P.S. then LAUGH

....Oh, and don’t forget to Report

P - Policies & Procedures

It is critical that every library adopt a set of policies to guide the library’s actions in specific areas and to provide a rationale for specific procedures. Typical policies include:

- collection development/selection
- privacy/confidentiality
- gifts
- meeting space use
- displays
- posting and advertising
- distribution of free materials
- acceptable use of Internet

Handbooks

Colorado Association of Libraries IF Handbook
https://cal-webs.org/IF_Handbook

American Libraries Association IF Handbook
http://www.ala.org/advocacy/intfreedom/resources

Key Topics

How to Respond to Challenges and Concerns about Library Resources
http://www.ala.org/tools/challengesupport/respond

http://www.ala.org/advocacy/intfreedom/guidelinesforaccesspolicies
Guidelines for the Development of Policies and Procedures Regarding User Behavior and Library Usage
http://www.ala.org/advocacy/intfreedom/guidelinesdevelopment

Library Privacy Guidelines
http://www.ala.org/advocacy/privacy

Exhibit Spaces and Bulletin Boards: An Interpretation of the Library Bill of Rights
http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/exhibitspaces

Meeting Rooms: An Interpretation of the Library Bill of Rights
http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/meetingrooms

Religion in American Libraries: An Interpretation of the Library Bill of Rights
http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/religion

Libraries & the Internet Toolkit
http://www.ala.org/advocacy/intfreedom/iftoolkits/litoolkit/internetusepolicies

Academic Freedom
http://www.ala.org/advocacy/intfreedom/academicfreedom

Schools & Minor’s Rights
http://www.ala.org/advocacy/intfreedom/minors

Hate Speech & Hate Crime
http://www.ala.org/advocacy/intfreedom/hate

Workplace Speech
http://www.ala.org/tools/ethics/workplacespeechqa
S - Staff are Trained & Educated

Be sure that all staff have read the library’s policies and know what to do if Intellectual Freedom issues arise. All staff should know how to employ the LAUGH method to de-escalate situations and provide solutions.

CAL - Intellectual Freedom Training Courses
https://cal-webs.org/IF_Training
Excellent collection of trainings you can employ at your library.

Core Documents

In addition to sharing the policies adopted by your library, it is important that staff read and understand the core documents underlying these principles.

First Amendment of the United States Constitution:
https://constitutioncenter.org/interactive-constitution/amendments/amendment-i
http://www.ala.org/advocacy/intfreedom/censorship

Library Bill of Rights and its interpretations:
http://www.ala.org/advocacy/intfreedom/librarybill
http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/

Freedom to Read:
http://www.ala.org/advocacy/intfreedom/freedomreadstatement

Demand of User Records
- USA PATRIOT Act:
  http://www.ala.org/advocacy/advleg/federallegislation/theusapatriotact
- Colorado Law: https://www.cde.state.co.us/cdelib/qgprivacy

American Library Code of Ethics
http://www.ala.org/tools/ethics
Front-line Response - LAUGH

L - Listen
Listen to the patron and maintain an interested and active body language.

A - Acknowledge & Appreciate
Repeat back to the patron, until you get it right, what you heard. You might have to do this a couple of times. Express appreciation that they brought this issue to you.

U - Understand
Show empathy and understanding for the situation. Remember the patron is frustrated and that feeling is genuine.

G - Give Solutions
Offer solutions to the issue at hand and work with the patron as to reasonable next steps. You might need to bring in a supervisor, point patrons to your policies, or provide them with the necessary steps to file a complaint or challenge library materials.

H - Hit a Homerun with Follow-up
If appropriate, after a solution has been implemented, make a point to follow-up with the patron to ensure their concerns or needs were met.
Report

It is important that our professional organizations are notified when libraries are challenged. No matter how small, please take a moment and report your issue to one of the following agencies:

**ALA Challenge Reporting Form:**

**The Colorado State Library:**
As part of the annual Public Libraries Annual Report, your library will be asked how many challenges the library received over the previous year. If your library experienced one or more challenges, you will then be sent the Public Library Challenges Survey. This survey will ask you to provide the following information about the challenged resource:

- Format
- Item title
- Author/publisher
- Date of copyright, issue, or event
- Audience
- Reasons
- Result

Results from the Colorado Public Library Challenges survey from 2002-present can be found here: [https://www.lrs.org/public/data/challenges/](https://www.lrs.org/public/data/challenges/)