

Library-Initiated Programs or Display Complaint Process for Customers

The staff of the Flagler County Public Library takes seriously all customer concerns involving selection of programs and display materials. The following is our process for a re-evaluation request:

1. Pick up a **Citizens Request for Reconsideration of a Library-Initiated Program or Display** at the Research Desk.
2. **Fill out the form.** You may turn in the completed form to any service desk or mail to:

Flagler County Public Library
2500 Palm Coast Parkway, NW
Palm Coast, FL 32137

3. **You may read a copy of our Library-Initiated Programs and Display Policy** at any time by accessing it online through our web page www.flaglerlibrary.org or by asking for a print copy at the Research Desk. This policy as approved by the Library Board of Trustees, indicates the criteria the library staff uses to select programs and display themes and materials.
4. **The Director will send you an acknowledgement** that he/she received the Request for Reconsideration Form and will indicate the time frame within which you should expect a written response.
5. **The Director and pertinent staff will evaluate the display or review the program in question** and in accordance with the Library's Policy and make a decision as to whether or not the library will add/delete or make a modification.
6. **A response letter** from the Director will be mailed within the specified time frame indicating his/her decision.
7. **If you are dissatisfied with the Director's decision** you may appeal the decision to the Flagler County Public Library Board of Trustees by asking that your Request for Reconsideration of a library-initiated program or display, be added to the agenda of the next scheduled Board Meeting in which you are able to attend. The Board will listen to your request and respond in writing with a decision.

*The library recognizes that some materials are controversial and that any given item may offend some patrons. Selection of materials for display will not be made on the basis of anticipated approval or disapproval but solely on the basis of principles set forth in the American Library Association's Library Bill of Rights.

*Responsibility for attending programs or viewing display material and the use of the library by children rests with their parents or legal guardians. At no time will library staff act *in loco parentis*. Selection of library programs or display materials will not be inhibited by the possibility that children may attend the program or view the material displayed.

Citizen's Request for Reconsideration of a Library-Initiated Program or Display

Requested by:

Date: _____

1. Name: _____

Address: _____

Phone: _____

2. Representing: _____ Self _____ Organization Name: _____

3. Program/Library Display Material to be reconsidered:

Program/Display: _____

Title of item that is objectionable: _____

4. Did you read/view or listen to the program or material? _____ Yes _____ No (Amount _____)

5. What is objectionable? (Use reverse of this form if necessary - be specific and cite page numbers or other pertinent details).

6. What reviews or interpretations of this material have you read/heard/viewed? (Please be specific)

7. What age group(s) do you think this display or program is suitable? _____

8. What do you believe is the theme of this display? _____

9. What are some good or positive things you have found in the display or program?

10. What are your specific recommendations to the library regarding display or program?

11. If you are suggesting removal of the display or disallowing the program, what program or work of equal value do you recommend for replacement?

Customer Signature: _____