

## **V. Library Materials**

### **POLICY STATEMENT**

The Library will provide access to those materials that help meet or achieve its Mission Statement, Service Roles, Goals and Objectives.

### **REGULATIONS**

1. Materials in the library collection are reviewed and selected by professional librarians.
2. Citizens may request materials to be purchased for the collection and the selectors will consider these requests.
3. Citizens may request reconsideration of materials already purchased by the Library. The selectors will consider these requests and the Director will respond to the requester.
4. Materials that are no longer useful in meeting the stated roles, goals and/or objectives of the Library will be removed from the collection according to accepted professional 'weeding' practices and will be sold or destroyed.
5. The Library may borrow materials, not in its collection, for patrons from other libraries in accordance with the Copyright Law and the American Library Association's Interlibrary Loan (ILL) Code.

## VI. Library Materials

### PROCEDURES

#### **ILL (Interlibrary Loan)**

When the material requested is not available in the Pamunkey Regional Library, it may be borrowed from other libraries in accordance with the copyright law and the American Library Association's Interlibrary Loan Code. Because ILLs are costly the following qualifications apply:

- a. A serious interest on the part of the patron must be demonstrated. Even if a patron requests a specific title, staff should determine whether other materials owned by Pamunkey or a neighboring library might fulfill the patron's information needs.
- b. Patron must have a valid Pamunkey Regional Library card. If the patron's Interlibrary loan privileges are suspended or the patron is blocked, the patron may not use Interlibrary loan.
- c. Because of lending libraries' restrictions, Pamunkey Regional Library will not attempt to borrow audiovisual materials.
- d. Only ILL staff shall checkout, renew and discharge ILLs in WF.

Pamunkey Regional Library is bound by any restrictions on use, such as the item may only be used in the library, and on costs for late return, damaged or lost material, as imposed by the lending library. It is the lending library that decides to fulfill a request or deny it.

## **VI Library Materials**

### **Procedures**

When a person complains about any library materials, do the following:

#### **#1. Apologize**

Say, "I'm Sorry," and mean it!

Recognize that the patron is upset. "I can tell you are upset" or "I'm sorry you were offended by this material."

Move them away from the Circ desk or public area by saying something like, "Let's move over here so we won't be interrupted," or "Can we move over here so I can make sure I'm understanding what you are saying."

If a staff member is approached who is not the person in charge of the branch that day, they should say something like, "I'm sorry you were upset by this material. Let me find the person in charge who can help you."

#### **Don't Say:**

"I agree with you" or "I know what you mean" or "It's not my fault" or "THEY ordered it" or "If you think that's bad...."

#### **#2. Don't be Defensive, LISTEN!**

Say something like, "Please explain to me why you're upset" or "What about this material upset you?" or "What are your concerns?" or "What do you suggest?"

#### **#3. Restate the problem until the patron agrees that you understand**

Say something like, "Let me be sure I understand" or "I think your concern about this material is..... Have I stated your concern correctly?"

Take notes as appropriate, restating the concern

Make eye contact. Give undivided attention

When restating concern, use THEIR words, not "library jargon/terms"

#### **#4. Offer Service**

Stay positive

Use open-ended questions like, "May I help you find something you feel is more appropriate?" or "Let me show you some resources you can use to help find materials that you feel would be of interest...." or "....that you can use with your child."

#### **#5. Offer additional information**

Ask patron, after you have found new material(s), if this is what they are looking for and if it fulfills their interest/need.

Give a brief book review (can use jacket info)

If asked, "Who orders this material?" Respond that selectors, who are professional librarians using specific criteria and reviews, order for the collection." You might add that as a public library, we are providing materials to a variety of people.

ABSOLUTELY LAST RESORT is to complete the RECONSIDERATION form.

#### **#6. Follow up**

Next time patron comes to the branch, ask if their concern was resolved satisfactorily. Smile and appear SINCERE!

If a Request for Reconsideration form has been completed, the Director will respond as per Library Policy, VI. Library Materials, #3.

### **Inform Others**

It is very important that staff, especially the Branch Manager and the SL for that branch, be kept informed whenever an objection is raised about library materials. Even if the concern is expressed only verbally, the staff member should:

a. Note the patron's name, card # if possible, date and time. Give the title of the work, type of media, call # (if possible) and what the patron was objecting to, concerned about, etc. Try to include as much information as possible.

b. Be sure this information is placed in the staff notebook and that the manager and SL know an incident has occurred. This may require sending emails, telephoning, etc.

c. If a *Reconsideration* form has been given to the patron, it should be noted so that the manager and SL will be aware that a form may be forthcoming and what it is about.

### **Staff complaints**

The above procedure should be followed, with the staff member talking with their branch manager about their concerns. If the Reconsideration form is filled out, it should be noted as indicated above. Once a response has been made regarding the item in question, the library considers the issue to be resolved.

**PAMUNKEY REGIONAL LIBRARY  
REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS**

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

Address: \_\_\_\_\_

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

If you represent a group or organization other than yourself, please identify the group or organization: \_\_\_\_\_

1. Resource on which you are commenting:

Book \_\_\_ Magazine \_\_\_ Newspaper \_\_\_ Audiovisual \_\_\_ Library Program \_\_\_ Other \_\_\_\_\_

Title: \_\_\_\_\_

Author/Producer: \_\_\_\_\_

2. What brought this resource to your attention? \_\_\_\_\_

3. To what in the resource do you object? (Please be specific, cite pages) \_\_\_\_\_  
\_\_\_\_\_

4. Did you read/view/listen to the entire resource? \_\_\_\_\_

What parts? \_\_\_\_\_

5. Is there anything good about this resource? \_\_\_\_\_

6. For what age group would you recommend this resource? \_\_\_\_\_

7. What would you like your Library to do about this resource? \_\_\_\_\_

8. Withdraw it \_\_\_\_\_ Send it to a librarian for reclassification \_\_\_\_\_

Please use the back of this form if you need more room for comments.

Signature: \_\_\_\_\_

Return this form to:

Library Director, Pamunkey Regional Library, P. O. Box 119, Hanover, VA 23069