



## OPERATING PROCEDURE

Approval Date: 12/19/12  
Effective Date: 12/19/12  
Last Revised: 07/12/19

<b>Procedure Number/Name:</b>	040.004.001 – Library and Media Challenge Procedure
<b>Associated Rule Number/Name:</b>	040.004.000 – Library and Media Challenge
<b>Responsible Department:</b>	Instructional Services

### Overview

The Library and Media Challenge Procedure provides a formal process by which challenged items (i.e. those items for which individuals raise concerns) can be reviewed.

### Areas of Responsibility

This procedure is carried out by the library staff, the director of Library and Learning Commons, the VP of Instructional Services.

### Operating Procedure Details

Follow this procedure when a patron expresses concern about library material.

1. Refer the patron to the director of library services. Do not send the patron from one person to another; explain that someone who is directly responsible for selection will talk with the patron.
2. The director will listen to the patron and describe the library's responsibility to provide diversity in the collection and offer the collection development policy to the patron to read.
3. If the patron wants to submit a formal complaint, provide a reconsideration form and request that it be filled out in detail. Explain that because this is a serious matter it will require special attention and work on the part of the staff and others so the concern must be clear and detailed.
4. Provide the patron with a copy of this procedure "Library and Media Challenge Procedure" covering Items 1-8.
5. Every written concern will receive a written response explaining the action that has been taken.
6. The Director of Library and Learning Commons will read or view the book or other material and read reviews of the item.

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7. The VP of Instructional Services will be notified within 48 hours of the complaint. The VPI will review the materials, the Director's comments.
8. After examining the written concern, the book or material, and the reviews; a response will be written by the Director of Library and Learning Commons and forwarded to the VPI for review. After the VPI reviews and approves the written response it will be mailed to the patron within 30 days. If the patron wishes, a meeting will be scheduled to discuss the material with the Director of Library and Learning Commons
9. Maintain the concern in local channels for solution if at all possible.
10. If the patron desires further action, VPI, President, and the Library Advisory Committee will be informed in writing within 48 hours.
  - a. The college administration in consultation with the Director of Library Services and the Library Advisory Committee will develop a strategy for dealing with the matter. The Board of Education will be notified by the President. Outside consultants and professional associations with experience in handling such situations will be contacted for assistance and support.
  - b. The staff and faculty should be informed of the issue. Their clear understanding and support is a primary requirement. The details and depth of information provided will depend upon the severity of the complaint.
11. If the matter becomes a public issue all information regarding it will be disseminated through the President's Office. The college should have one voice to the public regarding the matter. Because it is the public's rights that are being threatened, the sooner the college's views on the matter are brought to the public's attention the better.
12. Intellectual freedom, freedom of speech and freedom of press go hand in hand. Support will be sought from all local news media if the incident becomes a public issue. Consideration will be given to having a public hearing to present all viewpoints in the controversy.
13. The college will enlist the support of local organizations known to foster intellectual freedom, such as the PTA, AAUW, the League of Women Voters, teachers' organizations.
14. Written records will be kept of all that happens: phone calls, meeting notes, etc. A good record is essential when speaking in public and providing information to the news media.

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15. If appropriate, the college administration will seek legal advice.

### Further Information

Director of Library and Learning Commons  
(541) 506-6080  
[Library@cgcc.edu](mailto:Library@cgcc.edu)

### References

1. CGCC Administrative Rule 040.004.000 – Library and Media Challenge
2. CGCC Administrative Rule 040.014.000 - Collection Development

### Forms

1. Reconsideration Form