

Appendix IV

PROCEDURES FOR HANDLING CHALLENGES ABOUT MATERIALS

Any challenges or complaints from a Library patron concerning the Library's having selected or not selected a particular item is to be handled using the following procedures:

1. Form completed by patron. (Appendix IV – A). Person completing the form must be a resident of the library's service area: Thomas County.
2. Complaint received by Library personnel and forwarded to Director. Director pulls items from circulation to begin the reconsideration process.
3. The Director acknowledges the complaint to the patron. (Appendix IV – B). The Director engages the professional staff to review the complaint and forwards a written statement to the patron within five days.
4. At the same time that the complaint is sent to the professional staff for investigation, a copy of the complaint will be given to the members of the Library Board of Trustees as a matter of information.
5. A copy of the recommended action will be sent to the board members. (Appendix IV – C)
6. The complainant will be given the opportunity to appeal the recommendation of the professional staff to the Board of Trustees. The complainant will be notified of this option in the writing at the time the initial recommendation is sent.
7. If a request for an appeal is filed with the Board of Trustees, the complainant will be placed on the agenda of the next regularly scheduled meeting.
8. The decision of the Library Board shall be considered final. At least one calendar year must pass before any item that has gone through the review process may be challenged again.
9. Through this process, communication will be maintained with the Chairman of the Georgia Library Association Intellectual Freedom Interest Group, with ALA's Office of Intellectual Freedom and with the person assigned to the Library by the Georgia Public Library Services.

Appendix IV – A

Thomas County Public Library System Request for Reconsideration of Library Materials

Date: _____ Library Card Number: _____

From: _____
Full Name Telephone Number

_____ Mailing Address City Zip Code

_____ Preferred Method of Contact Circle One: US Mail Email
 Email Address

WHOM DO YOU REPRESENT?

Self Organization (please specify) _____

Author _____

Title _____

Subject _____

Hardback _____ Paperback _____ A/V Material _____ Periodical _____

Classification number of item _____

REQUEST FOR RECONSIDERATION OF ITEM IN LIBRARY COLLECTION

1. Have you read the book or listened to/viewed the item in its entirety? If not, why not?

2. Have you seen or heard reviews of this material? _____ If 'yes', please name the source.

3. What do you believe is the theme of this work? _____
4. To what in the work do you object? Please be specific, cite pages.

5. What would you like the Library to do with this material?

6. In its place, what work would you recommend that would convey as valuable a picture and perspective of the subject? _____

REQUEST FOR RECONSIDERATION OF MATERIAL NOT OWNED BY LIBRARY

7. Why and where do you feel that this material should be in the library?

8. Please list any reviews or recommendations of this material and its source.

The Thomas County Public Library System appreciates your interest in our Library's collection. You will receive written notification of the disposition of this request.

SIGNATURE OF COMPLAINANT: _____

RECEIVED BY: _____

DATE & TIME RECEIVED: _____