

 STANISLAUS COUNTY LIBRARY	REVIEWER: Head of Acquisitions	NUMBER: 3.4
	DATE DEVELOPED: October 3, 1995	DATE REVISED: 8/17/02; 4/12/07; 10/14/09; 7/20/10
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TITLE: CHALLENGED MATERIALS		

1. A customer who comments about the inappropriateness of a library item is given a "materials selection inquiry" form to fill out. (Please don't be drawn into discussion or comment beyond "I'm sorry you didn't care for it.").
2. If a form is returned to you, and you are not one of the "responsible staff" listed in #3, please send the form to your supervisor.
3. If the customer returns the form, the customer receives a letter within 30 days from the staff member who is "responsible" for the book (i.e., Acquisitions librarian for adult circulating material, Head of Teen's and Children's Services for teens and children's material, Head of Reference Services for reference material). The "responsible" staff member will discuss the item with the subject selector. The letter usually includes reasons for buying the item (reviews, etc.) and mentions the variety of interests and standards in the community the library serves.
4. If the customer is not satisfied by this letter, the customer may complain to the County Librarian.
5. If the customer is not satisfied by the County Librarian's response, the customer may take the matter to the Board of Supervisors.

