

## POLICY AND PROCEDURE FOR HANDLING A CITIZEN'S REQUEST FOR RECONSIDERATION OF MATERIALS AND DISPLAYS

As in handling any type of complaint about library operations, a courteous and calm approach is essential. Above all, the complainants must know that their objections will be given serious consideration and that their interest in the library is welcome.

All requests to reconsider materials must be on the written form that the library provides. As soon as the complaint has been filed, the Library Director should review the objections. Simultaneous with the review, the Director should routinely notify the Library Board that a formal complaint has been made.

The staff person in charge of that collection (Adult Services Librarian, Technology Services Librarian, Young Adult Librarian, or Children's Librarian) will evaluate the reasons for the purchase. The objections should be considered both in terms of the library's materials selection policy and the opinions of the various reviewing sources used in materials selection.

The objections and the response by the library staff will be given to the Library Director. The Director will review the response and add his/her own comments. At this point either the order librarian or the Director will make a written response to the complainant. The response should be made within ten working days of receipt of the complaint.

If the complainant is not satisfied with the decision, the Director of the Library can serve as the person to whom an initial appeal is made. The Director should contact the complainant, explaining the decision of the library and advising the complainant that further discussions are welcome.

If the complainant still feels that his/her objections have been dealt with inadequately, the complainant can make a final appeal to the Library Board of Trustees. The Library Board will in turn decide upon an appropriate course of action.

Adapted from the Intellectual Freedom Manual, published by the American Library Association, Office of Intellectual Freedom, 2010.