

Customer Concerns about Library Materials Policy

Customer Concerns about Library Materials

Auburn Public Library has an obligation to its community to provide resources which reflect differing points of view. The First Amendment of the Constitution protects the free expression of ideas, even those of a controversial nature which may offend some library users.

Selections will not be made based on any anticipated approval or disapproval, but on the merit of the work in relation to the library's objectives in serving the interests of its public. A serious work that illuminates some problem or aspect of life will not be excluded because its language or subject matter may be offensive to some library users.

Auburn Public Library subscribes to the American Library Association's Library Bill of Rights, as well as its Freedom to Read Statement and its Freedom to View Statement. All library users, regardless of age, are entitled to equal access to library resources. Parents and legal guardians assume the responsibility for the reading, listening, and viewing of library materials by their children and young adults. Selection of materials for the Library's collection will not be inhibited by the possibility that adult materials may come into the possession of minors.

Customer Concerns

A current resident or taxpayer of Auburn and Minot may express concern to a staff member about the inclusion or exclusion of an item in the Library's collection. In such a case, the customer will be encouraged to discuss the matter with a department head, who may provide information about the item's merit in relation to customer needs and/or the Library's Collection Development Policy. If the customer still has concerns about the item, they will be asked to complete a Statement of Concern about Library Materials Form.

The completed form will be given to the Library Director and the librarian in charge of Collection Services. One form per challenged item will be required. The Library will gather information about and reviews of the challenged item from as many sources as possible as evidence of its generally perceived qualities. Response to the customer should occur within 2-4 calendar weeks based on available review resources.

While an item is under review, it will remain available on the shelf for check out.

Once challenged, the same material cannot be challenged again for any reason by any person(s) or group, for removal for 6 months.

The Library's Leadership Team will meet to review the submitted form in relation to the Library's Collection Development Policy. The Leadership Team will make recommendations, which will take all factors under advisement and come to a decision. The decision will be communicated in writing to the person initiating the concern within 2-4 calendar weeks. A copy of the customer's Statement of Concern and the Leadership Team's decision will be kept on file.

If a satisfactory resolution cannot be reached between the individual and the Leadership Team, an appeal may be filed within 2 calendar weeks after the initial decision with the Library's Board of Trustees. Appeals will be addressed by Trustees at the next scheduled board meeting. The Trustees will have the ultimate authority to resolve the matter.

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Statement of Concern About Library Materials

The Auburn Public Library Board of Trustees has delegated the responsibility for selection and evaluation of library resources to the director of the library, and has established reconsideration procedures outlined in the Customer Concerns About Library Materials to address concerns about any library resource. Review of this policy and completion of this form is the first step in those procedures. If you wish to request reconsideration of a library resource, please return the completed form to the Library Director, Auburn Public Library, 49 Spring Street, Auburn, ME 04210

Date:

First Name:

Last Name:

Address:

Email Address:

Phone:

Do you represent yourself? Yes No

If no, what is the name of your organization?

Resource on which you are commenting

Title

Author/Producer

Is it a:

- Book Textbook Video Display Magazine
 Library Program Audio Recording Newspaper
 Electronic library resource such as a network or a database
 Other (please specify)

What brought this resource to your attention?

Have you read, listened to, or viewed the entire content? Yes No
If no, what parts?

What do you object to in the material? What do you feel the effect of the material might be? Please be specific. If the provided space isn't large enough, please respond on another page and submit it along with this document.

By submitting this form, what outcome are you requesting?

Are there resource(s) you suggest to provide additional information and/or other viewpoints on this topic.