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**Subject:** Reconsideration of Library Materials

**Effective:** May 2010

**Revised:**

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## 1.0 PURPOSE

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The purpose of this policy is to establish standards and guidelines to be followed when members of the public challenge the inclusion of a particular resource or resources in NBPLS collections.

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## 2.0 APPLICATION

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This policy applies to library materials.

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## 3.0 DEFINITIONS

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**Collection development** refers to the act of building a coherent, balanced provincial collection to promote the cultural, economic, educational, and social development of New Brunswickers. See NBPLS Policy 1041- Collection Standards.

**Discarding** refers to the action of removing library materials from the collection.

**Library material** refers to the [New Brunswick Public Libraries Act](#) definition which includes books, periodicals, pamphlets, newspapers, photographic reproductions, paintings, films, filmstrips, sheet music, sound recordings, electronic data bases and texts, videos, CD-ROMS and other information in digital form.

**Public libraries** are public libraries, bookmobiles, and public-school libraries.

**Weeding** refers to the action of putting aside library materials for possible discard from the collection.

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## 4.0 LEGAL AUTHORITY

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Under the [New Brunswick Public Libraries Act](#), the Provincial Librarian (Executive Director) is responsible for the collections in the public library system. In practice, he/she delegates the regional and local responsibility for the selection and acquisition of library materials to the Regional Directors.

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**5.0 GOALS / PRINCIPLES**

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- 5.1** New Brunswick public libraries subscribe to the principles enunciated in the Canadian Library Association's *Statement on Intellectual Freedom* and its French equivalent, *La charte des droits du lecteur*, adopted by the Association pour l'avancement des sciences et des techniques de la documentation (ASTED).
- 5.2** Public libraries in New Brunswick subscribe to an open access policy which allows the viewing or borrowing of any library materials by everyone. It is the responsibility of parents, not the library, to guide their children's reading/viewing.

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**6.0 REQUIREMENTS / STANDARDS**

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**6.1 HANDLING AN INFORMAL COMPLAINT**

- 6.1.1** Library staff receiving a complaint are to try to resolve the issue informally by explaining to the complainant the procedures and criteria for the selection of library materials.
- 6.1.2** Library staff should refer to the Library Manager or Director any complaints not resolved through explanation of the procedures and criteria for selection.

**6.2 HANDLING A FORMAL COMPLAINT**

- 6.2.1** A person wishing to file a formal complaint about material in the library is to be invited to fill out a *Request for the Reconsideration of Materials* form (see Appendix).
- 6.2.2** The Library Manager or Director is to explain that the request will be considered by the Regional Director.
- 6.2.3** Upon receipt of the *Request for the Reconsideration of Material* form, the Regional Director is to review the challenged material by:
- examining the challenged material;
  - determining appropriateness by reading critical reviews of the material;
  - forming an opinion based on the material as a whole rather than on passages or sections taken out of context;
  - reviewing the challenged material in the context of NBPLS Policy 1041 – Collection Standards;

- seeking input from library staff as may be appropriate;
- if appropriate, discussing the challenged material with the complainant;
- informing the Provincial Librarian (Executive Director) and discussing a final response; and
- preparing a written response to the complainant and providing copies of the complaint and response to the Provincial Librarian (Executive Director) and the Library Manager or Director of the library involved.

### **6.3 APPEAL TO THE PROVINCIAL LIBRARIAN (EXECUTIVE DIRECTOR)**

**6.3.1** Should the complainant not be satisfied with the response received from the Regional Director, he/she can appeal to the Provincial Librarian (Executive Director).

**6.3.2** The Provincial Librarian (Executive Director) will respond in writing to all appeals.

### **6.4 MEDIA REQUESTS**

**6.4.1** Media requests concerning a challenge to library materials are to be referred to the Regional Director and, as appropriate, to the Provincial Librarian (Executive Director).

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## **7.0 GUIDELINES / RECOMMENDATIONS**

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None.

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## **8.0 REGIONAL GUIDELINES AND PROCEDURES**

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In consultation with the Provincial Office, Regional Directors may develop additional guidelines and procedures consistent with and necessary to support this policy.

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## **9.0 REFERENCES**

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Charte des droits du lecteur. (<http://www.asted.org>)

Intellectual Freedom Policy Statement. (<http://www.cla.ca>)

New Brunswick Public Libraries Act. (<http://www.qnb.ca/0062/acts/acts-e.asp>)

Policy 1041 – Collection Standards. New Brunswick Public Library Service

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**10.0 CONTACTS FOR MORE INFORMATION**

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NBPLS Provincial Office, (506) 453-2354

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