

## Complaints for Materials Collection

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Any patron who meets the below criteria may file a complaint concerning individual titles or materials held by the library. In order to request that a material be reconsidered, a patron must:

- Be a resident of Forest County. As Forest County resident taxes pay for the materials held by the library, only residents may request that a material be reconsidered.
- Have read, viewed, seen, or heard the material in its entirety.
- Have reviewed the Wabeno Public Library Collection Development Policy and the Library Bill of Rights.
- Complete an official Wabeno Public Library “Request for Reconsideration of Library Materials” form. Only forms completed by an individual will be reviewed by the library. The library does not respond to anonymous phone calls, rumors, or voiced concerns according to the reconsideration process.

Individual titles may only be reviewed once every five years, unless substantial content changes have been made. In the event that a patron requests reconsideration of a material reviewed more recently, the patron shall be informed in writing of the decision of the Library Board, including the rationale.

If the material has not been reconsidered in the last five years, it shall be reviewed according to the Complaint Procedure for Materials Collection following the policy below.

Complaints will be considered by the Library Board. The Library Board’s recommendations will be sent to the Library Director, who will make the decision regarding the material. The Library Director will notify the patron and the Library Board of the decision.

Materials under reconsideration will remain accessible in the library until a determination has been made.

### **Complaint Procedure for Materials Collection**

At the request of any patron, library staff should provide a “Request for Reconsideration of Library Materials Form”. When the completed form is received, it should be given to the Library Director. The following steps will then take place:

1. The Library Director will immediately add the inquiry to the agenda of the next regular meeting of the Wabeno Public Library Board of Trustees. A note will be sent to the customer indicating that the request for reconsideration is in progress.

2. The Library Board President should locate as many copies of the book as needed for each member of the Library Board. The President should also locate professional reviews of the questioned material. Copies of the book, the reviews, and the complaint should be distributed to the Library Board as soon as possible.
3. The Library Board should meet and discuss the request for reconsideration.
4. The Secretary shall put the reactions of the Library Board, Library Director, and town liaison into written form within two weeks of the meeting. A rough draft should be examined by the Library Board for additions, corrections, or changes.
5. The Library Board, Library Director, and town liaison will make a decision regarding the challenged material based on the information and recommendations.
6. The Library Director will notify the patron of the decision, and send the patron appropriate library statements and policies.
7. The Library Director and Library Board Secretary will keep a file of requests for reconsideration and of their dispositions.