

WORCESTER



PUBLIC LIBRARY

COLLECTION DEVELOPMENT
AND
MANAGEMENT PLAN

Approved

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Collection Development & Management Plan

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Collection Development & Management Plan

PURPOSE

A library is identified and defined largely by its resources (library materials) and its staff who make those resources readily accessible. This Collection Development & Management Plan informs the public of the purpose and principles that govern the Worcester Public Library's collection and gives guidance and direction to library staff as they develop and maintain that collection. It is also a public declaration of the library's commitment to the principles of free access to ideas and information and to providing collections that reflect a variety of viewpoints.

The library acts to fulfill its mission through collection development and management of resources that address the interests and needs of Worcester's diverse and complex community. This involves the selection, acquisition and organization of library materials, including electronic resources; the evaluation of donations; the judicious removal of materials; the preservation and conservation of significant materials; and the protection of intellectual freedom.

Although the majority of the library's resources continue to be in print format (books, periodicals, newspapers, government documents, etc.), the library has significant collections in other formats that include microforms, audio and video recordings, maps, and sheet music. Electronic databases and Internet resources are a growing part of library services. Many materials once available in print are now also being produced in electronic format while some are now available solely through the Internet or proprietary database products. Providing access to electronic resources is an integral part of the library's collection development efforts. Digitization of print resources is increasing. New formats that become available as technology changes shall automatically be included in the term "library materials."

FUNCTION, MISSION and ROLES of the WORCESTER PUBLIC LIBRARY

Function By City Ordinance, it is the function of the Public Library to provide library services to the residents of Worcester. By standards set by the Massachusetts Board of Library Commissioners, the library is open to all residents of the Commonwealth, makes no charge for normal library services, lends books to other libraries in the Commonwealth and extends privileges to the holders of cards issued by other public libraries in the Commonwealth on a reciprocal basis.

Mission The Worcester Public Library provides free information and services that promote lifelong learning and personal enrichment. In all its operations, the library strives to eliminate barriers to the pursuit of ideas.

Roles In its Strategic Plan for 2007 - 2011, the Worcester Public Library is focusing on five service areas. Four of these service areas address materials. They are Current Topics and Titles; General Information; Information Literacy;

and Local History and Genealogy. The development and maintenance of the collection during the period of the Strategic Plan will reflect these priorities and the annual activities to meet them.

PRINCIPLES of COLLECTION DEVELOPMENT and MANAGEMENT

Certain principles shape the development and maintenance of the collection. These include:

- The principle that the library does not promote any particular belief or view but offers collections that allow individuals to examine different sides of issues and make their own decisions. To this end, the collection may contain original, critical and unorthodox ideas because access to ideas is necessary for a democratic society to function. Therefore, public opinion is not the sole guide for the selection of materials. It is the library's position that society is at a greater risk through the suppression or censorship of information and ideas than from their free and open distribution.
- The principle of free and open use for all. Individual choice is paramount and protected. Materials are arranged in a way to facilitate access to the information. They are not marked or identified to show approval or disapproval of contents. No restriction is placed on their use except for the purposes of protecting them from injury or theft. Because of licensing restrictions on the use of many electronic resources, a library card from the Worcester Public Library is required to access some information.
- The principle that the collection covers the interests and views of all ages. Selection of materials for adults is not restricted by the possibility that children or adolescents may obtain materials some might consider inappropriate. The Worcester Public Library supports the American Library Association's Library Bill of Rights (see appendices), which reaffirms these principles.

RESPONSIBILITY, COMMUNITY ANALYSIS, SELECTION AND CRITERIA

Responsibility The Board of Directors is responsible for "the management of the library, the custody of the books, and the regulations under which they may be used."* The Board of Directors entrusts the administration of this plan to the Head Librarian. Library staff working at the Main Library and branch libraries use their expertise and judgment to develop and maintain the collection in accordance with this plan.

Community Analysis The library is a community resource for all the people of Worcester. Library users are diverse, reflecting varying ages, races, belief systems, levels of education, incomes, national origins, languages spoken, and political and social views.

The library has collections supporting:

* Deed of Gift, Dr. John Green to the City of Worcester

- Early literacy- This is the cornerstone for children’s future success. Materials are provided for children, parents, and caregivers to borrow and to support library programming that advances literacy.
- Support for students in all levels of formal education - Students of all ages comprise a significant proportion of library users. Worcester’s elementary schools lack adequate libraries. Even with reduced hours of operation, the public library is open more hours than school libraries, which brings students from kindergarten through high school to the public library or to its website to fulfill homework assignments. Although college students have access to college libraries, unique resources and familiarity with the public library by local students result in significant use by college students.
- Recreational reading, listening, and viewing for all ages - Recreational resources enhance learning and provide exposure to ideas in an informal manner.
- General research, especially in areas of local or regional interest or subjects in high demand
- Information and fact-finding services
- Occupational and professional development materials
- Languages representing the diverse population of Worcester
- Resources from and about municipal, state and federal governments

Selection Selection is based upon awareness of the diverse needs and interests of the individuals in this community balanced against evaluation of material and knowledge of the collection’s strengths and weaknesses. The library is a physical and virtual place where ideas and information are freely communicated through the collection and other services and resources. Selection refers to the decision to retain, as well as to add to, the collection.

Criteria Resources are measured by objective guidelines. The entire work, rather than individual parts, is evaluated. It is the overall contribution of the work that is critical for acceptance or rejection. A single standard cannot be applied to each work, but all items, whether purchased, contracted for or donated (see Policy on Accepting Gifts in appendices), are evaluated with the following criteria:

- Contemporary significance, permanent value or popular interest
- Accuracy, timeliness of data and reliability
- Public recognition of author, editor, illustrator, filmmaker or source vis-à-vis media, reviews, critics, etc.
- Initial and ongoing costs
- Reviews from library, professional, and subject specific journals and popular publications
- Effectiveness and suitability of format for library purposes, durability and ease of use
- Scarcity of information in subject area
- Contribution to diversity or breadth of collection
- Availability of similar material within the library or other area libraries
- Worcester author or local references
- Space and maintenance requirements
- User interface and content of electronic products

- Online, network, and remote access capabilities
- System resource demands (hardware and personnel)
- Vendor training, support guides and technical support
- Lease or ownership of electronic products
- Accessibility of alternative information sources
- Availability in alternative media

The existence of a particular viewpoint in the collection is an expression of the library's commitment to intellectual freedom and not an endorsement of a particular point of view.

Through the library's membership in C/W MARS and the Central Massachusetts Regional Library System, resource sharing or the borrowing and loaning of materials among libraries allows library users anywhere in the Commonwealth to have timely access to materials. As a member of OCLC (Online Computer Library Center), resources are also available through InterLibrary Loans.

ADDITION OR RECONSIDERATION OF LIBRARY MATERIALS

Suggestions and requests from the public are welcome. The public has a right to request additions to the collection and to question material now in the collection. *See appendices for Request for Reconsideration of Library Materials.*

During the process of reconsideration, questioned material will remain in the active collection until an official decision is made.

COLLECTION DEVELOPMENT OBJECTIVES

This plan currently centers around two levels of service: the Main Library and the branch libraries. This determines the allocation of resources to meet the broad needs of library users.

The collections of the Main Library are designed to serve the residents of Worcester and central Massachusetts within its role as a reference library, as well as a popular materials library. These collections can be used by individuals either directly or through the branch libraries and interlibrary loans to other libraries in central Massachusetts. They are intended to provide a generally high level of subject strength supporting the broad scope of user interests.

Branch libraries are smaller facilities with collections ranging from 5,000 to 35,000 volumes depending on space. Branches fill the need for popular materials for the neighborhoods in which they are located. In addition, they often serve as the primary library for people whose opportunities to use other libraries are limited, particularly the youngest and the oldest in our city. The Main Library collections and staff supplement the resources of the branches. An increasing number of reference inquiries by branch library users can be answered through

electronic reference materials purchased by the library and made available via the library computer network and the Internet.

While library users are free to select or reject materials for their own use or the use of their minor children, the freedom of others to use the library collection will not be restricted. Parents and guardians have the right and responsibility to guide and direct the use of the library collection for their own minor children. Library staff do not serve in place of the parents (in loco parentis) in guiding children's use of the library collection.

GENERAL COLLECTIONS

- **Fiction** This extensive collection includes both popular contemporary works and traditional classic literature. The general fiction titles make up a majority of the collection. There are also Special Genre Collections.
- **Audiovisual Materials** The Library's audiovisual collection includes materials in the following popular formats:
 - Music CDs, vocal and instrumental
 - Audio Books, popular and classic fiction and nonfiction titles
 - DVD films, contemporary and classical films and films in non-English languages
 - Nonfiction DVDs
 - Down-loadable eBooks, audio books and videos
- **Nonfiction** The library acquires materials that provide a core of basic knowledge. The library selects materials that address contemporary issues; provide self-help information; facilitate continuing education; enhance job-related knowledge and skills; increase knowledge of the community, the country, and the world; support business, cultural, recreational and civic interests in the community; nourish intellectual, aesthetic, creative and spiritual growth; and present different viewpoints on issues.

Business resources serve businesses, individual entrepreneurs, private investors and students. The collection includes directories (current and historical), guides for various business topics, investor resources, documents from the federal government, and electronic resources.

Career and Continuing Education information contains general directories of four-year, community, junior and technical colleges, study-abroad programs, and distance-learning programs. There are financial aid resources including guides for general scholarships, loans, and financial aid for specific groups.

English as a Second Language (ESL) & Literacy Resources includes print, audio visuals and downloadable materials.

Job and Career information is selected for job seekers. People changing careers or reentering the workforce will find resources to make their transition faster and easier and will to help identify occupations that fit their skills and interests.

- World Languages The World Languages Collection reflects the needs of Worcester's diverse population and is a vital part of the library. Materials selected for children and adults are located in all facilities of the Worcester Public Library and include books, magazines, newspapers, films and e-resources.
- Magazines and Newspapers The Main Library's collection of over 400 magazines and over 50 newspapers can be found in the Main Library's Periodicals area. The majority of the magazines are non-circulating. A small collection of popular magazines may be borrowed. The branch libraries have popular magazines that may be borrowed.

Newspaper holdings include:

- Sunday papers: New England capital cities and major US cities
- Daily newspapers: Worcester Telegram & Gazette, Boston Globe, Boston Herald, New York Times, Washington Post, Wall Street Journal.
- Non-English language newspapers
- Selected Worcester County town newspapers and magazines

A large selection of current magazines and newspapers is available online in full-text.

- Youth Collections Material in a variety of formats for children and young adults (teens) is selected in response to their needs and interests, in recognition of their diverse tastes, backgrounds, abilities and potentials. Age is a determining selection principle. Material is evaluated for reading level, interest level and treatment of the subject for the age of the intended audience. The children's collection serves children from infancy through age twelve, plus caregivers, children's literature students and educators. The young adult collection serves youth ages thirteen to seventeen. The resources of the entire library are available to children and teens who wish to go beyond their specific collections.
- Web Site Through its Web site, the library directs users to informational resources on the Internet that complement, enhance, and in some cases, parallel resources housed in the library's collection. As new resources become available electronically, similar reference resources in the print reference collection are evaluated for retention, taking into consideration access, cost, ease-of-use and other selection criteria. Links are provided to Internet sites based on informational needs of the community, areas of emphasis in the collection, and local areas of interest. Although a particular emphasis is made on selecting

sites created by governmental, educational, and nonprofit entities, links are also made to sites created by for-profit organizations when they meet selection criteria and informational needs.

SPECIAL COLLECTIONS

The Worcester Public Library maintains special collections, the development and management of which differ from the general statements of the general Collection Management Plan.

- Green Collection The Worcester Public Library was founded in 1859 by Dr. John Green, who gave to the city his own library of 12,000 volumes, “as a library of consultation and reference, but to be used only in the library building.” His deed of gift further stipulated that no books “once added to the department by me, (shall) ever be transferred to any other.”

These books are never discarded, but books that are damaged beyond repair may be destroyed. A percentage of income from the Green Trust is used yearly to acquire materials. These may be discarded when appropriate. Green Collection books may be used only in the Main Library.

- Grants Resource Center The Grants Resource Center, an affiliate of the Foundation Center in New York, is a collection of reference materials on grant researching, writing and management to assist people in locating funding sources for their organizations or groups. It includes information on local, regional and national grant-funding sources. These materials may be used only in the Main Library.
- Health Resource Center This collection has health and medical reference resources. All efforts are made to have the most current materials available in a variety of formats, both physical and virtual. Dedicated computers link consumers to reputable web sources for medical and health information. These computers also link to databases purchased by the library for health information and journal articles. Remote access of the health web page is available through the library’s website. Current health newsletters and free literature are made available.
- Rare and Valuable Materials The acquisition of valuable or rare books is not a function of the Worcester Public Library. The exception is in the Worcester Collection. This does not preclude the library’s acceptance of gifts that might be valuable or rare. Acceptance, however, is made with the understanding that for inclusion in the collection, the item must fit within the collection.
- Talking Book Library The Talking Book Library provides free services to Massachusetts residents of any age who are unable to read

traditional print materials due to a visual or physical disability. The Library has access to more than 800,000 volumes of recorded books through the Library of Congress National Library Service for the Blind and Physically Handicapped network, plus large type books, described videos and magazines in recorded and Braille format.

- U. S. Government Documents The library is the largest selective depository of Federal documents in Central Massachusetts. Many documents are incorporated into the general collection and some are available on-line. There are paper documents from the 1800's to the present; CD's; microforms; indices (paper from the 1800's, Marcive online index from 1989 to the present); Federal statistical census (1790 to present); manuscript census (Massachusetts from 1790 to 1930); Congressional proceedings and laws (Federal Register, Congressional Record, U.S. Code, Code of Federal Regulations); Commerce Business Daily; National Trade Data Base; U.S. Exports and Imports online; Civil War records; Native American studies; and publications on taxes, statistics, health, Social Security, the environment, etc.
- Worcester History Collection This collection includes all types of material on the city of Worcester and Worcester County. It also includes information about the state of Massachusetts and history of the other five New England states. Genealogy is included as it is closely entwined with history. The library collects primarily print and microformat items. Manuscripts, archives and objects are not collected. The library subscribes to electronic databases.

DISCARDING OF LIBRARY MATERIALS

To maintain the vitality of the collection, librarians examine materials systematically to assess their relevance to the whole collection, the public and this policy.

CLOSED STACKS

Print materials that have value historically but are not used frequently are placed in the library's Closed Stacks. These include older U.S. and Massachusetts Government Documents, bound volumes of magazines and journals, fiction, and nonfiction.

DONATIONS

The Library accepts donations of books and/or other library materials that meet the same selection guidelines used for purchased materials. The Library does not appraise donations or provide evaluation of gifts for tax deductions or other purposes. Upon request, the Library will provide acknowledgement of donations of materials. The Library retains the unconditional ownership of the gift and its disposition. The Library determines the conditions of display and access to the

materials. Unused gifts may be given to the Friends of Worcester Public Library for public sale or may be discarded.

The Library welcomes monetary gifts to purchase materials, equipment, or support special programs. Selection of specific titles will be made by library staff. Gift plates, identification plaques or other appropriate recognition identifying the donor or person being honored are available. Other real or personal property donated to the Library will be accepted at the discretion of the Board of Directors.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948, by the ALA Council; amended February 2, 1961; amended June 28, 1967; amended January 23, 1980; inclusion of "age" reaffirmed January 24, 1996.

*Adopted by the Board of Directors, Worcester Public Library on the following dates:
April 5, 1976, April 12, 1983, November 14, 1989*

The Board of Directors of the Worcester Public Library endorses the American Library Association's Library Bill of Rights and the interpretations as detailed in the seventh edition of Intellectual Freedom Manual. The Board will examine changes and additions to these interpretations as they become available.

Procedures for Patron Requests for Reconsideration of Library Materials

1. The patron will be courteously directed or taken to reference, children's or branch staff.
2. The staff will listen to the concerns and will inform the patron of relevant library selection procedures and policies. The policy is on the WPL Staff Home Page (intranet.)
3. If the patron wishes a review of the material in question, the librarian will give the patron the Request for Reconsideration of Library Materials form (also on the Staff Home Page.) (This form can be mailed if the patron is telephoning.)
4. The patron will be asked to complete the form and return it to the staff or mail it to the Head Librarian.
5. On receipt of the Request for Reconsideration, the Head Librarian will notify the Division Head to assemble appropriate critical reviews including that of the subject specialist and to forward the material to the Head Librarian for review.

Subsequently, the Head Librarian will initiate a meeting including supervisors and the subject specialist at which a determination will be made. The Head Librarian will notify the patron of the decision within 30 days, with a copy to the Board of Directors.

6. Completed request forms and any other information generated by a request will be filed in the Office of the Head Librarian for future reference.



REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

If there is a book or other item in our collection that you think does not belong in the Library, we invite you to fill out this form. The Library takes very seriously all concerns expressed by its patrons and will attempt to respond as quickly as possible. Library staff will review your comments and evaluate your recommendation using the Library's Collection Development Policy as a guideline.

1. Format (book, video, etc.) _____
2. Title _____
3. Author/Producer _____
4. What brought this resource to your attention? _____

5. What concerns you about this work? (Use opposite side or additional pages if necessary.)

6. What do you suggest the Library do with this title?

7. Are there resources you suggest to provide additional information and/or viewpoints on this topic?

Signature _____ Date: _____
Printed Name _____
Address _____
Phone _____

Staff Use Only

Received by: _____ Date: _____ Time: _____

