



## Request for Reconsideration Process for Customers

The Flagler County Public Library takes all our residents' concerns seriously, especially those involving selective materials. While most requests are to remove items from the collection, we also allow requests to retain an item at any time during this process. The following is our process for re-evaluating materials:

1. You must be a resident of Flagler County in order to initiate a request.
2. Call (386) 446-6763 option 2, to have a **Request for Reconsideration of Library Material** form sent to you physically or electronically. While at the library, you may pick up a copy at the Research Desk.
3. **Fill out the request form.** This form and all written appeals may be given to any service desk, emailed to [reference@flaglercounty.gov](mailto:reference@flaglercounty.gov) or mailed to:  

Flagler County Public Library  
2500 Palm Coast Parkway, NW  
Palm Coast, FL 32137
4. **You may read a copy of our Collection Development Policy** at any time by accessing it online through our web page [www.flaglerlibrary.org](http://www.flaglerlibrary.org) or by asking for a print copy at the Research Desk. The Collection Development Policy, as approved by the Library Board of Trustees, indicates the criteria the library staff uses to select material for the collection.
5. **Library staff will send you an acknowledgement** that they received the Request for Reconsideration Form and will indicate the time frame within which you should expect a written response from the review committee.
6. **The review committee, comprised of professional library staff, will evaluate the item** in accordance with the Library's Collection Development Policy and make a decision regarding the request.
7. **A response letter** from the review committee will be mailed and/or emailed indicating their decision with the director dually notified.
8. **If you are dissatisfied with the review committee's decision** you may appeal this decision to the Library Director by sending a written request of appeal.
9. **The Library Director will then evaluate the item** in accordance with the Library's Collection Development Policy and make a decision to accept the review committee's decision or to reverse their decision.
10. **A response letter** from the Library Director will be mailed and/or emailed 30 days from receipt of the appeal, indicating his/her decision with the Library Board of Trustees dually notified.
11. **If you are still dissatisfied with the decision made by the Library Director**, you may mail/email a written appeal to the Library Board of Trustees. This item will be added to the agenda of the next scheduled Board **Meeting** which you are able to attend. The Board will listen to your request, **evaluate the item in question** 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 will not be made on the basis of anticipated approval or disapproval but solely on the basis of principles set forth in the Collection Development Policy.

\*Responsibility for reading 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 materials will not be inhibited by the possibility that they may come into the possession of children.

## Request for Reconsideration of Library Material

**Requested by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

1. Representing: \_\_\_\_\_ Self \_\_\_\_\_ Organization Name: \_\_\_\_\_

2. Material to be reconsidered:

Author: \_\_\_\_\_

Title: \_\_\_\_\_

3. Did you read/view or listen to the entire work? \_\_\_\_\_ Yes \_\_\_\_\_ No (Amount \_\_\_\_\_ %)

4. What is objectionable about the material? Why are you requesting reconsideration for this material?

\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_

6. What age group(s) do you think this material is suitable? \_\_\_\_\_

7. What do you believe is the theme of this work? \_\_\_\_\_

8. What do you like and/or dislike about this material?

\_\_\_\_\_  
\_\_\_\_\_

9. What are your specific recommendations to the library regarding this work?

\_\_\_\_\_  
\_\_\_\_\_

10. If you are suggesting removal of the item, what work of equal value do you recommend for replacement?

\_\_\_\_\_  
\_\_\_\_\_

Customer Signature: \_\_\_\_\_