

FOX LAKE PUBLIC LIBRARY DISTRICT (of Lake and McHenry County)
LIBRARY POLICY MANUAL

5 COLLECTION DEVELOPMENT AND MANAGEMENT

5.12 PROCEDURES FOR HANDLING COMPLAINTS ABOUT LIBRARY MATERIALS

- a. Patrons wishing to file a complaint about library materials should complete, Form I, "Complaint About Library Materials". This form remains on file with the administrative office. The Librarian will examine both the material and critical reviews of the material. Repeated complaints about specific works or materials in general may generate a reconsideration of a specific work.
- b. Patrons wishing to recommend that materials be reconsidered (as opposed to filing a complaint without definite action), may fill out Form II, "Request for Reconsideration of Library Materials".
- c. When Form II is completely filled out and returned to the administrative office, the Librarian will review the complaint and the material to determine whether the item should remain or be removed from the collection.
- d. The Librarian will communicate with the patron who initiated the complaint, outlining the above procedures and announcing the disposition of the material in question.
- e. After an interview with the Librarian, patrons desiring further action may make a request in writing for a hearing before the Board of Library Trustees, Who has final authority.