In the teen area of a public library, you get a question from a 9th grader writing a report on white supremacist groups. Every website she tries to access is blocked. Should you unblock the filter?

A parent asks to see a list of all the books that his child has checked out from your elementary school library. Last week you helped the student find a book on alcoholic parents. What do you do?

You're setting up your new web browser reservation system and it has the option to record the date & time that each user logs in. Should you turn this on in case you need to track suspicious activity? Should you also enable the option that records all the sites visited by a patron?

A woman comes up to the main desk and starts complaining about an R rated movie that her 16-year-old daughter checked out. She wants to know your policy on children checking out movies. Should there be restrictions based on ratings?

An instructor thinks that some students in her class plagiarized a large part of a group project. She asks for a list of all the books checked out by those students so she can investigate. What do you do?

A parent brings in a book that his child borrowed from another library through your union catalog. He is very upset that the child was able to borrow the book and wants it removed from the system. How do you respond? Would your response change if it was a book that you wouldn't have selected for your community?

A professor has a book on 2-hour reserve for a class that is required reading for a test, but the book has been checked out for a full day and has not been returned. The test is tomorrow and half the students haven't read it yet. He wants to know who has the book checked out so he can lower the student's grade. What do you do?

A man approaches the desk and asks for help with checking a list of books against the library catalog. When you start to help him, you see the list is from Americans for Family Values and is titled "Trash at Your Library." How do you proceed?

When shelving books, you come across a new title that was ripped apart in a review from your favorite magazine. You believe that the book is grossly inaccurate and spreads lies about a subject that's near and dear to your heart. What can you do?

A parent has complained about the Twilight books for promoting witchcraft, magic, and underage sex. The principal, who hasn't read the books, ignores the stated policy for challenges and moves the books from your middle school library to her office. What do you do?

A researcher finishing her dissertation wants to read the letters of a deceased local author that are kept in your library's archives. The gift agreement stipulates that the letters are to be sealed until 2019. The researcher insists that she can't complete her work without access to the letters. What do you do?

A detective from the city police department stops by your office and says he's investigating the recent rash of burglaries in the area. He'd like a list of anyone who checked out books on locksmithing or otherwise asked for help researching this topic. What do you do?

A local church group asks to reserve the community room for a program on the Biblical path to prosperity. Is this allowed? Are there any potential issues?

At a meeting, a colleague says that the library should change its collection development policy to exclude items that promote violence against specific groups, AKA hate speech. About half of the group agrees. What would you say?

Your library director wants to put up signs saying that the library is a safe space open to all and that offensive language or actions won't be tolerated. What concerns do you have in enforcing this policy?

You plan and advertise a program about library services to refugees and immigrants. Before the program starts, an angry patron tells you that the library shouldn't be taking sides and demands that the library sponsor a program on keeping our nation safe. How do you respond? Is the library taking a side? Should it?