

Requests for Reconsideration

Complaints about any materials owned by the Warsaw Community Public Library and part of the Library's materials collection will be handled as follows:

1. The party making the complaint must be eligible to receive a resident Warsaw Community Public Library borrower's card. Initially, the patron should address the complaint to a staff member at either the Children's or the Information Service desk who will explain the Library's selection policy and offer a copy of the Library's "Collection Development Policy." If there is still a question, a Department Head will seek to clarify the Library's policy to the patron.
2. Appropriate actions for the Department Head include, but are not limited to, explaining why the item will be maintained by the Library in its present location, moved to a different area of the collection, moved to non-circulating status, or removed from a display area. The Department Head will send a written explanation to the patron upon request.
3. After speaking with the Department Head, the individual or group wishing to continue protesting the presence of an item in the collection should contact the Library Director who will review the item(s) in question from the standpoint of the concerns expressed.
4. Appropriate action options for the Library Director include, but are not limited to, explaining why the item will be maintained by the Library in its present location, moved to a different area of the collection moved to non-circulating status, or removed from a display area. The Library Director will send a written explanation to the patron upon request.
5. If after talking with the Library Director, the patron(s) wishes to carry the objection further, the complaint should be made in writing on a "Patron's Request for Reconsideration of Library Material" form. The patron will be asked if they have read WCPL's "Collection Development Policy" in its entirety.
6. The Library Director will appoint a panel to review the patron's request for reconsideration. The panel will include two professional librarians, two paraprofessional staff, and one Library Trustee. Panel members will read the material in question, search for critical reviews, and evaluate the material against the selection criteria outlined in the Warsaw Community Public Library Collection Development Policy. The panel will submit a written recommendation to the Library Director supported by its findings and opinions of the work, plus the opinions expressed in the professional reviewing journals. The Library Director will inform the patron of the panel's recommendation with a letter.
7. The patron may appeal the panel's decision to the Library Board of Trustees by contacting the Library Director and asking that the written complaint be placed on the agenda of the next scheduled Board of Trustees meeting. The Library shall give a copy of the Patron's Request for reconsideration, the letter(s) sent by the Department Head and/or Library Director, and other documentation to the Library Board of Trustees for informational purposes in preparation for the Board meeting. The patron may appear before the Board of Trustees, if desired. Action taken by the Board of Trustees will be final.