



LAKE COUNTY
BOARD OF COUNTY COMMISSIONERS
County Policy

**Title: LAKE COUNTY LIBRARY SYSTEM
PATRON REQUEST FOR RECONSIDERATION
OF LIBRARY MATERIALS**

Number: LCC-12
Cancels: LCC-12
approved 11/02/93
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I. OBJECTIVE

This statement serves as a guideline to library staff and to inform the public of the principles upon which decisions are made regarding the reconsideration of library materials.

II. DEFINITIONS AND REFERENCES

- A. Citizen Request/Complaint Process:
Lake County Procedure LC-4 which “establishes a method of responding to the requests and/or complaints of the citizens of Lake County to insure that the matter has been finalized.”
- B. Lake County Library Advisory Board:
An appointed board created to study and make recommendations to the Lake County Board of County Commissioners regarding the coordination and development of a countywide library system.
- C. Local Library Board:
The operating or advisory board of a member library.
- D. “Librarian’s Report and Request for Assistance Form”:
A form which is used by the Intellectual Freedom Committee of the Florida Library Association to record censorship incidents in the State of Florida and to assist, if requested, in resolving the incident described. (Appended)
- E. Member Libraries:
Libraries which meet the “Guidelines and Minimum Standards for Public Libraries Entering the County Library System”, Lake County Policy LCC-7; and which, through their local governing bodies, have entered into an Interlocal Agreement with Lake County to provide library service to the residents of Lake County.

- F. Branch Libraries:
Libraries which are primarily operated and staffed by the Lake County Board of County Commissioners to provide library service to Lake County residents.
- G. “Request for Reconsideration of Library Materials” Form:
A form given to a patron for completion which details the complainant’s objection to the materials. (Appended)

III. POLICY STATEMENTS

- A. Materials representing various points of view are acquired by Lake County Library System member and branch libraries. The system and its libraries do not promulgate particular beliefs or views, nor does the selection of an item express or imply an endorsement of the author’s viewpoint. Library materials will not be marked or identified to show approval or disapproval of the contents, nor will items be sequestered, except for the purpose of protecting them from damage or theft.
- B. The choice of library materials by users is an individual matter. Lake County Library System libraries welcome expression of opinion by patrons, but will be governed by the Collection Development Policy in making additions to, or deleting items from, the collection. While Lake County Library System supports patrons rejecting materials for themselves, it also protects the right of others to view the material in question.
- C. Laws governing obscenity, subversive materials, and other questionable matters are subject to interpretation by the courts. Therefore, no challenged material will be removed solely based on a complaint of obscenity or any other category covered by law unless a local court of competent jurisdiction has ruled against the material.

IV. DIRECTIVES

- A. While an item is being challenged or reviewed, it shall retain its normal place in the library collection.
- B. All requests for reconsideration shall be handled in an attentive and consistent manner.
- C. This process will result in maintaining the current status, a change in location, or removal of the material.

D. An item will be evaluated for reconsideration only once in a 12-month period.

E. Member Library Procedures:

The following procedures shall be followed when a patron whose tax dollars support Lake County Library System requests reconsideration of materials owned or displayed by a member library.

1. The local Library Director or designee shall provide the patron with a copy of the Collection Development Policy and the "Library Bill of Rights" and explain the significance of the provisions contained therein.
2. If the patron still wishes to pursue a formal complaint, he or she shall be given and asked to complete the "Request for Reconsideration of Library Materials" form to ensure that all pertinent information is collected.
3. Upon receipt of a properly completed "Request for Reconsideration of Library Materials" form, the Library Director or designee shall inform the complainant within two (2) working days that a decision concerning the material shall be made within twenty (20) working days.
4. A report of the incident using the "Librarian's Report and Request for Assistance" form should be sent immediately to the County Library Services Director and the Florida Library Association Intellectual Freedom Committee currently at P.O. Box 1571, Lake City, FL 32056-1571.
5. After evaluation of the material under reconsideration, using the Collection Development Policy as a guideline, the local Library Director shall make a decision regarding the disposition of the material. The Library Director shall communicate this decision and the reasons for it, in writing, to the person who initiated the request for reconsideration at the earliest possible date.
6. The patron may appeal the staff decision to the appropriate local library board by making a written request within fifteen (15) working days to the President or Chairperson of that board.
7. The local library board shall address the reconsideration of the library materials within forty (40) working days of receipt of a person's appeal. The complainant shall be notified, in advance, of the date, time and location of the meeting at which the local library board shall place the issue on its agenda. The local library board shall reserve the right to limit the length of presentation and number of speakers at the meeting. The board shall determine whether the request for reconsideration has been handled in accordance with stated policies and procedures of the Lake County Library System. On the basis of this determination, an advisory board shall

recommend upholding the decisions of the Library Director or offer a dissenting opinion; or an operating board may rule to uphold or override the decision of the Library Director.

8. If the patron still is not satisfied, the patron may appeal the local library board's decision to the appropriate municipal governing body.
9. If a request for reconsideration cannot be resolved within the aforementioned timeframes, the patron will be contacted and given an indication of how much additional time is needed and the reasons for the extension.

F. Branch Library Procedures:

The following procedures, in conjunction with those outlined in the Citizen Request/Complaint Process, shall be followed when a patron whose tax dollars support Lake County Library System requests the reconsideration of library materials held by a Lake County Library System branch library.

1. The Branch Manager or designee shall provide the patron with a copy of the Collection Development Policy and the "Library Bill of Rights" and explain the significance of the provisions contained therein.
2. If the patron still wishes to pursue a formal complaint, he or she shall be given and asked to complete the "Request for Reconsideration of Library Materials" form to ensure that all pertinent information is collected.
3. Upon the receipt of a properly completed "Request for Reconsideration of Library Materials" form, the Branch Manager shall notify the complainant within two (2) working days that a decision concerning the material shall be made within twenty (20) working days.
4. The Branch Manager shall complete the "Librarian's Report and Request for Assistance" form and forward it to the Library Services Director and the Florida Library Association Intellectual Freedom Committee, currently at P.O. Box 1571, Lake City, FL 32056-1571.
5. After evaluation of the material under reconsideration, using the Collection Development Policy as a guideline, the Branch Manager, in consultation with the Library Services Director or designee, shall make a decision regarding the disposition of the material. The Library Services Director or designee shall communicate this decision and the reasons for it, in writing, to the person who initiated the request for reconsideration at the earliest possible date.

6. If the patron is not satisfied with the decision of the Library Services Director, the patron may request that the matter be brought before the Lake County Library Advisory Board by making a written request within fifteen (15) working days to the Chairperson of the Lake County Library Advisory Board.
7. The Library Services Director shall schedule the request for the attention of the Lake County Library Advisory Board for its next scheduled meeting not to exceed sixty (60) working days, and inform the patron of the date, time, and location of the meeting. The Board shall reserve the right to limit the length of presentation and number of speakers at the meeting. The Board shall determine whether the request for reconsideration has been handled in accordance with stated policies and procedures of the Lake County Library System. On the basis of this determination the Board shall recommend to uphold the decision of the Library Services Director or offer a dissenting opinion.
8. If the patron still is not satisfied, the patron may appeal the Advisory Board's decision to the Lake County Board of County Commissioners.
9. If a request cannot be resolved within the aforementioned timeframes, the patron shall be contacted and given an indication of how much additional time is needed and the reasons for the extension.

V. RESERVATION OF AUTHORITY

The authority to issue or revise this policy is reserved to the Board of County Commissioners.



Welton G. Cadwell

Chairman, Board of County Commissioners
Lake County