

ITEM NUMBER: 13.06
CHAPTER 13: Collection
Development
CODE: Policy
COMPUTER ID: CD-6

Title:	Complaint Policy for Materials Collection
Effective Date:	11-24-86
Authorized By:	Library Board of Trustees/Library Director
Date of Last Revision:	7-2015

Any patron who meets the below criteria may file a complaint concerning individual titles or materials held by the library.

In order to request that a material be reconsidered, a patron must:

- Be a resident of Marathon County. As Marathon County resident taxes pay for the materials held by the library, only residents may request that a material be reconsidered.
- Have read, viewed, seen, or heard the material in its entirety.
- Have reviewed the Marathon County Public Library Collection Development Policy and the Library Bill of Rights.
- Complete and official Marathon County Public Library "Request for Reconsideration of Library Materials" form. Only completed forms will be reviewed by the library. The library does not respond to anonymous phone calls, rumors, or voiced concerns according to the reconsideration process.

Individual titles may only be reviewed once every five years, unless substantial content changes have been made. In the event that a patron requests reconsideration of a material reviewed more recently, the patron shall be informed in writing of the decision of the committee that considered the material last, including the rationale of that committee.

If the material has not been reconsidered in the last five years, it shall be reviewed according to the Complaint Procedure for Materials Collection set by the Library Director following the policy below.

Complaints will be considered by the committee appointed by the Library Director. The committee recommendations will be sent to the Director, who will make the decision regarding the material. The Library Director will notify the patron and the Library Board of the decision.

Material under reconsideration will remain accessible in the library until a determination has been made.