

Prince William Public Libraries is committed to ensuring complaints are handled in an attentive and consistent manner. Specific complaints about library materials are handled through the reconsideration process.

The reconsideration process begins with a discussion between the patron and the Branch Manager or the Building Supervisor if the Branch Manager is not available. A patron choosing to continue with a formal request to reconsider the material submits a completed reconsideration form that is available on the library website.

The completed form is forwarded to the Materials Services Division Chief, Deputy Director, and Library Director. The Deputy Director will form a reconsideration committee of three library staff members. Working independently, each committee member provides their review and action recommendation to the Materials Services Division Chief, who determines what action the library will take with the Library Director's approval. The patron is then informed in writing of the decision.

References

- [Library Bill of Rights \(1939\)](#)

Adopted by ALA Council, the Articles of the Library Bill of Rights are unambiguous statements of basic principles that should govern the service of all libraries.

- [American Library Association's Freedom to Read Statement \(1953\)](#)

The American Library Association (ALA) statement affirming and outlining that the freedom to read is essential to our democracy.

- [Access to Library Resources and Services for Minors \(1972\)](#)

Adopted by the American Library Association Council originally in 1972 and amended, this statement was previously known as "Free Access to Libraries for Minors"

- [Libraries: An American Value \(1999\)](#)

Adopted by American Library Association Council, this brief statement pronounces the distinguished place libraries hold in our society and their core tenets of access to materials and diversity of ideas.