

1976 and replaced by "Access to Resources and Services in the School Library Media Program: An Interpretation of the Library Bill of Rights" in 1986. When professional association policy statements are removed or revised, corresponding action should be reflected in a library's resources selection policy. The selection policy must reference the most up-to-date association policy statements. For example, the Association of College & Research Libraries adopted the most current version of "Intellectual Freedom Principles for Academic Libraries" in 1999.

2) Politics and the Timing of Policy Revision

No revision should be undertaken while a formal challenge to a library resource is occurring. It is important to follow the current governing board-approved policy and process to maintain good faith with the community, complainants, and supporters. Revisions should occur after the final decision on the questioned material has been made. When a challenge has been resolved, those involved should reflect on the reconsideration experience and use new knowledge to revamp the current policy.

3) Consideration of New Material Formats for Inclusion

The process for including new material formats (e.g. online databases, e-books, streaming media, games, apps) should be ongoing. Factors to consider in this decision include current demand, trends or growth in demand, and strengths and weaknesses of the format. Accessibility to patrons with special needs should also be considered when purchasing materials. Evaluating new material formats based on these criteria prepares the library to meet patron demands.

Public Library Procedures for Handling Informal Complaints

The process begins with a librarian discussing the complaint with the patron who brings it to the service desk. During that interaction, the librarian will explain that the library has materials for everyone and everything goes through a selection process or is purchased because of patron requests. The librarian should offer to assist the patron to find alternate materials that would better meet the needs and interests of the patron and/or their family members. If the patron chooses to go forward with the challenge, the complainant should be provided with a request for formal reconsideration form.

Reconsideration Procedures: The library fully endorses the principles documented in the Library Bill of Rights and the Freedom to Read Statement of the American Library Association. Materials available in the library present a diversity of viewpoints, enabling citizens to make the informed choices necessary in a democracy. The library also selects a wide variety of library materials that satisfy the diverse interests of our community. The library upholds the right of the individual to secure these resources, even though the content may be controversial, unorthodox, or unacceptable to some. The library's varied collection is available to all; however, it is not expected that all of the collection will appeal to everyone.

Patrons who wish to request the withdrawal or reclassification of materials currently owned by the library are encouraged to discuss their concerns with a library supervisor or its director. If the patron is not satisfied with the response to their request, the manager will provide the patron with information