

**Process Overview Chart**  
**Step-by-step Procedures for Reconsideration of Library Materials**

<b>Responsibility</b>	<b>Procedure</b>	<b>Time Frame</b>
Customer	Express concern about library material	
Branch Staff	Listen politely and take the customer to the branch librarian or supervisor in-charge	
Branch librarian or supervisor in-charge	Discusses customer's concern in private and provide the Request for Reconsideration of Materials Policy and Form if desired	
Branch librarian or supervisor in-charge	Receives the completed form, signs, and dates it. Gives copy of the form to the customer.	
Branch librarian or supervisor in-charge	Notifies Librarian III- Systemwide Services; emails a copy of the completed form to the Librarian III- Systemwide Services with Cc: to Library Director. Sends the original to the Librarian III- Systemwide Services.	Complete within one business day
Librarian III- Systemwide Services	Sends a letter to the customer acknowledging the request for review with a copy of the Reconsideration of Library Materials Policy.	7 Days
Librarian III- Systemwide Services	Locates copies of the material. Selects two librarians to conduct review.	Immediately
Reviewing Librarians	Independently reviews the material. Writes and sends review to the Librarian III-Systemwide Services.	30 Days
Librarian III- Systemwide Services	Sends letter notifying the customer of the action. Provides a copy of the letter to reviewers. Submits decision to Library Director.	5 Days
Customer	Accepts the decision or notifies the Library Director in writing of intent to appeal	7 Days
Library Director	Sends a letter to the customer acknowledging the request for appeal.	7 Days
Library Director	Presents recommendation of the selected citizens to the Library Advisory Board (LAB) at a regular or special meeting. Customer is given at least 5 days' notice of the LAB meeting.	30 Days
Library Advisory Board	Reviews the recommendations and votes at initial or second meeting. Customer is given at least 5 days' notice of these meetings.	At meeting
Library Advisory Board	Written notice of the LAB's decision is sent to the Customer. The decision of the LAB constitutes final action and concludes the process.	7 Days