THE LIBRARY CONNECTION SHARED DOWNLOADABLE COLLECTION

POLICIES AND PROCEDURES MANUAL

Reference Guide: Policies, Procedures and Guidelines

Approved by the Library Connection Board of Directors
May 17, 2019

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I. EXECUTIVE SUMMARY

The Library Connection Board sets all policies, procedures and protocols for The Library Connection (LCI) Shared Downloadable Collection. The Board, in developing policies and guidelines, makes the following assumptions:

- Library Connection is committed to providing patrons with timely, accurate resources in a variety of formats.

- A virtual presence is an increasingly central service to library patrons.

- Licensing changes by publishers may affect our future policies and procedures.

- Future informational needs and changes in technology may affect our future policies and procedures.

II. POLICIES

Borrowing Privileges

Borrowing privileges are limited to town residents of participating libraries. To receive a library card a patron must present to library staff a valid form of identification with their name and current address (for example driver's license, checkbook, or cancelled mail). Borrowing privileges are contingent on good standing from the resident's lending library.

Borrowing & Hold Limits

- A limit of ten titles can be checked out at any given time.
- A limit of ten titles can be reserved at a time.
- These limits will be periodically reviewed by the Board

Length of Loans

Format	*Maximum Loan Period*	*Notes/ Suggestions*
Ebook	21 days	Option for patrons to select a 7, 14, or 21 day loan.
Audio Book	21 days	Option for patrons to select a 7, 14, or 21 day loan.
Video	7 days	Option for patrons to select a 3, 5 or 7 day loan.
Magazine	21 days	Option for patrons to select a 7, 14, or 21 day loan.

Collection Development

Library Connection acknowledges that most public libraries have collection development policies. This policy is not intended to reflect or replace those individual local policies but rather is designed to serve the cooperative and statewide nature of the collection. The LCI Shared Downloadable Collection will reflect the diversity of its contributing communities.

Material Selection

Material selection is intended to respond to the lifelong learning and recreational needs of our library community. At this time this collection is meant to supplement the collection of each of the libraries not to replace it.

The LCI Shared Downloadable Collection primarily emphasizes:

- **Popular Materials:** The LCI Shared Downloadable Collection provides popular fiction and non-fiction in all formats and for all ages.

- **Lifelong Learning**: The LCI Shared Downloadable Collection provides a non-fiction collection in all formats of timely resources in a variety of subjects for all ages.

General Criteria

To ensure a balanced collection, the following criteria are used by all selectors.

- Popular interest or demand
- Relation to existing collection and other material on the subject
- Published reviews
- Patron requests
- Date of original publication (not date of digitization)
- Suitability of materials for meeting the needs of the patrons
- Unabridged editions unless not available -- then abridged
- Budget restraints

Selection Tools

Standard selection tools, for example *Library Journal* and *Booklist*, will be used to develop the collection.

De-selection Criteria

The non-fiction collection will be reviewed once a year for outdated material.

Patron Requests

All patron requests will be considered at individual libraries following normal procedures. LCI is under no obligation to fill any particular request if it does not meet the criteria set out in this policy.

Request for Reconsideration of Materials

The LCI Shared Downloadable Collection supports intellectual freedom and has adopted the following statements as policy: ALA Freedom to Read Statement, ALA Library Bill of Rights, and the "Freedom to View" statement of the American Film and Video Association.

A patron questioning materials in the shared collection should contact the Library Director of their home town library, who will give the patron a copy of this policy and review it with them. A library patron who still has questions regarding material in the LCI Shared Downloadable Collection may submit a complaint in writing, on a Request for Reconsideration of Library Material form (see appendix), to the Director of their library, who will present it to the Collection Development Team. The Team will review the request for reconsideration at its next scheduled meeting and notify the Director of the library of their decision. The patron may request that the Team's decision be reviewed by Library Connection's Board at the next regularly scheduled Board meeting. The Board will review the request for reconsideration and make the final decision. Once a title has been reviewed by the Library Connection Board no further challenges to this title will be considered.

III. PROCEDURES

<u>Acquisitions Procedures</u>

- The shared collection budget is set annually as part of the overall LCI budget. 1/12 of the budget will be spent each month to ensure a consistent influx of new titles.

- Due to demand and pricing the monthly budget will be broken up as follows:
    - 80% Adult titles
    - 13% Teen titles
    - 7% Children's titles

- Half of the budget will be spent on eBooks, half will be spent on downloadable audiobooks.

- If the LCI Board decides to add additional types of material as the budget allows, the Collection Development Team will responsible for the selection of these materials. Additional members of the team will be added to assist as needed.

- The responsibility for material selection rests with the Collection Development Team operating within the framework of this document.

- The Collection Development Team will be made up of selectors from across the consortium, representing a variety of types of libraries including Non-LCI members that are participating in the shared collection. Selectors from Adult, Children's and Teens will be represented. Terms will be staggered so that there will be continuity with selectors.

- The preferred version of a title is unabridged; an abridgement may be purchased if that is the only available version of a title.

- Additional copies of titles may be purchased through the Overdrive Advantage program as needed to address high hold ratios at member libraries.

Patron Technical Support

Participating libraries are the first line of support for their patrons. If the library staff cannot resolve the issue they can offer the patron an LCI e-mail address and/or telephone number and explain they may have to leave a message as the support desk is only staffed part-time.

LCI staff will make every effort to return the call or email in a timely manner.

Patron Workshops / Training

LCI staff is available to demonstrate the service to patrons at participating libraries. Libraries may be charged a fee for this service above the normal annual allotment per library. Library staff should contact LCI to schedule training.

Library Staff Training

LCI will offer library staff training as needed. It is the goal of this *training* for every staff member to be able to use this service, identify a compatible device, and help patrons to understand the process.

VI. BUSINESS POLICIES

Participation

Any Library in the state of Connecticut which does not currently have access to a Shared Downloadable Collection is welcome to participate.

Libraries which are not members of Library Connection agree to abide by the common policies, protocols, rules, and regulations related to the Shared Downloadable Collection as adopted by Library Connection's Board of Directors.

A separate participation agreement will be the vehicle for adding new institutions to the LCI Collection. The agreement defines the roles and responsibilities of the participating library, Library Connection and the vendor. Each new member library is required to sign the agreement, and an original is kept on file at Library Connection and with the vendor.

It is the participating library's responsibility to ensure it has a working patron authentication system in place.

Libraries can participate in the Overdrive Advantage program to bolster their local collections and manage hold ratios. Libraries are encouraged to participate in the Advantage Plus program which allows Advantage titles to go into the shared collection based on criteria chosen by the purchasing library. Patrons from that library will always jump to the front of the hold queue for Advantage Plus titles.

Fees

The LCI Board shall set the fees to be charged to all Library Connection members. The fee structure includes a maintenance (platform) fee, an eBook/eAudio content fee, and a periodical subscription fee. Nonmember libraries are charged a standard additional fee of approximately 25%.

In addition to the required content purchased for the shared site any library may purchase titles exclusively for its patrons through the Overdrive Advantage program.

A library may choose not to renew their participation with six months notice but no refund will be given for a partial year and all content purchased by the departing library shall remain with the consortium, with the exception of material purchased through Overdrive Advantage.

Appendix

Request for Reconsideration of Library Material

Review request initiated by:

Name

_____

Address

_____

City_____ State _____ Zip Code _____

Home Phone _____ Cell Phone _____

Business Phone _____ Ext._____

Do you represent yourself?___ If no, person or organization _____

_____

_____

Address for person or organization

City_____ State _____ Zip Code _____

Phone number of person or organization _____ Ext. _____

Information about the material:

Author

_____

Title

_____

Publisher

_____

Copyright Date _____

Format _____

If you need more space for any answers, please use back side of sheet or attach a separate page.

1. Have you viewed/read/listened to the entire item? YES_____ NO_____

2. If yes, give a summary of the item in your own words.

3. What is your objection? Please be specific.

Signature _____ Date _____

Received by: _____

Library _____

Library Director Name _____ Date _____