**Analyzing the Collection at Libbie Mill Library: How Does it Shape Up?**

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Libbie Mill Library is one of nine locations in the Henrico County Public Library system (HCPL), and is an area library, meaning it services a wider area than their branch locations (HCPL, 2022). It has two floors and encompasses 39,915 square feet, has a meeting room, conference room, study rooms, digital media lab, computers, printers, scanner, copy machine, free Wi-Fi, quiet room, and lots of quiet places to sit (HCPL, 2022). Libbie Mill Library is open 9 AM to 9 PM Monday to Thursday, 9 AM to 6 PM Friday and Saturday, and 1 PM to 5 PM Sunday. It sits in the middle of Libbie Mill Midtown, a mixed-use development by Gumenick Properties (Gumenick, 2018), close to a bus stop and near the border between Henrico County and Richmond City, two of the areas it serves (HCPL, 2022).

**HCPL/Libbie Mill Library Policies and Procedures**

HCPL provides free library cards to those with a valid government issued identification to Henrico County residents, along with residents of Richmond City and Chesterfield County, and free library cards to residents in the counties of Goochland, Hanover, King William, and King and Queen that can show a Pamunkey Regional Library card along with valid government issued identification (HCPL, 2022). While a patron can sign up online, the registration does not get any access until they visit a library and show identification (HCPL, 2022). Other counties and cities in Virginia can get a library card for a fee of $25 for a year or a temporary card of $13 for six months (HCPL, 2022). If the government issued identification does not show the correct address, the patron must provide address verification in the form of a lease agreement, utility or phone bill, cancelled mail, etc. (HCPL, 2022). Cards are required to book any meeting, conference, or study room, use computers, print, check out, etc. but are not required to use the quiet room, use quiet places, use Wi-Fi, use copy machine, or read current newspapers and magazines or books in the library (HCPL, 2022). Visitor cards, which are good for 21 days and are not renewable, are also offered for those visiting the area for computer use only with a valid government issued identification and living outside the area of those that qualify for free library cards (HCPL, 2022). Those without government issued identification, a permanent address, or those who cannot come into the library cannot get a library card, which means they cannot access a lot of the physical or ematerials collection or utilize most of the library.

HCPL has a catalog at their website and various computer catalogs for use in the Libbie Mill Library to look for books owned by HCPL (HCPL, 2022). Any econtent must be searched for in the apps that are utilized, Libby or Hoopla until the debut of a new catalog March 22, 2022 (HCPL, 2022). HCPL offers access to almost 50 databases for research on their website, such as Rosetta Stone, Consumer Reports, Ebsco Read It!, Job Now, etc. (HCPL, 2022). Hotspots are also available for checkout from HCPL and are deactivated after being two weeks overdue with the patron being charged $50 for the hotspot two weeks after deactivation (HCPL, 2022). Laptops are currently available for checkout with a library card and identification at Libbie Mill Library to be used in the library.

Checkouts for most items are 28 days, exceptions being bestsellers, any DVDs, magazines, and bags/kits that are 14 day checkouts and book club sets (multiple copies of the same book in a bag) that are six week checkouts (HCPL, 2022). Checkout limits are 50 on most items, exceptions being bestsellers and magazines, where the limit is six and bags/kits, where the limit is 2 (HCPL, 2022). Most items can be renewed either online or calling the library up to three times if there are no holds on the item, exceptions being bestsellers, which are not renewable, and DVDs, bags/kits, and magazines, which have two renewals (HCPL, 2022). Most items except bestsellers and reference items can be placed on hold and picked up at the library of choice (HCPL, 2022). Libbie Mill Library has two places for hold pick up, both inside the library and a drive-up window (HCPL, 2022). There is also a 24/7 book return on the side with drive-up, along with another return inside the library that operates when the library is open (HCPL, 2022). HCPL also offers interlibrary loan services where a patron with a valid HCPL card can have access to materials that HCPL does not have, usually $3.00 a loan (HCPL, 2022). Printing is offered for $.10 a page for black and white, $.50 a page for color, $.10 a page for copying, and $.20 an ounce for 3-D printing (HCPL, 2022).

Fines are $.10 per item per day, except right now there are no fines on juvenile and young adult items, but those items not returned to the library or renewed will be charged plus a $5 processing fee on most items to the patron’s account after 35 days (HCPL, 2022). Adult items will be charged to the patron’s account plus a $5 processing fee on most items after 60 days of not being returned or renewed (HCPL, 2022). Accounts are blocked, meaning the user cannot checkout or put items on hold, when the overdue fine amount is $10 or more (HCPL, 2022). Accounts owing over $25 are turned over to a collection agency and charged a $10 referral fee (HCPL, 2022). Any account that is blocked, barred (accounts that have been charged for an item, either currently or in the past but are not above $25), or in collections, has limited access to being able to book rooms and check out laptops but it does not restrict computer use or printing (HCPL, 2022).

**HCPL Collection Management Policy**

The collection management policy is on HCPL’s website. There are Collection Management selectors who make the decisions about material selection and formats based on “professional expertise, collection analysis, and circulation statistics” to support the library’s mission of “promote reading and lifelong learning, connect people with the information they need, and enrich community life” (HCPL, 2018, p. 4 and p. 2). The Library Director has the final authority (HCPL, 2018, p. 4). Criteria listed in the selection process includes “timeliness, reputation of author/artist/creator/producer/publisher/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/durability, technical qualities such as illustrations/sound clarity, format, attention of critics/reviewers, awards/honors/prizes/reading lists, relationship to the collections in the geographical area, local and regional interest, availability from reputable library vendors, and new editions of titles currently held in the Library’s collection” (HCPL, 2018, p. 5-6). The collection management policy discuses different formats and areas of the library, addresses gifts (p. 9), local authors and self-published authors (p. 8-9). As for foreign language materials, the policy states that the collection “will not be comprehensive, or cover all subject areas” and “staff will actively monitor demographic shifts and regularly evaluate foreign language materials to ensure the collection is responsive to demand” (p. 7). If a patron “questions the suitability of a particular item in the library collection” a Reconsideration Form must be filled out if the patron wishes to formally make a complaint (HCPL, 2018, p. 10). There is a review process by the library to determine what will happen to the item and “The Policy and Procedures Manual” is mentioned but not accessible from HCPL’s website (HCPL, 2018, p. 10).

**Summary of Scaffolded Assignments**

**Overview of the HCPL/Libbie Mill Library Collection**

HCPL has 2,200,000 physical items in the 2021-22 fiscal year, which runs July 1st to June 30th (Henrico County Government, 2021). There are a total of 355,000 different titles and 920,000 copies in its collection in 2021-22 (Henrico County Government, 2021). These items include hardback and paperback books (for children, young-adult, and adult that include fiction, non-fiction, biographies, graphic novels, mysteries, large type, Spanish, adult new readers, children’s board books, children’s easy books (that include beginning readers), adult bestseller copies), adult book club bags (eight copies of the same title in book form), DVDs (children, young-adult, adult), audio-CDs (children, young-adult, adult), DVD and audio-CD sets (adult, like Great Courses), playaways (children, young-adult, adult, can be used with headphones and a battery but are no longer made), caregiver kits (for adults, include books, DVDs, etc on various topics), backpack kits (for children, include books, puzzles, etc. on various subjects, including a kit with a Virginia State Park pass), and book bags (for children, contain audio-CD and book of the same title). HCPL had 1,300,000 available digital items in 2021-22 through two apps, Libby and Hoopla (Henrico County Government, 2021). Libby has ebooks and eaudiobooks (HCPL, 2022). Hoopla has ebooks, eaudiobooks, comics, music, movies, and television shows (HCPL, 2022). It also has a binge pass for seven days to magazines, Great Courses library collection, and Curiosity, which offers access to non-fiction films, serieses and documentaries (Hoopla, n.d.). Patrons can have seven checkouts a month (HCPL, 2022). Also, there is Find It Virginia (through Libby), which provides access to magazines, ebooks, and eaudiobooks (HCPL, 2022).

**Random Sampling at Libbie Mill Library**

Random sampling was done at Libbie Mill Library on the diversity of the beginning reader section in the children’s area. Out of roughly 1440 copies in the beginning reader section, the 36th book was pulled to flip through to check for diversity of characters. The results found 22 books featured diverse characters and 18 books or did not.

I then took 22 and divided it by 40 to get the percentage of diverse beginning readers, which was 55%, and divided 18 by 40 to get the percentage of non-diverse beginning readers, which was 45%.

I was surprised at the percentage of diverse books, expecting it to be lower.

**Content Mapping at HCPL/Libbie Mill Library**

Content mapping was done on the HCPL catalog. Other than bestsellers and reference items, all items at HCPL can be put on hold and sent to the library of choice for pick up so all items would be available to Libbie Mill Library patrons as the topics did not include bestsellers or reference items. First topic looked at was how well does the library collection help with finding a job by searching about job interviews.

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| --- | --- |
| **“Job Interviews”** | **Medium** |
| 33 | adult non-fiction print books |
| 21 | adult non-fiction ebooks |
| 3 | adult non-fiction eaudio-books |
| **56** | **Total** |
|  |  |
| **“Employment Interviewing”** | **Medium** |
| 38 | adult non-fiction print books |
| 5 | adult non-fiction ebooks |
| 1 | adult non-fiction audio CD |
| **44** | **Total** |
|  |  |
| **Searchable databases and resources** | **2 (Job Now and Peterson’s Career Prep) plus other information at HCPL’s website for job searching** |

This resulted in mostly adult non-fiction print books, followed by adult non-fiction ebooks, with very few adult non-fiction audio CDs or eaudiobooks. Two databases at HCPL’s website were determined to be related to job interviews (Job Now and Peterson’s Career Prep).

Second topic looked at was how well does the library support those learning English.

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| --- | --- |
| **“Learn English”** | **Medium** |
| 3 | children’s board print books (Spanish) |
| 3 | easy children’s print books (Spanish) |
| 1 | children’s board print book (Japanese) |
| 1 | children’s board print book (Urdu) |
| 1 | children’s board print book (Mandarin) |
| 1 | children’s non-fiction print book (generic) |
| 2 | children’s non-fiction ebook (generic) |
| 4 | children’s DVDs (2 generic, 2 Spanish) |
| 10 | adult non-fiction print books (generic) |
| 2 | adult non-fiction DVDs (generic) |
| 2 | adult audio CDs (generic) |
| 4 | adult audio CDs (Spanish) |
| 2 | adult audio CDs (Russian), |
| 1 | adult audio CD (Vietnamese) |
| 1 | adult audio CD (Arabic) |
| **38 (10 children’s print books, 2 children’s ebooks, 4 children’s DVDs, 10 adult print books, 2 adult DVDs, 10 adult audio CDs)** | **Total** |
|  |  |
| **“Learning English”** | **Medium** |
| 1 | children’s board print book (Mandarin) |
| 1 | children’s easy print book (Spanish) |
| 1 | children’s non-fiction print book (generic) |
| 2 | children’s non-fiction ebooks (generic) |
| 1 | children’s non-fiction print book (Spanish) |
| 1 | children’s DVD (generic) |
| 2 | children’s DVDs (Spanish) |
| 8 | adult non-fiction print books (generic) |
| 1 | adult non-fiction print book (Russian) |
| 3 | adult non-fiction DVDs (generic) |
| 3 | adult audio CDs (Japanese) |
| 2 | adult audio CDs (Indonesian) |
| 1 | adult audio CD (Cantonese Chinese) |
| 1 | adult audio CD (Mandarin) |
| 2 | adult audio CD (Russian) |
| 1 | adult audio CD (Arabic) |
| 1 | adult audio CD (Serbo-Croatian) |
| 4 | adult audio CDs (Spanish) |
| 2 | adult audio CDs (Vietnamese) |
| 1 | adult audio CD (Urdu) |
| 2 | adult audio CDs (Cambodian) |
| 2 | adult audio CDs (Hindi) |
| 2 | adult audio CDs (Thai) |
| 1 | adult audio CD (Korean) |
| **46 (4 children’s print books, 2 children’s ebooks, 3 children’s DVDs, 9 adult print books, 3 adult DVDs, 25 adult audio CDs)** | **Total** |
|  |  |
| **“English as a Second language”** | **Medium** |
| 1 | children’s non-fiction ebook |
| 7 | adult non-fiction print books (generic) |
| 1 | adult non-fiction DVD (generic) |
| 2 | adult non-fiction audio CDs (generic) |
| **11** | **Total** |
|  |  |
| **Searchable databases and resources** | **2 (Rocket Languages, Rosetta Stone)** |

Most of the results were adult audio CDs, with a few results in children’s print books, children’s ebooks, adult print books, children’s DVDs, and adult DVDs. Two databases on HCPL’s website were relevant to this topic (Rocket Languages and Rosetta Stone).

HCPL also carries new readers, which are short, simple works for the new to English reader. I had a difficult time finding them in the catalog, and there is no mention of them on the HCPL website. To find them in the catalog, you must change location to "New Reader," which means you have to know that they exist. There were 53 titles in three categories, non-fiction, fiction, and mystery. I was not able to find any in ebook, eaudiobook, or audiobook format.

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| --- | --- |
| **Type of new reader title** | **Number of titles** |
| non-fiction | 25 |
| fiction | 25 |
| mystery | 3 |

I felt that both topics did not have enough resources nor enough diverse resources to support those who learn different ways or with visual disabilities, especially the job interview topic.

**Definition of a Well-Developed Collection**

A well-developed library collection is not limited to what is in the library building but does include multiple formats. It is important a collection be determined by the patron’s needs and should benefit the community at large. As Richard Leiter states the library “must ensure that the collection it maintains and builds is adequate for the purposes the library community expects” (Leiter, 1996). A collection should be important to the community it serves as part of its definition, fulfilling all the five laws of Library Science, especially, “Every book her reader” (Leiter, 1996) and “Every reader her book” (Leiter, 1996) meaning that every patron has an item they need, and every item has a patron that needs it. Also, “Save the reader’s time” (Leiter, 1996) should have the library providing a collection in an easily accessible manner. So, in summary, a library collection is defined as a mix of materials, which the library can also get on loan, delivered easily in different media that is vital to the community it serves and is determined by the needs of the user.

Libbie Mill Library (within the HCPL framework) does try to have a well developed and diversified collection. I think there are diverse needs within the community that Libbie Mill Library serves as evidenced by the fact that Libbie Mill Library is one of the closest libraries to Henrico County’s border to Richmond City. Richmond City residents face a great deal of challenges in comparison to the other areas of service, such as lower income (U.S. Census Bureau, n.d.), greater poverty (U.S. Census Bureau, n.d.), greater school dropout rates (Virginia Department of Education, n.d.), lower rates of homeownership (U.S. Census Bureau, n.d.), less access to broadband (U.S. Census Bureau, n.d.), lower computer ownership rates (U.S. Census Bureau, n.d.), and due to poverty, a 100% rate for free/reduced meals in schools (Virginia Department of Education, n.d.). Yet Libbie Mill Library also sits in the middle of a development, Libbie Mill Midtown, where both median housing values for the newly built townhomes and condominiums and median rents for apartments in Libbie Mill Midtown are more expensive than the median housing values and rents in Henrico County and Richmond City (Gumenick, 2021) (U.S. Census Bureau, n.d.).

Due to its proximity to Richmond City, presence on the bus route, and offerings of computer use, Wi-fi, and low-cost printing, Libbie Mill Library serves some underserved populations, but requirements of identification and addresses for its services (to get a library card) maybe problematic to those in abject poverty and those without permanent housing. There is not a large percentage of Hispanic/Latino (U.S. Census Bureau, n.d.) but they are some of the most at-risk students for dropping out of public school (Virginia Department of Education, n.d.). The other groups most at risk for dropping out in all three areas primarily served by HCPL are disabled students and non-English learners (Virginia Department of Education, n.d.). Henrico County has the greatest population of the areas served of those who speak a language other than English at home and the second highest concentration of Hispanic/Latino (U.S. Census Bureau, n.d.).

I think the analysis shows that HCPL (and Libbie Mill Library) does offer diversity in its collections as seen in the random sampling of the beginning readers but can do better to serve both the Richmond City residents and the non-native English-speaking population that face challenges and might be helped with using HCPL. The offering of hot spots is a great start to serving those populations as well. HCPL does need to offer more diversity in its collections as seen by the content mapping analysis on job interviews and on learning English. There were not a lot of different mediums for those topics. Considering the unemployment rates in Henrico were the highest among the three counties looked at, job resources should be offered at greater rates than what was found. But Libbie Mill Library must also look to the area around it as well and serve that population, which does have different needs than the underserved. It will be a balancing act to meet the needs of both of those populations in the collections. However, I feel serving those with the greatest challenges might be the best route for Libbie Mill Library to take.

**Collection Plan: Targeted Areas**

In a collection plan, I will target these areas:

* Ebooks/eaudiobooks-strengthen the collection in those areas. Provide more listings on subject areas that benefit the communities that Libbie Mill Library serves. This would involve making sure subject areas on job resources and those for non-English speakers would be fleshed out. Make ebooks/eaudiobooks easier to find in the catalog and streamline the way to get from a listing in the catalog to provide the resource (which is in the works for HCPL, a new catalog debuts March 22, 2022, which will show ebooks and eaudiobooks and have a link to borrow them from the apps (HCPL, 2022)).
* Diversity in children’s and adult books-provide more titles in the beginning reader and easy section with diverse populations featured in them. Also, have more in the collection for those learning English as a second language and diversify adult offerings to that population.
* New Readers-the catalog listings for these have not created new resources since 2018. If they are still being produced, increase the collection. Look at circulation statistics and find easier ways for patrons to find them in the catalog.
* Offer more hotspots and find the resources to offer laptops for check out.

**Summary**

Libbie Mill Library serves diverse populations from the areas surrounding it to the nearby city that it also serves. This diversity requires a balancing act in the collection. There needs to be more offerings for those at-risk populations like Hispanic/Latinos and non-native English speakers starting at a young age. Targeting ebooks/eaudiobooks and beginning readers for more diverse offerings, offering more New Readers, and more hotspots and offer laptops to be checked out will help those underserved populations.

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