**SEYMOUR COMMUNITY LIBRARY**

**SUBJECT: Patron Comments Regarding Library Materials/ Request for Reconsideration**

**SECTION: Patron Policies**

**BOARD APPROVED: 5/2023**

**POLICY**

Patrons who wish to comment on library materials are encouraged to submit a Request for Reconsideration form. Seymour Community Library staff will use an established procedure to thoroughly review and respond to all comments. This review is based on the American Library Association’s “Library Bill of Rights” and Seymour Community Library’s Collection Development Policy.

**PROCEDURE**

1. When a patron questions the inclusion or exclusion of an item in the library’s collection, the patron should be directed to fill out a Patron Request for Reconsideration form. If the patron does not wish to complete the form but desires to discuss the matter further, refer the patron to the Library Director.

2. When a patron either takes and/or fills out a Request for Reconsideration form, direct the patron either to leave the completed form at the circulation desk or to mail the form back to the library when it is completed. The patron should be informed that he/she will receive a response to his/her comments within 90 days, if contact information is provided. Staff should remain neutral concerning the comment when speaking with the patron.

3. The patron will be informed that while materials are under consideration, the item(s) will remain available to the public.

4. Once returned, the form will be forwarded to the Library Director. The Library Director will prepare a response to the comments and send a copy to the patron within 90 days of receipt of the form.

5. If a patron is not satisfied with the Director’s response, he/she may request review by the Seymour Community Library Board of Trustees.