

## **JHLS Request for Reconsideration Policy**

The Jackson Hinds Library System supports patron's freedom to read and access library content and resources in compliance with current state and federal laws. Concurrently, we respect all patron's rights to voice their concerns and make suggestions about library collection items. A decision to select, hold, or deselect library resources will continue to be based on Library Board approved collection development policy. It shall be the policy of the Jackson Hinds Library System to allow patrons to request reconsideration following an open process.

### **Request for Reconsideration Process:**

1. General patron inquiries about library collection holdings may be made to the Director of Technical Services by filling out a request for reconsideration form. The patron has the burden to communicate their name, mailing address, telephone number, email address, title of the specific library item, a summary of their concern, and short summary of their requested remedy.
2. A structured panel of the Director of Technical Services, a Library Manager, and the Executive Director of the Library System will review all request for reconsideration. The Executive Director will reply to the patron via letter within 14 days of the request. (Requests for review of HB 1315 database content shall follow both MLC adopted procedures and current state law.)
3. Where a patron continues to find dissatisfaction with the system decision on their request for reconsideration, the request for reconsideration will be reported to the Administrative Board of Trustees. A patron may also file a request for board review of a request for reconsideration at any regular scheduled board meeting during the public comments section of the board meeting agenda. This will not represent an automatic appeals process. It shall be at the determination of the Board at the next scheduled board meeting, or within 30 days for HB 1315 to make a decision to sustain the decision of Library Administration or to grant new action on a request for reconsideration. The Board shall publish a decision on public minutes and a form letter of determination shall be mailed to the library patron. The determination by the Administrative Board of Trustees shall be the final decision from the Jackson Hinds Library System.