

Berkeley Public Library Collection Management Plan

Executive Summary

The Library's collection management plan is a living document intended to change as the Library identifies new strategies and opportunities to better serve the Berkeley community. The plan was written by the Library's Collection Management Planning Team comprised of Library staff across many divisions and classifications, and approved by the Library's senior management. It represents significant collaborative effort across units, classifications, and divisions.

The plan fulfills a requirement set forth by the Library's Collection Management Policy. That policy requires the Library to develop and maintain a collection management plan that "...details the role of staff, strategies for collaborative decision making, selection guidelines, deselection criteria, and other operational elements, procedures, and practices related to collections and fulfillment of this policy."

The following plan includes each of these elements. It is both descriptive and aspirational; it simultaneously describes current practices and beckons the Library to improve practices so it can be more responsive to the community. Furthermore, it ensures that practices are transparent and understandable.

The heart and soul of the Library's collection management work is the selection and deselection of materials. Our collections are not static; they are ever-changing. The Library's collections have, indeed, evolved quite significantly since the Library opened in 1893. At one time, the children's collections were a very small percentage of offerings; now the children's collections comprise a significant portion of our facilities' floorplans; in 2018 more children's books than adult books were checked out. At one time there was no distinct teen collection; teens simply were not perceived as a distinct group of library patrons. Now our teen materials are extremely popular and we offer dedicated shelves for titles sought by teen patrons. At one time there was no collection of eBooks and other downloadable materials; now the Library provides access to tens of thousands of eBooks, eAudiobooks and streaming media titles through its website.

The Library's collection remains the Library's most vital community resource. Each year, the Library budgets more than a million dollars to purchase new materials sought by our patrons. The 2018/19 collections budget is the Library's highest ever, at \$1.75 million. How do we decide what to order? With over 300,000 book titles published by American publishers annually, this is no easy task. How do we make sure we can fit all of the new items into our facilities and that we do so in such a way that community members can easily find the titles they want?

One of the most challenging and difficult to explain elements of the Library's collections is that librarians regularly remove items from the collection, in part to make room for the newer titles. How do they decide what is removed? What are their goals? Why does the Library deselect materials?

The following document provides answers to these questions.

A vital element to the collection management plan is a description of how the Library analyzes past use of the collections to make decisions about allocation of monies for future resource selection. Collection management is a continuous and simultaneous cycle that consists of analysis of past use, resource allocation to fulfill expected community interests, selection of new titles, and deselection of a small percentage of older items. Professional staff continuously engage in each of these elements of the work.

The Library selects materials in a collaborative manner incorporating the input and work of many librarians and supervisors assigned a broad array of roles and who use a wide range of professional resources to guide selection. The plan describes methods and resources used, and staff roles.

Deselection of materials is done carefully based upon criteria set forth in the plan. Appropriate Library staff-members familiar with these criteria review and evaluate items prior to withdrawing items from the collection. The plan describes the criteria used for each area of the collection and resources used by such staff when doing so. Through careful and continuous deselection, the Library is able to meet the community's expressed needs for an engaging, up-to-date, attractive, and accessible collection that fits into our facilities.

Additionally, the plan describes the Library's commitment to improvement of the user experience of the Library's collections, based not only upon past use of collections, but also on staff observations of patron use of the Library's resources and the direct input of the community. Perhaps the most important feature of the plan is that it is the result of significant input from community members. In 2017, over 4,200 community members participated in a survey designed to allow the Library to learn the interests of patrons and incorporate those interests into our collection management practices. Participants provided plenty of ideas, many of which informed the following strategic initiatives intended to improve patrons' experience of Library collections, and which are described in detail in the Plan. They are:

- Supporting patrons' interest in accessing high-interest new materials
- Building collections that better reflect the current interests of patrons
- Enhancing patron browsing experiences across all facilities
- Supporting patrons' interest in accessing in-demand reading material published in years past
- Supporting patrons' interest in accessing a greater breadth of audiobook content
- Supporting patrons' interest in accessing a greater breadth of movie content

For each of these initiatives, the plan describes specific strategies and operational assignments. As we perform additional surveys, these initiatives and specific strategies will be updated.

And finally, the plan expresses the Library's commitment to collections that serve the diverse interests and backgrounds of community members. Berkeley's diversity is its strength and the Library is committed to providing collections that reflect a broad array of community members' experiences. The plan includes operational details related to fulfillment of the Library's commitment to meeting the informational, cultural, and recreational needs of the City of Berkeley's diverse community.

Thank you,

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Contents

Executive Summary.....	1
Purpose of the Collection Management Plan.....	7
Initiatives to Improve Patron Experience of BPL Collections.....	8
Supporting patrons’ interest in accessing high interest new materials	9
Building collections that better reflect the current interests of patrons	9
Enhancing patron browsing experiences across all facilities.....	10
Supporting patrons’ interest in accessing in-demand reading material published in years past.....	10
Supporting patrons’ interest in accessing a greater breadth of audiobook content	11
Supporting patrons’ interest in accessing a greater breadth of movie content.....	11
Life Cycle of Collections: Selection and Deselection.....	12
General Selection Criteria	12
Self-Published Materials	12
General Deselection Criteria.....	13
Annual Allocation of Funds	14
Selection of Resources.....	15
Identification and ordering of newly published materials.....	15
Replacements and adds	16
Refreshing collections	16
Suggestions for purchase	16
High demand materials.....	17
Lucky Day materials	17
Standing orders	17
New collection opportunities.....	17
Deselection of Materials	18
Responsibilities:	19
Collections and Diversity, a Commitment.....	21
Scope Notes	22
Children’s Collection	22
Board Books	22
Picture Books	22
Early Readers	23

Fiction.....	23
Graphic Novels	23
Nonfiction	23
Magazines	24
Media	24
Teen Collection	25
Fiction.....	25
Nonfiction	25
Magazines	25
Adult Nonfiction.....	27
Adult Nonfiction 000s	27
Adult Nonfiction 100s	27
Adult Nonfiction 200s	28
Adult Nonfiction 300s	28
Adult Nonfiction 400s	29
Adult Nonfiction 500s	29
Adult Nonfiction 600s	29
Adult Nonfiction 700s	30
Adult Nonfiction 800s	31
Adult Nonfiction 900s	31
Adult Fiction.....	33
Media	33
Films	33
Audiobooks	34
Music.....	34
Non-Circulating Collections.....	35
Reference Books	35
Government Documents and Environmental Impact Reports	35
Berkeley History Collection.....	35
Materials in Storage	37
E-Resources.....	37
Tool Lending Library.....	38
International Languages	38

Large Type Materials.....	39
Floating Collections.....	40
Magazines and Newspapers	41
Link+	41
Gifts/Donations.....	42
Appendix 1: Collection Management Policy	Error! Bookmark not defined.
.....	Error! Bookmark not defined.
Appendix 2: User Experience of Collections	43
Discovery.....	43
Accessibility.....	43
Usability	44
How Patrons Use Collections	44
Community Interests	44
Appendix 3: Patron Request for Reconsideration of Library Materials.....	Error! Bookmark not defined.

Purpose of the Collection Management Plan

Berkeley Public Library (BPL) is committed to developing a collection that meets the informational, cultural, and recreational needs of the City of Berkeley's diverse community. To accomplish this, the Library allocates a portion of its annual operating budget to purchase materials for its collections: new books, eBooks, DVDs, audiobooks, magazines, and so on. The Library's collections are intended to support the reading interests of the community; to provide access to media in up-to-date formats; and to support lifelong learning and cultural enrichment for all ages by offering current and accurate content. We serve a diverse community and work to provide a balanced collection which meets a wide variety of needs.

The Collection Management Policy (Board of Library Trustees approved 4/19/17, see Appendix 1) calls for the Library to provide access to a collection that is relevant, engaging, and appealing. In support of this goal, the Collection Management plan provides a comprehensive and flexible guide that informs and supports staff's collection management work, and clarifies how collection decisions are made. The plan presents an overarching description of what kind of content BPL will provide and how materials are selected, maintained, organized, and, when appropriate, removed. The plan details the role of staff; strategies for collaborative decision-making; selection guidelines; deselection criteria; and other operational elements, procedures, and practices related to collections and implementation of the Collection Management policy.

The Collection Management plan was primarily created by the Collection Management Planning Team comprised of staff from a wide variety of Library units. The team met regularly over the course of fiscal year 2018 to discuss vision, roles, sustainability, and structure of the plan. Team members solicited, reviewed, and discussed public library collection plans/policies for best practices and ideas, and reviewed professional literature for guidance. Team members elicited feedback on BPL's collection from staff at unit meetings and one on one. A public survey was conducted to solicit ideas and feedback from the community about community needs and interests. Over 4,200 BPL patrons participated in the survey, held in June-July, 2017. Information learned from the survey process was particularly integral for development of the area of the plan called *Initiatives to Improve Patron Experience of BPL Collections*. Finally, staff focus groups were held with selected staff who provided vital feedback that was integrated into the document.

About Berkeley Public Library and Our Community

Berkeley Public Library has served our community since 1893, and is one of the most heavily used public libraries in California. We provide collections and services for a population of more than 121,000 residents (U.S. Census estimate, 2016) as well as for residents in surrounding communities who have obtained BPL Library cards. In both 2016 and 2017, Library Journal identified Berkeley Public Library as a "Four-Star Library" based mainly upon strong community use of Library collections, with particular emphasis upon BPL patrons' use of electronic collections of eBooks and eAudiobooks.

The Central Library, located in downtown Berkeley, four recently renovated or rebuilt branches, and a collection of electronic resources support the Library's mission by providing access to broad content in a wide variety of formats and levels and representing a wide range of viewpoints and perspectives. BPL's physical collection is a single, community-driven collection dispersed across these five locations to

enable access for all Berkeley residents, and is augmented by our participation in an interlibrary resource-sharing consortium (Link+) comprised of public, academic and special libraries throughout California and Nevada. Additionally, neighboring libraries at the University of California, Berkeley offer a high level of onsite academic research support and resources to students, faculty, and California residents.

Berkeley Public Library serves a diverse community, and its collections are designed to serve and reflect this diversity. Due to the large shares of college students and working-age population, Berkeley is relatively young, with a median age of 31 compared with 35 statewide. Nonfamily households account for 59% of all households in Berkeley, a figure much higher than the statewide rate of 31%. In general, educational attainment in Berkeley is substantially higher than in the state. In Berkeley, two thirds of adults have at least a Bachelor's degree compared with less than a third statewide. Furthermore, only 6% of individuals did not graduate from high school compared with 20% in California as a whole. 20.3% of Berkeley residents are foreign-born and 23% speak one other language in addition to English. 4% are linguistically isolated. (U.S. Census, 2010). Berkeley's unhoused population is estimated at 1,000 (EveryOne Home estimate, 2017).

Berkeley Public Library patrons expect and appreciate a balanced collection which meets their entertainment and educational needs and interests. We serve a community that is curious about new scientific advances, eager to participate in cultural trends, and expressive about its interest in access to high-quality formats and resources. The generally high level of educational attainment means that many of our patrons seek a relatively deep collection while also expecting access to new materials by authors mentioned in such publications as *The New York Times Book Review* or *The New York Review of Books*. BPL patrons often desire titles by authors recently interviewed on *National Public Radio* and other media sources.

The list of the most popular digital magazines at BPL consistently includes *The New Yorker*, *The Economist*, *US Weekly* and *Martha Stewart Living*. Adult fiction authors whose books are regularly checked out include Haruki Murakami, Ann Patchett, Stephen King, Margaret Atwood, and John Grisham, among *many* others. There are BPL patrons who spend hours browsing at their local branch; patrons who run in after work to grab their holds and a newly published book or DVD; and equally passionate patrons who never step foot into a physical library and, instead, use the Library's digital media and research collections to meet their needs. Because of this range and diversity of interests and access points, BPL strives to provide a collection that is varied, responsive, and engaging.

Initiatives to Improve Patron Experience of BPL Collections

The strategies below are designed to strengthen and improve the patron experience of Library collections at BPL over the next two to three years (FY 2018-2020). They are informed by staff analysis of qualitative information derived from a Collections Survey of over 4,200 patrons held in June of 2017, along with quantitative analysis of usage trends at BPL from 2016 to 2017. To facilitate much of these strategies, the Library needs to carefully reinvest in some collection areas, and must allocate additional monies to the Library's collections.

Supporting patrons' interest in accessing high interest new materials

Newly published books and media generate a large percentage of patron check-outs. There is a direct correlation between recent publishing date and patron interest; patrons especially want to read books that have been recently published and that are being reviewed and discussed locally and nationally. This includes both popular interest and more specialized kinds of materials. Wait lists regularly remain high for a large percentage of new books, often as the result of interest generated by press and/or author interviews. Use of new eBooks via Overdrive is high and licensing costs for individual titles are expensive; this can result in long wait lists for new eBooks. The Library purchases additional copies of materials when holds lists are high, although the rate of doing so is limited by budgetary constraints. Furthermore, patron interest in the Lucky Day collection is very strong. These are browsing collections of recently published, high demand titles. Unlike other new materials, holds cannot be placed on Lucky Day items. On the Collection Survey, patrons complained about lack of Lucky Day materials available at some of the branches and the Central Library, and expressed dislike for the restrictions on the number of Lucky Day items they can check out.

Suggested Strategies

- *Add to Lucky Day orders*
- *Increase the number of Lucky Day items patrons may check out from two to four*
- *Explore and implement effective marketing practices for new materials*
- *Decrease length of time patrons wait to receive materials with many holds by ordering more copies of titles with long holds lists and do so at a faster rate. Ratio for print materials was decreased from 5:1 to 4:1 during 2018.*

Building collections that better reflect the current interests of patrons

Community interests shift over time, and the Library must act upon changes in how community members use its collections. One way to do that is to observe the rate at which different kinds of collections check out, then devote greater resources to those collections our patrons are seeking. Simultaneously, the Library must assess why other collections are of lesser interest than previously. Are the materials appealing and up-to-date? Are the materials people want hard to find because materials of low interest are crowding the shelves? Are there publishing trends we have missed? Are there new formats, authors, genres, or publishers whose works we should emphasize but have yet to identify? The complexity of such questions means that the Library must ensure that staff with expertise in collection areas continuously develop and share their knowledge throughout the Library; that the Library must flexibly reallocate funds to effectively meet current interests; and that staff should be trained to utilize tools that help them understand how patrons are using collections.

Suggested Strategies

- *Hold annual public collection survey to assess community interests and experience of BPL collections*
- *Engage Librarians in qualitative and quantitative analysis of collection use; ensure adequate training and involvement in collection decisions; do so as efficiently as possible*
- *Assign frontline staff, under the guidance of Supervising Librarians and the Senior Librarian for Collections Services, to refresh key collections areas based upon patron interests and usage*
- *Identify highest use areas and allocate sufficient funds to grow these collections*

- *Identify low use collections and assign frontline staff to analyze for possible deselection the collections' out-of-date, superseded, worn, irrelevant, and/or inaccurate materials*
- *Staff participate in webinars and trainings regarding publishing, collection development, and/or collection management trends and practices*
- *Library identifies new trends and responsively pilots at least two new formats or collections to build, assigning frontline staff to market and develop the collections*
- *Enact improved methods for marketing collections as part of public programming projects and local partnerships*

Enhancing patron browsing experiences across all facilities

Patrons expressed an interest, in the Collections Survey, in improved physical accessibility, greater collection depth, and more diverse collections in general. Patrons consistently expressed disappointment in the physical condition of materials, describing stained books, scratched DVDs, and so on. Many patrons expressed an interest in the Library's Branch collections better reflecting their personal interests. However, the small physical size of the branches governs much of the ability for BPL to satisfy this interest. Furthermore, the Library must balance size of collections with the ability of all of our community to independently use that collection comfortably; materials that are tightly packed onto shelves and items that cannot be reached or seen make it difficult for many patrons to use the Library. However, there are ways in which the Library can improve patrons' knowledge of what is available in the overall BPL collection, and there are ways in which the Library can diversify the collections in general.

Suggested Strategies

- *Identify strategic opportunities to use floating collections to enhance and diversify patron browsing experience at branches*
- *Remove poor condition content and refresh collection with up to date content*
- *Incorporate shelving practices that enhance accessibility*
- *Assign staff to market hard-to-discover collections in varied ways, such as use of social media, email newsletters, thematic displays, and promotion at relevant library events*
- *Better utilize web and social tools to highlight current diversity of collections*
- *Identify ways to improve cataloging and classification methods to enable improved self-discovery of collections*

Supporting patrons' interest in accessing in-demand reading material published in years past

Besides an interest in newly published titles, patrons expect to be able to find examples of "key works," "classics," and/or "core titles" in the Library at a decent rate. Although it can sometimes be difficult to identify exactly what these kinds of materials consist of, we generally interpret this to mean titles published greater than five years ago *that continue to be read by our patrons and whose content is not out of date*. Often these are written by well-known, well-regarded authors. Although the Library replaces titles on an ad hoc basis, there is an interest in developing methods to effectively and efficiently sustain relatively deep collections for those collection areas that receive the greatest amount of use. The Library has the opportunity to identify, purchase, and make accessible publisher backlist materials while simultaneously removing and, in some cases, replacing items that are in poor condition.

Suggested Strategies

- *Ensure that annual budget allocations reflect use of collection areas to ensure that money is spent on in-demand materials*
- *Refresh fiction and nonfiction areas system-wide by supplementing with additional money*
- *Provide opportunities for staff to participate in identification and ongoing replacement of titles for which interest does not diminish greatly over time*
- *Replace high use practical works (such as crafts, computer guides, travel guides, exam guides, etc.) with up to date items that cover similar content in a way that reflects current use; simultaneously deselect titles that no longer reflect patron interests or needs.*
- *Promote Link+ to increase awareness of service*

Supporting patrons' interest in accessing a greater breadth of audiobook content

BPL patrons are seeking greater access to audiobooks in various formats. Audiobooks are currently offered to patrons in two ways: CD sets and as downloadable content from Overdrive and Hoopla. The current audiobook collection in Overdrive is relatively small, and, at any given time, about half of that content is checked out. As a result, patrons experience a limited range of available Overdrive audiobooks, and these are generally the older titles. Holds lists for Overdrive audiobooks remain long. Patrons clearly notice the small range of titles available; in the June 2017 Collections Survey, many patrons described the Overdrive Audiobook collection as small and limited in scope. Some patrons have discovered Hoopla's audiobook content and Hoopla use is growing. Because it uses a pay per use model, to enable greater access, the Library will need to invest additional money into Hoopla. Book on CD use currently remains stable and the collection needs to be sustained, removing older, worn-out and no longer of interest materials.

Suggested Strategies:

- *Add to Overdrive audiobook orders*
- *Supplement Hoopla allocations to enable use to grow*
- *Remove worn Book on CD materials that do not work and titles no longer of interest to patrons*
- *Add media access to Link+ service so that patrons can borrow Books on CD from other California Libraries*

Supporting patrons' interest in accessing a greater breadth of movie content

BPL patrons seek a diversity of movie content in various formats. Patrons who completed the Collections Survey showed an interest in diversification of the movie collection, and consistently expressed an interest in gaining greater access to popular, international, and independent films. Many patrons complained about the condition of the current DVD collections. The Blu-Ray format is extremely popular, and these are among the highest use materials in the collection. Some patrons expressed an interest in Kanopy, a company that works with libraries to enable streaming of a large collection of films that includes much popular, independent and educational content.

Suggested Strategies

- *Add to Blu-Ray orders*
- *Add to DVD orders, including core refreshments*
- *Remove older, worn materials that do not work*
- *Initiate Kanopy streaming video service*

- *Add media access to Link+ service so that patrons can borrow movies from other California Libraries*

Life Cycle of Collections: Selection and Deselection

General Selection Criteria

Library staff evaluate and select materials and resources for the collection by using a variety of collection tools, knowledge of community trends, and through ongoing examination of quantitative and qualitative data.

Numerous criteria are used in the selection process, including, but not limited to:

- Community demand and interest;
- Currency and relevance of content;
- Usefulness and endurance of an item's format;
- Reviews in professional publications*, magazines, newspapers, blogs and other media;
- Relationship to existing materials in collection;
- Accuracy and depth of content;
- Cost and availability;
- Reputation and authority of author, artist, producer, or publisher;
- Local interest (subject, author, publisher);
- Diversity of viewpoints and cultural perspectives.

The general criteria listed above apply to *all age levels and formats*. Scope notes (see below) for each collection provide selection criteria above and beyond these general criteria.

Gifts, purchases, physical materials, and electronic resources are selected for the collection using the same criteria. The Library welcomes community input to support selection decisions through suggestions for purchase. All suggestions are subject to the same selection criteria as other materials and are not automatically added to the collection. Budget and space restrictions, as well as local needs, preclude the Library from duplicating specialized collections that exist elsewhere in the greater Bay Area. Textbooks are generally not collected.

*Professional publications are standard review sources written for the public library market and include, but are not limited to, such periodicals as *Booklist*, *Horn Book*, *Publishers Weekly*, *Kirkus Reviews*, *Library Journal*, and *School Library Journal*.

Self-Published Materials

Self-published and vanity press materials are subject to the same guidelines set in the general selection criteria. Due to the prevalence of self-publishing, reputable review sources are critical to the assessment process; lack of a review is weighed heavily. Because self-published materials often require original cataloging, there are significant costs associated with adding such materials into the collection. Each of these factors affects the outcome of staff assessment of self-published materials.

Self-published materials will only be purchased from existing library vendors, including Baker & Taylor, Ingram, Amazon, and select local bookstores. The Library does not purchase materials directly from authors or from other websites.

General Deselection Criteria

Library staff, using available collection tools and knowledge of community trends, and through ongoing examination of quantitative and qualitative data about the materials in the Library's collections, regularly evaluate and identify Library materials to remove from the collection. This process is called deselection.

Goals of deselection include the following:

- Ensuring satisfying reading, viewing, and listening experiences
- Ensuring high quality browsing experiences
- Ensuring accuracy of information
- Ensuring that materials reflect the current interests of patrons

Numerous criteria are used in the deselection process, including, but not limited to, the following:

- Item condition. Examples include the following:
 - Liquid damage and stains
 - Torn, missing, or mutilated pages
 - Writing, underlining, or highlighted text
 - Broken binding
 - Odors
 - Worn or scratched surface of discs
- Relevancy of content
- Timeliness of content
- Redundancy of content
- Patron interest
- Whether a newer edition is owned
- Format relevancy
- Ease of availability elsewhere

The general criteria listed above apply to *all age levels and formats*. Scope notes (see below) for each collection provide deselection criteria above and beyond these general criteria.

In addition to the general criteria and the information in the scope notes, the Continuous Review and Evaluation manual (CREW Manual, available at <https://www.tsl.texas.gov/sites/default/files/public/tslac/ld/ld/pubs/crew/crewmeth12.pdf>) provides guidance for staff who evaluate and review materials. However, no item is automatically deselected due to its presence on a review list or because the CREW manual recommends deselection; appropriate Library staff evaluate each item and make deselection decisions on a case by case basis.

Floating materials are treated in the same manner as other materials in the evaluation process.

Annual Allocation of Funds

The Library Director presents a biannual budget to the Board of Library Trustees that includes a request for a collections budget. Once that budget is approved, the Collections Coordinator will use qualitative information (from patron surveys, staff surveys, benchmarking with other successful public libraries, and so on), and quantitative data (usage trends) to propose materials allocations for each selection area, format, standing orders area, e-resource, and the like. This proposal is reviewed by the Library Services Manager overseeing collection development and appropriate members of the Library Management Team, for review and approval of the Library Director.

Selection of Resources

As described throughout this document, the Library strives to provide collections that reflect a wide range of patron interests. Materials selection is a collaborative process that encompasses a number of organizational practices and staff assignments. The Library balances efficacy of staff assignments with a number of other principles, including ensuring diversity of roles and perspectives; procedural efficiency; and reduction of redundancy of effort.

The annual allocation of funds, as shaped by collection analysis and community input, is the key work that helps define the scope of staff roles. Funding decisions greatly impact the range of assignments. For example, the strategic decision to refresh a particular collection area one year could require different staff assignments than in previous years, depending upon the collection areas identified, the amount of funds allocated to that area, and staff levels of awareness of the collections in question.

The following are BPL selection practices:

- Identification and ordering of newly published materials
- Selection of replacement items on a case by case basis due to identified ongoing demand, damage to owned items, etc.
- Identification of collection areas to strategically refresh and selection of titles from collection development lists to reinvigorate these selected areas
- Review of staff and community suggestions for purchase
- Selection of additional copies of high demand materials for which many patrons have placed holds
- Identification of high demand materials for the Lucky Day collections
- Development of standing orders--generally series titles received on a scheduled basis, i.e. annually, quarterly, etc.
- Assessment, identification, and selection of e-resource collections (i.e. ebook collections such as Safari or Hoopla, audiovisual collections such as Kanopy, or database collections)
- Identification of unsatisfied community needs for which building new collection areas would make strategic and operational sense

Identification and ordering of newly published materials

Selection of new materials is a collaborative process that requires the support of dedicated Collections staff along with the participation of librarians, supervisors, and managers. The majority of materials sought by BPL patrons are recently published titles. Due to the interest patrons express in such materials, new books are marketed prominently in a section marked “New” in each BPL facility, generally close to the front entrance.

Collections staff work closely with library-dedicated vendors such as Baker & Taylor or Ingram to develop monthly and/or quarterly custom lists of newly published materials that match the general and specific selection criteria described in the *General Selection Guidelines* and *Scope Notes* of this plan. Librarians may be assigned, with supervisor approval, the temporary role of *Selector* for any given collection area. *Selectors* are provided a system-wide annual budget for the area of the collection for which they are responsible. Using that budget, and incorporating the input of fellow Librarians (see *Suggestions for Purchase* below), each *Selector* chooses titles along with unit quantities for each location in the subject area for which they are assigned. As an element of the collaborative process, Collections

staff plays a key role vetting selections made by *Selectors*, providing training, sharing analytical information, giving critical feedback, and identifying growth opportunities. Supervisors and Managers have ultimate responsibility for identifying staff assignments and, with the support of the Collections Coordinator, shall play a key role ensuring that the work of *Selectors* matches the recommendations of this plan; is performed effectively and efficiently; and incorporates the Coordinator's recommendations. The Library strives to balance *Selector* opportunities with other vital tasks assigned to librarians, including programming, outreach, cross-functional teamwork, reference assignments, collection maintenance, and the like. Whereas frontline librarians are assigned this diversity of responsibilities, the Collections staff are primarily responsible for oversight of collections. As a result, Collections staff may be assigned a wide range of shifting *Selector* roles.

Replacements and adds

Although recently published materials constitute the bulk of what patrons seek and check out, patrons also seek access to a range of materials published in past years. Over time, and with high use, Library materials show a high degree of wear and/or may go missing. Librarians regularly identify in-demand titles for which a replacement copy is warranted. When doing so, Librarians shall consider the timeliness and relevancy of the material covered; should consider the likelihood of sustained community interest; and shall use their best judgement in light of patron access to the Link+ collections. To facilitate this assignment, the Library provides dedicated Replacement/Add budgets for each branch and for the Central Library units to manage. These budgets are overseen by unit supervisors with the support of the Collections Coordinator. Librarians may be provided access to a prescribed set of vendor databases for this purpose.

Refreshing collections

Another way in which Librarians participate in selection of materials is via a formal collection refreshment process, in which units, and/or the Library as a whole, identify collection areas of potential need based upon analysis of past use. Identification of high circulating collections in which a large percentage of titles are checked out at any given time is engaging and productive work which allows the Library to strengthen collections based upon past success. In FY 2018, the Library piloted this practice and Librarians identified such things as the collections of core popular adult fiction, travel guides, picture books, and juvenile zoology books to deepen and refresh.

To facilitate this work in a sustainable way, the Library will annually identify specific collection areas to strengthen while simultaneously assigning staff to deselect materials that are in poor condition and may need replacement by new copies or newer materials that cover similar topics. Each branch and Central Library unit will receive an annual Refreshment budget and the Collections Coordinator will work with unit supervisors to develop a scope of need and timeline for the creation of selection lists. For increased efficiency and to deepen participation levels, the Coordinator may also request that librarians develop lists for distribution to other units.

Suggestions for purchase

Librarians may come across new titles not owned by the Library that are suggested by patrons or that they independently discover. Although it is inefficient for each librarian to reproduce the work of the *Selector* for any given collection area, judicious and strategic suggestions for purchase of new titles are welcome. Staff may do so by using the staff suggestion for purchase form. The Library receives many

suggestions for purchase from patrons. These are routed to the appropriate Selector for consideration using the same criteria used for other similar materials.

The Library offers a wide range of author programming for all ages. Librarians shall ensure that books by authors hosted by the library are part of the circulating collection in advance of programs.

High demand materials

New books, music, or movies often immediately attract the attention of a large number of patrons who want to simultaneously check out the title. When there are more patrons than items, such patrons are required to place an online hold in order to get in a hold queue. The Library purchases multiple copies of titles with many holds. Collections unit staff systematically identify such titles and are tasked with purchasing additional copies to satisfy ongoing demand. The Library generally orders additional copies when there are more than four (4) waiting patrons per copy of a given title in the physical collection. The cost per title for eBooks and eAudiobooks in Overdrive is substantially higher than for physical books, so the Library purchases additional copies when there are more than eight (8) waiting for an e-book or eAudiobook. The Library has a dedicated, if finite, budget to enable Collections staff to carefully do so.

Lucky Day materials

Along with a New Books section, the Library also has a collection of new materials called the Lucky Day collection. The Lucky Day collection consists of materials in high demand for which holds may *not* be placed. This browsing collection allows anyone to serendipitously come across very popular and timely materials at each facility. Lucky Day collections, like New books, are displayed prominently to catalyze patron discovery. There is an annual allocation of funds to support this collection.

Standing orders

For titles that are annually published or that are part of popular series, the Library may use a process called a standing order in which the Library automatically receives new titles associated with selected series. Such materials may include travel guides; career and educational exam guides; legal self-help books; reference books; popular children's series titles; graphic novel series; and the like. On an annual basis, Collections staff will review the last year's standing orders, identifying new series to include or series to remove. Collections staff shall gather input from librarians and supervisors to support identification of such series. The Library will budget appropriately to enable staff to account for and purchase such materials. Upon arrival of new editions, Collections staff shall systematically withdraw copies of superseded editions.

New collection opportunities

The Library pays careful attention to how community interests transform, and shall expend significant efforts identifying needs not currently being satisfied.

Deselection of Materials

While selection of resources comprises the key work of collection development, effective collection management is a cyclical process that includes analysis of community needs, selection of materials based upon that analysis, and deselection of materials deemed to no longer meet the Library's collection guidelines.

Because of community interest in its collections, the Library employs consistent and transparent deselection practices across its facilities. Each branch and unit at the Central Library is expected to follow an annual schedule that is designed to allow librarians to evaluate collection items based upon clear criteria. In all cases, librarians evaluate and determine which items meet the deselection criteria described above:

Quarter One, July through September: Supervising Librarians are provided access to lists of materials that have circulated 55 or more times (100 or more for media). Librarians review and evaluate materials for poor condition and other deselection criteria, and are expected to consider refreshing areas of the collection strategically (see "Refreshing Collections" above) when evidence supports doing so. Supervising Librarians will, by July 1 annually, assign themselves or individual librarians to evaluate and review materials in each collection area (as defined in the Scope Notes). Supervisors may collaborate with circulation unit staff for the physical pulling of materials. Supervisors or managers of the circulation units will assign circulation staff the physical element of that work, if needed.

Quarter Two, October through December: Librarians are provided access to lists of print materials that have not circulated in three or more years and media that has not circulated in one or more years. Librarians assess items for deselection criteria. Staff should familiarize themselves with BPL's general deselection criteria, the CREW Manual, and the Scope Notes of this document for guidance when assessing individual areas of the collection. All Unit Supervisors will assign individual librarians to assess collection areas (as defined in the Scope Notes). Supervisors may request support for the physical pulling of materials from circulation supervisors or managers, who may assign circulation staff the physical elements of that work.

Quarter Three, January through March: Staff identify materials that are extraneous duplicates and evaluate these materials using the deselection criteria, considering the usefulness of the redundant materials. The Library often purchases multiple copies of works to satisfy demand within the first year of publication; when demand drops off, the duplicate copies should be evaluated. Circulation staff may be assigned to identify and pull duplicate materials for review and evaluation by librarians.

Quarter four, April through June: This time of year should be used to perform any of the above work that was not completed on schedule. Although walking the shelves to identify items in poor condition should be a regular and ongoing part of staff work, this time of year should be used for active and methodical removal of poor condition items that may not have appeared on high circulation lists earlier in the year. Furthermore, Collections staff should initiate analytical work designed to facilitate improved allocation of materials funds and jump-start the refreshment project for the next fiscal year. Deferred training should be identified for staff.

Although this is the suggested schedule, supervisors who would like to propose an amended or adjusted workflow are encouraged to do so. Proposed schedules must include all elements identified in the quarterly schedule.

Responsibilities:

Collections staff provide key support for the above tasks. Beyond providing the necessary lists for review by staff they do the following:

- Train staff on the contents of this collection management plan and deselection criteria described herein
- Train staff on using Collection HQ and other tools to identify successful ways to perform the above work
- May be assigned to perform any of the above work (as appropriate for their job classifications) if it cannot be performed in a timely manner by unit staff

Supervising Librarians are expected to ensure that each of the above tasks is performed according to schedule, and that the librarians they supervise are using appropriate tools and best practices to inform their best judgment when evaluating materials. Supervising Librarians shall identify training needs of their staff and will assign staff to receive ongoing training whether from Collections staff or via other sources. All Supervising Librarians will be expected to reassign evaluation and review areas on an annual basis to ensure diversity of perspective, balance the distribution of the deselection workload, and to enable librarians to broaden their scope of knowledge. Because each of our libraries is limited by its square footage and shelf space, Supervising Librarians must pay careful attention to performing the adequate level of deselection to maintain facility accessibility and comfortable browsing experiences.

Librarians are provided training on collection development practices through their MLIS professional program as well as ongoing training. Per the City of Berkeley Librarian job description, Librarians are expected to “provide professional assistance in selection of a wide range of library materials and in maintaining library collections.” This includes evaluation, deselection, and selection of materials. Deselection work should be performed in consideration of the user experience principles referred to below in this plan. BPL Librarians are expected to have a strong working knowledge of the CREW manual, the Library’s deselection criteria, and the Scope Notes in this document; as a result, they should be able to articulate to community stakeholders the value of the deselection process in the ecology of the Library’s collections.

Circulation and other paraprofessional support staff may be tasked with any of the *physical* elements of this work, such as finding and gathering materials from lists onto carts. Circulation staff for whom the assignment is appropriate may also be assigned the job of withdrawing from the catalog and proper discarding of those materials identified for deselection by librarians. Additionally, throughout the year, such staff may independently identify and deselect materials that are in poor and/or irreparable condition, in light of the Library’s Mending Guidelines (see appendix). In consideration of replacement needs, Collections staff are provided titles of materials thus deselected when appropriate.

All Staff shall be trained to identify materials in poor condition for evaluation by a staff member who is a librarian or above.

There is no need for assessment to be performed at an item’s owning branch; doing so is a waste of staff resources, as it adds to delivery and check-in burden. Evaluation work should be done on site and at point of contact with an item to the greatest extent possible.

Some materials can endanger the collection and should be deleted immediately by any staff member who comes across them. These include water-damaged materials, moldy books, and odiferous or stained materials.

Collections and Diversity, a Commitment

Berkeley Public Library is committed to enabling access to collections that reflect the cultural, ethnic, racial, religious, political, gender identity, and economic diversity of Berkeley residents. The Library is equally committed to equitable services and attracting patrons of all backgrounds to use its collections. The Library prioritizes the following:

- The identification and purchase of recently published materials that speak about and to the diversity of our community;
- The allocation of funds to serve that purpose;
- The identification of publishers and distributors that specialize in such materials;
- The maintenance of such collections by identifying and, through a staff-engaged refresh process, regularly replacing key titles with new, fresh, up-to-date editions (for example, books by bell hooks, James Baldwin, Gloria Anzaldúa, Armistead Maupin, Jacqueline Woodson, Maxine Hong Kingston, etc.);
- Consideration for purchase of cultural book award nominees and winners for prizes such as Lambda Literary Awards, Black Caucus ALA Literary Award, Asian/Pacific American Award for Literature, Arab American Book Award and more.
- The identification and assessment of materials with out-of-date cultural, religious, or racial representations.

Materials that represent or cover the experiences of minority ethnicities, religions, and cultures should be selected and deselected using the same standards as used for other materials, per the general selection and deselection guidelines, as well as via the scope notes below. All items in the collection should be assessed using the deselection guidelines, and staff should pay special attention to such things as out-of-date information or cultural representations, current community interests, and an item's condition. Due to the complexity of ethnicity and culture, and to ensure ease of access to all materials, the Library does not create stand-alone collections for the representation of individual cultures or ethnicities. Materials are consistently shelved via the genre classification (e.g. Mystery or Science Fiction) or Dewey Decimal number. Please also see *International Collections*.

Scope Notes

These scope notes provide selectors additional information about selection and deselection criteria for distinct collection areas beyond what is described above. For example, standard review sources are vital for all selection areas, and librarians use the CREW Manual as an important source guide when considering materials to deselect.

Children's Collection

Children's materials are selected to foster the joy of reading and to support developing literacy and learning. The collection appeals to children's interests, balancing cultural trends with materials that engage and support children's social, emotional, and educational development. Because a child's first experience with the public library is often the children's collections, the Library is committed to ensuring a positive and welcoming experience with these materials. To this end, we are committed to providing accurate, up-to-date, and engaging collections.

There are several unique formats of materials in the children's collection that are intended to support children's development and growth, including board books, picture books, varied audiovisual materials, and early readers.

Collections in the children's section are organized so that children can find things easily. The Library arranges children's sections in a consistent manner across all formats and locations. Specialized sections, outside of temporary displays, are discouraged.

As described above, the Library is committed "to enabling access to collections that reflect the cultural, ethnic, religious, political, gender, and economic diversity of Berkeley residents." The children's collection is developed and managed with this principle in mind.

The Library makes an effort to provide access to books that have recently received major children's book awards. In addition, selectors collaborate with BUSD staff for further insight into student needs.

Board Books

This collection consists of picture books printed on thick paperboard and intended primarily for babies and toddlers. These books generally present early learning concepts, such as colors, shapes, numbers, and emotions. Board books tend to be small to enable very young children to handle them easily. This collection includes books in various languages shelved together for easy access. Because the board books are heavily used, the collection requires ongoing refreshing.

Picture Books

Picture books are fiction titles with illustrations occupying as much or more space than the text. Illustrations are the emphasis, although texts may vary in complexity. Picture Books are generally tailored to children's interests and are often intended to be shared or read aloud. They are generally oversized and published in double-page spreads. Picture Books are a fundamental part of the Children's collection and satisfy a diversity of needs, from pre-literacy learning to more complex independent reading opportunities for young children.

Early Readers

These books support emerging readers through use of simple sentence structure and controlled vocabulary. Accompanying illustrations support reading comprehension. The brevity of these works helps new readers build self-confidence. Early Readers are usually smaller in size than picture books. The demand for Early Readers is indicated by high turnover rates, resulting in the need for continuous maintenance; the high use of Early Readers means the Library must refresh the collections annually. The collection includes both fiction and nonfiction titles, shelved in proximity to enable access.

Early readers are often published in series. The Library identifies popular series, both fiction and nonfiction, which we place on standing order to ensure we receive the titles in a consistent and timely manner.

Fiction

Juvenile Fiction includes mainly chapter books in a variety of fictional genres across a broad range of reading levels. Books in this collection are intended to present wide-ranging, inclusive perspectives, and appeal to the independent reading interests of children.

Picture books with more complex and extensive text may on rare occasions be cataloged as Juvenile Fiction. When in doubt, such materials shall be included among picture books.

The Library identifies popular fiction series, which we place on standing order to ensure we receive the titles in a consistent and timely manner.

Graphic Novels

Graphic novels are book-length narratives or collections of shorter, serialized fiction or nonfiction told through the medium of comics. Comics is an art form in which illustrations or images are presented in deliberate sequence to convey meaning and/or tell a story, frequently in combination with text. In addition to purchasing notable graphic novels covering a wide variety of genres and subjects, the Library identifies popular graphic novel series which we place on standing order to ensure we receive the titles in a consistent and timely manner.

Compilations of comic strips or cartoons that are syndicated in newspapers such as Garfield, Peanuts, and Calvin and Hobbes are currently cataloged in nonfiction.

Nonfiction

The Juvenile Nonfiction collection offers materials that explore the educational and informational interests of children. It includes materials for independent reading and materials intended to be read aloud. Popular topics include animals, astronomy, biographies, comics, earth sciences, and mythology. Currency of materials is vital, because children often cannot discern when materials are inaccurate or out of date. The Library is committed to providing up-to-date information, particularly about frequently changing areas such as technology, sciences, geography, and popular culture. Online resources, including the Britannica Library for Children, e-books, and children's database articles, complement print offerings.

Magazines

Popular and general informational magazines of interest to children supplement the book collection. Some titles are primarily used on a browsing basis. As more titles become available in digital format through Flipster and other services, usage of printed copies has generally decreased.

Media

This collection emphasizes popular feature movies and television shows for children. A much smaller collection of nonfiction movies includes documentaries on topics such as animals, as well as instructional films on topics such as learning languages. Kanopy and *hoopla* provide easy access to streaming media for children.

The library also maintains a collection of audiobooks and a small collection of music on CD.

Selection of Children's Materials:

Board books, picture books, readers, and graphic novels are all typically high-demand items that require consistent refreshing. Multiple copies of high-demand titles are purchased to meet immediate user needs and interests.

Beyond the review sources listed in the General Selection Criteria, useful online resources include No Flying, No Tights; Shelf Awareness; and several blogs affiliated with School Library Journal.

Deselection of Children's Materials

Use CREW Guidelines as a *starting point* for evaluating materials. Children's collections should be kept current as social values and cultural trends change. Library staff should be particularly conscious of materials that contain stereotyped imagery and normalized biases related to gender, race, sexual orientation, and/or disability. Out-of-date imagery in children's books detracts from children's interest in reading.

Children's materials require a detailed, consistent evaluation for current information, especially in the subjects of science, geography, sports, entertainment, and biography. Fiction collections such as board books, picture books, readers, and graphic novels are especially prone to wear and require systematic evaluation as items are checked in. Refreshing popular materials with newer content, editions, and/or replacement copies is an ongoing collaborative responsibility of selectors and other librarians.

Teen Collection

The Teen collection provides recreational reading and listening that appeals to teenagers, taking into account the wide range of emotional, intellectual, physical, and social development characteristic of this age group. It includes fiction, graphic novels, manga, magazines, and nonfiction materials with an emphasis on popular, contemporary materials. A very small percentage of the collection, dependent on local need, is intended for curriculum support. For academic and other needs, teenagers may rely on the adult nonfiction and fiction collections, as well as on children's nonfiction collections.

The collection includes hardcover books, trade paperbacks, mass market paperbacks, manga, graphic novels, ebooks, and eAudiobooks. The Library makes every effort to stay current with technological trends that teens are engaged with and that impact how they are accessing information.

Fiction

This collection includes realistic fiction, romance, graphic novels, manga, humor, urban lit, adventure, sports stories, science fiction, fantasy, historical fiction, mysteries, horror, and media tie-ins. Titles are selected to meet the varying reading interests and reading abilities of our community. Titles cover a wide range of subjects, themes, and life situations. The Library maintains a core collection of enduring classics, both traditional and contemporary.

Nonfiction

The emphasis here is on subjects of demonstrated interest to teens. These include the supernatural, self-help, spirituality, pop culture, DIY, crafts, college and career, biography and autobiography, and current and/or controversial topics including social justice, science, and health issues. Selectors look for relevant works of nonfiction that may bridge a gap between materials in the children's and adult sections of the library. Test prep materials are located with Exam Books.

Magazines

Basic popular and general informational magazines of interest to teens supplement the book collection. This is primarily a browsing collection.

Selection of teen materials

Selectors use blogs, social media, popular culture outlets, patron and educator suggestions, and awards lists. Selectors also consult standard professional review journals, including SLJ, VOYA, Booklist, Kirkus, and AudioFile. Selectors collaborate with BUSD staff for further insight into student needs. Selectors also consider input from teenage readers. Selectors do not shy away from controversial issues, understanding that our teen community is extremely diverse in terms of ethnicity, belief systems and educational level. Selectors balance the collection in terms of diversity of reading level, format, interests, subjects, viewpoints, and characters. Children's and teen selectors must coordinate to avoid duplication of effort for materials that could potentially be included in either the Children's or Teen collections. When in doubt about the intended audience, order materials for the Teen collection.

Deselection of teen materials

Teen collections regularly undergo systematic quantitative and qualitative evaluation based on use and relevance. Staff evaluates the collection with particular attention to relevancy, accuracy, and currency. Core paperback titles may be replaced as new and more attractive covers are published.

Adult Nonfiction

Adult Nonfiction 000s

The 000s Dewey range covers many general subjects. Focus should be on computer resources for the home and business user and computer programming. Hardware guides should include coverage of a wide array of devices. Books on software and programming predominate, with emphasis on commonly used applications: word processing, spreadsheets, Internet, graphics, and desktop publishing; programming guides should emphasize beginning and intermediate skill levels. Study guides and books to support select computer exams and certification programs should be included.

Besides computer guides, this Dewey range also covers journalism, library science, and unexplained phenomena.

Selection:

Because computer guides are rarely reviewed, selectors should rely on the identification of authoritative publishers (like *O'Reilly*, *Sams*, and *Peachpit Press*) and should examine circulation data to identify collection needs. Because software, hardware, and programming languages change quite quickly, selectors should also review blogs and magazines such as *Wired*, *PC Magazine*, and *MacWorld*. Selectors should remain aware of new trends in applied computer sciences to ensure that the scope of the collection covers the evolving interests of patrons. Some series may be placed on standing order.

Deselection:

The CREW method emphasizes the need for computer guides to be timely and deselection is expected to be vigorous to ensure up-to-date information for patrons. Librarians should coordinate deselection with refreshing the collection with more recent materials.

Adult Nonfiction 100s

This collection includes philosophy, ethics, psychology, self-help, and parapsychology and the occult. The collection is intended for the general reader.

Philosophy and Ethics: Attention should be paid to replacing worn or missing titles by well-known philosophers. New materials should focus upon overviews of schools, trends, and issues when demand warrants, rather than original philosophical treatises, except in cases in which the author is writing for a general audience and/or clear demand warrants.

Psychology and Self-Help: Self-help books are popular and the Library's collections should emphasize such materials to reflect new trends and popular demand. Materials on neuropsychology are often in demand and selection should be relatively broad in this area. Interest in 20th Century psychological theories and practitioners (Freud, Jung, Klein, etc.) remains moderate and refreshing of original works materials by such authors should be considered when budget allows.

Parapsychology and the Occult: Materials on parapsychology and the occult should balance between works intended for practitioners, and, as demand warrants, critical and historical works. Like Self-Help, the Library should remain current with contemporary cultural interests and trends.

Selection:

Certain parapsychology works are seldom reviewed. Regularly assess parapsychology collections for loss and replacement needs; alternative review sources and/or publishers should be evaluated and

consulted. Self-help collections should reflect current trends in popular culture; use reviews from popular magazines (*Psychology Today*, *Spirituality & Health* for example), along with standard review sources. Some authoritative self-help publishers that emphasize practical guides (*New Harbinger Publications*, for example), may not receive substantial reviews and should be considered nonetheless.

Deselection:

Self-help books should be assessed for outdated trends. Books on child psychology and neuropsychology should be carefully assessed for outdated concepts and changes in research findings.

Adult Nonfiction 200s

This collection consists of books on world religions and spirituality. The collection is intended for the general reader. The Library does not collect works that are intended for the purposes of proselytizing; rather the collections should emphasize practical guides. Historical overviews, comparative religion, and original texts (i.e. Bibles, Koran) may also be collected.

Selection:

Selectors should recognize that non-Christian religious or spiritual works, especially those that reflect the cultural diversity of Berkeley, are seldom reviewed in professional sources. Religious philosophy should be selected only when intended for a general audience and demand warrants.

Balance of religions reflected: The Library should ensure selection does not over-emphasize one religious practice over another. Works intended for those interested in minority religions (for example, Buddhism, Judaism, Hinduism, Islam) must balance with works on Christianity. The Christianity collection should reflect the diversity of perspectives, approaches, and schools of thought, while also emphasizing practical guides. The selector should also consider spiritual works that reflect current syncretic spiritual practices or derive from non-denominational sources.

Along with standard review sources, awareness of reviews in popular magazines (*Tricycle*, *Tikkun*, *Sojourners*, for example) that focus upon religious practice and spirituality will ensure a balanced collection.

Deselection: Practical guides should be assessed for outdated practices or concepts.

Adult Nonfiction 300s

This collection consists of books on social sciences including sociology, political science, economics, law, education, transportation, fashion, and folklore. The collection is intended for the general reader. Do-it-yourself legal and financial guides are sought after by patrons and these areas of the collection must be kept especially up-to-date. Books on civil service and student-test preparation exams are displayed separately in the Library's exam book collection.

Selection: Standing Orders for legal guides and exam materials ensure that the Library maintains an up-to-date collection. The Library should collect works on diverse social and political topics to offer a plurality of viewpoints.

Deselection: Pay special attention to maintaining political science and sociology books that remain relevant. For example, books by and about politicians that speak of fleeting political topics from past election cycles, especially those which are from the perspective of a specific candidate, should be considered for deselection within a four-year timeframe. Practical financial guides should similarly be

considered; financial strategies that were effective a handful of years ago might be dangerous to use today. Legal and exam guides should generally be deselected upon receipt of new editions.

Adult Nonfiction 400s

This collection consists of books on languages, language in general, grammar, dictionaries, and linguistics. The collection is intended for general readers and English learners. The Library also offers additional language learning tools and databases such as Mango Languages and the online Oxford English Dictionary. Language learning audiobooks are interfiled with the book collection. ESL materials may be shelved in a discrete area or interfiled.

Selection: Emphasis should be on English language usage and practical guides to learning varied languages, particularly those used often in California, such as Spanish and Chinese. The library should collect dictionaries for major world languages (e.g., French, Spanish, Italian, German, Chinese), and any other languages that are spoken in the community. Language-learning audiobooks and multimedia kits from reputable publishers (*Pimsleur*, for example) are rarely reviewed, but should be regularly ordered when available due to demand and authority of the source. Language learning materials are also available through eBook platforms like Overdrive.

Deselection: Pay close attention to outdated idiom, slang, and language learning guides for deselection consideration. Condition of audiobooks should be especially factored in.

Adult Nonfiction 500s

Mathematics and the hard sciences – also called pure sciences – are fields built on quantifiable data, accuracy, and objectivity. The science and math collection is designed to meet the popular information needs of students and general readers seeking to increase their basic personal knowledge. The collection includes general math books, material on animal and plant life, books on astronomy, and more.

Selection: Emphasis should be placed on providing adequate coverage of various math and science concepts that would interest the general reader. Additionally, interest in California flora and fauna should be supported with up-to-date guides. Textbooks are typically not selected.

Deselection: Pay close attention to outdated astronomy and other science guides. Although the content might remain relevant, the physical condition of mathematics and physics materials should be carefully considered.

Adult Nonfiction 600s

The applied sciences encompass many subjects of popular and high patron interest. Key areas include health and medical subjects; home economics and family dynamics; agriculture and horticulture; business management; engineering and home improvement. These materials are aimed at patrons seeking information on a non-professional level. Some of the most popular subjects are cooking, entertaining, pets, gardening, job search, business management, and home improvement.

BPL catalogues handicraft and sewing books in 646, while knitting, quilting, and other textile arts are housed in 746.

Selection: Selectors should remain aware of publishers that focus on less often reviewed areas like Health (i.e. *Hay House*, *New Harbinger...*), Cooking (i.e. *Workman*, *Ten Speed*, etc.) and publishers of home repair series titles (i.e. *Black & Decker*).

Emphasis in selection should focus on updating those subject areas requiring currency of information, like health, business practices, job hunting, and resume guides. New book purchases need to be weighed against electronic and other non-book sources that may have more useful and accessible current information. Selections for other areas should address popular demand and regular refreshment of key areas identified through collection assessment.

Ethnic and local-interest cookbooks are very popular and selectors should keep an eye out for new and appealing cookbooks in this area.

Deselection: Pay particular attention to out-of-date and no longer relevant materials in medicine and consumer health, parenting, and job hunting. Cookbooks should be assessed for trendiness. Unless key works in the genre, older cookbooks that reflect out-of-date tastes, methods, or ideas about healthy cooking should be critically examined. Older cookbooks that consist mainly of lists of recipes are of less use value than in the past due to the accessibility of recipes online.

Adult Nonfiction 700s

This section includes materials on visual, performing and decorative arts; music; and recreation. Within these broad categories are many subjects with high popular interest and demand, including textile arts, crafts, comic books, gaming, interior decoration, popular entertainment, graphic arts, home landscaping, and architectural design. Practical guides, such as art technique, crafts (especially textile arts), interior design guides, and beginning musical instruction materials are generally the most popular materials in this section. The Central Library's relatively deep collection of fine arts materials may be divided into two physical collections: a larger format "Folio" area as well as a standard collection of physical books. The Central Library also includes a distinct collection of scores.

Selection: Standard selection tools are used. However, some knowledge of publishers and series that are not generally reviewed is required in many areas, including crafts, interior decoration, landscape design, gaming, art technique, scores, and so on. Authoritative publishers should be identified and custom lists based upon publisher parameters should be used to identify appropriate titles. Examples include *Watson-Guptill* for art technique books and *Hal Leonard* for musical instruction and scores, and so on. The 700s collection is particularly popular at the branch libraries, and selection should not over-emphasize content depth over title breadth so that the Library can serve the interests of neighborhood branch users as well as those at the Central Library.

A small amount of funding is generally annually allocated for the circulating Scores collection at the Central Library. Materials purchased for this collection shall generally reflect the current learning interests of amateur musicians rather than those of professionals; selections should emphasize titles designed for intermediate and beginning musicians. Selections should be balanced between materials that cover the popular, improvisational, and traditional folk-styles sought after by many amateur musicians and materials on more formal, prescribed musical styles. Due to the closeness of Berkeley High School, and that school's emphasis upon musical performance, consider the interests of students involved in the school's musical theater, jazz band, and orchestra programs when selecting for this area.

Deselection: Due to high use, popular materials in the 700s should be regularly assessed for wear and tear; this includes materials on topics such as art technique, crafts, comic books, and scores. Lower cost art books with black and white reproductions or reproductions that poorly convey an original work's color palette should be identified and evaluated for possible replacement with materials that better represent the original works. Home decorating, landscape design, and crafts books, ever popular when up-to-date, should be carefully assessed for styles no longer of general community interest.

Adult Nonfiction 800s

The Adult nonfiction section in the 800s Dewey range consists of works of or about literature and writing. Practical materials on writing methodology; how-to guides to getting published; humorous and other personal and literary essays; and works by major, prize winning poets are the most popular materials in the section and should comprise the majority of materials ordered. Works by major literary critics, or critical literary works about popular subjects, are also of interest.

Classical Greek, Roman and other ancient literary works are generally classified in the 800s and should be maintained in up-to-date translations due to ongoing interest.

The Library's collection of plays and poetry should reflect important works by major authors. Anthologies of prize winning essays, poetry, and plays comprise a significant percentage of poetry, plays, and essay materials ordered.

Selection: Use standard selection tools. Anthologies and retrospective collections are not always reviewed; consider such works by authoritative publishers of classics and/or canonized authors. For poetry, single copies for the entire collection generally suffice. Purchase multiple copies only when observed demand warrants.

Deselection: Inspect well-used literary materials for marginalia and other damage; the Library should replace rather than indefinitely retain older editions of works by authors who are part of the literary canon. Low use materials that reflect outdated reading trends should be carefully evaluated and, when appropriate, deselected to ensure room for materials of current interest to readers.

Adult Nonfiction 900s

This collection supports readers who are interested in history, amateur genealogy, geography, and traveling. Biographies and memoirs are also included in this section. History materials include many works on United States history, as well as ancient history, military history, and the histories of counties around the world.

Local history materials feature resources on California and, specifically, the East Bay region. Berkeley history materials are also represented in the Berkeley History Room (BHR). Books of limited interest for general circulation but of potential interest for researchers may be housed in BHR.

Travel guides reflecting a variety of travel styles, interests, and budgets are included in this area, as are personal travel narratives by well-known writers.

Selection: Use standard selection tools. Travel guides benefit from being on standing order to ensure the most recent editions are received in a timely manner. Staff monitor the most popular travel series (i.e. *Lonely Planet*, *Rick Steves*) and current travel trends to ensure the library has guides to countries of interest.

Deselection: Remove travel guides more than 3 years old. Replace outdated atlases with current options. Remove ephemeral and/or hagiographic biographies and dated history books that do not circulate and are no longer of interest to the community.

Adult Fiction

The main purpose of the fiction collection is to provide patrons with a wide range of locally popular, classic, and translated titles for recreational reading. Multiple copies of some titles are purchased in anticipation of, and response to, high demand. The library subdivides Adult Fiction into five separate collections: General Fiction, Mysteries, Romance, Science Fiction, and Graphic Novels.

Selection: Standard selection tools are used. Selectors track bestseller lists, national and international award winners, national and local media coverage, local author tours, industry lists such as LibraryReads, social media attention, and more. The Library orders from a wide ranges of publishers, including both the big national houses as well as many smaller, independent publishers.

Fiction, mystery, and science fiction series which continue to circulate well are ordered to meet the needs of both long-time fans and new series readers. Although we refresh this collection with paperback copies of older key series when possible, we also encourage use of Link+ for readers looking for older series titles not currently available at BPL.

The Graphic Novel collection also includes nonfiction content.

The Library purchases fiction in print, audiobook, eBook and eAudiobook formats.

Deselection: Regularly update collection with new, replacement editions of fiction with continued interest.

Media

Preferred media formats are continually evolving and the Library strives to adopt evolving technologies. Special attention must be paid to circulation and usage patterns to determine which formats are trending downwards and which are showing new interest and/or continued growth.

All media at Berkeley Public Library is included in our floating collection to improve the browsing experience and to regularly refresh the browsing experience at all locations.

Streaming and downloadable services for all media types should provide a satisfying and easy-to-use user experience.

Films

This collection offers feature films, documentaries and television programs that provide entertainment and support lifelong learning and exploration. Award winning and critically-acclaimed movies circulate well and are purchased regularly. An assortment of contemporary, classic, and international television shows are collected. Nonfiction videos emphasize documentaries on social issues, nature, the arts, film history, and general history. The Library also has an extensive collection of international films.

Films are provided through the following formats: DVDs, Blu-Rays and via streaming collections including Kanopy.

Selection:

Standard selection tools include vendor-curated lists, distributor catalogs, and websites like *Rotten Tomatoes* and *IMDB*. Attention should also be paid to movies shown in local theaters and film festivals,

which drives interest. Preference is given to the purchase of new titles rather than replacements, but available titles still in high demand should be replaced.

As format trends evolve over time, the Library will assess such formats for local interest and appeal.

Deselection:

This well-used and high-turnover collection needs consistent updating and deselection based on condition and high-use. Low usage indicates material that is not meeting the interests/needs of the community and low use items should be considered for deselection to provide space for more popular and desirable content. Nonfiction DVDs that are informational can become dated and should be considered in light of that fact; for example, older DVDs that cover health, science or travel may not include the most up-to-date information.

Audiobooks

The audiobook collection consists of both fiction and nonfiction materials. The fiction area includes contemporary and classic fiction with an emphasis on contemporary works. Works of fiction are represented in unabridged versions. The nonfiction collection covers a range of subject areas including best sellers, language, instructional and self-improvement topics.

Audiobooks are available on CD and as streaming/downloadable materials through services including Overdrive and Hoopla.

Selection:

Standard selection tools include vendor-curated lists and publisher catalogs. Special attention is paid to titles on popular industry lists like *Indie Next List* and *LibraryReads* and titles with holds in print format.

Deselection:

This collection should be consistently reviewed for deselection based on condition and high-use. Low usage indicates material that is not meeting the interests/needs of the community and should be considered for deselection to provide space for more popular and desirable content.

Music

The adult music collection covers all varieties of music, including classical, pop, rock, R&B, punk, country, jazz, blues, reggae, world, new age, show tunes, and film soundtracks. Budget and demand dictate a strong collection of primarily current, popular mainstream recordings. Because of a wide variety of users, the collection should be varied and contain music that appeals to varied tastes.

Selection:

Standard selection tools include vendor-curated popular and well-reviewed CD lists and publisher catalogs. Selection tools for additional material include *Billboard*, as well as the standard selection tools. Music by local musicians and producers is not automatically added to the collection, but is a factor that has moderate weight in the selection process. Such music must meet the general selection criteria. Currently, CDs are purchased regularly and vinyl is occasionally purchased.

Deselection:

Materials in this collection should be consistently evaluated based upon condition and high-use. Low usage indicates material and/or formats that are not meeting the interests/needs of the community and should be considered for deselection to provide space for more popular and desirable content.

Non-Circulating Collections

Reference Books

Traditional non-circulating reference materials include print materials intended to satisfy patrons' brief, specific questions. The reference collection may include some titles intended to enable patrons to immediately and easily find information in a convenient format.

Selection

The Library uses standing orders for fewer than 75 series titles: content includes legal codes, investment newsletters, college guides, and a few choice directories. The Library occasionally purchases titles brought to staff's attention due to recommendations in professional review sources.

Deselection

Online databases have largely replaced print reference sources generally used by researchers and students. Many print reference titles that were once the centerpiece of public library reference collections are no longer available in print format. Librarians should regularly assess reference collections for redundancy and datedness. Materials that *do not* meet the general deselection criteria in this plan may be retained, and, when appropriate, may be shelved among the other nonfiction materials and allowed to circulate. Out of date titles should be deselected.

Government Documents and Environmental Impact Reports

Per the Berkeley Open Government Ordinance (Ordinance 7,166-NS, March 8, 2011), the Library is required to make print copies available for the public of agendas and minutes of the City Council, the City Budget, other large City documents, and campaign statements. These documents are provided by the City Clerk and are generally retained on open shelves for a minimum of six months.

Lawrence Berkeley Lab provides bound copies of environmental reports to the Library. These date back several decades and are currently available on open shelves.

The California Environmental Quality Act requires agencies to make publically available draft environmental impact reports for the purpose of public review prior to issuance of a final report related to a proposed project. The Library regularly receives such reports from agencies such as AC Transit, BART, and the East Bay Regional Parks District. These reports are retained on open shelves through the comment period except in cases where they may be identified for significant local (i.e. City of Berkeley) historical value.

To support the mission of the City of Berkeley Department of Planning and Development, the Library makes publically accessible all of the local Building Codes that apply to Berkeley. The Department may refer patrons with information needs or disputes with the City to the Library; because disputes may involve older codes that were in place when buildings were approved, the Library retains older editions of such building codes.

Berkeley History Collection

The Berkeley History Collection is a non-circulating collection housed in the Central Library's History Room and intended for primary and secondary research by scholars and members of the general public interested in learning more about the history and cultural heritage of the city of Berkeley. The most-common research topics include genealogy; the history of public buildings, public artwork, and private

homes; and political and social history. The Library offers the public convenience and personal help in using the materials by appointment.

The collection covers a wide array of aspects and periods of Berkeley history, including geography; politics; arts and architecture; people; businesses; organizations; and social groups. The collection includes books and other media about Berkeley and institutions and organizations in Berkeley. This includes a clipping collection derived primarily from newspapers from the 1920s to circa 2000; local newspapers and newsletters; local governmental publications concerning the area and local issues; as well as selected photographs, flyers, recordings, posters, maps, City of Berkeley documents, and an archive of Berkeley Public Library history.

The following materials are not added to the Historical Collection: artifacts or ephemera; works unrelated to Berkeley history by Berkeley authors; fiction set in Berkeley; or original archives or personal papers. The Library does not duplicate the work of the City Clerk in maintaining the City of Berkeley Archives.

It is not the goal of the History Collection to be comprehensive on the history of the City of Berkeley. The Library seeks to include the most compelling, authoritative, and representative textual materials on Berkeley history and culture. Some books about Berkeley may appear in the circulating collection and not be included in the History Collection. Other materials might not be added to the BPL collection.

The Library has initiated digitization of some rare and unique resources to facilitate greater access. The Library should devote resources to create a thorough digitization plan for parts of the collection in the public domain and that represent significant historical moments and/or achievements.

Selection:

Standard selection tools, local media, local book reviews, and government publications should be reviewed regularly. Emphasis is on collecting nonfiction books about Berkeley; resources to aid local genealogical research; City documents on social conditions; and materials about buildings and public artworks within the City of Berkeley. New books about Berkeley should also be considered for the circulating collections. Gifts in excellent condition may be a valuable source of new materials. However, due to the cost of assessing, cataloging, storing, and preserving materials, and due to the limited space available, only gift materials that clearly meet current research needs and are not redundant with other sources will be added to the collection. Please see the Library's [Gift Policy](#).

Deselection:

Duplicate items are not necessary for the History Collection and may be transferred to the Library's circulating collections, or, on some occasions, placed into storage. Materials in poor condition may be deselected and replaced with a new copy, or when this is not a viable option, repaired or preserved in some other manner. Irreparable items may be deselected, especially when content is missing or unusable. Digitization in many cases may be the optimal practice for ensuring that the content of a work remains accessible to the community, especially when materials are high use and in deteriorating condition. The Library's History Room has clear space constraints and Librarians who help patrons use the collection may assess the collection to identify materials for which there is little or no research

interest. Such materials may be considered for the circulating collections or carefully deselected using the deselection guidelines.

Materials in Storage

The Library currently stores many materials in the Central Library's first floor compact storage area, including overflow reference materials, back issues of periodicals (print and microfilm), a California History Collection, a poster collection, a collection of Library Archives, and a collection of "classic" children's titles.

Materials in storage are generally cataloged and made available for use in the Library. Patrons may request to check out cataloged materials in storage and librarians shall assess such requests to enable as high a level of access as possible, in consideration of the rarity and local historical value of some requested content.

Only a small portion the materials in the storage collection are of significant historical value and should therefore be retained indefinitely. The Library evaluates materials in storage in consideration of its deselection guidelines, with special attention to retention of materials that reflect local history, culture, and natural history.

Periodicals are no longer bound or placed into storage. The Library generally retains periodicals of local, regional, and state significance. Periodicals that do not reflect such criteria may be deselected. Staff also consider magazines' overall use value for patrons; alternative access points; condition of holdings; the extent of the Library's holdings; and availability in other formats and local libraries.

E-Resources

Streaming media and other e-resources are a vital element of the Library's collections. This has become especially true as eBook use has increased and due to the growing interest in downloadable audiobooks as a result of impending CD obsolescence. The Library provides access to a variety of eBook/eAudiobook platforms, the most popular of which is Overdrive, which has shown consistent and steady usage growth over the past few years.

The Library supports interest in e-resources by adding access to services and platforms that provide high-quality, desirable content, and an accessible interface. Recent examples of these collection additions include Hoopla and Kanopy, which increase access to a wide range of eBooks, eAudiobooks, streaming music and movies. These services also provide "always available" content, a newer model of e-Resources which does not require users to place holds and wait for digital content to become available.

In addition to the material types noted above, the Library provides access to eMagazines for patrons of all ages, as well as e-newspaper access. Most recently, the Library added unlimited access to the New York Times Digital Edition for our community. Language learning support through Mango Languages is also available through the library e-Resource collection.

The Library subscribes to a variety of databases in order to support the research and educational interests of the community. Content ranges from encyclopedia content to business information to genealogical research tools.

The library's commitment to expanding access to e-resources has allowed staff to develop community partnerships with BUSD in 2018. Collections staff are provided a budget for e-resources and annually review the collection based upon patron usage trends, suggestions by librarians, and industry reviews. Database usage is regularly evaluated to ensure the Library is providing access to databases that the community is actively engaging with. When exploring new potential e-Resources, Collections staff will request that vendors provide a trial period for review by an e-Resources selection team of librarians, Collections staff, and supervisors.

Tool Lending Library

BPL's Tool Lending Library (TLL) provides access to a diverse range of tools to assist Berkeley renters, homeowners, and business owners with their do-it-yourself (DIY), home repair, maintenance, plumbing, construction, electrical, and gardening projects. Along with tools, the collection also includes a small selection of DIY books selected by the Library's Collections Coordinator.

Selection

Tools are selected based upon demand, seasonal need, patron feedback, and for replacement of worn tools. Review of circulation and holds data is vital to ensure a relevant collection. Tools are ordered by the Tool Lending Specialists with review and approval by the TLL Supervising Librarian. Due to safety and liability concerns, the Library does not collect some categories of tools, including gas-powered tools, chainsaws, or glass cutters.

Deselection

The Library deselects tools based upon a range of criteria, including condition, demand, space restrictions, and safety concerns. Tools are regularly replaced based upon need and demand. The Library may deselect tools that have been made obsolete by the introduction of new kinds of tools.

Deselected tools are delivered to the City of Berkeley Transfer Station, which is maintained by the City of Berkeley's Zero Waste Division.

Tool Lending Specialists may perform basic tool repair. Advanced, in-house repairs are avoided due to safety, liability, and warranty issues. The Library sends tools out to private tool repair companies when more difficult repair is required. However, replacement is considered when difficult repair is required. When assessing whether to repair or replace an item, Tool Lending Specialists consider such things as an item's age, its overall condition, and how much use it has received and is likely to receive in the future.

International Languages

Berkeley Public Library collects materials in the following languages based upon demographics and sustained community interest:

- Spanish
- Chinese
- Japanese
- French

According to the 2013 American Community Survey (US Census Bureau), Chinese and Spanish speakers comprise by far the two largest groups of non-English language speakers in the City of Berkeley, with

6.8% of Berkeleyans speaking Spanish at home, and 5.7% speaking Chinese. No other specific language is spoken at home by more than 1.4% of the population. According to census figures, a large percentage of Chinese (35%) and Spanish (29%) language speakers in Berkeley, “do not speak English well,” a fact that accentuates the value of these collections for Berkeley residents.

Due to very small populations of speakers in Berkeley, the Library’s current collections of Russian, Urdu, and Arabic materials receive little use, are no longer financially sustained, and are being phased out. Link+ enables access to materials in these and other languages not held by the Library

The Library’s international languages collections include books, audiovisual materials, magazines, and newspapers and are intended to serve both native speakers and, to a lesser extent, non-native learners. Collections serve all ages.

The Central Library serves as the hub of the international languages collections and the scope and depth of its collections is greater than those at the branches. Branch international language collections should be very up-to-date and should focus upon collections for children and families along with popular fiction and nonfiction materials for adults.

Selection

Adult international language collections emphasize core titles by well-known fiction authors written in the native tongue. Translations of very popular English language titles may be included. Nonfiction collections should be responsive to community needs; books on practical topics such as education, health, cooking, English language learning, and citizenship comprise a large percentage of new nonfiction titles purchased.

Children’s collections are relatively popular and should include a balance of native and translated popular materials. Focus is on early grades (Pre-K through second grade).

Selectors shall work closely with vendors to identify titles that meet the above general guidelines. Vendor-provided lists based upon topical suggestions by Librarians are an important tool for international languages selection. Spanish language selection should focus upon western hemisphere authors rather than authors from Spain, except where interest in a given author is expressed by community members. Chinese language selection must balance between the interest in materials published in traditional and simplified characters; the latter has grown in popularity due to increased immigration from The People’s Republic of China, where most people read using simplified characters.

Deselection:

Branch collections are reviewed regularly for low or non-circulating materials, as space is very tight.

Nonfiction materials are kept very up-to-date. The Library does not retain out-of-date computer guides, health materials, legal guides, immigration guides, travel guides, and other time-sensitive materials despite the difficulty of identifying available up-to-date versions in various languages. It is preferable to provide nothing rather than inaccurate information in these collections.

Large Type Materials

This collection consists of books that are printed in a larger than normal font size in order to facilitate an easier reading experience for users who are sight-impaired. This collection contains both fiction and

non-fiction. Titles in the large print collection should generally reflect titles also available in regular print format. Large print books are a part of the library's floating collections.

Selection: Standard selection tools are used in this area, with a major emphasis on popular fiction, mysteries, science fiction, along with high interest nonfiction.

Deselection: Use standard CREW guidelines for large print nonfiction. Fiction that is in high demand but in worn condition should be considered for replacement. Fiction that is no longer circulating, using CREW guidelines, should be discarded.

Floating Collections

Floating collections are materials that are shelved where they are returned by a patron. They are not shipped back to an "owning branch" from which the item might have been checked out. For example, an item borrowed at the North Branch, then returned to the West Branch becomes a part of that branch's collection until it is checked out and perhaps returned at another location.

Benefits of floating collections include the following:

- Diversifies browsing experience; different materials are on the shelf each time a patron visits a branch.
- Enables the Library to respond to local demand and interests.
- Reduces the amount of time materials spend in transit rather than being available for patrons. This quickens patron access to desirable materials and allows for greater patron use of the collections.
- Simplifies the ordering procedure; less data entry work means that staff in the Collections division are freed to do other work that benefits patrons.

BPL currently floats the following materials:

- Large print books
- Board books
- CDs
- DVDs
- Audiobooks
- Romance Fiction

The Library will consider strategic growth of the floating collections to enhance patron's experience of the collections.

For the sake of selection and deselection, floating collections are treated no differently than other materials. Staff are assigned to regularly select, refresh, update, and evaluate these materials using standard selection and deselection guidelines as described in this plan's scope notes.

Magazines and Newspapers

The Library's magazine and newspaper collections serve the informational, educational, and recreational interests of patrons. Magazines and newspapers are generally offered for browsing rather than research purposes. The Library does not indefinitely retain magazines or newspapers.

Each branch and the Central Library has a distinct area for adult, children's and teen magazine titles. International languages collections may or may not include magazines. The Library provides access to magazines in a number of ways:

- Physical subscriptions
- Electronic Subscriptions
- Indexed databases

Current issues of print magazines are made available immediately in a public area for easy browsing. Back issues of magazines are available to check out and are generally retained for the following time periods, based upon rate of publication:

Weekly or bi-weekly magazines: six months

Monthly or bi-monthly magazines: one year

Quarterly or biannual magazines: two years

Exceptions to this rule should be approved by the Collections Coordinator, Circulation Manager, and unit supervisors, who will assess exception proposals based upon collection needs, storage, and staffing assignment considerations.

Print and electronic magazine subscriptions are reviewed annually, to assess continued use and interest. Because much of the magazine collection is primarily used in-house, physical wear-and-tear is one factor used in determining if the magazine is finding an interested audience, in addition to circulation rates.

The Central Library's storage area includes a collection of bound periodicals. The Library no longer binds magazines. All retained magazines shall be cataloged and length of holdings shall be accurately recorded in the catalog record. Please see *Non-Circulating Collections*.

Link+

Link+ is a consortium of public and academic libraries throughout California and Nevada. Its combined catalog consists of over 11 million items. Link+ allows for quick borrowing and delivery of books to the Library when a given item is not available at BPL. The online Link+ catalog is designed for Library patrons to make requests for materials; staff are available to assist. The Link+ service augments the Library's collection, providing access to materials beyond the Library's scope, including international language, academic, and specialized materials. Link+ materials help fill gaps in collections, especially in terms of multi-volume series. Analysis of Link+ borrowing and lending patterns may help staff identify service and collection growth opportunities.

Gifts/Donations

The Library accepts donations of materials and welcomes monetary contributions to support purchase of new materials. Although gifts are not accepted with stipulations other than those approved by the Library Board, Library staff will consider the interests of donors in determining how to use monetary gifts. Gift materials added to the collection must meet the same selection criteria as used for the purchase of new materials. To ensure this, the Collections Coordinator reviews, consults with appropriate selectors, and approves all gifts added to the collection. Donated materials are the property of the Library and, when not added to collections, may be given to Library support groups such as the Friends of the Berkeley Library for resale, with proceeds going to support the Library.

Because of limitations of space, money and staff, the Library reserves the right to not accept, at its discretion, any donated materials. Materials donated to the Library are non-returnable and are not tracked in any way. This includes items donated by authors who would like their work added to the Library's collection.

Donations are accepted at any of our libraries, although some locations may be unable to accept due to space considerations. Please bring donations during Library open hours in small containers that can be easily carried. Library staff are not able to pick up donations from an offsite location or to carry boxes into the library from vehicles. The Friends of the Berkeley Public Library may be available to [pick up donations](#).

The Library may accept the donation of garden and hand tools for the Tool Lending Library (TLL) when the items are in excellent, "like new" condition. Such donations are accepted at the TLL during open hours at the service desk. Items may not be accepted due to a number of reasons, including size, safety concerns, and/or the lack of need for any given item. Electrical tools and ladders are not accepted for those reasons.

Please see the Library's [Gift Policy](#)

Appendix 1: User Experience of Collections

The following user experience (UX) principles guide much of the practices followed by BPL in relation to collection management:

- Materials are easy to **discover**
- Materials are easy to **access**
- Materials are appropriately easy to **use**
- Research about how **patrons** use collections guides collection management decisions
- Collections reflect **community interests**

These principles guide the collections management work of the Library in the following ways:

Discovery

Call numbers shall be easy to understand for all patrons to facilitate self-discovery. Practices will be designed to help patrons avoid a mediated experience in which Library staff must direct individuals to areas of the Library due to call number complexity. Call numbers shall use natural language where possible. The catalog should use genre-form headings and other added value content (such as Novelist) to help patrons discover works.

Outdated and worn out content will regularly be identified and deselected to enable independent discovery of desired content in good condition.

Paperback and hardback books are shelved together for ease of discovery.

The Library avoids dividing children's collections by age-level as doing so can make discovery difficult for patrons who read across designated age levels and doing so may be perceived as discouraging a patron's right to read.

The Library seeks to offer an online catalog that aids in discovery across formats; all cataloging shall reflect the most up-to-date cataloging standards to support independent discovery of materials. Discoverability is enhanced when cataloging and selection practices are smoothly integrated; this requires careful coordination between the staff member who oversees selection (the Senior Librarian) and the staff member who supervises catalogers (Supervising Librarian).

Frontline staff shall devote energy to using Library spaces to market platforms and display materials thematically to facilitate patron discovery. The Library must improve its marketing of online resources.

Accessibility

The Library aims for universal design elements that enable people of a wide array of physical capabilities to use the library's spaces and access materials. Placing materials higher than the average height for an adult shall be avoided; this is not always possible due to space limitations. Likewise, storing materials close to the ground is discouraged. The Library shall attempt to shelve similar materials physically close to each other.

All formats are selected with accessibility in mind. E-Books, e-Audiobooks and streaming/downloadable media are very popular in general, and in particular among people with disabilities. The Library's collection budget shall reflect the need to support these collections.

Usability

To support the user experience of collections, the Library's collections allocations reflect the need to constantly replace high-use and outdated materials with newer materials. Patrons should rarely encounter materials in poor condition and staff at all levels shall be trained to identify and remove damaged materials from the collection; worn materials shall be consistently removed from the collection and considered for replacement in balance with selection of newer titles.

When retention of content is deemed useful, replacement takes priority over mending except when replacing an item is fiscally unsound, the item shows no other wear, and it is not redundant with other holdings. Mending shall not be prioritized above the processing new materials, as the newer materials are intended to satisfy immediate community interest. The Library uses information about high use collections to inform allocations to ensure that worn items in such collections are continuously replaced and updated.

Ease of use is a primary consideration when the Library maintains and/or adds e-Resources.

How Patrons Use Collections

Librarians are expected to constantly observe how collections are used and to act upon information patterns. The Library performs ongoing trend analysis and regularly gathers and analyzes quantitative and qualitative information about the collection. Such data will be used to help determine how to allocate purchasing funds (by age-level, format, nonfiction area, language, and so on). Because the Library must balance competing, sometimes seemingly contradictory community interests, collecting usable data is vital to ensuring expanded use and overall collection relevance. The Library regularly examines and analyzes circulation data, including turnover rates and use trends, to help guide materials fund allocations.

Community Interests

The Library aims to create and sustain collections that are responsive, balanced, and reflect multiple perspectives and interests. Librarians are trained to put aside their personal interests when managing community collections. The Library avoids "permanent" selection assignments for individual librarians. Selection and deselection assignments are periodically adjusted to enable a broad set of perspectives and approaches over time; to help staff develop skills and knowledge of publishing trends in varied fields and formats; and to avoid overly narrow collection scopes or unintended bias. Careful deselection work ensures that the collection reflects community interests. Librarians are expected to participate in, explain, and support a collections management cycle that includes both selection and deselection elements.

The Library is responsive to trends in tastes and formats. Librarians are expected to avoid believing they know what people should and should not read, watch, and listen to, and are expected to evaluate usage data to support informed decision-making. The Library must simultaneously commit itself to collections that reflect cultural, economic, and ethnic diversity and to maintaining collections that reflect the interests of people across educational and economic levels.

Managers and Supervisors collaborate to ensure adequate staff training; to develop and shift staff assignments; and to evaluate staff performance related to collections management. The Senior Librarian in Collections Services is the primary coordinator of collection management work and, due to his/her

expertise, is responsible for ensuring that broad community interests are served system-wide. In doing so, he/she participates in selection decisions at a higher rate and level than other Library staff. Supervising Librarians are responsible for ensuring that collection management assignments are adequately performed, under the coordination of Library Management and as advised by the Senior Librarian.