13.9 Reconsideration

A. Purpose: Occasionally, objections by members of the public to library material may arise, and a specific procedure has been established whereby individual residents of New Hanover County may ask for the reconsideration of library material. This reconsideration is taken within the context of the library’s special responsibility in a democratic society to encourage the free expression of ideas. New Hanover County Public Library supports the Freedom to Read Statement and Library Bill of Rights established by the American Library Association.

B. Process:
   1) Individuals are first encouraged to discuss their concerns with the librarian on duty.
   2) If the individual is not satisfied with the response they should be referred to the collection supervisor or branch manager.
   3) If, after these discussions, the individual is still unsatisfied, the supervisor will provide the opportunity to talk with the Assistant Director and/or with a Request for Reconsideration form.
   4) On receipt of a fully completed reconsideration form, the Assistant Director will ask the Library Director to form a review committee from the Professional Staff.
   5) The Committee will provide a response to the complaint to the Library Director within ten working days.
   6) The Library Director will review the staff findings with the Intellectual Freedom Committee of the Library Advisory Board.
   7) The Intellectual Freedom Committee will present their conclusions at the next Library Advisory Board meeting and make a recommendation to the Library Advisory Board regarding the appropriateness of the item to the library’s collection.
   8) The recommendation of the Library Advisory Board will be given to the Library Director for appropriate action.
   9) The initiator of the complaint will be informed in writing of the decision.
10) This process will be regularly reviewed with the library staff.