

Subject: Reconsideration of Library Materials
Effective: May 2010
Revised: *January 2024*

1.0 PURPOSE

The purpose of this policy is to establish standards to be followed when members of the public have a concern with the inclusion of a particular resource or resources in NBPLS collections.

2.0 APPLICATION

This policy applies to library materials. For information on collection development, see NBPLS Policy 1041 – Collection Standards. For information on weeding/discarding of library materials, see NBPLS Policy 1042 – Weeding and Discarding of Library Materials.

3.0 DEFINITIONS

Library material refers to all formats in the collection, including print, non-print, audio-visual, and electronic materials.

Public libraries are public libraries and public-school libraries.

4.0 LEGAL AUTHORITY

[New Brunswick Public Libraries Act](#)

5.0 GOALS / PRINCIPLES

NBPLS upholds the values of intellectual freedom, diversity and inclusion in its collection development. To this end, NBPLS collections strive to:

- Foster the love of reading and the exploration of ideas
- Serve people of all ages and with varying needs and interests
- Provide materials of contemporary significance as well as historical value
- Meet the information, entertainment, and recreational needs of our communities
- Support lifelong learning, discovery and enjoyment

- Reflect various cultural, ethnic, linguistic, religious, and philosophical backgrounds
- Represent various points of view, including materials which reflect current conditions, trends and controversies.

For more information see NBPLS' [Statement on Intellectual freedom, diversity and inclusion](#).

6.0 REQUIREMENTS / STANDARDS

HANDLING A FORMAL COMPLAINT

A person wishing to file a formal complaint about material in the library is to be invited to fill out a *Request for the Reconsideration of Materials* form (see Appendix).

The Library Manager/Director is to explain that the request will be considered by the NBPLS Provincial Office.

The Library Manager/Director will submit the form to NBPLS Provincial Office (NBPLS-SBPNB@gnb.ca), copying the Regional Director.

REVIEW OF CHALLENGED MATERIAL

NBPLS Provincial Office will review the challenged material by:

- examining the challenged material as a whole rather than on passages or sections taken out of context;
- determining appropriateness by reading critical reviews of the material;
- reviewing the challenged material in the context of NBPLS Policy 1041 – Collection Standards and Policy 1042 – Weeding and Discarding of Library Materials;
- seeking input from library staff as may be appropriate;
- if appropriate, discussing the challenged material with the complainant;
- preparing a written response to the complainant.

APPEAL TO THE PROVINCIAL LIBRARIAN (EXECUTIVE DIRECTOR)

Should the complainant not be satisfied with the response received, the person can appeal to the Provincial Librarian (Executive Director). The Provincial Librarian (Executive Director) will respond in writing to all appeals.

MEDIA REQUESTS

Media requests concerning a challenge to library materials are to be referred to the NBPLS Provincial Office.

REFERENCES

[New Brunswick Public Libraries Act](#). Government of New Brunswick.

[NBPLS Statement on Intellectual Freedom, Diversity and Inclusion](#). New Brunswick Public Library Service.

CONTACTS FOR MORE INFORMATION

NBPLS Provincial Office, (506) 453-2354
NBPLS-SBPNB@gnb.ca