LIANZA TOOLKIT - FREEDOM TO READ

Quick guide for **public library managers** so that library staff and organisations are prepared for challenges to content and events.
For more information go to https://lianza.org.nz/resources/freedom-to-read-toolkit/

AREA	YOUR ROLE	EXAMPLES AND CASE STUDIES
Policy	Ensure you have policies on collection development, displays, and acceptable behaviour. Have them easily available and accessible on your website and in your libraries. Consider having the policy endorsed by your council. Ensure your collection policies are reviewed periodically and are up-to-date.	► 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	Ensure your library has a process for dealing with content challenges. The public has a right to challenge content and having a complaints process is key to transparency and engagement with the public. Ensure your library keeps a record of challenges and responses. Have processes to debrief and learn from incidents/challenges.	ALA provides in-depth guidelines for managing challenges: ► Formal Requests for Reconsideration ► Guidelines for Reconsideration Committees 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.
Staff training	Make sure staff are aware of policies, principles, processes, who can help them, how to respond to protests or threats, and how to debrief after incidents. Ensure staff know about current challenges and appropriate responses.	Auckland Libraries webinar – Freedom of access to information Train staff in de-escalation so that they have the skills to remain calm and professional and to work towards resolving the issue in a way that is respectful and fair to all parties involved. This requires an understanding of the library's policies and procedures and an ability to communicate effectively.
Councilors, council managers and communications team	Have statements ready explaining the principles and policy so they can support you. Demonstrate the link between council values/strategy and freedom of expression. Get to know your council comms team and keep inform them of potential media or political interest.	You can generate these from your collections policies, your governing bodies' strategic plans, and from the statements from LIANZA and IFLA (see below.)
Security	Check if your organisation provides training or resources on de-escalation skills. Know your library or organisation's security response or policies. Challenges to resources may become confrontational. Make sure you have clear trespass processes and staff know them.	
Stay informed	Know about topical issues that may generate challenges. Share any articles you see on the topic with your colleagues. Be aware of challengers, their objectives, campaigns and tactics. Know the role of Te Mana Whakaatu Classification Office so your staff can refer users to make a classification request if they believe an item should be censored or classified.	Rainbow community content, trans identity, critical race theory, revisionist Māori history, anti-vax content. Family First NZ - Strong Families, Strong Nation (Against sex education and queer-friendly content in school and public libraries)
Stay informed	Know the LIANZA and IFLA statements that can back you up.	► LIANZA statement: LIANZA Statement on Freedom of Information ► American Library Association: ALA Statement on Book Censorship ► IFLA Statement on Censorship: IFLA Statement on Censorship
Support and allies	Talk to LIANZA, your own organisation, other public library managers, PLNZ, and community allies. LIANZA has a committee on Freedom of Information that can support your library.	► Te Rau Herenga O Aotearoa LIANZA ► Public Libraries of New Zealand