

### ***Request for Review of Material in SAILOR Databases - Request to Remove Electronic Materials.***

The Enoch Pratt Free Library accepts as a major responsibility the necessity of providing resources that reflect the widest possible coverage of the views, tastes, opinions, and ideas of current and past cultures. Library staff select those resources that best represent this diversity of thought and interests. It is inevitable that the collection will include materials that some find offensive or inappropriate. It is also inevitable that the collection will not include materials that some believe should be there. For this reason, the Library encourages discussion, questions, and inquiries regarding resources to which it provides access.

Customers who wish to have resources reviewed or access removed are encouraged to discuss their concerns with Library staff, and if necessary, pursue the issue by following the procedures outlined below. The Library does not add or remove access to resources solely upon the verbal request of any individual or group. By following this procedure on a case-by-case basis, the Library ensures that the collections adhere to the selection principles established in *How Baltimore Chooses*.

#### **Procedure**

If a customer questions the appropriateness of a particular resource in the SAILOR Database project, the librarian who receives the question should attempt to satisfy the customer's concern. Staff procedures for handling such concerns are outlined in the Staff Manual. Customers needing further assistance should be referred to the branch or department manager. If the manager resolves the customer's concerns, he or she should notify the Digital Resources Department that the matter was satisfactorily resolved.

Customers who still wish to pursue the matter after discussion with the branch or department manager should complete the *Request for Review of Library Material – Request to Remove Electronic Material*. This form may be emailed if the customer has contacted the Library by telephone. The customer should be given or sent a copy of the completed form and the procedural steps below. The form is also available on the slrc.info website. The completed form will be forwarded to the Digital Resources Department.

## ***Request for Review of Material in SAILOR Databases - Request to Remove Electronic Materials.***

### **Procedures & Form**

The customer should be given or sent a copy of the form, which includes the below procedural steps that will be taken. This form is available on slrc.info or may be emailed by staff if the customer has contacted the Library by telephone.

The following Library personnel should receive copies of the completed Request for Review of Library Material – Request to Remove Electronic Material form:

1. The Head of the Digital Resources Department, who makes the written response, maintains a file of challenged materials, and alerts other units when challenges occur
2. Deputy Chief in charge of Collections, Central/State Library Resource Center
3. Chief of State Library Resource Center (who alerts the Deputy Director of Public Services and Chief Executive Officer)

The Digital Resources Department will send a letter to the customer acknowledging the receipt of the form with an indication that a written response will be forthcoming. The Digital Resources Department will evaluate the material in terms of its adherence to the Enoch Pratt Free Library's stated selection policies and compose an appropriate response. The response will be prepared after consideration of the Library's materials selection policy, the principles of The Library Bill of Rights, and any other appropriate sources.

If the material in question is deemed in accordance with the Library's Selection Policy, the customer will receive a written response of the Library's assessment.

If the material in question does not meet the standards of the Library's Selection Policy, the Digital Resources Department will contact the appropriate vendor and relay the customer request to remove materials as well as the Library's independent assessment of the material in question.

The customer will be made aware in initial communications that the Enoch Pratt Free Library, while following the principles in its Selection Policy, does not make final decisions on any individual image, article or other electronic resource's inclusion within a third-party database. Consistency with the Selection Policy of the Enoch Pratt Free Library is a significant part of the SAILOR database selection process and the Enoch Pratt Free Library takes every opportunity to express the importance of maintaining this consistency.

A copy of the Library's response will be sent to the customer as well as to Library staff who received copies of the original request. If the customer still desires to take his or her concern to the Director or Assistant Director, he or she may do so in writing.

**Enoch Pratt Free Library/Maryland's State Library Resources Center - Request for Review of Library Material:**

**Request to Remove Library Material**

Thank you for your interest in the SAILOR Databases. Please complete this form and sign it. We need this information in order to respond adequately to your request. Your comments will be forwarded immediately to the Digital Resources Department. You will receive a written acknowledgement of your request within 15 working days, and a formal reply to your Request for Review within one month.

Database Used: \_\_\_ Gale/Cengage \_\_\_ Mango Languages \_\_\_ ProQuest HeritageQuest

Age Level: \_\_\_ Adult \_\_\_ Young Adult (Teen) \_\_\_ Children's

Library System: \_\_\_\_\_

Specific Information about material (as applicable):

Specific Database used: \_\_\_\_\_

Description of Specific Resource (image, audio, video, article): \_\_\_\_\_

Author/creator: \_\_\_\_\_

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

Publisher (if known): \_\_\_\_\_

1. How was this material brought to your attention?
2. Have you examined the material in its entirety? If not, what parts have you examined?
3. Please explain your objection to the material. Please be specific.
4. Please evaluate the material's positive and negative qualities.
5. What harmful effect do you feel the material might have? On whom?
6. Are there alternatives to this material which the Library could consider?

Name: \_\_\_\_\_

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

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

Who do you represent?

Myself \_\_\_

Organization (Please specify) \_\_\_\_\_

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