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|  | Authorized By: | Salt Lake County Library Board of Directors |                    |  |
|                                                                                   | Subject:       | Reconsideration of Materials and Services   |                    |  |
|                                                                                   | Effective Date | Version #                                   | Revision Date      |  |
|                                                                                   | September 2004 | 6                                           | September 28, 2026 |  |

## Purpose

The Salt Lake County Library (the County Library) is committed to providing materials and services that will interest, inform, and educate all members of the community. The County Library welcomes public interest in the materials and services it offers. The Library Board recognizes that some individuals may have concerns regarding specific items or services.

Library patrons are encouraged to discuss concerns with staff at their local branch. If a patron would like their concern to be formally reviewed and action taken, they may complete a [Reconsideration of Materials and Services Request form](#). Reconsideration requests are reviewed by library staff in accordance with the procedures outlined in this policy.

## Definitions

- “Library materials” include, but are not limited to, items in print, non-print, and digital formats.
- “Library services” include, but are not limited to, any non-material library resources such as programs, displays, and bulletin boards.

## Policy

It is the policy of the Library Board to provide patrons with a process to request reconsideration of library materials or services.

## Regulations

1. The County Library’s [Collection Management Policy](#) and other policies and procedures support the library’s mission and service priorities. These policies have been approved by the Library Board and specify the criteria library staff use to select materials for its collection and to provide services to patrons. Patrons may review these policies on the County Library [website](#) or request a printed copy at any time.
2. When a library patron expresses a concern about library materials or services, staff should refer the patron to a librarian or branch manager. In many cases, the librarian or the branch manager may be able to address the concern directly. If additional review is requested, the librarian or branch manager can provide the Request for Reconsideration of Materials and Services form and explain the reconsideration process.
3. Patrons who wish to pursue the concern may complete a *Reconsideration of Material and Services Request form* on the library website, or request a printed form at any branch Information Desk. The form must be completed, submitted, and received by the Reconsideration Committee for review.
4. The Reconsideration Committee, as the Library Director’s designee, will acknowledge receipt of the request by email using the email address provided on the *Reconsideration of Material and Services Request form*. The acknowledgment will include the reconsideration process and an estimated response timeframe.

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5. Copies of the material under review will remain in circulation, and any library service will remain unaffected until a decision is made regarding the request.
6. Appropriate professional County Library staff will evaluate the item or service in question according to the Collection Management Policy criteria and any other pertinent existing policies.
7. Patrons will be notified in writing of the committee's decision. Response letters will be reviewed and approved by the County Library Director or designee before being sent.
8. Copies of completed requests and responses will be retained in library files, according to the current document retention schedule.
9. Patrons may appeal the Reconsideration Committee's decision to the County Library Director, who will have thirty (30) days to respond.
10. If patrons wish to appeal the Library Director's decision, they may request, in writing, to be placed on the next scheduled meeting agenda of the Library Board. The Library Board is the final authority on all reconsideration requests.

Reviewed and reaffirmed by the Salt Lake County Library Board of Directors, September 26, 2022.  
Reviewed and reaffirmed by the Salt Lake County Library Board of Directors, September 28, 2026.