

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

AREA	YOUR ROLE	EXAMPLES AND CASE STUDIES
Policy	<p>Ensure you have policies on collection development, displays, and acceptable behaviour. Have them easily available and accessible on your website and in your libraries.</p> <p>Consider having the policy endorsed by your council.</p> <p>Ensure your collection policies are reviewed periodically and are up-to-date.</p>	<ul style="list-style-type: none"> ▶ 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	<p>Ensure your library has a process for dealing with content challenges.</p> <p>The public has a right to challenge content and having a complaints process is key to transparency and engagement with the public.</p> <p>Ensure your library keeps a record of challenges and responses.</p> <p>Have processes to debrief and learn from incidents/challenges.</p>	<p>ALA provides in-depth guidelines for managing challenges:</p> <ul style="list-style-type: none"> ▶ Formal Requests for Reconsideration ▶ Guidelines for Reconsideration Committees <p>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.</p>
Staff training	<p>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.</p> <p>Ensure staff know about current challenges and appropriate responses.</p>	<ul style="list-style-type: none"> ▶ Auckland Libraries webinar - Freedom of access to information <p>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.</p>
Councilors, council managers and communications team	<p>Have statements ready explaining the principles and policy so they can support you.</p> <p>Demonstrate the link between council values/strategy and freedom of expression.</p> <p>Get to know your council comms team and keep inform them of potential media or political interest.</p>	<p>You can generate these from your collections policies, your governing bodies' strategic plans, and from the statements from LIANZA and IFLA (see below.)</p>
Security	<p>Check if your organisation provides training or resources on de-escalation skills.</p> <p>Know your library or organisation's security response or policies. Challenges to resources may become confrontational.</p> <p>Make sure you have clear trespass processes and staff know them.</p>	
Stay informed	<p>Know about topical issues that may generate challenges. Share any articles you see on the topic with your colleagues.</p> <p>Be aware of challengers, their objectives, campaigns and tactics.</p> <p>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.</p>	<p>Rainbow community content, trans identity, critical race theory, revisionist Māori history, anti-vax content.</p> <p>Family First NZ - Strong Families, Strong Nation (Against sex education and queer-friendly content in school and public libraries)</p>
Stay informed	<p>Know the LIANZA and IFLA statements that can back you up.</p>	<ul style="list-style-type: none"> ▶ 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	<p>Talk to LIANZA, your own organisation, other public library managers, PLNZ, and community allies.</p> <p>LIANZA has a committee on Freedom of Information that can support your library.</p>	<ul style="list-style-type: none"> ▶ Te Rau Herenga O Aotearoa LIANZA ▶ Public Libraries of New Zealand