

Materials Complaint Policy & Reconsideration of Challenged Materials Procedure

Despite the care taken to select appropriate and valuable materials, and the qualifications of the persons involved in the selection, occasional objections to a selection are made. When such objections occur, principles of freedom of information and the professional responsibility of the staff are defended rather than the specific materials. The Neligh Public Library's Collection Development Policy, the Nebraska Library Bill of rights, the American Library Association's Library Bill of Rights, and Freedom to Read Statement guide the Library Director in the development of the library's collection.

Patrons requesting permission to examine materials must be members in good standing of the Neligh Public Library. Should such person(s) meet the aforementioned qualifications; materials may be examined in the library in a way so as not to disrupt the normal operations of the library and staff.

If a complaint is made, the procedure is as follows:

1. Staff members are to be courteous to the complainant, make no commitment nor defend the materials or lack thereof, advise complainant to arrange a conference with the Library Director, who will then notify the Library Board President.
2. It is the complainant's responsibility to arrange a conference with the Library Director.
3. At this conference the Library Director will invite the complainant to file his/her objections in writing on the form "Request for Reconsideration of Library Materials"
4. A complainant who does not complete and return the form receives no further consideration.
5. Upon receipt of the completed form the Library Director will request a review of the challenged material by the Neligh Public Library Advisory Committee, which will include representation from library personnel, the Library Board President, and one patron in good standing. If, in a specific case (a professional opinion is needed) the Library Board President may appoint individuals to the advisory committee. This committee must meet within two weeks of receiving the challenge and come to a conclusion within four weeks. In either case, the contesting parties and the Library Director must be allowed to attend as observers only. The Library Board President will notify all Board members that such a review is being conducted.
6. The committee takes the following steps after receiving the challenged material(s).

- Reads the book, views, or listens to the material in its entirety, and completes the recommended checklists (Appendix B).
 - Checks general acceptance of the material by reading reviews and consulting recommended lists
 - The committee meets as a group, and jointly completes the checklist, which is then given to the Library Board President
7. Upon receipt of the committee's recommendation, the Library Board President conveys the decision of the committee to the complainant and notifies the Library Board and the Library Director.
 8. If the committee decides to remove the material, the Library Director may appeal the decision of the committee at the next regularly scheduled Board meeting. The decision of the Library Board shall be binding on the Library Director.
 9. Should the complainant wish to appeal the decision of the review committee, further review will lie with the Library Board as described above. Further appeals by the complainant must be made through the courts of our judicial system.