

Be Prepared

What to Do Before, During and After a Materials Concern or Challenge

CCBC Intellectual Freedom Information Services



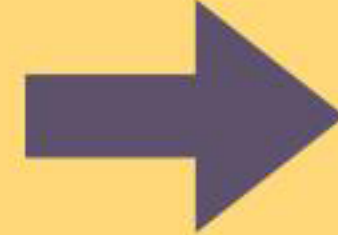
Know

the selection and reconsideration policies at your library/ in your district. Have a checklist or game plan to follow in case of concern or complaint.



Practice

talking conversationally about library/classroom goals (e.g., "We work to meet many needs and interests, to engage, to entertain, to offer choices, to encourage critical thinking.").



Talk

with colleagues, administrators and community members about ways intellectual freedom supports library and classroom goals. It benefits everyone!



Call

for assistance. Wisconsin librarians and teachers can contact the CCBC at 608-263-3720.



Inform

your supervisor. Review policies and procedures together—make sure they're being followed. Discuss next steps. Document what's happened.



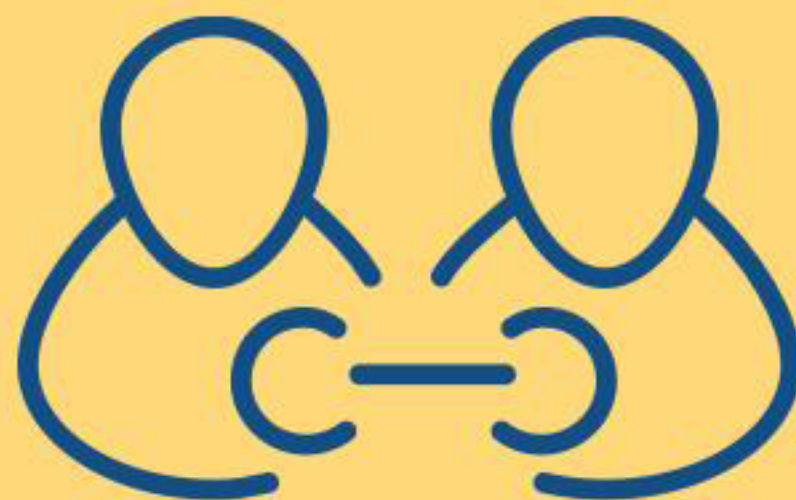
Respond*

to concerns/complaints: Breathe. Listen openly. Affirm collection/classroom goals. Acknowledge all readers & families are different. Inform of next steps if not resolved (per policies & procedures). Provide your contact information. Smile and say thank you.



Communicate

internally as needed (e.g., reconsideration committee, staff, board members). Determine who speaks for the library or school as situation develops.



Follow Up

with the concerned individual. Inform of outcome if there was reconsideration request, as well as options for appeal.



Review

after resolution: Were policies and procedures followed? Was anything in them unclear? Did staff feel supported? How can everyone be even better prepared next time? Pat yourselves on the back.

***See the "Materials Concern Checklist" handout for more details on responding**

Cooperative Children's Book Center

Contact:

School of Education
University of Wisconsin-Madison
401 Teacher Education, 225 N. Mills St.
Madison, WI 53706

Phone: (608) 263-3720
E-mail: ccbcinfo@education.wisc.edu

See also:

What IF: Questions and Answers on Intellectual Freedom

A CCBC Q & A forum for librarians, teachers, administrators and others thinking through what the principles of intellectual freedom look like in practice.

<http://go.wisc.edu/s4ofsl>

CCBC

Infographic created by CCBC
Intellectual Freedom Information
Services Coordinator Samantha Jackson
and librarian Megan Schliesman.

©2015 Cooperative Children's Book Center