

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://www.lianza.org.nz/resources/freedom-to-read/>

AREA	YOUR ROLE	EXAMPLES AND CASE STUDIES
<p>Policies</p>	<p>Develop and maintain collection policies for adoption by your organisation that include freedom of information principles and clear collecting and deselection guidelines.</p> <p>Review and update them periodically.</p>	<p>Library statements on freedom of information:</p> <ul style="list-style-type: none"> ▶ LIANZA Statement on Freedom of Information ▶ IFLA's Freedom of Access to Information ▶ IFLA Freedom of Expression Mission <p>IFLA Statement on Censorship:</p> <ul style="list-style-type: none"> ▶ IFLA Statement on Censorship <p>American Library Association:</p> <ul style="list-style-type: none"> ▶ ALA Statement on Book Censorship <p>Example of policies:</p> <ul style="list-style-type: none"> ▶ 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
<p>Processes</p>	<p>Develop and manage respectful and easy-to-use processes to respond to customer complaints or challenges to collection content.</p> <p>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.</p> <p>Develop and manage deselection guidelines that are in line with your collection policies.</p>	<p>Example:</p> <ul style="list-style-type: none"> ▶ 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: <ul style="list-style-type: none"> ▪ Formal Requests for Reconsideration ▪ Guidelines for Reconsideration Committees
<p>Advise and educate</p>	<p>Keep a register of complaints and responses to inform management and help future responses.</p> <p>Design and or deliver staff training on how to respond to complaints.</p> <p>Respond to library staff questions about collection items.</p> <p>Develop scripts or response templates for front-line staff.</p>	<p>Example:</p> <p><i>We recognise that there will be disagreements over certain content. However, we don't make individual decisions for other readers about what is appropriate.</i></p>

continued on back.

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