

**PROCEDURES FOR HANDLING PATRON COMPLAINTS  
ABOUT LIBRARY MATERIALS**  
Arrowhead Library System (and adopted by the Aurora Public Library)

**INTRODUCTION**

ALS headquarters staff and member library directors should be aware of the ALS Materials Selection Policy most recently revised in December, 1985 and approved by the Governing Board at its January 9, 1986 meeting. The Aurora Public Library has adopted this materials selection policy at its April 15, 1986 meeting and has mostly recently reaffirmed it at its September 19, 2019 meeting. The policy contains sections on controversial materials and a statement for dealing with challenged materials. The procedures below are internal staff procedures for handling patron concerns and complaints.

**RECEIVING QUESTIONS OR COMPLAINTS**

A staff member receiving a question or complaint about books or other materials should inform that patron that all Aurora Library materials are professionally selected according to the current selection policy. Staff members should not attempt to debate the merits of the work in question with the patron. The patron should be invited to communicate his or her concerns to the library director. If the patron wishes to put the complaint in writing, he/she should be given a copy of the form "Statement of Concern About Library Resources" and asked to submit the completed form to the library director. Staff members will notify the director as soon as possible of any complaint or challenge.

**INTERNAL PROCEDURES**

Upon receiving a "Statement of Concern About Library Materials," the Director will review the complaint with appropriate staff members. Facts of the selection will be researched and documented: by whom selected (if known), professional reviews of the title, relevance to library collection and mission, merits of the work taken as a whole. If the work is found to be unsuitable, it will be removed and the complainant so notified. If the work is found to be within the scope of the selection policy, it will be retained and the patron so notified. The response should contain a copy of the Aurora Public Library Selection Policy with supporting documents and such additional data concerning the questioned work as necessary. The Library Board shall be apprised of any serious problems, but it is expected that most questions and complaints will be handled by the Director and staff. Any complainant may appeal a decision by the Director to the Library Board whose decision in the matter shall be final.

Adopted by Arrowhead Library System Governing Board  
January 9, 1986

Adopted by the Aurora Public Library Board: April 15, 1986  
Reaffirmed by the Aurora Public Library Board: May 22, 2007; August 19, 2010;  
September 12, 2013; September 27, 2016, September 19, 2019

## Statement of Concern About Library Resources

The Aurora Public Library Board of Trustees has authorized use of this form in accordance with its written selection policy and administrative procedures. Forms should be returned to the Aurora Public Library Director.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Resource on which you are commenting:

<input type="checkbox"/> Book	<input type="checkbox"/> Audiovisual Resource
<input type="checkbox"/> Magazine	<input type="checkbox"/> Content of library program
<input type="checkbox"/> Newspaper	<input type="checkbox"/> Other

What brought this title to your attention?

Please comment on the resource as a whole as well as being specific on those matters which concern you. (Use other side if needed)

Comment:

### Optional

What resource(s) do you suggest to provide additional information on this topic?