Review Questions

Chapter 14: Handling Complaints about the Collection

1. What is intellectual freedom?

2. What is the best thing collection developers and other library staff can do to get ready for a complaint or challenge?

3. Who, besides library staff, needs to be ready for a complaint or challenge?

4. Where can libraries find helpful documents relating to intellectual freedom?

5. How can you turn a library user away from thinking about what shouldn't be in the library to thinking about what should be in the library?

6. List the steps that Disher says are typical of the formal complaint procedure.

7. What is internal censorship?