

# Pollard Memorial Library

## Materials Reconsideration Procedures

### Process for Materials Reconsideration and Form for Reconsideration

A patron who wishes to initiate a formal reconsideration of materials must begin the process by submitting a form, as described below. The library staff conducts an internal review. If, after receiving the results of that deliberation, the patron is not satisfied, they may instigate a formal review by the Board of Trustees. Instructions for both the Internal Review and the review by the PML Board of Trustees are described below. The PML Board of Trustees will not undertake a review of materials if an Internal Review has not been completed first. The decision of the PML Trustees is final. Once it has been made, it will be five calendar years before another review of that material can be requested.

#### INTERNAL REVIEW

1. This action may only be initiated by a resident of Lowell. Objections to materials in the PML collection from individuals who do not reside in Lowell, or from an organization or group, will not be considered.
2. No items in the public collection will be automatically removed on request. The material in question will remain active in the collection during the review process.
3. Requests for withdrawal or reclassification of materials must be submitted in writing, using the form provided by the library. The library will not respond to anonymous complaints in writing, phone calls, or by any other means.
4. Copies of the form are available at the circulation desk. Copies may also be mailed to a valid address in the City of Lowell upon request.
5. Once a request for reconsideration is received, the director will confirm receipt and describe the process and timeline for the formal internal review.
6. The Internal Review will be conducted by a committee of no fewer than three certified librarians on the PML staff. The committee and its chair will be selected by the director.
7. The committee will be charged with examining the whole material in question (to best understand the objection and its context); professional reviews on the work will also be considered, and committee members will also draw upon their own professional experience of materials selection work, and the PML Materials Selection policy. The committee's decision will be conveyed in a report describing their recommendations, the process they undertook to come to their decision, and any other pertinent information.
8. Once completed, the committee report will be presented to the library director.
9. Review of the material and the report to the director must be conducted within 30 working days of the date that it is received by the director, barring special circumstances.
10. The director provides the committee's report and recommendation to the patron with a cover letter summarizing the decision and the steps available to the patron should they object to the findings of the internal committee.

## TRUSTEE REVIEW

1. A formal review of the material must be completed by the specially appointed committee before an objection to the material can be submitted to the Trustees for review.
2. A patron initiates an appeal to the Trustees by responding in writing to the internal report. The response can be mailed or emailed to the library director. The patron's response to the committee's report should be no more than two pages of typed double-spaced text or approximately 500 words in which the patron describes their specific objections to the findings of the committee and requests a review by the Trustees be initiated. The request for a Trustee review must be made within 14 working days from the date the Internal Review Committee Report and Director's Summary were mailed or emailed to the patron.
3. Once the director has received this communication from the patron, they will confirm receipt, initiate the next stage of review, and provide the patron with information about the timeline for the review process of the Trustees.
4. When a patron lodges an appeal to the Trustees, the director will inform the appropriate City administrator overseeing the library and the City Solicitor of the appeal.
5. The director will work with the Chair of the PML Board of Trustees to schedule the Trustee review of the objection. The review should be completed within 90 days of receipt of the request, barring special circumstances.
6. The director will distribute the following materials to the Board of Trustees three (3) weeks prior to the meeting at which the materials are scheduled to be discussed:
  - a) Materials Reconsideration Form submitted by the patron initiating the review,
  - b) Internal PML professional committee report and copies of correspondence to the initiator of the reconsideration,
  - c) Copy of the patron's letter outlining objections to committee findings and request for Trustee review; and,
  - d) A full copy of the material to which the patron objects.
7. The patron has the right to make a statement at the meeting at which the Trustees publicly discuss the findings of the internal committee. The Chair of the Board of Trustees will provide the patron with the agenda for the meeting and inform them when and how long they will have to present their concerns. Opportunity will also be provided for public comment following the Public Comment policy of the PML Trustees.
8. Once the Board of Trustees has discussed and voted on the appeal from the patron, a formal notification of that decision will be sent to the patron by the Chair of the Board of Trustees (with copies to the director, the director's immediate supervisor, and the City Solicitor).
9. The decision of the Board of Trustees is final and will preclude all other requests for the same material for five calendar years.

# Pollard Memorial Library

## Request for Reconsideration of Library Materials Form

The Pollard Memorial Library acquires library materials based on criteria set forth in the PML Materials Selection Policy. If you wish to request reconsideration of library material, please return the completed form to the Pollard Memorial Library.

Your name: \_\_\_\_\_

Please note that only an individual who is a resident of Lowell may initiate a Materials Reconsideration. Objections to materials in PML from individuals who do not reside within the Lowell city limits will not be considered, nor will objections from an organization or group be considered.

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: MA Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Format of Item to be reconsidered (book, audiobook, DVD, etc.): \_\_\_\_\_

Title: \_\_\_\_\_

Author: \_\_\_\_\_ Publication Date: \_\_\_\_\_

1. What brought this item to your attention?

2. Did you read or view the entire work? If not, what parts did you read or view?

3. To what in the work do you object? (Be specific; cite pages, sections etc.)

4. What do you feel might be the result of reading/viewing this work?

5. What would you like the library to do about this material?

6. Can you suggest other material on the same topic that would make a better addition to the library's collection?

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please mail or email this form to: Library Director: Steve Robichaud  
Pollard Memorial Library, 401 Merrimack Street, Lowell, MA 01852 or [srobichaud@lowellma.gov](mailto:srobichaud@lowellma.gov)

This Process for Materials Reconsideration and the Request for Reconsideration of Library Materials Form is subject to review by the PML Board of Trustees. Adopted by the Board of Trustees: April 5, 2023