



LaConner Regional Library
LaConner, Washington USA

Procedure 601p1

ADMINISTRATIVE PROCEDURE

MATERIALS COMMENT

A great deal of care is taken when selecting material for the La Conner Regional Library collections. Most library patrons enjoy and appreciate the materials they use, but occasionally a patron will complain that certain library materials are objectionable. When a patron complains about library materials, library staff should:

1. Listen courteously to the complaint.
2. Remain calm and friendly
3. Acknowledge the complaint and the feelings behind it.
4. Never offer personal or other opinions of the material or commit the library to any specific course of action concerning the material.
5. If a patron wishes to make a formal written complaint, see following.

When a patron chooses to make a formal complaint, the following will occur:

1. Library staff will give the patron a copy of the [Materials Comment Form](#). This administrative form accompanies the [Library Materials Selection Policy](#).
2. After the patron has completely filled out the Citizen's Comment form it will be sent to the Library Director.
3. The Library Director will route copies of the form appropriately.
4. A timely written acknowledgment of the complaint and the action taken will be sent to the patron.
5. If the patron still wishes to pursue the complaint, the Library Director may be contacted about presenting it to the Library Board.

Effective: 1/4/02

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