



## **MONTROSE REGIONAL LIBRARY DISTRICT RECONSIDERATION OF LIBRARY RESOURCES PROCEDURE**

Adopted 8/14/2003  
Revised 8/14/2023  
Revised 5/14/2024

### **MISSION**

The Montrose Regional Library District (MRLD) fosters community by providing resources, encouraging reading, and supporting lifelong learning.

### **Purpose of the Reconsideration of Library Resources Procedure**

The purpose of this procedure is to outline the steps for residents of the Montrose Regional Library District for addressing a complaint with a library resource – including but not limited to: library collections, programs, displays and services.

### **Statement of Procedure**

To support this mission, the Montrose Regional Library District takes the concerns of the residents of the district seriously. As such, we want to be thorough with requests to reconsider resources within the library district. Resource selection and development are our highest priorities; the District aims to provide balanced, equitable and quality resources for the community. In doing so, staff follows the guidelines set out by the policies and procedures below:

- DEI Statement
- Mission Statement
- Collection Development Policy
- Program Policy
- Behavior Policy

### **Process to File a Reconsideration of Materials**

When a patron would like to register a concern or complaint regarding a particular resource in the library, the intent is to respond in a timely and thoughtful manner. The patron may enter a complaint at any library service desk by completing the “Material Concern Form.” The form goes immediately to the department head who supervises the staff member accepting the complaint. If the patron wishes to be contacted by a library manager to discuss the complaint, they will be contacted by a manager within two weeks. If the patron chooses not to complete the form, or not to be contacted by a manager, the request goes no further.

Prior to meeting with the patron, the department head and collections librarian will complete the “Library Materials Staff Review” form for the item or resource in question. This information will be used to inform the patron about the item or resource in question. The library manager and collections librarian will then meet with the patron in order to address their concerns regarding the resource. If the patron is satisfied with this conversation, the process will conclude.

If the patron is unsatisfied, at this time, they can choose to submit a formal Request for Reconsideration for the resource. The manager will provide the patron with the “Request for Reconsideration of Library Materials” form. The form should be returned back to the library manager who will give the completed form, along with all other completed forms and documentation regarding the resource, to the Library Director for final evaluation.

Whenever possible, all resources under reconsideration will remain in place until a final decision is made. If an item has already been reconsidered within three years, it will not be submitted for reconsideration again. Once the library director has received the reconsideration information, they may take up to one month to respond to the original request and notify the patron of their decision according to aforementioned policies, procedures and precedent. If unsatisfied with the director’s decision, the patron has the right to take the complaint to the Board of Trustees at the next scheduled meeting.

Patron expresses concern over material, program, or display to staff.

