



Baker County Library District Materials Complaint Procedure

It is important that patrons understand that they can make their complaints known and that the Board and staff members take patron complaints seriously.

First, be prepared for comments on any item in the collection. Second, be clear in your own mind that you are representing the BCLD policy and the intellectual freedom philosophy of libraries in general. It is not your personal view that is under consideration.

- 1) Refer the patron to the managing librarian or supervisor in charge. If the supervisor is out of the building, offer to have him/her call the patron back as soon as possible.
- 2) Listen carefully to the patron and maintain a non-judgmental manner.
- 3) Offer the patron a copy of the **BCLD "Materials Selection Policy"** and attachments and explain the intellectual freedom philosophy. Additional documentation may refer to the Library Bill of Rights and the Oregon Library Association's Statement of Policy on Intellectual Freedom in Libraries.
- 4) Keep in mind these concepts regarding intellectual freedom:
 - It is the responsibility of the Library to include a broad spectrum of materials, not to exclude materials.
 - Libraries do not necessarily endorse the ideas represented by these materials.
 - Library staff do not assume the role of parent in restricting the access of minors to materials and services.
- 5) If the patron wants to submit a written complaint, offer him/her the Patron's Request for Reconsideration of Library Materials, and complete the Materials Log.
- 6) If the patron wants to talk to someone in BCLD Administration:
 - Refer him/her to the Director.
 - Complete the Materials Log.



Patron's Request for Reconsideration of Library Materials

Date _____

1. Name _____ Telephone _____

Address _____ City _____ Zip _____

2. I represent myself organization: _____

3. Title of book or other material (please include author and call number if possible)

4. What is your concern about this material? (Please be specific, list page numbers/sections)

5. Did you read, hear, or see the entire content? _____

6. Have you read any reviews of this material? _____

7. Have you read the BCLD Materials Selection Policy? _____ A copy of the BCLD Materials Selection and Access to Electronic Information, Services, Networks, and Internet Acceptable Use Policy will be mailed with a response to your request for reconsideration of library materials.

8. Do you have additional comments or suggestions for materials to be included in the collection to provide other viewpoints?

This form will be reviewed by library staff and you will receive a written response. Please note: your comments are public records, however your name, address and phone number will be kept confidential from the general public to the greatest extent allowed by law, including the Oregon Public Records Act and the USA Patriot Act.



Patron's Request for Reconsideration of Library Materials Log

(Including print, non-print, booklists, art exhibits, displays and programs)

Staff Route

- _____ Director
- _____ Branch Library Supervisor
- _____ Assistant to the Director
- _____ Other _____
(specify)
- _____ Selection Staff
- _____ Copy with response to Branch Library Supervisor

If the patron filled out a comment form, please attach a copy to this Log.

1. Title: _____
Author (or equivalent): _____
Classification number: _____
2. Format: _____
3. Staff person taking the complaint
Name: _____
Library: _____
Date of complaint: _____
4. Patron's name: _____
Telephone (home) _____ (work) _____
Address: _____
City: _____ Zip code: _____
5. Other information:
