

Complaints Regarding Controversial Materials

Anonymous complaints will not be considered. To have a request considered, the patron must:

- Have a current library card from the Burnet County Library System;
- File a completed *Patrons Request For Reconsideration of Materials* form with the library director.
- No duplicate requests.

A patron wishing to discuss the selection of any library materials must complete a formal request form. No materials will be added or removed on demand. When the completed form is returned to the library director, the reasons for the complaint will be considered using the principles of the Burnet County Library System selection policy as a guide. Directors and a representative from the Commissioner's Court will decide the validity of the complaint and their decision will be final. Once a decision has been reached on a material, it will not be considered again for removal. A written response from the librarian will be provided within a two-week period from receipt of the written form.