

Chapter IV Collection Management

A library's service area may encompass many diverse groups. The needs, interests, and points of view of the community range over the broad spectrum of subjects that are of interest to contemporary society. Intellectual freedom and the right to read are the cornerstones upon which all library services should be based. *Planning for Excellence*, p. 41.

The public library provides a wide range of materials in a variety of formats and in sufficient quantity to meet the needs and interests of the community. The collection is timely, current, and responsive to the community it serves. The key to quality collection management is adequate funding and professionally trained collection managers.

Two integral elements of collection management are resource sharing and cooperative collection management. No one library can provide from its own collection all the materials that are required to meet the needs of its patrons. It is imperative that library staff are knowledgeable about methods of resource sharing, understand its immeasurable value, and actively promote and facilitate interlibrary loan and reciprocal borrowing.

Electronic delivery of information will increasingly affect the development of reference collections. Library planners need to be knowledgeable about electronic products and services and integrate them into library collections when appropriate.

Applicable Core Standards

- Core 12.** The library has a board-approved mission statement, long-range plan, a disaster prevention and recovery plan, and policies. Such policies include but are not limited to the following topics: personnel; reference; use of the library's materials, services, and facilities including use of the library for exhibits and meetings; and collection management. Illinois statutory law specifically requires the board to establish and review at least biennially a written policy for the selection of library materials (as part of the library's collection management policy) and the use of library materials and facilities [75 ILL. COMP. STAT. ANN. 5/4-7.2 or 75 ILL. COMP. STAT. ANN. 16/30-60]. All library policies are in compliance with state and federal laws. (See appendix 2.2.)
- Core 16.** The library adopts and adheres to the principles set forth in the American Library Association's *Library Bill of Rights* and other ALA intellectual freedom statements and interpretations. (See appendices 2.4-2.6 for ALA *Library Bill of Rights* and other ALA intellectual freedom statements.)
- Core 19.** The library is a member of an Illinois multitype library system and participates in resource sharing through interlibrary loan and reciprocal borrowing.

Health and life insurance; FICA, IMRF, or other pension plans; and all other insurance are part of the operating budget. Capital expenditures include remodeling and building, equipment and furniture, and any other items that are included as fixed assets in the audit. Materials include books, audiovisual materials, periodicals, telecommunication costs for reference services, fees for online information services, and CD-ROM products. Costs related to the installation and maintenance of a LAN or a shared or stand-alone bibliographic database are not included.

Supplemental Standards

1. The library has a board-approved, written collection management policy based on professional standards, community needs and interests, and the diversity of American society. The policy is reviewed by the board biennially and is available to the public. (See appendix 4.1 for topics recommended for consideration in a collection management policy.)
2. Staff responsible for collection management are professionally trained in the general principles of selection and weeding as well as in their specific areas of responsibility. Staff select new materials and evaluate the collection for retention or withdrawal in conformance with the collection management policy. Such library staff regularly attend continuing education workshops on collection management.
3. Staff responsible for collection management have access to a variety of selection tools.
4. The library staff uses accepted professional techniques for collection management. Such techniques include quantitative measures (circulation-per-capita and turnaround rates), weeding (The CREW Method), user surveys and questionnaires.
5. The library places a high budgetary priority on collection development. Although use of the collection and the size of the population are the primary factors, there may be additional factors that may affect the size of the collection. Local history, genealogy, and a linguistically diverse population are some examples of these factors.
6. Existing and future use of electronic sources will affect the need to provide hard copy of some periodicals. (See appendix 4.2 and 4.3 for book and periodical collection tables.)
7. Nonprint collections play an increasingly important role in most public libraries. Building program consultants are typically recommending that the size of the AV collections be an amount equal to 10 percent of the book collection. Factors including a linguistically diverse population and the number of formats for each title will affect this percentage.
8. The library provides access to materials in a variety of formats to ensure equal access

Chapter V Reference, Reader's Advisory, and Bibliographic Instruction

Quality reference service is the provision of information or material within a time frame, at a level, and in a format that is satisfactory for the patron.

Reference service is the provision of information in response to a patron's question.

Reader's advisory service is guidance in selecting material appropriate to a specific patron's desires and needs.

Bibliographic instruction is service provided in response to a request by a patron either for the individual or for a group to learn how to use one or more of the library's resources.

All Illinois public libraries should provide or contract to provide professional reference service for their patrons. For purposes of this document *professional reference service* refers to reference service provided by a person holding an MLS degree from an ALA-accredited program.

Because so many Illinois public libraries serve sparsely populated communities and as a result, often lack the funding to hire a full-time qualified librarian, other approaches, such as the following, may be required.

mergers of several small libraries or library services

consortiums of several small libraries with one central reference library

system reference service with an 800 number

Illinois State Library reference service with an 800 number

contracts between small libraries and larger libraries for reference service

shared qualified librarians, with several small libraries pooling funds to employ and share a qualified librarian who would handle collection management, train staff, and provide back-up reference service and perhaps function as a circuit librarian by working suitable hours at each site

cooperative collection development in which the purchase of specific reference works is assigned to each library in the group

cooperative hours of service, with a group of libraries coordinating their hours of reference service to provide their combined patrons with access to reference service for a greater number of hours (A number of Illinois public libraries already provide late-night reference service using this approach.)

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