number of actions including removal of the material, re-labeling/classification of the material, providing other restrictions on the material, or no action at all. The review process by the Ad Hoc Staff Review Committee will be completed and submitted to the Assistant Director of Customer Experience within thirty (30) days from the date the complete Request for Reconsideration of Materials form is submitted to Library Administration. If additional time is needed, the customer submitting the request will be notified.
- The Assistant Director of Customer Experience shall have final discretion as to whether to follow or modify the recommendation of the Ad Hoc Staff Review Committee.
- The Assistant Director of Customer Experience shall inform the customer in writing of his or her decision regarding the Request for Reconsideration of Materials no later than ten (10) days after receiving the report from the Ad Hoc Staff Review Committee.
- If the customer is unsatisfied with the Assistant Director of Customer Experience's decision, the customer may appeal the Request for Reconsideration of Materials by asking in writing that it be referred to the Director of Library within fifteen (15) days from the date of the response to the customer.
- The customer will be notified of the Director of Library's decision within ten (10) days of the appeal. The Director may request additional information from Library staff as well as from the customer submitting the appeal request. The Director of Library's decision will be final.