

Administrative Rules

Rule 1.0.2 – Reconsideration of Library Services

Created: 9-2-2020

Approved: 6-16-2023

Overview and General Rules

I. PURPOSE

The purpose of this rule is to provide a process by which a resident of Deschutes County may request the review of a Library service, program, policy, or procedure.

II. RULES AND REGULATIONS

It is the goal of the District to protect the intellectual freedom and first amendment rights of all customers. First amendment rights include access to information, meeting rooms, library spaces, and freedom of speech. Additionally, the District follows the American Library Association's *Library Bill of Rights* which protects the privacy and confidentiality rights of our library users.

Inclusion of library programs and services is not an endorsement of content.

Customers wishing to Request 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 Reconsideration of Library Services.
3. A limit of one (1) Request for Reconsideration of Library Services form may be submitted per month.
4. Each form can only be used for a single incident at a time.

III. PROCEDURES

Whenever a customer requests review of library services, programs, policies, or procedures, the request 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 staff member designated to respond to questions regarding the service, program, policy, or procedure(s) in question.
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 "Request for Reconsideration of Library Services" form.

3. 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 service, program, policy, or procedure(s) in question, and determine if the item conforms to the standards 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 law.
4. No change in service, program, policy, or procedure(s) will occur during the review process.
5. The Library Director will review the recommendation of Library staff and make a decision within fourteen (14) days of the written request. The Director will respond in writing to the customer.
6. If a customer wishes to appeal the Director's response, a request must be made in writing and filed at the Deschutes Public Library Administration Building or a Branch Library within seven (7) working days of receipt of the response. The Library Director or Designee(s) will schedule a hearing, which shall not be more than two weeks after receipt of the request. The hearing will be informal and the Library Director or Designee(s) will consider testimony from Library staff involved in the service, program, policy, or procedure(s) and from the person requesting the hearing. The person requesting the hearing has a right to be represented by counsel, at that person's expense, and the right to cross examine any witnesses who testify. At the conclusion of the hearing, the Library Director or designee(s) may affirm, modify, or cause the decision to be canceled. A written copy of the decision, on the date it is issued, will be delivered or mailed to the person requesting the hearing.
7. The Director or Designee will send reconsideration data to the Oregon Intellectual Freedom Clearinghouse (OIFC) through the State Library of Oregon.

Request for Reconsideration of Library Services

Customer Name _____

Address _____

City _____ State _____ Zip Code _____

Telephone _____

Service, Program, Policy or Procedure in Question:

Date of Service, Program, Policy or Procedure in Question: _____

Name of Deschutes Public Library Staff Member interacted with in this review process:

Please attach additional pages as needed to address the following questions:

1. To what service, policy or procedure do you object? Please be as specific as possible.

2. Did you personally attend the program or personally use the service in question?

3. What do you think is good about the service, program, policy or procedure?

4. What do you feel might be the result of the continued use of this service, program, policy or procedure?

5. Do you feel this service, program, policy or procedure is objectionable for:

All library users A particular age group What age group?

6. For what age group would you find this service, program, policy or procedure acceptable?

7. What do you believe the reasoning is behind this service, program, policy or procedure?

8. Are you familiar with other libraries that also offer the same service, program, policy or procedure?

9. What do you recommend the library consider doing about this service, program, policy or procedure?

10. What other service, program, policy or procedure would you recommend the library add?

11. Please append any additional comments.

Signature _____ Date _____

Anonymous requests for reconsideration of library materials will not be considered. The "Request for Reconsideration of Library Services" is a public record.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, age, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Inclusion of "age" reaffirmed January 23, 1996.