

The Library Board of Trustees

Method for Handling Complaints Regarding Materials Present or Not Present in the Collection

Gordon City Library 2025

Instructions to the Library Director:

1. Discuss with the complainant the message and spirit of the *Library Bill of Rights, Freedom to Read, and/or Freedom to View* documents. Encourage the complainant to read these and the *Nebraska Intellectual Freedom Handbook*. Be sure that it is known that the Gordon City Library Board of Trustees has adopted these as part of this library's policies. Provide complainant with a copy of the library's selection policy.
2. Make certain the complaint has been filed in writing on the *Request for Reconsideration of Material* form provided by the library.
3. The Library Director will notify each Board member of the complaint and forward all review literature on the item to each Board member if such is available. The Director will also submit his/her recommendation and evaluation of the item and reasons for its being included or excluded from the collection
4. At the regularly scheduled board meeting the complaint will be reviewed and a decision made regarding the complaint.
5. The Director will notify the patron of the Board's decision soon after the meeting. The Librarian will also inform the patron of his/her right to an additional hearing on the complaint with the Library Board.

