

Reconsideration of library collections policy

File number	695/380/019
Maintained by	Content Management Branch
Approval date	October 2026
Next review date	October 2029

1. Authority

This policy is applied by the authority of the State Librarian and CEO (SLCEO).

2. Responsibilities

All State Library of Queensland staff are required to follow this policy.

Director, Queensland Memory and Director, Content Management are required to approve evaluation and decisions related to reconsideration requests.

Manager, Compliance and Assurance is required to include this policy in consideration of complaints related to reconsideration requests.

Decisions must not be made by a single staff member, and must be documented, endorsed and approved by the appropriate delegated officer, according to the Reconsideration of library collections procedures.

3. Policy statement

This policy enables State Library to assess and respond to requests to change the availability, access or catalogue descriptions of physical or online content in our collections.

State Library collects and preserves Queensland's cultural and documentary memory, provides free access to information to foster knowledge and learning. We work in partnership with local government to support the delivery of quality public libraries and Indigenous Knowledge Centres for all Queensland communities.

What we collect is guided by the Content Strategy and content guidelines for the Memory, Extraordinary, Information and Public Library Collections, and is informed by the Intellectual Freedom Policy.

The Intellectual Freedom Policy and our enduring values underpin our commitment to the principles of freedom of expression and free and equitable access to information and knowledge. These principles are fundamental for libraries and freedom of expression is a protected human right in Queensland. They represent a major driving force in the creation of new ideas and innovation; and support cultural understanding and sustainable socio-economic development.

State Library acts and make decisions in a way that is compatible with human rights and considers human rights relevant to decisions as required under the *Human Rights Act 2019* (Qld).

Changes to the availability and access to content will be made only in extraordinary circumstances. Changes to catalogue descriptions and discovery aids will be made in alignment with State Library's Content Description Principles.

4. Purpose

The purpose of this policy is to provide a framework for a consistent response to requests for changes to the availability, access or catalogue descriptions of physical or online content.

5. Scope

This policy applies to

- all State Library collections – Memory, Extraordinary, Information and Public Library (supplied by State Library to the public library network across Queensland)
- collection material made accessible through the library catalogues and on State Library's website and third-party websites with which we have a formal agreement is covered by this policy, including material published in Queensland and deposited via the National edeposit (NED).
- catalogue records and discovery aids made accessible on State Library's catalogues and website and third-party websites.

This policy does not apply to

- withdrawal and disposal of collection item decisions made by State Library as a component of collection management activities. This is covered by the Content Withdrawal Policy.
- review, amendments and corrections of website, and exhibition content, and catalogue records undertaken as business-as-usual work.

6. Definitions

Word	Definition
Australian Classification Board	The Australian Classification Board makes classification decisions and provides advice about the content of films, computer games, and certain publications using the legislative framework of the <i>Classification (Publications, Films and Computer Games) Act 1995 (Cth)</i> .
Catalogue descriptions	Bibliographic and descriptive metadata to aid discovery and access to collections.
De-indexing	De-indexing is the process of removal of content from the search indexes of search engines, so that no results can be found when undertaking and internet search.
Discovery aid	A discovery aid describes a collection of archival records, personal papers, or manuscripts. It is a tool to help researchers discover content, find where materials are located, and understand and interpret the materials they are using. They include a summary of the collections they describe, and some include more detailed descriptions and inventories
Indigenous Cultural and Intellectual Property (ICIP)	<p>ICIP is a multifaceted concept covering all aspects of cultural practice, traditional knowledge, and resources and knowledge systems developed by First Nations peoples as part of their identity, law, lore and culture</p> <p>ICIP – or traditional cultural expression – is described by the World Intellectual Property Organisation (WIPO) as:</p> <ul style="list-style-type: none"> • handed down from one generation to another, either orally or by imitation • reflecting a community's cultural and social identity • consisting of a characteristic element of a community's heritage • produced by 'authors unknown' and/or by communities and/or individuals communally recognised as having the right, responsibility or permission to do so • often created for spiritual and religious purposes • constantly evolving, developing and being invested within the community. <p>National and State Libraries Australasia Position Statement May 2023</p>
National edeposit (NED)	National edeposit (NED) is a collaboration between Australia's nine national, state and territory libraries, which provides for the deposit, management, storage, preservation, discovery and delivery of published electronic material across Australia.
Takedown	A request to remove information from the internet, which is considered to breach copyright or other relevant law or contains information that is culturally sensitive.

7. Reasons for reconsideration requests

Reconsideration requests fall into three categories.

Temporary or permanent restriction of access to collection items due to

- changes in classification of a publication from Unrestricted to Category 1 Restricted (CAT 1) or Category 2 Restricted (CAT 2) by the Australian Classification Board
- cultural considerations
- copyright or other intellectual property constraints
- Indigenous Cultural and Intellectual Property constraints
- legal challenges (libel, or through other court proceedings)
- a privacy related request related to sensitivity of information or the risk of adverse impact or harm.

Amendment of the catalogue record of a collection item due to incorrect, offensive or harmful information

Permanent removal from the collection due to

- an infringement of copyright
- an outcome of legal proceedings, where removal is required
- a change in classification status to Refused classification (RC) by the Australian Classification Board
- an objection to content in a collection item
- a privacy related request related to sensitivity of information or the risk of adverse impact or harm
- a donation reversal request
- cultural considerations
- Indigenous Cultural and Intellectual Property constraints

8. Reconsideration principles

State Library must apply the following principles with regard to reconsideration requests.

- The broadest possible onsite and online access to collection materials will be provided.
- Permanent access restrictions, online deindexing and takedown, or removal from the collection will be considered only as an exceptional response.
- Access restrictions, takedown or removal from the collection will consider any specific legislation and related exemptions.
- The cultural considerations of the person(s) making the request will be taken into account when assessing proposed changes to catalogue records or restrictions to access.
- The rights of Aboriginal and Torres Strait Islander people to their own cultural heritage. These rights underpin how State Library collects, manages and makes accessible its Aboriginal and Torres Strait Islander collections. Article 31 of the United Nations

Reconsideration of library collections policy, October 2026

Declaration on the Rights of Indigenous Peoples, to which Australia is a signatory, affirms that: Indigenous peoples have the right to maintain, control, protect and develop their cultural heritage, traditional knowledge and traditional cultural expressions. They also have the right to maintain, control, protect and develop their intellectual property over such cultural heritage, traditional knowledge, and traditional cultural expressions.

State Library will also take into account the general principles outlined in the National and State Libraries Australasia (NSLA) Position statement and procedural guidelines on takedown.

State Library will also take into account the general principles outlined in our Indigenous Cultural and Intellectual Property Policy and Guidelines.

9. Making a reconsideration request

Members of the public making a reconsideration request must supply the following information:

- Contact details, including name and email or street address
- Full description and details of the collection item(s) identified for reconsideration
- The reason for the request, in accordance with the scope of this policy

State Library must acknowledge the reconsideration request in writing within 10 business days of receiving the request and the person initiating the request advised on how the request will be assessed and anticipated timeframes. Personal information must be managed according to the principles in the *Information Privacy Act 2009* (Qld).

10. Human rights

The main objectives of the *Human Rights Act 2019* (Qld) (the Act) are to:

- protect and promote human rights
- help build a culture in the Queensland public sector that respects and promotes human rights
- help promote a dialogue about the nature, meaning and scope of human rights.

The Act protects 23 fundamental human rights drawn from international human rights law, including the following rights:

- freedom of thought, conscience, religion and belief
- freedom of expression
- peaceful assembly and freedom of association
- taking part in public life
- privacy and reputation
- cultural rights –generally
- cultural rights –Aboriginal peoples and Torres Strait Islander peoples
- right to education.

State Library acknowledges that Aboriginal and Torres Strait Islander self-determination is a human right as enshrined in the United Nations Declaration on the Rights of Indigenous

Reconsideration of library collections policy, October 2026

Peoples. The Act also recognises the particular significance of the right to self-determination of Aboriginal and Torres Strait Islander peoples.

When applying this policy, the State Library must act and make decisions in a way that is compatible with human rights and give proper consideration to all human rights relevant to a decision as required by the Act.

11. References

This policy is supported by

Queensland Government

- [Libraries Act 1988 \(Qld\)](#)
- [Human Rights Act 2019 \(Qld\)](#)
- [Information Privacy Act 2009 \(Qld\)](#)

State Library of Queensland

- [Content Strategy and guidelines](#)
- [Intellectual Freedom Policy](#)
- [Indigenous Cultural and Intellectual Property Principles](#)
- [Client Complaints Management Policy and Procedures](#)
- [Strategic plan](#)

Other

- [NSLA position statement and procedural guidelines on takedown](#)
- [International Federation of Library Associations and Institutions \(IFLA\) Statement on libraries and intellectual freedom](#)
- [2014 Lyon Declaration on Access and Development](#)
- [NSLA Position Statement: Indigenous Cultural and Intellectual Property](#)
- [United Nations Declaration on the rights of Indigenous peoples](#)
- [Classification of Publications Act 1991 \(Qld\)](#)
- [Classification \(Publications, Films and Computer Games\) Act 1995 \(Cth\)](#)

12. Approval

27 October 2026

State Librarian and CEO

Document control

Version	Approved by	Approval date	Revisions
V 1.0	State Librarian and CEO	7 November 2023	Original Policy
V1.1	State Librarian and CEO		Changes to incorporate ICIP, and explicit responsibilities in the policy

Creative Commons

© State Library of Queensland 2026

This policy is licensed under a Creative Commons Attribution 4.0 International (CC BY 4.0). You are free to copy, communicate and adapt this work, so long as you attribute State Library of Queensland.

For more information see <http://creativecommons.org/licenses/by/4.0>