

<u>Policy</u> Library Services Reconsideration	<u>Date Approved by WGRLS Board</u> November 14, 2023
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Purpose: WGRLS and the Regional Board are aware that patrons may have concerns with the inclusion of certain programs, displays, exhibits, practices, policies, or social media posts and welcome the expression of concern by patrons. West Georgia Regional Library System seeks to provide opportunities that allow individuals to freely examine subjects and make their own decisions. While patrons are free to reject for themselves what they do not approve of, they cannot exercise a right of censorship to restrict the freedom of access to others. Patron concerns will be addressed promptly and courteously as outlined in the following process. WGRLS will only consider concerns brought by residents of the five counties which it serves. Patrons with concerns about library materials should reference the [Collection Development Policy](#) and [Material Reconsideration Form](#).

Policy:

- WGRLS staff will listen to the concerns of patrons and provide contact information for the Library Manager.
- The Library Manager will discuss the concern with the individual or group. After discussion with the Library Manager, a patron who requests further action will complete a “Library Services Reconsideration” form, which will be submitted to the Director.
- After receipt of the “Library Services Reconsideration” form, a committee comprised of a representative from each of the five WGRLS counties and the Deputy Director will review the form, program, display, exhibit, practice, policy, social media post, etc. and give their recommendation to the Director, who will send a response to the patron letting the patron know of the final decision.
- If the patron is dissatisfied with the decision, they may request reconsideration by the Regional Board of Trustees at their next scheduled meeting. The board will review and evaluate the “Library Services Reconsideration” form. The board will vote on the matter, and the patron who filed the request will be notified of the decision via mail.