

Reconsideration of Materials Policy
North Liberty Community Library

- All reconsideration of Materials requests must be done in writing (see accompanying form).
- The NLCL Board of Trustees and staff will carefully consider each request on its own merits at the next board meeting after request is submitted.
- The same process will be followed for each request, whether submitted internally or externally.
- An orientation for staff, trustees, volunteers and local governing authority will cover the materials selection policy and procedures for handling complaints.
- The library trustees and staff will maintain open lines of communications with civic, religious, educational and political bodies in the community with the intention of emphasizing the library's selection process and intellectual freedom principles.
- The library trustees and staff will remain familiar with any legislation pertaining to intellectual freedom and First Amendment rights.
- When a complaint is filed the library will use the following guidelines:
 - Listen calmly and courteously to the complaint
 - Notify director and library board of written complaint
 - Present full, written information of the nature of the complaint.
 - Follow up as soon as possible with a written reply to the complaint
- The Library Board's decision will be final.

Written 1988

Reviewed and Revised: December 2009