

Washington County Cooperative Library Services Collection Development Standards and Practices

Purpose

This standards and practices document provides Washington County Cooperative Library Services (WCCLS) staff with guidelines for developing and maintaining collections that meet WCCLS strategic objectives. WCCLS shares these standards and practices with its member libraries and the public so that our principles for selecting and deselecting materials are clear. These standards and practices are written by WCCLS staff, reviewed by Washington County counsel, approved by Cooperative leadership, and are reviewed annually.

Objectives

WCCLS is not a single library location. It is an organization established to centrally support member libraries in Washington County. WCCLS also leads initiatives and offers some services centrally when it makes sense for the Cooperative and those being served. In this role, WCCLS manages multiple collections that are available to the public, that support the County's and the Cooperative's strategic objectives, and/or that enhance member libraries' programs and collections.

Scope

WCCLS collections fall within the scope of most public library collections: popular materials and general interest. WCCLS recognizes that not everyone has equal access to library collections and services, and that legacy practices in librarianship have at times excluded groups of people. WCCLS strives to select materials that reflect a broad range of lived experiences to better serve a dynamic multi-background community. WCCLS also advocates for policies that improve access to our collections for those who have been excluded.

In its unique role, WCCLS maintains a professional collection focused on librarianship and public service, an ample collection of special formats for users of the Library Mail Service, and other titles and formats for supporting libraries that might fall outside the scope of a typical public library collection. WCCLS follows best practices outlined in ALA's Library Bill of Rights and its interpretations.

WCCLS staff identify annual collection priorities, considering budget, community needs, and the strategic priorities of the County and the Cooperative.

Selection

WCCLS strives to select a broad range of materials so that patrons can find items that reflect their lived experience and help them learn about others. In compliance with the American

Library Association's Library Bill of Rights and Freedom to Read Statement, WCCLS works to represent as many viewpoints as possible, and selection of materials does not mean endorsement of their contents.

Librarians on staff at WCCLS do most of the materials selection. Below are their typical considerations when selecting materials:

- Is the cost reasonable?
- Is the format appropriate for its intended user group(s)?
- Is there demand? (Demand may be found in media coverage, industry data, circulation data, patron requests, and stakeholder requests. WCCLS recognizes that for nascent and community-specific collections metrics may be different.)
- Is the title or format being selected to meet community-specific needs (people unable to visit a physical library, people who are incarcerated, people who speak languages other than English, childcare providers, etc.)?
- If the work is intended to meet community-specific needs, was it created by someone who belongs to that group?
- Is the item about a specific group of people or a topic that requires research-supported writing, such as health? If so, is it published by a reputable publisher, written by a qualified author, and/or reviewed in a respected trade review journal?
- Is the title available and easy to replace?
- Does this title help complete a popular series?
- Has this title been reviewed in the media or industry publications?
- Does this title cover a topic of interest for a specific age group?
- Are the contents of the material current, relevant, and accurate?
- Does the title have local significance?
- Has the title received or been nominated for a major award or prize?
- Does the title help expand a collection in a language prioritized by Washington County and/or WCCLS for service?

Maintenance

WCCLS staff perform regular evaluations to ensure that our collections meet the needs of our community. Based on these evaluations, WCCLS may shift resources from one collection to another, establish a new collection, or deselect materials to maintain existing collections.

Librarians consider the following factors when de-selecting materials:

- Is usage low or declining in relation to other items or collections?
- Does an item or collection lack currency, relevance, or accuracy?
- Is a format no longer supported, no longer in demand, or difficult to maintain?
- Does WCCLS have enough physical space?
- Are searches in apps and the WCCLS catalog degraded by too many records?
- Is the item in good physical condition?
- Has the content or license for a digital title or collection expired?

WCCLS values stewardship and sustainability, so all physical materials are given a second life through repurposing when possible. Materials that are not in a usable condition are handled through Washington County's surplus procedures.

Public inquiries & reconsideration

Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. This community is primarily defined as those who live or own property in Washington County.

Materials should not be excluded because of the origin, background, or views of those contributing to their creation. Because WCCLS strives to provide materials of interest to all people in the community, patrons may at times disagree with the presence or the absence of a particular title in our collections.

Community members may contact WCCLS at any time with questions, comments, or suggestions. WCCLS prioritizes addressing concerns through dialogue first.

1. Initial inquiries or concerns will be addressed by the staff who work with the collection at issue. Contact us at <https://www.wccls.org/askus>.
2. Should the concerns still stand, a supervisor or member of the WCCLS leadership team will have a further conversation with the community member. The supervisor or leadership team member can address concerns in other ways, such as sharing concerns with a vendor.

After having a conversation with WCCLS staff, if a community member chooses to make a formal request to remove, relocate, or recategorize a title or resource, staff will provide them with the Request for Reconsideration Form.

Before submitting the Request for Reconsideration Form, community members should be aware:

- Once submitted, the request for reconsideration becomes part of the public record.
- WCCLS will only consider one request per community member at a time.
- WCCLS will only consider one title/work or series per reconsideration form.
- The time required will depend upon the volume of requests for reconsideration (including other requests currently being reviewed, the available staff to respond to the request, and the complexity in reviewing the title).
- WCCLS will maintain a log for reconsideration requests. WCCLS will not re-evaluate an item that has already gone through the formal reconsideration process within the last three years.
- The title/work or series will remain in the collection throughout the process, until an official decision is made.

- This procedure applies regardless of the source of the challenge, whether from a library patron, library or city staff member, volunteer, board member, community member, elected official, or another government employee.
- All staff, supervisors, managers, County Administrators, County Commissioners, and other employees/leadership must follow the steps outlined in this standards and practices document.
- WCCLS follows best practices described in the [Challenged Resources statement](#) from the American Library Association (ALA).

Once a Request for Reconsideration Form has been submitted, WCCLS will engage in the following steps.

- The Cooperative Library Services Manager will convene a Selection Review Committee. The committee will be made up of (at minimum): one WCCLS librarian; one member library collection development librarian, library manager, or director; and one county staff member.
- Within 30 days of filing a Request for Reconsideration, the person who filed it will receive a response, including information about the next steps with a timeline for a decision.
- Each review will include all committee members reading, viewing, or listening to the item, and considering research, reviews, and usage data.
- The Selection Review Committee will evaluate if the material meets the objectives of these standards and practices using a scoring matrix that mirrors the factors and principles set out in this document.
- The State Library of Oregon and the Oregon Library Association Intellectual Freedom Committee may be consulted.
- The requester will be informed in writing of the Selection Review Committee decision.

Appendix A: E-Content

Definition of the Collection

E-content is defined as digital titles for reading, listening, and viewing that are delivered through third-party platforms optimized for digital formats. E-content includes downloadable and streaming versions of e-books, audiobooks, and videos. WCCLS prioritizes popular materials for e-content in the same way that WCCLS and member libraries prioritize popular materials for their physical collections. Digital titles specific to reference, research, and learning platforms are not considered e-content and are addressed in *Appendix B: Online Resources*.

Collection Management

The Library Systems & Collections Team at WCCLS manages the e-content collection. When necessary, WCCLS will seek input from cooperative committees and member libraries regarding e-content.

WCCLS contracts with third-party vendors that provide platforms for delivering e-content to cardholders. When possible, the Library Systems & Collections Team actively manages the selection, renewal, and deselection of e-content titles. However, some vendors provide their collections “as is,” which means that WCCLS and its staff can provide feedback to the vendor about its collection but cannot manage individual titles.

Vendor Considerations

WCCLS considers the following when it evaluates e-content providers for selection or renewal:

- Does the vendor provide a wide selection of titles that meet the selection guidelines in the WCCLS Collection Development Standards and Practices?
- Is the pricing and licensing for titles and usage reasonable within budget and staffing constraints?
- Is the pricing for a platform (including hosting and maintenance) competitive with similar platforms?
- Are the vendor’s products easy to use, accessible, and reliable for cardholders?
- Are the vendor’s products universally available and frequently updated across the most common devices?
- Does the vendor provide ILS compatibility, reliable reporting tools, and technical support for WCCLS staff?
- Do the vendor’s terms adhere to the [WCCLS Privacy Statement](#)?

Access

All library cardholders have access to WCCLS E-Content collections. WCCLS supports equal access to all library resources and services by users of all ages. Access may be blocked when a

library card has expired or if a library card is being used in a way that violates the terms of agreement between WCCLS and its vendors.

WCCLS Support for Library Book Clubs & Reading Programs

The WCCLS Library Systems & Collections Team may support member libraries' recurring book clubs and community reading programs with the digital library collection.

Book club support

If libraries share their book club selections for the year/season, WCCLS Collections staff will ensure that e-book and digital audiobook copies are in the collection if available. WCCLS cannot guarantee immediate/timely availability for all patrons but will strive to keep wait times at a minimum.

Community Reads Programs

WCCLS is available to consult with libraries on options for supporting title availability through the digital library collection. Special accommodation or temporary licensing model acquisition may be possible with enough lead time, so please contact WCCLS Library Systems & Collections staff as early as possible. Availability and pricing vary widely among publishers, so WCCLS makes no guarantees that full support is possible. Libraries may decide how much effort and investment they can make to augment what WCCLS may be able to support.

Appendix B: Online Resources

Definition & Purpose of Collection

Online resources are primarily subscription-based products that WCCLS curates to support a curious, engaged, and literate community. The collection includes resources provided by WCCLS, the State Library of Oregon, and other organizations approved by WCCLS. WCCLS links to these resources from its website and considers them part of the WCCLS collection.

WCCLS prioritizes (in no particular order) online resources that support:

- Language & literacy development
- Primary and secondary education
- Business & professional development
- Current events & civic engagement
- Creative pursuits & lifelong learning

To maintain a collection that fulfills its purpose and meets the needs of our patrons, WCCLS may add carefully reviewed and selected free products to this collection. To keep the scope to a public library collection, WCCLS does not subscribe to online resources that are more typical in academic and special libraries.

Collection Management

The Library Systems & Collections Team manages the collection of online resources for WCCLS. When necessary, WCCLS seeks input from cooperative committees and member libraries regarding online resources.

The State Library of Oregon provides a core collection of online resources to all libraries in the state. WCCLS then selects additional resources to complement the core collection and meet the needs of the community.

WCCLS regularly evaluates the online resources that it includes in its collection and considers usage data, cost, input from staff, relevance, and the quality of vendor support when deciding whether to retain, discontinue, or replace a product.

Every online resource vendor manages its own content, and some online resources include real-time services like tutoring. WCCLS staff can provide feedback to vendors about the content of their resources and can consider how and whether to include various products on the WCCLS website. However, WCCLS does not directly manage vendors' content or oversee their services, whether the vendor contracts with WCCLS, the State Library of Oregon, or another organization.

Vendor Considerations

WCCLS considers the following when evaluating a resource to add to its collection:

- Does the product serve a wide range of community members or meet community-specific needs that WCCLS has prioritized?
- Is the product easy to use, accessible, and reliable for library users?
- Does the product's content meet WCCLS standards for currency, authority, and depth?
- Is the product supported on the most common devices?
- Is the product compatible with WCCLS's ILS?
- Does the vendor provide reporting tools for evaluation and technical support for WCCLS staff?
- Do the vendor's terms adhere to the [WCCLS Privacy Statement](#)?
- Are the pricing and licensing terms competitive? Do those terms include hosting and maintenance?

Access

All library cardholders have access to WCCLS online resources. WCCLS supports equal access to all library resources and services by users of all ages. Access may be blocked when a library card is used in a way that violates the terms of the agreements between WCCLS and its vendors.

Appendix C: Physical Collections for the Public

Definition of Collection

WCCLS physical collections for the public are defined as physical items for reading, listening, and viewing visible in the WCCLS catalog and available to library cardholders. This includes books, A/V media, and devices. WCCLS manages various collections based on its role within the cooperative. Some collections are for direct service to specific communities, such as the Library Mail Service to patrons who cannot visit a library, and some collections are for supporting member libraries, such as a centralized professional collection. WCCLS prioritizes popular materials and professional resources and does not purchase reference or research materials for its physical collections. WCCLS makes some exceptions for items purchased to fill interlibrary loan requests (see Appendix D).

Collection Management

The Patron Services Team primarily manages the selection and deselection of materials for WCCLS physical collections. When necessary, WCCLS will seek input from cooperative committees and member libraries regarding its physical collections.

Appendix D: Interlibrary Loan Acquisitions

Definition & Purpose

Since WCCLS serves as a cooperative hub for interlibrary loan (ILL) services, it will purchase items to fill ILL requests when a purchase would be more efficient and cost-effective. As part of this cooperative process, before WCCLS purchases an item to fill an ILL request, member libraries must first be given the opportunity to consider the requested item for purchase.

Because of these unique circumstances, the items purchased to fulfill interlibrary loan requests are evaluated under separate considerations that are outside the scope of a popular materials collection. Once purchased, these items are added to the WCCLS general collection, loaned to the requesting patron, and then made available for general circulation.

Collection Management

The Patron Services librarian manages the selection and deselection of materials for this collection. Items in this collection are subject to the maintenance guidelines established in this standards and practices document.

Selection Considerations

WCCLS understands that items purchased for ILL may be out of print, used, not published in the United States, and/or of interest to a limited audience. Although some items purchased for ILL may have limited audiences and may fall outside the scope of other WCCLS collections, they must not work counter to the objectives outlined in the WCCLS Collection Development Standards and Practices.

In addition to the objectives and selection considerations outlined in these standards and practices, the WCCLS Patron Services Team (which includes Interlibrary Loan) considers the following when selecting an item to fill an ILL request:

- Would purchasing this item save WCCLS money when compared to the expenses required to find, request, process, and return the loan?
- Do multiple requests for the same item indicate demand and future circulation?
- Is the item available from a reputable online seller?
- Does the item have an existing bibliographic record in OCLC so that original cataloging is not required?
- Is the item in a print or audiovisual format that is standard for a public library collection (paperback, hardback, large print, CD, DVD/Blu-ray, etc.)? (WCCLS ILL does not purchase out-of-date formats, videogames, realia, or equipment.)
- Is the item about a specific group of people or a topic that requires research-supported writing, such as health? If so, is it published by a reputable publisher, written by a qualified author, and/or reviewed in a respected trade review journal?

- Is the item part of a self-published series and other parts are owned by member libraries?
- Is the item the first part in a self-published series, sold by a reputable publisher and has an existing bibliographic record in OCLC?

Appendix E: Physical Collections for Library Support

Definition of Collection

WCCLS physical collections for library support are defined as items for library programs, events, services, and staff development. This definition can include books, media, equipment, and kits that are visible and holdable via the ILS (staff view only) but are not visible in the public catalog. These materials may be used at public events, but they are not available for cardholders to borrow. The collection does not include single use print pieces and giveaways, or items that WCCLS purchases for permanent storage or display at libraries.

Collection Management

Multiple WCCLS teams manage the selection and deselection of materials for library support collections based on each team's expertise. When necessary, WCCLS will seek input from member libraries regarding these physical collections.

These collections fall outside the scope of a popular materials collection, and each team develops its own selection and evaluation considerations for the materials they manage. Teams consider the following when selecting materials to support libraries:

- Are the materials age-appropriate for the group being served?
- Do the materials reflect the varied experiences and backgrounds of our community?
- Have the materials been recommended by member library staff?
- Are the materials durable and of high quality?
- Do the materials have practical applications for staff and users?
- Are the materials or information available elsewhere?

Individual teams may change and update these considerations apart from this standards and practices document.