

RED DEER LIBRARY BOARD POLICY MANUAL
--

SUBJECT LIBRARY MATERIALS

SECTION	4.2
PAGE	1
DATE	May 10, 1994

RECONSIDERATION OF LIBRARY MATERIALS

POLICY

Red Deer Library Board recognizes that occasionally there may be complaints about a particular book, periodical or other item available at the library and to this end has developed a procedure to consider the objections of the complainant.

PROCEDURE

In the event of a member of the public challenging the presence of a book, magazine or other item held by Red Deer Public Library the following steps shall be followed:

- a) The patron will be give a "Reconsideration of Library Materials" form to be carefully completed and returned to the Library Director.

The Director will review the Reconsideration request and refer it to the appropriate Librarian. The Librarian's receipt of the Request for Reconsideration will be acknowledged within three business days.

The Librarian will research the background of the item's acquisition and its appropriateness for the library collection. The patron will receive a written response to his/ her concerns within four weeks. If the process is delayed in any way, the patron will be contacted immediately.

- b) If the patron is not satisfied, the Director will call a meeting of a committee composed of the Chairman of the Library Board, the Director, one member of the Library Board's Policy Committee, one library Department Head and one other professional librarian who is not an employee of the Red Deer Library Board to meet with the complainant.
- c) The committee will make such recommendations as it deems fit. The findings will be reported at the next Library Board meeting. The Board may uphold, alter or reject the recommendations of the committee. The decision of the Board is final.

RED DEER PUBLIC
LIBRARY
POLICY MANUAL

SUBJECT:
LIBRARY
MATERIALS

SECTION 4.2
PAGE 2
DATE May 10, 1994

- d) The Director shall, in writing, within 10 days of the Board having made its decision, inform the complainant of the decision.
- e) No material shall be removed from the collection due to a challenge from the public prior to all the relevant steps in the process being carried out.