most policies specify
- A parent’s ability to exercise control over materials extends only to their child
- Challenged materials should not be restricted during the reconsideration process
- Primary criteria for final decision is the appropriateness of a resource for its intended use

formal complaints
in which individuals wish to utilize the formal process to have their concerns addressed
- Librarian provides the written reconsideration form
- Individual completes & submits the form
- A reconsideration committee is convened
- Members of the committee review the resource in its entirety
- A decision is provided in a written report
- If the individual does not accept the decision, they may elevate the complaint to the school board level

informal complaints
in which professional librarians respond to questions related to materials and the individual is satisfied with the outcome
- Explain the selection process & criteria
- Review the purpose of the resource
- Provide alternative resources

challenged materials should be
- Reviewed objectively and in full context
- Evaluated in terms of needs, student interests, curriculum, & the campus community
- Considered in light of differing opinions
- Retained in the collection until a final decision is reached