



Review Question Answers

Chapter 14: Handling Complaints about the Collection

1. What is intellectual freedom?

Our individual right to read what we want to read, see what we want to see, and listen to what we want to listen to, regardless of the point of view expressed

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

Practice

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

Library boards, commissions, and governing bodies

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

*The American Library Association's Office of Intellectual Freedom website
(<http://www.ala.org/ala/oif/statementspols/statementspolicies.htm>)*

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?

Ask the individual to give you some specific recommendations for particular titles and subjects that better reflect their beliefs and interests

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

- a) *Provide a written form*
- b) *Convene an internal committee*
- c) *Make an internal decision*
- d) *Notify the library user*
- e) *Convene a library board hearing if necessary*

7. What is internal censorship?

When library staff censors or alters materials