

## **Procedure for Request for Reconsideration of Library Resources**

1. All concerns expressed to staff members will be referred to a librarian and/or the Library Director, who will discuss the matter with the customer.
2. If not satisfied, the customer may fill out a "Request for Reconsideration of Library Resources" form; the signed request is to be presented to the librarian on duty or to the Library Director.
3. Copies of the completed form and accompanying relevant material will be sent by the Library Director to the Library Board, the City Council Library Board Liaison, and the City Manager.
4. Discussion of the request will be placed on the agenda for the next regularly scheduled Library Board meeting for which an agenda has not yet been posted.
5. The customer who signed the request will be sent a copy of the Library Board agenda.
6. The resource in question will remain in circulation until The Colony Public Library Board acts on the request.
7. If the customer who signed the request is not in attendance at the meeting, the Library Board Chair will send written notification of the Board's decision to that person.
8. Once a resource has been reconsidered, The Colony Public Library Board may formally reconsider the resource three (3) years from the date of the last reconsideration.
9. If not satisfied, the customer may appeal the matter to The Colony City Council.