



# Collection Development Policies

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# Introduction

Created Aug 1996  
Revised 18 Nov 2015  
Reviewed 16 Nov 2016

## *Purpose of the policy*

This policy communicates information and principles that guide decisions about the selection, deselection and maintenance of materials at Campbell County Public Library.

## *Responsibility for selection of materials*

The Library Board of Trustees is ultimately responsible for materials acquired by the Library, but the Library Director actually oversees the materials selection process. The Director in turn delegates day-to-day materials selection to the Collection Services Coordinator who oversees the collection budget and coordinates the activities of the material selectors.

Staff members may be designated selectors for specified collections or formats. They work within assigned budgets and follow the criteria included in the Collection Development Policies. Other Library staff and patrons are also encouraged to make recommendations.

## *Vision and mission statements*

The Library's vision of service in the community is "Connecting you to big ideas wherever you are!" It is a vision that embraces the Library's role as a conduit of educational and recreational services in the community.

The Library is tasked with providing information and enrichment to the people of Campbell County. This is expressed in the Library mission statement: "Campbell County Public Library enhances lifelong learning by providing popular materials, programs, and services to our community."

The principles embodied in the two statements guide the Library in its development of materials, whether electronic or physical, for the community to use.

# Collection History

Created 20 Nov 2007  
Revised 16 Nov 2016  
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The Campbell County Public Library began as a demonstration library in 1976. "Demonstration" libraries were stocked with donated materials from citizens and other established county libraries. Some new items were purchased through a grant provided by the Kentucky Department for Libraries and Archives. The collection of the demonstration library evolved into the core of the Library's collection when it became its own taxing district in 1978.

In 1978, the Library purchased the Newport Library from the City of Newport. The existing Newport Library collection was a part of that purchase and became the core of the branch collection there.

Since that time, the history of the Library's collection includes:

**1978** – Began circulation with books for adults and children, books/audio tape sets for children, and large type books.

**1980s** – Began circulation of audio books for adults and VHS format videos.

**1999** – Began circulation of music CDs.

**1999** – Began circulation of book discussion kits in consortium with other regional libraries.

**2000** – Began circulation of CD-ROM software and DVDs.

**2002** – Began circulation of graphic novels for young adult collection.

**2006** – Conducted the first system-wide materials inventory.

**May 2006** – Began circulation of Leap Frog Leap Pad readers and books with accompanying software cartridges.

**November 2006** – Began circulation of E-books, e-audio books, e-music, and e-film (through the Kentucky Libraries Unbound consortium).

**May 2007**—Began circulation of videogames (Nintendo Wii, Sony PlayStation, and Microsoft X-Box formats).

**July 2007** – Library hired its first Collection Development Manager.

**September 2007** – Beginning Readers for children were labeled and shelved separately at all three locations.

**September 2007** – Graphical materials for children were labeled as comics.

**October 2007** – Began designating some donated and withdrawn materials for the South Branch.

**January 2009** – Began organized, systematic annual process of deselection for entire collection at all branches.

**Spring 2009** – Began formally processing and storing South Branch materials.

**July 2009** – Small percentage of the materials budget was allocated for the purchase of music and film for the future South Branch.

**August 2009** – Initiated annual branch inventory, with one scheduled each year.

**2010** – Heavily weeded print reference collections at all branches due to lack of use - increasing use of electronic resources.

**2010** – Heavily weeded all branch computer software collections due to lack of use.

**January 2010** – Collection Development Manager became the Collection Services Manager and a part time Collection Services Librarian began assisting in the department.

**June 2010** – Completed first system-wide analysis of the Library collection by format, branch, age of materials and circulation statistics (to be updated every two years).

**June 2011** – Collection Services Manager became the Collection Services Coordinator.

**July 2012** - Completed second system-wide analysis of the Library collection by format, branch, age of materials and circulation statistics.

**December 2012** – Library's primary vendor of juvenile and young adult books, BWI, is acquired by Baker & Taylor; Library to use Baker & Taylor as primary vendor for these materials.

**April 2013** -- Began circulation of digital magazines through the product Zinio.

**June 2013** – Position of Children's Collection Services Librarian created and filled.

**August 2013** – Library acquires CollectionHQ, a software that allows staff to accurately track circulation among collections; to move items between branches to increase circulation; and to more strategically allocate collection budgets.

**October 2013** – Library begins developing an “Advantage” collection of e-materials through Kentucky Libraries Unbound; materials will only be available to Campbell County patrons.

**July 2014** – Collection Services begins a process of systematic and strategic selection of new materials using feedback from CollectionHQ and Polaris statistics.

**July 2014** – Library produces first internally created eBooks, and adds them to the collection of Kentucky Libraries Unbound, the state digital materials consortium.

**September 2014** – Library decommissions the book discussion kit program and begins creating bags of donated books to circulate among the area’s “Little Libraries.”

**January 2015** – Library changes policy on late fees to charge 10 cents per item, with a \$3.00 maximum for all items, regardless of material format.

**March 2015** – Juvenile Collection Services Librarian position eliminated. Collection Services consists of three full-time positions: Collection Services Coordinator, Collection Services Librarian and Interlibrary Loan Specialist.

**January 2016** – Collection Services Assistant position added to help with ordering, processing, and addressing patron holds and requests.

**June 2016** – The last remaining audiocassettes and “book plus audiocassette” titles are removed from the system.

**August 2016** – Collection Services ceases use of CollectionHQ, and returns to individually created and reviewed weeding lists for the branches.

**November 2016** – The Library begins offering access to digital graphic novels through ComicsPlus, a service of Recorded Books.

# General Selection Criteria

Created 19 Nov 2013

Revised 16 Nov 2016

Reviewed 16 Nov 2016

The Library's holdings are comprised of different collections, broken down by age of the target audience and/or format. In general, the Library applies the same standards in selecting all items, including those specifically requested by patrons.

Selection criteria the Library uses with regard to all collections include:

- Age (at least 25% of the circulating collection published within the past 5 years)
- Timeliness and/or popularity of a subject or title
- Reputation or qualifications of author, artist, and/or publisher
- Difficulty (the Library does not select highly specialized textbooks or test preparation books with excessive technical jargon)
- Purchase price
- Potential circulation
- Relationship to the existing collection and to other titles and authors dealing with the same subject
- Literary merit as expressed by reviewers, and reputation and/or quality of reviewers.
- Suitability of format (obsolescence, duplicative of other formats, storage or technical issues, etc.)
- Suitability of item (product quality, storage or technical issues, etc.)
- Public interest in the topic or subject

Collection Services use a number of resources to inform selection. These include, but are not limited to:

- Print and Online bestseller lists produced by national media outlets.
- Print and Online review sources produced by publishers, vendors or professional organizations
- Individual reviews produced by relevant professionals such as noted authors, syndicated movie critics, professional literary reviewers, and noted experts in a given field of study.

More detailed information on specific resources may be found in the Technical Services Manual.



# Collection Specific Selection Criteria

Created 19 Nov 2013  
Revised 16 Nov 2016  
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Some concerns are collection specific. Different collections may have different emphases, or additional selection criteria.

## *Adult Fiction*

Public interest is a primary concern in the selection of fiction. The Library sets no arbitrary standard of literary quality, but may consider the input of professional review sources from literary and library professionals. Taking into account that adults vary greatly in education, interests, and reading skills, the Library attempts to select items which will engage a wide audience of users.

## *Adult Non-Fiction*

Importance and/or currency of topic and information are key factors when selecting non-fiction. Authority, accuracy and general reputation of the author and/or publisher are also primary criteria. Special consideration may be given to titles with local interest. Where feasible, a variety of viewpoints on a given topic will be represented.

## *Young Adult Fiction*

Material in this area of the collection is selected to appeal to teens of middle school through high school age. The emphasis is on popular titles and authors, but classics and other items which show excellence in content or style are also selected. Assigned reading by area schools is a consideration. Graphic novels are also purchased due to their popularity with this age group.

## *Young Adult Non-Fiction*

Selection should consider the educational and information needs of this age group. There are many titles (and series) specifically aimed at the teen reader, and selectors routinely use those reviewing journals and publishers' catalogs which highlight YA materials. Many adult nonfiction materials are also of interest to this age group.

## *Juvenile Fiction*

Material in this area is selected to serve the needs and interests of children from infancy to middle school. Selection should keep in mind the changing

developmental needs of this age range. Emphases include introduction to basic reading, supporting student needs, and developing an overall enjoyment of reading. Basic selection criteria apply, paying attention to vocabulary, illustration and age-appropriate content.

### *Juvenile Non-Fiction*

Material in this area is selected to serve the needs and interests of children from infancy to middle school. As with fiction, every effort should be made to support the developmental and educational needs of children. This part of the collection encompasses a wide variety of topics and reading levels, but even nonfiction books for very young children should be accurate and authoritative, with emphases on vocabulary, illustration and age-appropriate content.

### *Periodicals (Magazines and Newspapers)*

Both Magazines and Newspapers are acquired for recreational reading and to provide current information. The Library selects its periodicals collection annually in midwinter with subscriptions to run approximately July through June. The Library removes low-usage titles and adds new ones as the budget allows. Branch managers select adult magazine titles, while Juvenile and YA Librarians may choose titles for younger patrons.

In addition to print materials, the Library subscribes to electronic databases which provide abstracts or full text for a wide variety of magazine and newspaper articles. A collection of Downloadable digital magazines is maintained through a service called Zinio, provided by Recorded Books.

The Library will keep as many issues of a print magazine as can easily be stored. The Library's PAC will usually show a six month history though Branches may retain some titles for longer periods of time. Print copies of newspapers are kept for seven days.

The availability of back issues for digital magazines varies by publisher.

### *Reference Collection*

Selections include but are not limited to almanacs, directories, encyclopedias, and indexes. Particular attention is paid to the accuracy and currency of information. Some reference titles are on standing order so that the Library can keep the collection as current as possible. The Library also maintains electronic reference sources. The print reference collection is non-circulating.

### *Databases*

The Library subscribes to electronic databases to provide patrons with current information on a wide variety of topics. Selection criteria include search functionality, timeliness, access policies, customer service and cost. Statistics are monitored to track patron resources. A list of current databases may be found in the Technical Services Manual.

### *Local and Kentucky Non-Fiction collection*

The Library maintains materials on the history of Kentucky, Northern Kentucky, and Campbell County, as well as the Cincinnati metropolitan area. This is primarily a book collection, with materials in other formats added selectively on a case by case basis.

Kentucky nonfiction may be housed separately or interfiled with the larger nonfiction collection – this is an independent decision at each branch. At the Newport Branch, a separate Kentucky Room houses most of the branch's materials.

Kentucky Libraries Unbound (which provides streaming and downloadable audio books, e-books, and video.) also has a variety of local history materials for patron use.

### *Local and Kentucky Fiction collection*

Fictional works written by Kentuckians or with a Kentucky setting may be designated as such in the Library's catalog, but are interfiled with the regular fiction collection at each branch.

### *Large Print Collection*

A collection of large print fiction and non-fiction materials are maintained to meet the reading needs of patrons who have difficulty with standard print.

### *DVD*

Emphasis is placed on popular, classic and award-winning feature films, television productions, children's features, and educational and instructional videos. At this time, the Library does not purchase videos described as "for the vision impaired." The Library will collect DVDs that preserve the original screen aspect ratio whenever possible.

The Library may choose not to purchase some unrated feature films if adequate supporting information about the film's content is unavailable.

### *Music CDs*

The Library purchases a variety of popular music styles for recreational use, as well as multicultural and traditional American music for educational purposes.

### *Audio Books*

The Library collects both fiction and nonfiction audio books on CD. Unabridged versions are preferred whenever possible. Audio books are purchased for children, young adults and adults with an emphasis on popular titles. Classic titles and other standard works are also collected. Some audio books are also available in downloadable formats (see *Electronic Resource Collection*).

The Library does not purchase playback or other equipment for loan to the public but only to support programming and other in-house use.

### *Videogame Collection*

The Library purchases videogames ranging in suitability from very young to mature audiences. The Library presently supports three video gaming platform series:

- Sony PlayStation: The collection includes games for Playstation 3 and 4. (Playstation 2 games are no longer purchased or actively collected.)
- Nintendo Wii: The Library collects games for the Wii and Wii-U, as available.
- Microsoft Xbox: The Library collects games for the Xbox 360 and Xbox One, as available.

Selection depends on the popularity of a given platform and individual games. Reviews from reputable gaming websites or periodicals may also be considered.

The Library does not purchase additional accessories that may be necessary for some games. Games which require extra accessories should not be selected for the circulating collection. (Games with required accessories may be purchased for use in Library programs.)

The Library may choose not to purchase some mature rated games where the ESRB statement indicates extremely adult content.

### *Kentucky Libraries Unbound (KLU) Collection*

The collection currently includes eBooks, eAudio-books, and eVideo in a variety of streaming or downloadable formats. The particular file formats supported and any usage limitations are determined by the individual publishers and providers

of the materials and are beyond the control of the Library.

Most materials are owned jointly by a consortium of Libraries throughout the state. Additionally, the Library has its own "Advantage" collection, with privately held titles available exclusively to Campbell County patrons. Consortium owned materials are subject to the policies of the Kentucky Libraries Unbound Consortium, beyond the local control of the Library.

# **New Formats and Uncollected Materials**

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## *New formats*

New media formats are studied carefully to assess their suitability for library use. Requests for new formats will be directed to the Collection Services Coordinator who will consult with the Director, Technical Services Manager, and Branch Managers. Considerations will include the likelihood of ongoing use and popularity, storage and technical issues, and probable durability of the format.

## *Uncollected Materials*

While the Library attempts to develop a solid, rounded collection for the use of its patrons, some materials are not purchased due to cost, format, or duplication of nearby collections. Other material may not be purchased when judged to be outside the scope of the Library's collections.

- Genealogy - The Library does not seek to develop a comprehensive genealogy collection. Works on local families may be added when donated if they meet other selection requirements. How-to books on tracing family trees will be purchased for adults and juveniles.
- Textbooks and Test Guides - Textbooks generally will not be purchased for the collection. The Library does collect some popular test preparation books and materials, but very esoteric or highly specialized books of this nature will not be purchased due to the limited circulation potential. They will not be ordered to satisfy the demands of a particular institution, curriculum, or patron.
- Microfilm - The Library will not purchase microfilm.
- Government Documents - The Library limits acquisition of federal, state, and local government publications to those which are important for general reference or popular reading. The Library mainly relies on government websites for government document needs.

The Library will retain documents when required by local government. If the scope of the document is county-wide, it will be held at Cold Spring. If it is more localized, it will be housed at the most appropriate branch. Such material will be retained for three months or as required by the government agency; however, permanent retention is not permitted. Other documents that are supplied by an agency, but not required to be retained, may be placed in the collection at the discretion of the Library.

- Self-Published Works - Self-published works vary greatly in the quality of content and production, with little or no information or professional review available to guide selection. Given this, we do not normally include self-published works in our collections. Exceptions to this would include works of local interest, such as Historical Society publications, or works about prominent local families, events or landmarks.

## **Patron Item Requests**

Created 20 Nov 2012  
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Reviewed 16 Nov 2016

Collection Services will consider any patron request for the acquisition of a particular title for the collection. Collection Services will determine the best method to obtain a requested title (purchase or interlibrary loan). Requests for a specific edition of a work may result in an inability to fill the request.

Items that would not normally be added to the collection because they fail to meet our selection criteria will not be purchased to fulfill patron requests. Collection Services will still attempt to fill the request via Interlibrary Loan, if possible.

When unable to obtain a requested item, Collection Services will contact the patron(s) who originally requested it to notify them of this fact.

Collection Services occasionally receives requests for items unavailable from mainstream vendors and publishers. Such requests will be considered, but the Library will not purchase items where Collection Services has concerns about the legitimacy of the item or vendor, or where the vendor cannot meet the needs of the Library regarding payment methods and shipping.



## **Donations**

Created Aug 1996  
Revised 16 Nov 2016  
Reviewed 16 Nov 2016

### *Donated materials*

Donated material is accepted with the understanding that only items which meet our selection criteria will be added to the collection. Donations are final and become the property of the Campbell County Public Library. The Library reserves the right to dispose of items that are unneeded, worn, or out-of-date in the manner it deems most appropriate.

Each branch may send donated items in good condition and of current interest to be reviewed by Collection Services. If an item is needed for our collections, it will be processed and routed appropriately.

The Library normally gives items not selected for the collection to the Friends for sale or disposal.

Upon request, a Receipt for Donations will be given to the donor indicating the number and nature of items donated. No value will be assigned to the material by the Library.

Except under very unusual circumstances, no gifts will be accepted that require treatment different from that given materials acquired via normal procedures.

### *Gifts and memorials*

The Library gratefully accepts funds for the purchase of materials. The Library will attempt to honor requests to buy materials in a particular subject area or genre. Such decisions will be based upon availability of materials and the needs of the collection. When requested, bookplates will be placed in/on items purchased with donated patron funds, usually in the name of the person a donor wishes to honor.

## **Little Libraries**

Created 19 Nov 2014  
Revised 18 Nov 2015  
Reviewed 16 Nov 2016

In 2014, the Library began compiling collections of donated books for use in what are known as “Little Libraries” in the area. These libraries are free-standing units created and maintained by area citizens, who will populate these libraries with books that they collect.

One source of these books is the Campbell County Public Library. Each branch has five canvas tote bags in which they put books received as donations. A person who works with the Little Libraries can check out these bags of books but is not expected to return the books. The materials will remain the property of the Little Library’s owner. The empty bag, however, is to be returned to the Library in seven days.

Little Libraries are a community initiative. The Campbell County Public Library assumes no responsibility for or authority over the program. Library involvement is generally limited to the good-will promotion of the program and the donation of books.

# Collection Maintenance

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## *Mending*

The following minor repairs will be handled locally at library branches:

- Tip in loose pages with glue;
- Tighten or repair spine with glue or staples;
- Apply new jackets, spine labels, and/or barcodes;
- Tape damaged books for temporary repair.

## *Resurfacing DVDs and CDs*

The Library owns Azuradisc repair machines to refinish damaged discs in its collections. The Library has three machines presently, one at each branch. Assigned staff repair and clean items.

## *Replacements*

Although the Library strives to have copies of standard, important, and classic works, replacement of every copy lost to theft or damage is not attempted. Consideration for replacing a lost item should be based in part on the following criteria:

- Patron demand/popularity;
- Importance of the title;
- Duplication at the branch;
- Duplication in the system;
- Currency and publication date.

## *Core Collection*

Collections Services maintains a list of "core" titles and monitors them to insure adequate availability. Items designated as "core collection" will normally be automatically replaced if sufficient quantities are no longer present in the system, and replacement editions are available.

# Deselection

Created 15 Dec 2009  
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Regular deselection, or weeding, of the collection is essential: dated, inaccurate, and damaged items should be removed along with unnecessary duplicate copies. Finding sufficient space for the materials patrons need and want is also a priority, and weeding is often the only way to accomplish this. Additionally, Collection Services works to facilitate the removal of items that have not circulated in the past two years from the collection.

To support regular weeding, the Library has established a schedule to review the entire collection each year. Responsibility for the weeding rests with the Branch Managers as informed by Collection Services, but individual tasks may be assigned to other staff. Recommendations of the staff and the public will be considered.

The CREW Method (<http://www.tsl.state.tx.us/ld/pubs/crew/crewmeth.pdf>) will be the manual used to guide weeding. CREW Guidelines consider age of the publication, number of circulations, and condition. The CREW guidelines suggest different formulas for different areas of the collection. All formulas are subject to review and revision to meet local needs.

## *Deselection schedule*

A schedule is provided for the annual weeding of all parts of the collection in each building. Branch managers should give attention to each category/Dewey classification as noted below:

| Jan  | Feb          | Mar  | Apr  | May                  | Jun  | Jul | Aug | Sep         | Oct         | Nov  | Dec  |
|------|--------------|------|------|----------------------|------|-----|-----|-------------|-------------|------|------|
| 900s | 000s<br>100s | 300s | 500s | 800s<br>Ky<br>Nonfic | 400s | Fic | AV  | 700-<br>769 | 770-<br>799 | 600s | 200s |

The Library covers all areas of the collection annually by use of its weeding schedule. In addition, to ensure that the Library is meeting the CREW criteria for areas which become outdated more frequently than others, each branch manager may be given a list of important topics under each Dewey classification that deserve special attention. These topics include items that are used regularly and become dated quickly, e.g., travel and computer books, and materials that present safety concerns for patrons if they are inaccurate (e.g., coverage of medical treatment/diagnosis, home repair).

### *Replacement of weeded materials*

The selection of replacement materials will be done by Collection Services three months prior to the weeding for a given section (See *Acquisitions* for more detail). Collection Services will share the ordered titles with the branch managers, who are free to offer input, or ask for additional material in the selected subject areas.

### *Disposal of Weeded materials*

The disposal of any weeded material is approved by the Board of Trustees during their monthly meeting. Materials that are weeded from the collection will be disposed of in a manner appropriate for each item. This may include reassignment to another branch, donation to another library or agency, or donation to the Friends of the Campbell County Public Library for sale. Some materials will be discarded which may include recycling.

The Library does not offer any withdrawn items directly to patrons.

## Acquisitions

Created 19 Nov 2014

Revised 16 Nov 2016

Reviewed 16 Nov 2016

Just as regular deselection of the collection is essential, consistent and strategic acquisition of materials is critical to keeping the collection current with up-to-date materials. This regular ongoing influx of new items of high interest stimulates regular browsing and encourages circulation.

### *Selection Schedule*

Collection Services uses a selection schedule based on the weeding schedule, offset by three months. This allows time for items to arrive and be processed prior to the weeding of a given section. (For example, the branches are scheduled to weed the 600s in the month of November; thus, Collection Services reviews and orders needed materials in August.)

| Jan  | Feb  | Mar  | Apr | May | Jun      | Jul      | Aug  | Sep  | Oct  | Nov      | Dec  |
|------|------|------|-----|-----|----------|----------|------|------|------|----------|------|
| 500s | 800s | 400s | n/a | n/a | 700-769s | 770-799s | 600s | 200s | 900s | 000-100s | 300s |

Given the nature of publishing and release dates, it should not be expected that all ordering for a given Dewey section can occur in the designated month. Additional items will continue to be ordered as needed or as available.

### *Standing Orders*

Standing order or Continuations plans may be used schedule the acquisition of current and comprehensive selections of popular authors and/or frequently updated titles. More detail can be found in the Technical Services Manual.

# Challenges and Removal of Materials

Created Aug 1996  
Revised 18 Nov 2015  
Reviewed 16 Nov 2016

## *Intellectual Freedom and Censorship*

The Campbell County Public Library endorses the following American Library Documents:

- Library Bill of Rights;
- Freedom to Read Statement;
- Intellectual Freedom Statement;
- Freedom to View.

The principles of Intellectual Freedom shall apply to material selection.

With respect to the use of library material by children, the decision as to what a minor may or may not read is the responsibility of the parent or guardian. Videos rated R (or higher), audio materials with a parental advisory label, and musical sound recordings with either a parental advisory label or profanity/obscenity are restricted to patrons 18 years and older.

The Campbell County Public Library Board of Trustees holds censorship to be an individual matter and respects a person's right to reject material of which he/she does not approve. However, attempts to censor the freedom of others with regard to the right to read will be resisted by the Board.

## *Controversial Materials Statement*

Selection will be based on the merits of the material in relation to the Library's collection development priorities. An effort will be made to include materials which present various viewpoints on controversial issues. The presence of an item in the collection does not indicate the Library's endorsement of its content.

## *Reconsideration*

The Library staff uses Collection Development Policies, established procedures, and professional judgment in selecting, classifying, reclassifying, and deselecting items in the collection.

Once an item has been accepted as qualifying under the selection policies and criteria of the Campbell County Public Library, it will not be removed from the collection unless it can be shown to be in violation of those policies and criteria. Campbell County residents

and members of the Library staff may request that materials be reconsidered. Requests may be made for removal or for reclassification (changes in labeling or movement of the material to another section of the Library).

*Request for reconsideration of material*

The Library strives to use consistent criteria when selecting and assigning materials to particular areas of the collection. If there is a concern about the Library's decisions in regards to an item, the following procedure will be used:

| Step | Who does it                     | What is done  |
|------|---------------------------------|---|
| 1    | Patron/staff                    | Completes Request for Reconsideration of Materials form and submits it to Library Staff.  |
| 2    | Library Staff                   | Routes the Request for Reconsideration of Materials form to the Branch Manager.   |
| 3    | Branch Manager                  | Sends the Request for Reconsideration of Materials form and all of the branch's copies of the item to the Collection Services Coordinator.  |
| 4    | Collection Services Coordinator | Requests that any copies of the item at other branches are pulled from circulation by Circulation staff and delivered to Collection Services.   |
| 5    | Collection Services Coordinator | Reviews the request form, determines if it is a request for reclassification or removal, and reviews item for adherence to current policy.<br><br><b>If a reclassification request</b> , it will be discussed by the Collection Services Coordinator with the Technical Services Manager, and a subject area specialist or other staff as needed. A decision will be sent to the Director for approval and/or discussion. Once approved, Go to 9.<br><br><b>If a removal request</b> , the CSC will forward the request form, item and any comments to the Director. Go to 6. |
| 6    | Library Director                | Calls patron to inform him/her of timelines and steps in reconsideration process.   |
| 7    | Collection Services Coordinator | The CSC informs the Management Team of the Removal Request and sends them each a copy of the request, the title in question, and any comments. Discussions generally take place at the next scheduled Management Team meeting.  |



|           |                                 |   |
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| <b>8</b>  | Management Team                 | Discusses the material and the patron's concerns. Then (with responsibility for any decision remaining with the Library Director) determines the Library's response.  |
| <b>9</b>  | Technical Services Manager      | Makes agreed upon changes to the material's classification (if any). Returns all copies of item to the collection. If the decision is to remove an item, all copies of the items will be removed from the collection. |
| <b>10</b> | Collection Services Coordinator | Drafts letter informing patron of the decision, then forwards to Director for approval. Delivers approved letter to patron within four weeks of the decision being made.  |

The Library will not immediately remove something from the collection merely because it has received media attention claiming that the information presented is false or objectionable. Items where legal action or the publisher finds there was misrepresentation will be reviewed by Collection Services, and removal discussed with the Branch Managers. Items with production errors that render them unsuitable for circulation will be removed from the collection by Collection Services, and replacements or refunds obtained if available.

## Professional Collection

Created 11 Sep 06  
Revised 19 Nov 2013  
Reviewed 16 Nov 2016

Professional collection materials include those materials kept by programmers for use in their programs and professional publications used by staff librarians and management.

### *Programming materials*

These typically include copies of children's or young adult books and other formats to be used during story times or teen programming. Additionally, Children's Services librarians and programmers as well as Adult/Teen Services librarians may all have a use for titles providing ideas for presentations, workshops, games and other activities. These items are cataloged but the item record is not displayed in the Public Access Catalog (PAC). Items are generally housed in the appropriate staff member's office.

### *Professional publications*

These materials are used by library staff to inform their work. Categories include annotated bibliographies, readers' advisory services, and reviewing sources. These are entered in the catalog and displayed in the PAC but are not circulating items. (A patron would need special permission to check them out.) They are kept at the reference desk or another designated place at the owning branch.

### *Personal reference materials*

These items include dictionaries, books on computer technology/software, and other basic resources staff needs to keep on hand for everyday use. Technical Services may facilitate purchasing the materials, but will make the Business Office aware that these items should be charged to the owning branch rather than the materials budget. These items are not considered part of the collection and are not cataloged.

# Monitoring Holds

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Some items are in very high demand by patrons, particularly new videos and bestselling books. The Holds Purchase Alert is a report provided by Polaris to let the staff know when additional copies of an item should be purchased. Various SQL queries alert Collections staff to overdue, lost, or missing items with holds.

## *Holds Ratios and Holds Purchase Alert*

Collection Services runs a weekly Holds Purchase Alert report to determine when the demand for specific titles warrants the purchase of additional copies. This report includes all physical formats – print, film, audio-books, music, and videogames. Generally, the Library adheres to a predetermined ratio of items to holds. This ratio is used when running the weekly Holds Purchase Alert.

Currently maintained holds ratios are:

- 5:1 for DVDs and digital materials
- 3:1 for print books, audiobooks, videogames and music CDs

More detail can be found in the Technical Services Manual. The Collection Services Coordinator may choose not to maintain the usual item/holds ratios if this will lead to an excessive number of copies.

## *Problem Holds*

Collection Services monitors holds to find any not being filled in a timely manner. Holds are monitored constantly, with various reports and queries run on a weekly, bi-weekly, monthly and quarterly basis. These include a report that returns bibliographic records with holds, where all items are in a lost, missing, or claimed status, and various SQL queries that find overdue items with holds. More detail about specific processes can be found in the Technical Services Manual.