

Public Library Procedures for Handling Informal Complaints

The process begins with a librarian discussing the complaint with the patron who brings it to the service desk. During that interaction, the librarian will explain that the library has materials for everyone and everything goes through a selection process or is purchased because of patron requests. The librarian should offer to assist the patron to find alternate materials that would better meet the needs and interests of the patron and/or their family members. If the patron chooses to go forward with the challenge, the complainant should be provided with a request for formal reconsideration form.