

## Cook Memorial Library

# Administrative Review of Library Services Policy

### Overview and General Rules

#### **I. PURPOSE**

To provide a process by which a current cardholder of Cook Memorial Library (CML) may request the review of a library service. “Library services” describes but is not limited to programs, policies, procedures, and displays. For information about collection development, please see the Materials Selection and Withdrawal Policy.

#### **II. RULES AND REGULATIONS**

It is the goal of CML to provide library services for the interest, information, and entertainment of all patrons. Library services will not be excluded because of the origin, background, or views of those contributing to their creation. Content created by or about state or federal protected classes will be protected in accordance with state and federal antidiscrimination laws. State and/or federal protected classes include race, color, religion, sex (including pregnancy, sexual orientation, and/or gender identity), national origin, age, disability, and genetic information.

CML shall provide library services presenting varied points of view that meet the standards established in CML’s mission and policies and shall not be removed because of partisan or doctrinal disapproval. Inclusion of a library service is not an endorsement of its content.

Eligibility for an Administrative Review Request to be considered:

1. Requestor must be an adult with a current CML card that has been active for longer than three months.
2. Requests from groups or organizations will not be considered.
3. Each form can only be used for a single concern regarding a library service.
4. A maximum of ONE (1) request form per month per person will be considered. (Requests will be dismissed if submitted within 30 days of a prior request.)

5. All questions on the request form require complete responses. Incomplete requests will be denied.

A service will only be reviewed one time per calendar year. If a service has already gone through the review process for the calendar year, patrons wishing to submit a review of that same library service will receive the same report provided in the original review process.

### **III. PROCEDURE**

A Request for Administrative Review of Library Services will consist of the following procedure:

1. A patron who expresses concerns will be referred to a CML staff member to respond to questions.
2. The patron will be advised that if they are not satisfied with the verbal response provided by staff, they may choose to initiate a formal review by completing a written Request for Administrative Review of Library Services form. (Available on our website.)
3. The requestor must print and complete the Request for Administrative Review of Library Services form and bring it to the library, where it will be given to the Library Director. If necessary, the requestor may print at the Library using a personal device or a public computer. Printing fees are the responsibility of the requestor. Digitally submitted forms will not be considered.
4. The Library Director will determine if the service conforms to standards as outlined in relevant CML policies, the ALA Office of Intellectual Freedom, the ALA Bill of Rights, and/or First Amendment Rights outlined by federal and state law. The Library Director may delegate the investigation to a library staff member with relevant expertise to examine and review the library service in question.
5. No change in library services will occur during the review process.
6. The Library Director will decide on the case within fourteen (14) calendar days of the written request. The Director will provide the patron a written response with the final decision.