

Shell Lake Public Library

Procedures for Handling Patron Concerns about Library Materials

I. Receiving questions or concerns

A staff member receiving a question or concern about books or other materials should not attempt to debate with the patron the merits of the material in question. The patron should be invited to communicate any complaints with the SLPL Director and preferably to put the complaint in writing. If the patron wishes to file a written statement, he or she should be given a copy of the form: "Statement of concern About Library Resources" and invited to submit the completed form to the SLPL Director. The staff member will notify his or her supervisor as soon as possible.

II. Internal Procedures

Upon receiving a "Statement of Concern" form, the Director will review the opinion. The Director, in consultation with other staff members, will formulate a response to the patron. This response may contain copies of any relevant reviews, if these are available. The SLPL Board of Trustees will be apprised of any serious problems, but it is expected that most questions and concerns will be handled by the SLPL Director and staff.

Any patron may ask to have their opinion shared with the SLPL Board of Trustees whose disposition of the matter shall be final.