Overview and General Rules

I. PURPOSE

To provide a process by which a resident of the Deschutes Public Library District (District) may request the review of a library service. Library services describes but is not limited to programs, policies, procedures and displays.

II. RULES AND REGULATIONS

It is the goal of the District to provide library services for the interest, information, and entertainment of all customers. 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 anti-discrimination 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.”

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

Customers completing a Request for Reconsideration of Library Services must adhere to the following:

1. The customer must be a registered Deschutes Public Library resident card holder.
2. Groups or organizations may not submit a request for Request for Reconsideration of Library Services.
3. A limit of one (1) Request for Reconsideration of Library Services form may be submitted per calendar month per customer.
4. Each form can only be used for a single concern regarding a library service.

An individual Request for Reconsideration of Library Services will only be reviewed one time per calendar year. If a service has already gone through the review process for the calendar year, customers wishing to submit a review of that same library service will receive the same report provided in the original review process.
III.  PROCEDURE

Customer requests of any library service will be given a fair hearing. A Request for Reconsideration of Library Services will consist of the following procedure:

1. A customer who expresses concerns will be referred to a District staff member to respond to questions.
2. The customer 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 Reconsideration of Library Services form.
3. The completed Request for Reconsideration of Library Services form will be referred to the Library Director who will assign a library manager with relevant expertise to examine and review the library service in question, to determine if the service conforms to the standards as outlined in the District's Administrative Rules, the ALA Office of Intellectual Freedom, the ALA Bill of Rights, and/or First Amendment Rights outlined by federal and state law.
4. No change in library services will occur during the review process.
5. The Library Director will review the recommendation of District staff and make a decision within fourteen (14) calendar days of the written request. The Director will respond in writing to the customer.
6. The Library Director will advise the customer that they may request that the Deschutes Public Library District Board (Board) review the decision of the Director to determine if a Board Executive Limitations Policy has been violated.
7. As stated in the Executive Limitations Policies
   - A Request for Board Review must be signed by a registered Deschutes Public Library resident card holder. Groups or organizations may not submit a request for Board review.
   - The Board will review the Request for Board Review and determine if a formal review is merited. The Board reserves the right to deny consideration of a Request for Board Review when multiple requests are submitted which would create an unreasonable workload, or when the Board determines that a request lacks sufficient merit.
   - If the Board concludes that it will review the request, Board members will review the Executive Limitation Policy in question as well as any associated materials presented by District staff and the customer. The Board will discuss the issue during public session of a Board meeting prior to making a final determination regarding compliance with the Executive Limitation Policy.
REQUEST FOR RECONSIDERATION OF LIBRARY SERVICE

Please append additional pages as needed to address the following questions and return the completed form to any Deschutes Public Library location.

LIBRARY SERVICE DESCRIPTION

Name of Library Service:

Format: □ Program/Event □ Policy/Procedure □ Display □ Other

**Please see Admin Rule 1.3.1 Reconsideration of Library Materials for collection or materials concerns.

CUSTOMER INFORMATION

Customer Name:

Deschutes Public Library Card Barcode: Telephone:

Address:

City: State: Zip Code:

1. What about this library service do you object to? Please be as specific as possible.

2. Do you feel this library service is objectionable for: □ Kids □ Teens □ All Library Users

3. What prompted you to use this library service?

4. Did you engage in, participate with or review the full library service? □ Yes □ No

   If No, what percentage did you engage in, participate with or review?

     □ More than 50% □ Less than 50% □ Only the passages/sections in question □ 0%
5. What do you believe is the overall message intended by this library service?


6. What do you feel might be the result of engaging in, participating with or reviewing this library service?


7. Has engaging in, participating with or reviewing this library service caused you, or someone of whom you are the legal guardian, personal or financial harm? If yes, please describe.


8. What action(s) do you recommend the District consider taking about this library service?


9. What alternative library service would you recommend the District include in its library services?


By signing, I attest that I am the petitioner and the responses provided above are true to the best of my knowledge. I understand that:

- Anonymous or unsigned requests will not be considered.
- The Request for Reconsideration of Library Services is a public record and my name may be disclosed.
- The District will keep contact information confidential from the general public to the greatest extent allowed by law.

Signature: ___________________________ Date: ___________________________