

<p><b>Intellectual Freedom Tips &amp; Tools</b></p> <ul style="list-style-type: none"> <li>• Maintain neutral body language.</li> <li>• Listen sympathetically and use active listening skills.</li> <li>• Acknowledge the stress and discomfort they may feel.</li> <li>• Offer alternative options.</li> <li>• Explain the collection development policy.</li> <li>• Determine if you should consult with your supervisor.</li> <li>• If resolution from above options is not met, offer the reconsideration form.</li> <li>• Call and notify your supervisor.</li> </ul>	<p><b>Intellectual Freedom Tips &amp; Tools</b></p> <ul style="list-style-type: none"> <li>• Maintain neutral body language.</li> <li>• Listen sympathetically and use active listening skills.</li> <li>• Acknowledge the stress and discomfort they may feel.</li> <li>• Offer alternative options.</li> <li>• Explain the collection development policy.</li> <li>• Determine if you should consult with your supervisor.</li> <li>• If resolution from above options is not met, offer the reconsideration form.</li> <li>• Call and notify your supervisor.</li> </ul>
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