

Materials Reconsideration

CLP Policy # PS-1

May 2022

POLICY:

Carnegie Library of Pittsburgh (CLP) will consider the request of a CLP or other Allegheny County Library Association cardholder or staff member to remove an item from CLP's collections, or to relocate an item elsewhere in CLP's collections. CLP builds its collections under the principles set forth in the American Library Association Bill of Rights (<http://www.ala.org/ala/aboutala/offices/oif/statementspols/statementsif/librarybillrights.cfm>) and following our [Collection Development and Management Policy](#).

RESPONDING TO CONCERNS:

1. For customer requests, public service staff should neither argue nor agree with the customer. If the staff member receiving the request knows the material being discussed, they may point out the positive aspects of the work. For additional guidance consult the [Responding to Customer Concerns](#) document.
2. If the customer is not satisfied, the staff member should ask the customer to put the request in writing using the CLP [Materials Reconsideration Request form](#) on the Intranet. If the request is about an item in our eResources collection the customer should be directed to submit a comment to the [eLibrary Help/Contact form](#).
3. Staff requests should be reported using the Materials Reconsideration Request form.
4. The request should be as specific as possible about the objection. We need the request in writing so that the Materials Reconsideration Committee can review it.
5. The customer or staff member submitting the request for reconsideration should receive a copy of the completed form.
6. The completed form is forwarded to the location or department Manager, who forwards it to the Administrator, Collection Services (requests related to adult items) or the Coordinator, Children's and Teen Collections (children's or teen titles).
7. All copies of the item in question should remain available for circulation throughout the review process.

PROCESS:

The Administrator, Collection Services or the Coordinator, Children's and Teen Collections forwards copies of the request to:

- Director, Public Services
- Assistant Director, Neighborhood Libraries, if it is a neighborhood library request
- Assistant Director, Main Library Services, if it is a Main Library request
- Administrator, Collection Services, if it is a children's or teen title
- Coordinator, Teen Services, if it is a teen title
- Coordinator, Children's Services and Family Engagement, if it is a children's title

The Administrator, Collection Services or the Coordinator, Children’s and Teen Collections convenes a committee of three to four librarians, including at least one member of the Carnegie Library of Pittsburgh Equity, Diversity, and Inclusion Committee, to review the request. The committee may call upon appropriate subject or age group specialists to assist in evaluation.

If the reconsideration is related to racial, ethnic, gender, and/or disability identity, staff, particularly those sharing the identity(ies) involved in the reconsideration, will be invited to share additional information for consideration when practicable.

RECONSIDERATION PROCESS:

1. The committee reviews the request, examines the material, considers supplemental resources such as professional reviews or comments received from staff, and makes a written recommendation to the Director, Public Service. Every effort is made to provide the recommendation within thirty days of receiving the customer or staff member request.
2. The Director, Public Service responds to the customer in writing, informing them of CLP’s decision. Copies of the letter are forwarded to the Manager of the location where the request was received, and to either the Administrator, Collection Services when the request involves adult materials or to the Coordinator, Children’s Collections and Teen Collections when the request involves children’s or teen materials. For staff member requests, the Director, Public Service forwards copies of the notification to the Manager of the location where the request was received, to the appropriate Assistant Director, and to the Administrator, Collection Services or Coordinator, Children’s Collections and Teen Collections, as appropriate.
3. Collection Services reports challenges to the ALA Intellectual Freedom Committee and submits general information about the request and recommendation to the county-wide Reconsideration Request Log.

The Library reserves the right to decline a request for reconsideration for a title that has already been reviewed at CLP. Materials previously reviewed may be re-examined if there are substantive differences in the complaint, changes to prevailing attitudes in our culture, and/or other factors we deem significant.

FOR MORE INFORMATION:

Contact the Director, Public Service.

Related policies: PS-5 Customer Recommendations-General

Related documents: [eResources Reconsideration Request Process](#)

Supersedes: CLP Policy # PS 001
Patron Complaints-Materials
June 2005