

**SPRINGDALE PUBLIC LIBRARY**  
Policies and Procedures

**REQUEST FOR RECONSIDERATION POLICY**

Affects: All Functions	Effective Date: Dec. 6, 2011	Review Date:	Number
Signature: Name: Title: Board President			

**A. Purpose**

The Purpose of the policy is to allow patrons of the Springdale Public Library who live within the boundaries of the City of Springdale or Washington County to comment on materials in the collection and to ask to have specific items handled differently or removed.

**B. Policy**

When a complaint about a particular work is received, the individual will be asked to submit a “Springdale Public Library Comment Card” which outlines his or her objection. The completed form will be reviewed by the Library Director and appointed staff. The Director will prepare a written report and offer to meet with the individual to discuss the report. If the individual declines the meeting, the written report will be delivered to the individual. If the Director and the individual are unable to resolve the issue, the individual may submit a “Patron’s Request for Reconsideration of Library Materials,” form and the final disposition of the work will be made by the Library Board.

**C. Applicability**

The policy is applicable in all situations where a member of the public, who is also a resident of the City of Springdale or Washington County, Arkansas, questions the suitability of an item held by the Library

**D. Responsibility**

Responsibility is with the Library Director.

**E. Appendices**

Springdale Public Library Patron Comment Form  
Springdale Public Library Request for Reconsideration Form