

## Library Programs and Public Relations

### 03.07.01 Library Programs and Events

PCCLD offers a wide-variety of programs and events for all age groups to enhance the library experience, provide free and open access to information, and further the library's mission. A program sponsored by PCCLD is an event in which employees are involved in the planning, implementation, and/or evaluation, regardless of locale or time commitment. Library programs are considered a core service and are designed to support the overall mission of the library.

All library programs and events are open to the public and must respect PCCLD's commitment to intellectual freedom. Programs provide materials and information presenting all points of view on current and historical issues. Library materials, programs, and resources are provided for the interest, information, and enlightenment of all people within the community. PCCLD shall not exclude exhibits or displays because of the ethnic origin, ethnic background or gender identity of those contributing to the creation of the exhibit or display, nor because of the topic addressed by the exhibit or display.

In planning programs, PCCLD staff seek to ensure that the library's mission to offer free and open access to information from around the world is met. The following are among the most important general criteria in making decisions around program topics, speakers, and accompanying resources:

- 1) Relation to library mission, annual and strategic goals, collections, resources, exhibits, and programs
- 2) Community needs and interests
- 3) Availability of program space
- 4) Treatment of content for intended audiences
- 5) Presentation quality
- 6) Presenter background/qualifications/authority in content area
- 7) Budget and staffing resources
- 8) Historical or educational significance
- 9) Connection to other community programs, exhibitions, or events
- 10) Intended experiences for targeted audiences
- 11) Intent to foster creativity, ingenuity, and entrepreneurship

Fees will not be charged for library programs or events except at the discretion of PCCLD's Executive Director or their designee. PCCLD may co-sponsor programs and events with other agencies or may participate as a co-sponsor in programs as approved by the Executive Director or their designee. PCCLD sponsorship of a program or event does not constitute an endorsement of the content of the program or event or the views expressed by participants. PCCLD also provides space for programs that are initiated by the public and held in the library's meeting rooms. Use of the meeting rooms is covered under the "Meeting Room Use" policy, and procedures for meeting room use are established by PCCLD's Executive Director or their designee.

See Also: 03.03.05 Request for Reconsideration of Library Resources

## Library Programs and Public Relations

### **03.07.01-2 Request for Reconsideration of Library Programs**

~~The library welcomes expressions of opinion from customers concerning programming. Customer comments about library programs may be shared with staff directly, using the customer comment form or through the library's AskUs service.~~

~~Individuals may disagree with program content that does not support their own views or values on a subject or that are not compatible with their beliefs. Library staff is available to identify alternate programs that may be available. A formal, written request for reconsideration of programs may be submitted to the Executive Director. These forms are available at each location and will be considered in the same manner as requests for reconsideration of library materials.~~

~~PCCLD is not a judicial body. Laws governing obscenity, subversive content, and other questionable matters are subject to interpretation by the courts. Therefore, no challenged program will be canceled based solely on a complaint of obscenity or any other category covered by law unless a local court of competent jurisdiction has entered an order requiring it to be canceled. No program will be knowingly offered that has previously been determined to be in noncompliance with the law.~~

~~The Executive Director and other library staff consider each formal request in terms of the criteria outlined in PCCLD's Program Selection Policy, principles of the ALA Library Bill of Rights and related statements, and other appropriate sources. The Executive Director will respond in a timely manner in writing to a customer's request for reconsideration. The response will indicate the action to be taken and reasons for or against the request. A program will be evaluated for reconsideration only once in a 12-month period.~~

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### **03.07.01-2 P1 Request for Reconsideration of Library Programs Procedure**

~~PCCLD hears and considers inquiries and concerns from customers about library programs. Library programs are not automatically added or canceled in response to customer inquiries. PCCLD's Request for Reconsideration of Library Programs Policy supports free and open access to information and ideas as stated in the "Library Bill of Rights" and its interpretations, and the "Freedom to Read," "Freedom to View," and "Intellectual Freedom" statements of the American Library Association.~~

~~The following procedures shall be followed in considering objections to library programs:~~

- ~~1. Upon receipt of an objection from a customer about a library program offered at PCCLD, staff shall provide the customer with the "Request for Reconsideration of Library Programs" form and explain the importance of it being filled in completely.~~
  - ~~• The staff member should be courteous and understanding, but not defensive.~~
  - ~~• Recognize that the objection is about the program in question and/or about the Library's decision to offer it; it is not personal.~~
- ~~2. Explain the reconsideration procedure to the customer.~~
- ~~3. Avoid discussing the content, merit, or appropriateness of the program in question.~~
- ~~4. Pass the form along without delay, in accordance with the procedure.~~

### **Complaint Procedure**

~~The library considers customer objections to programs only when the objections are submitted in writing. The "Request for Reconsideration of Library Programs" form may be used for this purpose. When the customer completes the form, it should be returned to staff in person or via email and forwarded to the PCCLD Executive Director. The Executive Director will assign a staff committee to review the program, survey peer libraries for similar offerings, and conduct research to determine the appropriateness of the program in question. The committee shall decide on a recommendation as to whether or not the program is to be offered. This recommendation shall be forwarded to the Executive Director with any supporting documentation and research collected.~~

~~The Executive Director shall review the committee recommendation and agree or disagree. The final decision as to the merit of the complaint shall remain with the Executive Director. The Executive Director shall then write a letter to the customer stating the Library's response to the customer's request and explaining the action taken. A copy of the letter shall be kept in the Executive Director's Office for future reference. As library liaison, the Executive Director shall inform the Library Board of the complaint and resulting decision. This review process will be completed in a timely manner.~~

~~—Revised 06-27-2024~~

~~**CUSTOMER SERVICE—Library Programs and Public Relations** —**Adopted: 08-24-2023**  
**Request for Reconsideration of Library Programs and Events Procedure** —**03.07.01-2 P1**~~

### 03.07.01-2 F1 Request for Reconsideration of Library Programs Form

100 E. Abriendo Ave.  
Pueblo, CO 81004-4290



~~Please complete this form which will be used by a review committee appointed by the Executive Director of the Pueblo City-County Library District. After the committee Executive Director makes a recommendation regarding your request, you will be notified in writing of the library's decision.~~

~~Please note that the individual making the request must reside in PCCLD's legal service area and a program shall not be reconsidered more than once every two years. This request is an open record under the Colorado Open Records Act and shall be made available to the public via the library website.~~

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_

\_\_\_\_ Telephone \_\_\_\_\_  
☐ ☐

Representing: \_\_\_\_\_ Self \_\_\_\_\_ (Name of organization/group) \_\_\_\_\_

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

Date Offered: \_\_\_\_\_ Library Location: \_\_\_\_\_

Did you attend this program? \_\_\_\_\_

What do you believe is the subject of this program? \_\_\_\_\_

\_\_\_\_\_

To what in the program do you object? (Please be specific) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What are your recommendations concerning the program? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

~~CUSTOMER SERVICE Library Programs and Public Relations~~ ~~Revised 06-27-2024~~  
~~Request for Reconsideration of Library Programs and Events Form~~ ~~Adopted: 08-24-2023~~  
~~03.07.01-2 F1~~