

602.2 - Challenged Library Materials Procedures

Date Procedure Approved: February 11, 2011 by DeSoto Parish Library Board of Control

Our efforts to offer a collection representing a variety of viewpoints make it highly likely that nearly everyone may find something in our resources that they consider objectionable or offensive.

Although one purpose of the Collection Development and Selection policy is to help answer the public's questions about the presence or absence of certain materials in the collection, their existence does not eliminate challenges or expressions of concern by library patrons.

If a patron has a complaint about an item or items in the library, please listen calmly and courteously to the complaint. Try to diffuse the situation if possible. Remember that the patron has a right to complain.

Explain that books and materials are selected in accordance with the Library's Collection Development and Selection policy. Offer the patron the opportunity to read that policy.

If the situation cannot be resolved verbally, ask the patron to complete a Concern about Library Resources/Request for Reconsideration form and return it to the Library.

Formal complaints will be reviewed by the Library Director who will respond in writing.

The Director will apprise members of the Library Board of Control when a formal complaint has been received, and the response that was given.