

Dixon Public Library District

POLICY AND PROCEDURE HANDBOOK

POLICY TITLE: **Objections to Library Materials, Services or Programs**
POLICY NUMBER: **4252**

4252.1 Complaints about the suitability or appropriateness of materials in the Library District's collections, library services or library programs may be filed by anyone who has been issued a Dixon Public Library card or anyone living within the District boundaries. Such complaints will be carefully considered by the District Librarian and the Library Commission in a timely fashion.

4252.2 All complaints must be filed in writing, using the form provided by the District.

4252.2.1 A copy of the Materials Selection policy (Policy 4250) will be attached to each such form.

4252.2 Upon receipt of a completed form, the District Librarian will meet with the person or persons who have submitted the form and discuss the complaint.

4252.2.1 If the complaint is not withdrawn, the District Librarian will initiate a review process involving those staff which make materials selections, manage services and/or plan programs; such a review will include:

- re-examination of the material, service or program
- a survey of appraisals of the materials by professional review sources, or, a gathering of experiences in other libraries with the same or similar service or program
- determination of the extent to which the material meets the selection policy
- examination of any other factors concerning service or program relevant to the complaint

4252.2.2 From the review activity, the District Librarian will prepare a written response to the person or persons who submitted the complaint. The response will be mailed to the person or persons, and the District Librarian will offer the opportunity to meet and discuss it.

4252.2.2.1 If the person or persons are not satisfied with the written response by the District Librarian, he or she will offer an opportunity to present the complaint at the next regular scheduled meeting of the Library Commission. Such a presentation must be made in person. The Library Commission will decide whether or not to act on the complaint, and such decision will be communicated in writing to the person or persons who filed the complaint. The action of the Library Commission is considered final.