

DANIEL BOONE REGIONAL LIBRARY

SUBJECT: Patron Comments Regarding Library Materials

ADMIN 2-631

BOARD

SECTION: 600 – Library Administration

Approved: 06/13/96

Revised: 11/12/09

Revised: 03/14/13

Revised: 09/15/16

POLICY

Patrons who wish to comment on library materials are encouraged to fill out a patron comment form. A procedure has been established to review thoroughly and respond to all comments. This review is based on the American Library Association's "Library Bill of Rights" and Daniel Boone Regional Library's Policy 2-630 Materials Selection.

PROCEDURE

Administrative Guidelines for Patron Comments Regarding Library's Material Collection

1. When a patron questions the inclusion or exclusion of an item in the library's materials collection, the patron should be requested to fill out a Patron Comment on Library Materials form. If the patron does not wish to fill out the form but desires to discuss the matter further, refer the patron to the Collection Development Manager.
2. When a patron either takes and/or fills out a Patron Comment form, request the patron either to leave the completed form at one of the Public Services desks or to mail the form back to the library when it is completed. The patron should be informed also that he/she will receive a response to his/her comments within a reasonable length of time if contact information is provided. Staff should remain neutral concerning the comment when speaking with the patron.
3. The patron will be informed that while materials are under consideration, they will remain available to the public.
4. Once returned, the form will be forwarded to the Collection Development Manager. After conferring with the selector of the material, the Collection Development Manager and the selector will prepare a response to the comments and send a copy to the Executive Director and the patron.
5. Should the patron, after receiving the response, choose to discuss the matter, the patron may make an appointment with the Collection Development Manager. If the patron wishes to discuss the matter further, he/she may make an appointment with the Executive Director.
6. If a patron is not satisfied after discussing the material with the Executive Director, he/she may request review by the DBRL Board of Trustees.