Collection Plan

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LIBS 658 Knowledge Resources: Planning, Selecting & Managing Collections

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Introduction

Samuels Public Library is a community library serving Warren County, Virginia. The library has one location in the county seat, Front Royal. The library serves thousands of patrons with an online and hard copy collection, programming, administrative services, meeting space and online resources. The library has 26 employees and 65 volunteers to provide these services. Its collection holds over 100,000 of items both in print and electronic form.

This environmental scan includes a review of the community, review of the library, content mapping and random sampling. Community demographics, community resources and schools were part of the community review. Areas of note were the schools testing scores, increase in senior population, population without access to internet and/or computers and travel time to work for community members. The library review looked at location, staffing, resources, technology and usage. Home school and job search were the areas reviewed for the collection mapping. The mapping found that while resources were available, the majority were published at least 5 years ago and were only available in print. More current and electronic sources might better serve library patrons. The random sampling completed in the nonfiction medical information section explored how current the books were based on their copyright date. This section of the library could be beneficial to the senior population or with individuals struggling with disease was found to not have many available current resources.

Areas of Focus

First, area is to increase accessibility to collection through operating hours expansion and technology options. The current operating hours may not be meeting the needs of

community members including work commuters and college students. An increase in technology including hotspots and laptops would be beneficial to people in the community that do not have access to internet and/or a home computer.

Second, the library lacks a comprehensive collection development and challenged materials policy. The library currently has no section of a policy for challenged materials. The library's collection development policy does not offer specific information to ensure that a collection is evaluated, weeded out and maintained to meet the library's mission and to serve the community.

Lastly, to expand collections in areas that are of interest to the community such as homeschool and job search with electronic resources. These two subjects are based off of areas of interest on the library's website. However, after performing a collection mapping, it was determined that many of the sources related to the topic were outdated and had limited availability. The concentration of improvement of the collection focused on sources that are more current as well as expanding the electronic collection.

Other areas of focus for the future are to update materials and expand collection areas that are popular with the senior population. While the increase in senior populations in the area, is an important consideration of library resources, more research and development need to go into the implementation. Since this is such a large area with potentially extensive budgetary implications, it should be considered as a factor in the strategic plan.

Additionally, collaboration between the library and the public school system needs to improve with the goal of helping the schools meet testing requirements. The collaboration will

be evaluated when the COVID-19 transmission rates decrease and schools allow for more outside participation.

The mission is "Samuels Public Library brings people, information, and ideas together to enrich lives and build community. The three areas meet this mission statement by increasing access, broadening information and ensuring community needs are met. The increase in hours and technology will allow more access to the library and its information. These changes will benefit both the current patrons and those that the library does not currently serve. Patrons will have more access to computers, space, print materials and staff expertise. A more detailed policy on selection development will help align community needs and the library's mission in how the library creates and maintains its collection. Adding electronic resources to areas of interest to the community will expand the availability of resources. Patrons will be able to utilize these sources through the library's website any time of the day.

Literature Review

Accessibility

A library provides a service to the community and with any organization that provides a service, hours of operation are important to meet the needs of the customers. Libraries need to determine the hours of service that meets their community. In Warren County, the mean travel time to work is 37.6 minutes (United States Census Bureau, n.d.). Residents are spending a lot of time outside of the county and may not be able to utilize the library during its current hours of operation.

Library hours allow access to technology, resources and space. If patrons are unable to come into the library than it limits the usability of the library. One study found that the main

reason for a library to have extended hours is because patrons were unable to come during the day (Mariano & Janio, 2018, p. 98). A few main factors contribute to the patrons being unable to use the library during typical hours. The majority of these individuals mentioned school and work as major sources for this need (Mariano & Janio, 2018, p. 105). The library's availability was found to be very important to individuals surveyed. The majority of individuals when asked found the library's hours to be extremely significant and none of the survey respondents rated the issue unimportant (Mariano & Janio, 2018, p. 98). Individuals that use libraries to meet, study, look for jobs, and research heavily rely on the library. A study found that 78% of people said that decreasing operating hours of the library would have an impact on their life (McCahill, Birdi, & Jones, 2020, p. 44). Another avenue of access for clients is technology. In Warren County, 20% of individuals do not have access to the internet and 12% do not have laptops (United States Census Bureau, n.d.). Technology access can be a critical tool for many individuals. A study found technology can ensure "that children and adolescents have equitable access to health care and education, both of which are critical during and after the COVID-19 pandemic" (Graves, Abshire, Solmaz, & Mackelprang, 2021, p. 261).

Collection Development Policy

Libraries have a collection development policy to help govern and identify how libraries should operate to meet their mission related to their collection. According to the American Library Association, a collection development policy should "be a blend of general, specific, and technical to enable library staff to select materials in all subject areas and formats" (American Library Association, 2017). The Samuels Public Library policy lacks the specific and technical information in their collection development policy. Little information is included on weeding and the selection process. In addition, there is no information regarding the formats

nor a challenged materials section.   A policy that is well developed would help library "create a collection that serves the community and makes the best use of their resources. (American Library Association, 2017).   To align the library's mission and the purpose of the collection development policy more detail should be included.   The policy can be referred to and utilized by staff when making collection decisions. Another purpose of the policy is to evaluate the usage the content and formatting of the collection (Vickery, 2004, p. 338).   This evaluation piece of the collection process is not detailed for the Samuels Public Library's collection development policy.

Community Interest Areas: Job Search and Homeschool e-resources

E-resources have made resources more accessible to the library's patrons. Audiobooks, e-books and databases are available for any person with internet access and a computer or tablet. In fact, e-resources "are occupying a significant portion of the global literature" (Kenchakkanavar, 2014, p. 99). And the reasoning behind this, is the fact that e-resources offer many benefits to the patrons. Along with 24/7 accessibility, e-resources offer full-text searching, virtual reference services, and just-in-time content, meaning no waits for shipping, etc. (Polanka, 2011, p. 14). These benefits all make it easier for the user that is checking out an e-resource.   All of these features of e-resources would be useful for the non-fiction books regarding job search and home school.   Full-text searching and virtual reference services allow the user to find specific information of the books in the e-books more efficiently than in a print version. And just-in-time content will mean the library can get the most up-to-date resources in subjects.   Other benefits of e-resources over the print version that will advantageous for nonfiction books also exist.   E-resources can also reach multiple patrons at a time and can be easy to find and access (Kenchakkanavar, 2014, p. 99). Multiple people can

check out an e-book at the same time which can be a critical value with a popular subject area or community with a widespread need.   Additionally, popular subject areas should be easy to find and access which e-books both allow.

Plan & Selection Review

Accessibility of Library Facility and Technology:

Voqal Mobile Citizen Wi-Fi Hotspots

Mobile hotspots by Mobile Citizen provide Wi-Fi hotspots to places that do not have internet access. Wi-Fi hotspots are the current option for internet accessibility without a household connection to the internet.   Mobile Citizen is part of the Voqal company has been in business for over 30 years. The company is working with T-Mobile who specializes in wireless access to make this service available. The devices offer 4G internet would be beneficial for anyone needing internet access at home but does not currently have the service.   The hotspots would work in rural areas where another internet service may not be available.   Wi-fi hotspots include instructions to ensure users are able to turn them on and connect with the internet. Anyone from adolescence to senior citizen would be able to operate a hotspot without previous experience.

Dell XPS 13 Laptop

The Dell XPS 13 laptop provides internet and Microsoft Office applications in a mobile device. Dell Technologies makes the Dell XPS 13 Laptop. It is one of the newest laptops by Dell.   Dell Technologies has over 30 years' experience making computers. This laptop is a PC Magazine Editors' Choice and the Best Product by Digital Trends. The laptop would be

beneficial for anyone that did not have a home computer but needed or wanted to use one. Laptops are usable for anyone with previous computer experience or for someone who has never used a computer. Instructions are available for use.

Increase in e-Resources for Community Initiatives' Homeschool and Job Search

   Homeschool: *Home Learning Year by Year* by Rebecca Rupp, e-book is a book about homeschool curriculum. The book published in 2020 is the latest version offering an update with new methods and reading guides. This book offers curriculum that would be relevant to someone interested in homeschooling children from pre-K to 12th grade.   The author homeschooled her own children as well as has written articles, books and a blog contribute to her experience on the subject. The book would be appropriate for individuals who currently homeschool students or are interested in learning more about what is involved in homeschooling.

   Job Search: *Get Hired Now*! *How to Accelerate Your Job Search, Stand Out and Land Your Next Great Opportunity* by Ian Siegel, e-book is a nonfiction book to help individuals be hired. The book was recently published in March 2021 and is already a Wall Street Journal Best Seller.   The book written by the ZipRecruiter founder and CEO who utilized his professional experience at ZipRecruiter to formulate the information in this book.   The book uses the author's experience and data to provide practical application of resume building, job searching, interviewing and negotiating. The book would be suitable reading for anyone looking for a job, thinking about getting a new job and for a high school or college graduate.

Goal	Year 1 Action	Year 2 Action	Year 3 Action
Increase accessibility to collection through operating hours expansion and technology options.	Review and revise staff schedule to see how hours can be expanded. Plan budget for potential increase in part-time staffing to fulfill hours. Begin expansion of hours adding 2-3 extra hours during week. Add number of laptops and hotspots. Increase checkout times for laptops and hotspots after purchase. Promote added hours and technology with local media, social media and through website. Create campaign for new library cards in align with these changes.	Review and revise staff schedule to see how hours on Sunday can be added. Add number of laptops and hotspots if usage has shown increase. Promote added hours with local media, social media and through website. Add hours on Sunday.	Evaluate new hours by data of when people check out books, increase in patrons and individuals present during those hours. Evaluate technology by usage. Change hours as needed.
Provide a more detailed collection development policy.	Review samples of collection policy. Get feedback from sources (other libraries, staff, community, board).	Update collection development policy Get board approval. Educate staff on new policy. Set goals for	Review policy and current library practices. Utilize library collection usage data to evaluate practices effectiveness.

		each section of library to align with policy. Follow up with staff quarterly to ensure goals are being met. Add policy to website.	Solicit feedback and review ALA's information on subject. Make changes if necessary.
Expand collections in areas that are of interest to the community such as homeschool and areas of community need such as job search.	Find and review new collection materials. Budget for purchase of new resources.	Purchase new resources. Promote resources through social media, newsletter and on website.	Use resource data to determine usage of information.

Conclusion

Samuels Public Library, being the only library in Warren County provides a significant service to the community.   This environmental scan found areas that will help improve the library's service and assist the library in achieving its mission which is that the library "brings people, information, and ideas together to enrich lives and build community" (Samuels Public Library, n.d.).   These areas of improvement will expand access, increase the electronic collection and expand resources for its patrons. The revision of the collection development policy will be all-encompassing to help the library connect its collection with its mission. These improvements also have the ability to open the library to a new group of individuals that may have not found the library to be accessible or beneficial in the past. After all, a library and its collection are only good if it is used (Kenchakkanavar, 2014). With all the benefits that e-resources like e-books provide it is imperative that libraries evaluate collections to determine how to include e-resources.

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