

ITEM NUMBER: 13.07 a-c
CHAPTER 13: Collection
Development
CODE: Procedure
COMPUTER ID: CD-7

Title: Complaint Procedure for Materials Collection
Effective Date: 11-24-86
Authorized By: Library Director
Date of Last Revision: 4/1/2008

At the request of any customer, library staff should provide a "Request for Reconsideration of Library Materials Form". When the completed form is received, it should be sent to the Library Director. The following steps will then take place:

- a) The Library Director will immediately appoint a committee consisting of the coordinator (who shall serve as chair) for the selection committee responsible for the collection in question, and up to three other staff members. A note will be sent to the customer indicating that the request for reconsideration is in progress.
- b) The chair of the committee should locate as many copies of the book as possible. The chair should also locate professional reviews of the questioned material. Copies of the book, the reviews, and the complaint should be distributed to the Reconsideration Committee as soon as possible.
- c) The Reconsideration Committee should meet within one week of the receipt of the materials.
- d) The chair shall put the reactions of the committee into written form within two weeks of the meeting. A rough draft should be examined by the committee members for additions, corrections, or changes.
- e) The chair shall submit the formal report to the Library Director within five days of approval by the committee.
- f) The Library Director will make a decision regarding the challenged material based on the information and recommendations from the committee.
- g) The Library Director will notify the customer of the decision, and send the customer appropriate library statements and policies.
- h) The Administration Office will keep a file of requests for reconsideration and of their dispositions.

ITEM NUMBER: 13.07 b

Appeal Process:

- a) If the customer is not satisfied with the response from the Director and Reconsideration Committee, the customer may request that a review of the Request for Reconsideration be done by a review committee.
- b) The review committee consists of two Library Board members, two selection coordinators, and one staff person chosen on a rotating basis.
- c) The committee will submit in writing to the Library Director their recommendation regarding the material.
- d) The Library Director will place the complaint on the next Library Board agenda.
- e) The Library Board will review the complaint and decide whether to retain or remove the item. The decision of the Board will be final.
- f) The Library Director will notify the customer of the decision.
- g) The Administration Office will maintain a file of requests for reconsideration and of the decisions made by the committee.

ITEM NUMBER: 13.07c

REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

The Marathon County Public Library welcomes the opinions of its customers concerning the suitability of items in its collection of library materials. This request will be referred to the Library Director who will appoint a committee to review the item. The committee's report will be reviewed and acted on by the Library Director who will report the results to the library customer.

The material I question is:

Title: _____

Author/Producer: _____

Book? _____ If no what? _____

Name of person making the request: _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: _____

Facility where item was checked out: _____

1. What do you believe is the theme or purpose of the material? _____

2. Is your objection to this material based upon personal exposure to it, upon reports you have heard, or both?

3. Have you read, seen, heard the material in its entirety? _____

4. What do you find objectionable? (Be specific, cite pages) _____

5. Does the material have any merit or value? _____

6. Are you aware of the judgment regarding the book or material by literary or educational reviewers? _____

7. What action would you recommend be taken regarding the use of this material? _____

8. What material would you recommend on the same subject? _____

Signature: _____ Date: _____

Staff member receiving request: _____ Date: _____