

**THE LIBRARY CONNECTION
SHARED DOWNLOADABLE COLLECTION
POLICIES AND PROCEDURES MANUAL**

Reference Guide: Policies, Procedures and Guidelines

*Approved by Library Connection Member Council
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I. EXECUTIVE SUMMARY

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

- Library Connection is committed to providing patrons with timely, accurate information 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 four titles can be checked out at any given time.
- A limit of four titles can be reserved at a time.
- These limits will be periodically reviewed by Member Council

Length of Loans

<i>Format</i>	<i>Number of days</i>	<i>Notes/ Suggestions</i>
Ebook	21 days	<i>Option for patrons to select 7 day loan.</i>
Audio Book	21 Days	
Video	7 Days	
Music	N/A	format is not allowed

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
- Currency 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.

Donations

Donations are welcome and LCI has an online donation form on the website. All donations to the LCI Shared Downloadable Collection site are restricted for the purchase of content.

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 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 Library Connection’s Member Council at the next regularly scheduled Member Council meeting. The Member Council will notify the purchasing library, review the request for reconsideration and make the final decision. Once a title has been reviewed no further challenges to this title will be considered.

III. PROCEDURES

Acquisitions Procedures

- Each participating library must purchase their required minimum of new content for the shared collection each fiscal year. Libraries that fail to spend their minimum forfeit their balance back to the consortium.
- Purchases must be spread out over the year to ensure new material is always available. Libraries will receive periodic purchasing reminders.
- LCI staff will purchase additional copies to fill holds on a weekly basis as the hold budget allows. The goal is to maintain 7:1 ratio of holds on titles, with the number of copies purchased limited to ten per format. LCI has the discretion to fill holds when the item is an abridged title and an unabridged title in the same format is available.
- The responsibility for material selection rests with the participating libraries, operating within the framework of this document.
- The preferred formats for purchase are MP3 for audio, and epub for ebooks. The WMA/OAB, and PDF format will be purchased if it is the only available format for that title.
- The preferred version of a title is unabridged; an abridgement may be purchased if that is the only available version of a title.
- A 1 to 1 ratio on the titles purchased in audio & ebook formats is preferred. Purchase a given title once in each format. Additional copies of either format may be purchased as needed for holds.

Weeding Procedure

Each January a task force will review the non-fiction collection and decide what (if any) titles should be removed from the collection due to age and content.

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 once a quarter via the web. It is the goal of this program 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 the Connect system agree to abide by the common policies, protocols, rules, and regulations related to the Shared Downloadable Collection as adopted by Library Connection's Member Council.

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.

Fees

Member Council shall set the fees to be charged to all Library Connection members. The fee structure includes a maintenance fee, required content fee and holds/marketing fee. Non-member libraries are charged a standard additional fee.

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

A library may choose not to renew their participation but no refund will be given for a partial year and all content purchased by the departing library shall remain with the consortium.

Handouts/ Marketing Materials

LCI will work with a graphic designer and/or printer to develop appropriate materials. A small budget will be maintained for this purpose.

VI. GLOSSARY OF WORDS AND DEFINITIONS

MP3 - is generally considered the de facto standard for audio players and is supported by most, if not all, audio players on the market, including the Apple iPod.

WMA/OAB –is a proprietary audio format developed by Microsoft as part of its Windows platform. WMA is supported by a wide range of audio players but not Apple devices like the iPod.

The vendor's software converts WMA files to an Apple-friendly format on-the-fly, making OAB titles playable on iPods.

EPUB - is an open ebook format, developed by the International Publishing Forum (IDPF), and usable on a wide range of readers and software platforms. It is designed to allow book text to "flow" and reformat itself depending on what device/program is being used to read. Since it adapts to the size and shape of whatever screen it's on, the same file can be read by many different devices. This flexibility, while very desirable in a text-heavy book, doesn't work so well with a book that relies on graphics or precisely-formatted content such as a graphic novel or auto repair manual with many schematic drawings.

PDF- is a document exchange format developed by Adobe. Up until 2008, it was a proprietary format and could only be read (legally) with Adobe software. In 2008, Adobe released it to the community at large and it is now usable by all royalty-free. Unlike EPUB, it was not designed solely for ebooks and rigidly maintains the formatting of the original document. Thus, the only way to adapt it to different size screens is to enlarge or reduce the size of the entire page. While not particularly desirable for text-heavy ebooks, this makes it ideal for those graphic novels and manuals mentioned above.

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 _____