

Materials Complaint Policy and Procedures

TACOMA PUBLIC LIBRARY
Administrative Policy: #10.25
July 1981

I. Complaints by the Public

- A. An individual may lodge a complaint against the format or content of any book/material in the collection of Tacoma Public Library .
- B. Each complaint will be handled as expeditiously as possible.
- C. The acceptance of a complaint by the Library does not necessarily constitute agreement with the allegations made in the complaint.
- D. The Library subscribes to the Library Bill of Rights, Freedom to Read and Freedom to View statements in Administrative Policy #10.01.

II. Procedures for Handling Complaints on Materials

- A. The manager, supervisor or designee of each department/branch will handle all complaints with regard to Library books/materials.
- B. The manager, supervisor or designee will determine the seriousness of each complaint, i.e., an expression of personal opinion or taste vs. a formal complaint.
- C. If the complaint is merely an expression of personal opinion or taste, the patron should be given a Library comment card to fill out and return.
- D. If the complaint is of a serious or formal nature, the following procedures should be followed:
 - 1. A Request for Reconsideration of Materials (form 37-81) must be filled out following each complaint on specific content of materials. A copy shall be sent to the Library Director immediately following receipt of the complaint. A copy shall be made available to the individual making the complaint. A copy shall be sent to the materials selector and a copy to the Book Order Committee, with a request for immediate action.
 - 2. If the patron is unable or unwilling to fill out the form, it shall be completed by the staff member responsible for handling complaints in that area.

If the patron is unable or unwilling to sign the complaint, or to identify him/herself in any other way, those sections of the form should be left blank.

III. Resolution of Complaints

- A. The selector will meet with the Book Order Committee to re-evaluate the material.
- B. A written recommendation will be transmitted to the Library Director or designee, along with all available reviews.
- C. The Director or designee will respond to the patron's complaint. A copy of the Director's or designee's response will be sent to the selector, Book Order Committee, and manager responsible for handling initial complaint.

- D. If the patron making the complaint is not satisfied with the Director's or designee's response, he/she may make an appeal to the Library Board of Trustees in the following manner:
 - 1. A written request for a hearing before the Board must be submitted to the Library Director at least 5 days prior to the next regularly scheduled Board Meeting.