

# POLICY

Category: Governance & Administration

Number: A.09

Title: **Challenged Materials / Services Policy**

Effective Date: August 1, 2020

Authorized by: CFL Board of Trustees

Last Revision or Review: June 4, 2016; July 13, 2013; June 5, 2008; April 20, 2005

References: American Library Association's Freedom to Read Statement, Freedom to View Statement, Library Bill of Rights, and Libraries: An American Value.

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The Cudahy Family Library believes in freedom of information for all and does not practice censorship. The scheduling of library programming, the selection of library materials and online resources, and the establishment of new services is predicated on the patron's right to read and view, and similarly, his or her freedom from censorship by others. Any given library material or library service may offend some person at some time. The selections of our services and materials will not, however, be made on the basis of anticipated approval or disapproval, but solely on the merits of the material in relation to the building of the collections and to serving the interests of our users. No materials or services are excluded from selection solely because they may be accessible to children.

The Cudahy Family Library holds censorship to be a purely individual matter and declares that while anyone is free to reject materials and services of which he or she does not approve, he or she may not exercise censorship to restrict the freedom of others. Responsibility for materials selected or services used by children and young adults rests with their parents or legal guardians.

The Cudahy Family Library Board of Trustees recognizes that users may have complaints about library materials or services and has developed this policy to assure that concerns are handled in an attentive and consistent manner. Library staff will make every attempt to answer and explain the Library's policies and procedures. A patron who has concerns or complaints about the Library and its resources will be asked to complete the *Statement of Concern about Library Materials / Services* form if he/she is a registered borrower of the Cudahy Family Library and supplies his/her full name and address. Anonymous complaints will not be considered. Concerns from others are welcome but will not necessarily be acted upon.

After the completed form is received by the Library, the Library Director will review the reasons for the complaint and the material, service, or policy in question. Challenged materials, policies, and services will remain in place during the review process. All the appropriate information, such as professional reviews, circulation and library services history, and recommendations from the Library's professional staff, will be considered by the Library Director before a decision is made. The Library Director may schedule a conference with the patron to discuss or clarify the issues of the complaint. The Director will notify the signer of the form of the decision in writing within 30 days of receiving the form.

The Library Board of Trustees will also be given a copy of the completed form and all the items related to the Library Director's decision. If the user is not satisfied with the Library Director's response or decision, the patron may request in writing that the Library Board review the concern or complaint. The Library Board may also choose to notify the American Library Association's Office for Intellectual Freedom and the Wisconsin Library Association's Office of Intellectual Freedom for assistance with a censorship situation.

## Statement of Concern About Library Materials / Policies / Services

1. Resource on which you are commenting:

Book Title \_\_\_\_\_  
 Newspaper/Periodical \_\_\_\_\_  
 Audiovisual Material Author/Producer \_\_\_\_\_  
 Content of Library Program Date of Material / Program \_\_\_\_\_  
 Policy Call Number \_\_\_\_\_  
 Other: \_\_\_\_\_  
(One resource per form, please and thank you)

2. Have you read the entire book, seen the entire film, listened to the entire recording, been in attendance for the entire program, etc.? Yes No Have you read the Library's policy(s) that pertain to the issue? Yes No

3. What is it about this material / service / policy that you object to? Please be specific, for example, cite page numbers.. \_\_\_\_\_  
\_\_\_\_\_

4. What are your concerns about this material / service / policy?  
\_\_\_\_\_  
\_\_\_\_\_

5. Do you see anything good about this material / service / policy? Yes No

6. Are you aware of the critical opinion (professional reviews, etc.) of this material? Yes No

7. What other materials of quality or relevance would you recommend? Or What changes would you like to see to this policy?  
\_\_\_\_\_  
\_\_\_\_\_

8. Do you believe that anyone has the right to tell you and your family what materials /services you should be able to read / view / listen /use? Yes No  
If so, why? If not, why not?  
\_\_\_\_\_  
\_\_\_\_\_

9. What do you suggest the Library do about this matter?  
\_\_\_\_\_  
\_\_\_\_\_

10. Is this an individual or group request? Individual Group  
What group do you represent? \_\_\_\_\_

Name \_\_\_\_\_ Library Card # \_\_\_\_\_

Address \_\_\_\_\_ Telephone \_\_\_\_\_

\_\_\_\_\_ E-mail \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_ Received by \_\_\_\_\_

Note: Completed forms are forwarded to the Cudahy Family Library Board and become a matter of public record, including your name and address

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Response from Library Director on the reverse side of the form.

