



# Collection Management Policy

9/26/2017

## **INTRODUCTION**

Collection management encompasses all activities that create and maintain the material holdings that comprise the collection of Henrico County Public Library. The purpose of this document is to present to our community the what, how and why the library collection is built and maintained in support of our vision, mission and core values.

### **Vision:**

We believe public libraries are vital to the community. We strive to deliver excellent library service through equitable access to a variety of materials, innovative technologies, and attractive facilities. We anticipate and respond to the needs of a diverse community. We improve the quality of individual and community life.

### **Mission:**

We promote reading and lifelong learning, connect people with the information they need, and enrich community life.

### **We Believe in:**

- ▶ Equitable access to information
- ▶ Continuous learning
- ▶ Exploring new ideas and fostering creativity
- ▶ Outstanding customer service
- ▶ Balanced, relevant, and responsive collections
- ▶ Planning for the future
- ▶ A dynamic staff that incorporates these values to accomplish our mission

### **Library Service Plan Goal 1 - Collections:**

#### **We will...**

- Expand our eBook Collection
- Monitor trends and developments in the marketplace
- Screen collections for relevance and quantity
- Explore options to offer popular video content
- Re-examine borrowing policies and procedures

## **Collection Management Policy**

Libraries reflect the diversity and character of the communities they serve. Excellence in library service is defined by the fit between the library's service roles and the needs and expectations of the community it serves. The service roles assigned to the branch and area libraries identify the parameters of each type of collection. Those roles articulate the type of service that those libraries seek to offer their communities, and, as such, are essential to building and maintaining those collections. The application of these roles must underlie every collection management decision, from the initial recommendation of a title, to its consideration for branch or area library placement, to its selection and incorporation into the collection, to its de-selection, or weeding, from the collection.

The Henrico County Public Library collects materials, in a variety of popular formats, which support its function as a major resource for a diverse community. The collection is designed to be a popular collection of high demand materials which reflect the tastes and interests of the public. The collection also serves the informational and recreational needs of the general public.

Customer use is a powerful influence on the Library's collection. Circulation, customer recommendations to purchase and number of patron holds are analyzed to trigger the purchase of new items and high demand items. The Library's Service Plan is also a determining factor in building and maintaining an active and responsive collection. Selections are also made to enhance and provide diversity to the existing collection.

Henrico County Public Library's collection management philosophy supports the inherent belief that each individual is a valued customer. The collection provides materials to support the needs of each individual and does not place a value on one customer's needs or preferences over another's. The library upholds the right of every customer to access material and information, even if the content is controversial or unacceptable to others.

Materials for children and teens are intended to support recreational reading, encourage and facilitate early literacy and reading skills, broaden their vision, stimulate and widen their interests, enhance their education, and reflect community diversity. The reading, listening and viewing activity of children and teens is a parental responsibility. The library respects the rights of parents to guide and oversee their own children's development.

## **SELECTION OF RESOURCES**

Selection refers to the process of identifying and evaluating specific items to add to the library collection. The selection process may also include selecting or licensing products that will provide customers access to materials without actual library ownership. Selectors are responsible for selecting material which fits within the collection plan and the Library Service Plan.

Final responsibility and authority for selection rests with the Library Director, who operates within the framework established by Henrico County Administration.

The Collection Management Coordinator provides oversight of the collection via an organized structure for planning, budgeting, selecting and managing library materials.

Centralized librarians select materials in all formats and in all areas for the entire library system. The Collection Management selectors make data driven decisions based on professional expertise, collection analysis and circulation statistics. The centralized selectors are guided by the collection policy and by the established collection levels of the libraries. The established collection levels are determined by each library's role and size within the cluster organizational structure.

Public Services staff is responsible for requesting materials in particular categories to support their local community and customer needs.

### **Selection Criteria**

Materials selection implements the vision, mission and core values of the Henrico County Public Library. The Library makes available the use of materials in various formats which help people know more about themselves and their world and are reflective of the needs and diversity existing in the community.

In selecting materials, library staff will use professional resources, metrics, judgment, knowledge and experience to select these materials. Within budgetary and space limitations, the collections will serve to

enhance the recreational, cultural, literary, and educational pursuits of library users and the needs of the community as a whole.

Among the selection tools used by librarians are professional library journals, trade journals, subject bibliographies, publisher's promotional materials and reviews from reputable sources. Librarians are also aware of materials reviewed in national newspapers and magazines, local publications, the broadcast media, and reputable sources available on the Internet.

In an effort to meet the expectations of our users in a timely way, the Library purchases pre-publication titles and titles in popular genres. These items may not have professional reviews available when selected but are purchased based on anticipated high demand, previous circulation statistics, and publication history.

Both variety in selection of titles and balance of opinion are factors in determining and maintaining a collection responsive to a library's diverse readership. There are certain opinions, such as those involving religious, political, or moral attitudes, which are inherently controversial, since these views may profoundly touch an individual's fundamental beliefs. The public library does not emphasize one subject, one aspect of an issue, or one opinion at the expense of another. An impartial recognition of all points of view is the selection goal. The Library cannot act in loco parentis with regard to the selection of library materials. Since the Library cannot anticipate or guess a family's persuasion on potentially controversial issues, the Library encourages parents to have an active and responsible interest in their child's selection of materials.

Libraries do not advocate the ideas found in their collections. The presence of resources in the library does not indicate endorsement of their content by the library.

The following criteria are useful in the selection process for a variety of formats.

- Timeliness
- Reputation of the author, artist, creator, producer, publisher, or sponsoring group
- Circulation statistics
- Accuracy of the information presented
- Public demand
- Cost
- Importance of subject matter to the collection

- Diversity of viewpoints in the scope of the collection
- Appropriate presentation for the intended audience
- Organization of content and ease of use
- Aesthetic qualities
- Physical characteristics such as typeface, paper, binding and durability
- Technical qualities such as illustrations, sound clarity
- Format
- Attention of critics, reviewers
- Awards, honors, prizes and reading lists
- Relationship to the collections in the geographical area
- Local and regional interest
- Availability from reputable library vendors
- New editions of titles currently held in the Library's collection

### **Collection Maintenance**

Collection Maintenance ensures that collections are current, attractive, diverse, responsive and useful to customers and to the community. Collection Maintenance includes collection analysis as an ongoing process, repairing, replacing and weeding materials, and keeping accurate records of library holdings. Collection Maintenance is just as vital as the selection process to build a useful and responsive collection.

Collection maintenance is a shared responsibility. The Collection Management staff provides statistical data to aid in the evaluation of library collections. Library managers have the responsibility of ensuring that conscientious collection maintenance is an ongoing and consistent effort.

### **Scope of Area and Branch Libraries:**

Branch and area libraries will offer current, high-demand, high-interest materials in a variety of formats for persons of all ages. There will be an emphasis in both types of libraries on purchasing an adequate number of copies to reasonably meet the demand of customers. A broader approach to currently popular subjects and titles will be taken at the area libraries. Due to larger space and circulation, the area libraries will by definition have more of these materials in greater depth, but customers should expect a generous selection of bestseller titles and materials about topics of current interest in both area and branch libraries.

## **Scope of the Collection:**

Not all materials will be selected in all available formats. The Collection Management staff will determine the selection of an appropriate format or formats based on the collection plan, demand, and budgetary considerations.

### **Audio Books**

Compact discs and PlayAways are available for circulation at all libraries, except Municipal. The Library provides a collection of literature and instructional materials that supplement the print collection. New audiocassettes are no longer added.

### **Books**

A major portion of the Library's collection consists of circulating print books that are placed on open shelves for patron access.

### **Digital Collection: EBooks, EAudiobooks, EVideo, Emusic**

The Library offers a collection of digital items that can be accessed or downloaded. Online collections may consist of licensed materials in a variety of formats. Some digital collections may provide access to a wide range of licensed materials which allow customers to directly choose material of interest to them without library oversight.

### **Electronic Resources: Databases**

The Library purchases, or acts as a gateway to, information resources which require a computer to access. Resources may be available for staff use, only; or available to the public on-site only; or made available through a combination of on-site and remote access.

### **Foreign Language Materials**

A small foreign language collection consisting of popular titles in a variety of formats exists. The collection will not be comprehensive, or cover all subject areas. English as a Second Language materials are also included in this collection. Staff will actively monitor demographic shifts and regularly evaluate foreign language materials to ensure the collection is responsive to demand.

## **Large Type**

All libraries, except Municipal, have circulating collections of popular fiction and non-fiction in large-type format. The Mobile Library Service, because of its service to retirement communities and nursing homes, retains the most extensive collection of large print materials.

## **Leased Materials**

All libraries maintain circulating collections of high demand titles that are leased rather than purchased. Lease plans enable the library to offer multiple copies of best-selling titles when they are in the most demand and return copies as the demand subsides. At least one copy of every title leased is purchased for the permanent collection.

## **Movies and DVDs**

The Library offers a collection of DVDs at all locations. Literature-based films and critically acclaimed TV series may be purchased as well as educational and instructional programs of interest.

Materials offered in this collection are selected using the selection criteria listed on pages 5 and 6 of this document. Items may have ratings assigned to them by outside agencies, and may contain subject matter that may not be suitable for all age groups. The library respects the right of individuals, or parents/guardians of minors, to decide what is suitable for them or their family.

The Library also provides access to a collection of eVideo titles to customers via selected online resources. Customers will select the materials they wish to stream or download independent of staff oversight.

## **Newspapers**

Subscriptions to local and selected national newspapers are held by most branches. Additional titles may be represented in full text in electronic format.

## **Periodicals**

Browsing magazine collections are available in every library. A limited selection of popular general interest titles is available in hard copy, with additional titles in electronic format.

## **Reference Materials**

Reference books generally do not circulate because they are needed to provide quality information service to the public at all times.

## **Local Authors & Self Published Authors**

Titles by local authors that are published by mainstream publishers and are positively reviewed in standard review sources may be considered for



purchase. Titles that are self-published may be donated as gifts to the Library. Library staff will make all decisions as to use, housing and final disposition of gift materials.

### **Professional, Career Study Guides, and Textbooks**

The Library will supply basic study guides to standardized tests but is unable to meet the demand for all professional or career test study guides. The Library purchases a textbook if the book has content value and meets the need of the public for information on a continual basis. The Library is not responsible for buying a volume solely because it is used as a text in a class offered in the community.

### **Patron Participation in Selection**

#### **Recommend to Order**

Customers and staff may submit requests that the library purchase specific titles. Customers submit requests through the library catalog using the *Recommend to Order* link. Customer suggestions are accepted and selection is determined by careful evaluation of the selection guidelines. Due to the high level of requests and budget constraints, not all suggestions are able to be purchased.

#### **Request for Reconsideration of Material**

If a patron questions the suitability of a particular item in the library collection, the Henrico County Public Library has a Reconsideration Form which the patron must complete if he or she wishes to formalize a complaint. The complete process is documented in the *Policies and Procedures Manual*, [section 3.5.2](#)

#### **Gift Materials**

The Henrico County Public Library accepts donations of books and other material. Library staff make all decisions as to use, housing and final disposition of gift materials. Some gift materials may be donated to the Friends of the Library.

### **Juvenile/Children's Collection**

The Henrico County Public Library Children's Collection is intended primarily to serve children from birth through age twelve (sixth grade).

Included in the Children's Collection are Picture Books, Beginning Readers, Graphic works, Fiction, and Nonfiction titles. A variety of formats are collected including print books, eBooks, eAudio, DVDs, CDs, and Playaways.

The collection for children is carefully chosen with the emphasis on materials that entertain, stimulate the imagination, develop reading ability and enable children to learn about the world around them. Collection Management decisions are made on the basis of staff judgment, expertise and by evaluating reviews in professional library reviewing journals and other library selection tools.

The collection includes materials for all reading, listening, and viewing levels; for all recreational preferences; and on all subject interests. Material purchased for older children served by the collection is often too complicated or mature to be useful or understood by the younger child. The children's collection, like all of literature, covers a wide range of subjects, themes, life situations, and often reflects reality. As such, it may include material that is controversial or offensive to some. Parents should assist their children, especially younger children, in selecting material to meet their needs and interests.

### **Young Adult/Teen Collection**

The Henrico County Public Library's Teen collection is intended primarily to serve the teens in Middle School and High School (age 13-18). The purpose of this collection is to meet the informational and recreational needs of teens. Due to the wide range of tastes, reading abilities, and maturity levels in this age group, not all titles located in the Young Adult section will be appropriate for all ages. Typically, teen fiction is shelved separately in all library branches. Teen nonfiction is classified with a Young Adult designation above the call number and is shelved with Adult Nonfiction. The nonfiction collection consists of a limited number of materials.

Recommendations from Teen Advisory Boards are taken into consideration when selecting material for the Teen Collection.

The collection includes materials for various reading levels targeting recreational and subject interests. Because the teen collection spans Middle School and High School the collection includes material purchased for older teens that may be too complicated or mature to be useful or understood by younger teens. Parents should assist their children, especially younger teens, in selecting material to meet their needs and interests. The teen collection, like all of literature, covers a wide range of subjects, themes, life situations and often reflects reality. As such, it may include material, which is controversial or offensive to some.