LIANZA TOOLKIT - FREEDOM TO READ

Quick guide for **collections librarians** on dealing with complaints about resources and events the library offers.
For more information go to https://lianza.org.nz/resources/freedom-to-read-toolkit/

AREA	YOUR ROLE	EXAMPLES AND CASE STUDIES
Policies	Develop and maintain collection policies for adoption by your organisation that include freedom of information principles and clear collecting and deselection guidelines. Review and update them periodically.	Library statements on freedom of information: ► LIANZA Statement on Freedom of Information ► IFLA's Freedom of Access to Information ► IFLA Freedom of Expression Mission IFLA Statement on Censorship: ► IFLA Statement on Censorship American Library Association: ► ALA Statement on Book Censorship Example of policies: ► National Library of NZ Collections Policy ► Wellington City Libraries Collection Development Policy ► Auckland Libraries Collection Development Policy ► Christchurch City Libraries Ngā Kete Wānanga o Ōtautahi Policies ► Wairarapa Library Service Collection Development Policy
Processes	Develop and manage respectful and easy-to-use processes to respond to customer complaints or challenges to collection content. Include who to refer challenges to for review, and who to escalate responses to if necessary. Include a process for a challenge received via LGOIMA (Local Government Official Information request) or sent directly to elected members. Develop and manage deselection guidelines that are in line with your collection policies.	Example: ► Frontline staff explain policy and advise complainants of the process. ► Collections librarians review and respond. ► Library manager and or council comms team deal with escalations. ► National Library's Services to School Complaints about library items is tailored to a school library setting but can be adjusted for a different type of library. ► ALA provides in-depth guidelines for managing challenges: ▪ Formal Requests for Reconsideration ▪ Guidelines for Reconsideration Committees
Advise and educate	Keep a register of complaints and responses to inform management and help future responses. Design and or deliver staff training on how to respond to complaints. Respond to library staff questions about collection items. Develop scripts or response templates for front-line staff.	Example: *We recognise that there will be disagreements over certain content. However, we don't make individual decisions for other readers about what is appropriate.*

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Training	Ensure staff selecting and deselecting collections understand their professional responsibilities and apply these in decision making. Promote information literacy and guides to evaluating content for mis or disinformation	Auckland Libraries webinar on freedom of access to information
Curation	Include collection items in appropriate collections particularly for age. Provide context setting aids such as subject headings, summaries, and reviews so users anticipate the content. Ensure items with legal restrictions are stored separately so staff can determine if the user can access them.	Examples: libraries may separate graphic novel collections into children's, teen and adult. You may have a distinct collection location and labeling for these, such as Desk Copy.