

## **Library Materials Complaint Policy & Reconsideration of Challenged Materials Procedure**

### **1. Purpose Statement**

Despite the care taken to select library materials, and the qualifications of the persons involved in the selection, occasional objections to materials may be expected. The Library Board of Trustees recognizes that the diversity of the collection may offend some patrons which may result in complaint. This policy and procedure are intended to equitably rectify issues related to materials within the Lexington Public Library's collection that may be challenged.

### **2. Key Guidelines**

- A. Only patrons in good standing of the Lexington Public Library are entitled to bring complaint or challenge to Library materials.
- B. Library staff are to be courteous to the complainant and make no commitment nor defend the materials or lack thereof.
- C. The complainant shall be advised to arrange a conference with the Library Director.

### **3. Procedure for Reconsideration of Materials**

- A. It is the patron's responsibility to arrange a conference with the Library Director.
- B. The Library Director will hear the patron's verbal objections and invite the complainant to file his/her objections in writing using the Reconsideration of Library Materials Form.
- C. If the patron does not complete and return the form, no further consideration will be given to the challenged material.
- D. No restriction or removal of the item shall take place while the Library Director is in the process of examining the material and making a decision about the item.
- E. Once the completed form is returned to the Library Director, the Director will proceed with examination of the material in question.
- F. Within two weeks of the receipt of the Request for Reconsideration form, the Library Director will submit a written response to the patron based on the criteria for selection and the Library's Collection

Development Policy. A copy of the policy will be included with the letter of response.

- G. The patron has a right to appeal the Library Director's decision. An additional hearing on the Request for Reconsideration will be held with the Library Board of Trustees within two weeks of the patron's appeal.
- H. The Library Board of Trustees will make a final decision on the challenged material within thirty (30) days of the appeal and submit a written response to the patron. No item shall be removed from the library collection without a court order if the Library Director and Board of Trustees deem it to be retained.

## APPENDIX G

### Request for Reconsideration Materials Form Lexington Public Library

The Lexington Public Library adheres to the principles of intellectual freedom outlined in the Library Bill of Rights, the Freedom to Read Statement, and the Freedom to View statement put forth by the American Library Association.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Complainant Represents \_\_\_\_\_ Himself/Herself  
 \_\_\_\_\_ Organization (Name)  
 \_\_\_\_\_ Other (Please Specify) \_\_\_\_\_

Type or Material: Book \_\_\_\_\_ DVD \_\_\_\_\_ Audiobook \_\_\_\_\_ Display \_\_\_\_\_

Electronic Resource: \_\_\_\_\_ Magazine \_\_\_\_\_ Other (Please Specify) \_\_\_\_\_

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

Author: \_\_\_\_\_

Publisher: \_\_\_\_\_

1. Did you read/listen to the entire work? YES ( ) NO ( )
2. To what in the work do you find objectionable? Please be specific: cite pages, passages, and/or specific examples.

\_\_\_\_\_  
 \_\_\_\_\_

3. Reasons you find the material objectionable. \_\_\_\_\_

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

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5. What review(s) have you seen of this material?

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6. What would you like the Library do about this work? \_\_\_\_\_

7. What work(s) do you suggest providing additional information on this topic?

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8. What do you believe should be added to counterbalance the viewpoint expressed in this material?

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9. Is there anything you like about the work? YES ( ) explain NO ( )

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Use other side of paper or additional pages, if necessary.