



## Materials Complaint Process for Patrons

The staff of the Flagler County Public Library takes seriously all customer concerns involving selective materials. The following is our process for re-evaluating materials:

1. Pick up a **Citizens Request for Reconsideration of Library Material** at the Reference 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 Material Selection 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 Reference Desk. The Material Selection Policy as approved by the Library Board of Trustees, indicates the criteria the library staff uses to select material for the collection.
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 item** in accordance with the Library's Material Selection Policy and make a decision as to whether or not the library will retain the item.
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 Library Material 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 will not be made on the basis of anticipated approval or disapproval but solely on the basis of principles set forth in the Material Selection 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.

**Citizen's Request for Reconsideration of Library Material**

**Requested by:**

**Date:** \_\_\_\_\_

1. Name: \_\_\_\_\_

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

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

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

3. Material to be reconsidered:

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

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

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

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

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

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 material is suitable? \_\_\_\_\_

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

9. What are some good or positive things you have found in this material?

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

10. What are your specific recommendations to the Library regarding this work?

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

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

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

Patron Signature: \_\_\_\_\_