

## **Topic: Collection Development and Management – Policy and Planning**

### **3.22 Complaints About the Collection**

Board Motion Number:	<b>24.054</b>
Date of Original Board Motion Number:	<b>March 10, 2008</b>
Date of Current Issue:	<b>May 28, 2024</b>
Date of Next Review:	<b>2028</b>
Attachments:	<b>1. Request for Reconsideration of Library Materials</b>

Signature of Board Chairperson (and Date):

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The North Kawartha Public Library Board recognizes the right of an individual or group to make a complaint to the Library administration concerning the collection and intends to ensure that complaints are handled fairly.

### **Procedures**

1. Requests by individuals or groups to have an item or items removed from the Library's collection shall be referred in writing on a Request for Reconsideration of Library Materials form (Attachment 1), submitted to the CEO/Librarian.
2. Upon receiving the written complaint, the CEO/Librarian shall review it in the light of the Board's policy concerning the Library collection.
3. If the inclusion of the item in the Library collection is found by the CEO/Librarian to be legitimate and justifiable based on the guidelines set out by Board policy, the policy shall be explained in writing to the complainant and no further action need be taken.
4. If the inclusion of the item in the Library collection is found by the CEO/Librarian to be questionable based on the guidelines set out by Board policy, the item will be temporarily withdrawn from the collection and the Board will be asked by the CEO/Librarian to make a decision on the matter.
5. The Board will communicate the decision in writing to the complainant.

## **Attachment 1. Request for Reconsideration of Library Materials**

Item to be reconsidered:

Author:

Title:

Publisher (if known):

Type of material (book, magazine, video, etc):

Person making request:

Name:

Address:

Contact details (telephone, email, etc):

Person making request represents:

Self:

Or name of organization:

Or identify other group:

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1. Please be specific as to what you object about the item:

2. What do you feel might be the result of reading/viewing this item?

3. Did you read/view the entire item? If not, what parts did you read/view?

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Signature:

Date: