



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

MATERIALS SELECTION AND PRODUCTION POLICY

MISSION AND PURPOSE

The Mission Statement of the Chattanooga Public Library guides the selection of tools and resources for public use, the development of library services, and the allocation of library funds. **Our mission is to be a catalyst for lifelong learning.** Offering public access to library collections and equipment is the primary way that the library accomplishes that mission.

For the purposes of this document, the term “resource” shall be defined to include, but is not limited to, print, audiovisual, microform, electronic information, as well as related services and networks provided directly or indirectly by the library. In addition, the term “tool” is used to describe equipment used to access existing resources or create new resources. Examples of tools include, but are not limited to computers, mobile devices, software, audio & video recording equipment, or digital fabrication equipment.

This document is used to guide librarians and to inform the public about the principles upon which resource selections are made for inclusion in the collection. In addition to resources, the library offers access to tools which members may use to create, publish, and distribute their own unique content. The library applies the same standards to resources that users produce in the library that it does for resources selected and purchased for public access. The library offers no guarantee that resources created locally will be included in library resource collections; if submitted for consideration those resources will be evaluated by the same criteria applied to all other potential selections.

The Chattanooga Public Library supports the individual’s right to have access to ideas and information representing all points of view. The Chattanooga Public Library Board endorses the principles documented in the American Library Association’s Library Bill of Rights, Freedom to Read Statement, Freedom to View Statement, Labeling and Rating Systems, Access to Digital Information, Services and Networks. Code of Ethics, and Core Values of Librarianship Statement. Copies of these statements are attached.

ACCESS TO LIBRARY MATERIALS BY MINORS

It is the policy of the Chattanooga Public Library that parents or guardians, not the library staff, are responsible for monitoring and approving the selection of materials made by their children. It is the parents or guardians—and only these—who may restrict their children—and only their children—from access to library materials. Selection of materials will not be inhibited by the possibility that materials may inadvertently come into the possession of children. It is also the parents or guardians, not the library staff who are responsible for monitoring and approving the materials their children check out from the library. Please see the Circulation Policy with regard to circulating materials to minors.



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

So that the Chattanooga Public Library fulfills its mission and provides exceptional public services, some collection development goals include:

- Providing tools and resources that meet customers' interests and needs in a timely, cost effective manner.
- Providing access to a broadly based and diverse collection of resources that can support the roles of the library as a popular materials center, an independent learning center, and a literacy center.
- Providing public access to internet resources via a high speed connection.
- Providing a balance of viewpoints on all subjects through its collections and access to resources.
- Purchasing current materials and providing access to electronic resources proportionate to levels of demand and use, taking care to anticipate and respond to indicators of significant new needs.
- Practicing and developing innovative collection management techniques in order to maintain the vitality of the library resources.
- Developing its collection and resources with an awareness of the materials available in surrounding libraries and organizations.
- Being receptive to customer suggestions, comments, and ideas about the collection and resources.

RESOURCE and TOOL SELECTION CRITERIA

The Chattanooga Public Library selects tools and resources for its collection and access services in accordance with professionally accepted guidelines. The library does not sanction particular beliefs or views, nor is the selection or public production of any resource equivalent to an endorsement of the author or creator's viewpoint. All resources are judged as a whole rather than by isolated passages. The library acquires and makes available resources that educate, entertain and enrich persons as individuals and as members of society. To avoid duplicating the role of the academic and the school libraries, area library resources are considered in selecting materials. Chattanooga library users have access on site to materials at the libraries of the University of Tennessee at Chattanooga and Chattanooga State Technical Community College. Within the framework of these broad objectives, selection is based on community needs, both those expressed and those inferred from the study of community demographics and evidence of areas of interest.

There is no single standard that can be used to evaluate all the types of resources included in the library's collection. Each type of resource will be evaluated in terms of its own



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

qualities and merit for the collection. However, there are some general criteria that the library uses to evaluate, regardless of the format. These are:

- Authority or significance of the author/producer/publisher/sponsor of the work (training, competence, reputation, etc.)
- Content of the work (merit, objectivity, accuracy and timeliness of information)
- Style (clarity, readability, manner of presentation)
- Comparison with titles in the existing collection and other materials available
- Suitability and availability for library use
- Value (reasonable cost, reasonable replacement cost, and format that is practical and reasonable for lending)
- Evaluation of critics and reviewers
- Public demand in the library's service area

RESOURCE FORMATS

Resources are purchased in the most appropriate format for customer use. New formats are considered for the circulating collection when, by industry report, national survey results, and evidence from local requests, a significant portion of the community population is interested in and/or has the necessary technology to make use of the format. Availability of items in the format, the cost per item, and the library's ability to acquire and handle the items will also be factors in determining when a new format will be collected. Similar considerations will influence the decision to delete a format from the library's collections. Examples of resource formats collected by the library include, but are not limited to: books and periodicals (hardcover, paperback, audio, and electronic file formats), and audio, video, and interactive digital games (CD, DVD, VHS, streaming, and other electronic file formats).

NON-LENDABLE PRINT RESOURCES

Reference materials, whether print or electronic, are by their nature designed to be consulted for definite items of information rather than to be read sequentially. They can provide quick, concise and current information or they may serve as an index to other materials in the library's collection. Since these materials are used daily by the public and the library staff, materials in the reference collection may only be used in the library. Right now, Chattanooga Public Library collects significantly fewer print reference resources due to the availability of this information on the internet.

The primary criteria for selecting reference materials are the library users' information needs. The decision to select print or computer-based resources is based upon cost, content, currency, and ease of use. Other criteria to be considered when acquiring



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

materials for the reference collections include favorable reviews or inclusion in basic reference collection guides, and reputation of the author or publisher.

WORLD LANGUAGES AND SPECIALIZED ACCESS

The world language collection provides materials in Spanish and other languages. Languages collected will be determined by community needs based on demographics and evidence of areas of interest.

Large print books and other specialized media formats are acquired to serve the needs of the visually impaired. In addition, the library takes care to offer specialized access to tools for the differently abled.

LOCAL HISTORY

The local history department of the Chattanooga Public Library is maintained as a non-circulating collection of genealogy resources and both local and regional history resources. The department develops and maintains these collections to be suitable for research and recreation by genealogists, historians, and local citizens. Genealogy and local history materials are selected and acquired differently than other library collections; most frequently they are acquired by the library as donations. The library does not collect rare or out-of-print materials that are not received as donations.

Local History materials are also weeded differently than the rest of the library collections. It is infrequent that materials are withdrawn or deaccessioned. Items that are damaged or need to be preserved are repaired by staff.

MATERIALS NOT PURCHASED/ACQUIRED

Due to finite resources, there are certain materials that the library currently does not collect, These include, but are not limited to:

- Abridged Books
- Musical scores and sheet music
- Rare Books
- Textbooks

SELECTION PROCESS

Responsibility for Selection

Ultimate responsibility for resource selection rests with the Director, who operates within the framework of administrative directives set by the Chattanooga Library Board and within the restraints of the annual budget as approved by the Chattanooga City Council.



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

The Director determines the materials budget allocations, guidelines, and organizational structure for the librarians who select resources.

The Leadership Team oversees the selection process and works with Library Managers in setting yearly objectives. Library Buyers are responsible for choosing appropriate materials for their area and seeing that the collection is developed and maintained.

Selection Tools

Tools used in selection by librarians include professional library journals, trade journals, subject bibliographies, publishers' promotional materials, and reviews from reputable sources. Librarians should also be aware of materials reviewed in national newspapers and magazines, local publications, the broadcast media, and from reputable sources available via the Internet. The Library will purchase material suggested by customers if the material is available through our normal purchasing sources, is available new, and meets the criteria outlined in this Materials Selection and Production Policy. Customers requesting material must have a current library card that is in good standing.

COLLECTION MAINTENANCE

In order for the library to fulfill its role as a viable community resource it must maintain an up-to-date, useful collection. Systematic weeding is required in order to keep the collection responsive to customer needs, to ensure its vitality and usefulness to the community, and to make room for newer materials.

The following categories of materials are considered for weeding: worn or mutilated items, duplicate copies of seldom used titles, materials which contain outdated or inaccurate information, superseded editions of specific titles, and materials no longer of interest or demand. Withdrawn material is transferred to the Friends of the Chattanooga Public Library in accordance with the Memorandum of Understanding (MOU) between the Friends of the Chattanooga Public Library (Friends) and the Library Board. As outlined in the "De-accessing (Weeding) Library Materials Chattanooga Public Library Guidelines and Procedures," the Friends identify items that can be sold at their book sales, as well as their online sales program through Amazon and Alibris. Items not wanted by the Friends are given to a vendor (Better World Books) for sale online from which the Friends receive a percentage of the sale. Items that are unable to be sold are recycled.

GIFTS AND MEMORIALS

Gifts of new and used books, audio recordings and other materials are transferred to the Friends in accordance with the MOU between the Friends and the Library Board. The Chattanooga Public Library will acknowledge receipt of donated items, but the Library does not appraise the value of gifts for tax purpose.



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

Monetary gifts, bequests, and memorial or honorary contributions are welcome. Funds donated will be deposited into the Library's Gift Fund and used to purchase items in accordance with this Materials Selection and Production Policy. Materials purchased with bequests and memorial or honorary contributions will be identified with special donor plates whenever possible. The donor must provide contact information if the family/recipient is to be notified of the memorial or honorary donation. Suggestions for subject areas or other areas of interest are welcome and will be followed to the extent possible.

Acceptance of donations of equipment, real estate, stock, artifacts, works of art, collections, etc. will be determined by the Chattanooga Public Library Board of Directors based on their suitability to the purposes and needs of the library, laws and regulations that govern the ownership of the gift, and the library's ability to cover insurance and maintenance costs associated with the donation.

RECONSIDERATION OF RESOURCES

A singular obligation of the public library is to reflect within its collection of resources differing points of view on controversial or debatable subjects. The Chattanooga Public Library does not promulgate particular beliefs or views, nor does the selection of a resource express or imply endorsement of the viewpoint of the author or vendor. All materials will be judged as a whole rather than by isolated passages. Library resources will not be marked or identified to show approval or disapproval of the contents, nor will items be sequestered, or access denied, except for the purpose of protecting resources from damage or theft. No materials are excluded or removed from the Library on the basis of race, nationality, political, social or religious beliefs.

Comments from members of the community about the collection or individual resources frequently provide librarians with useful information about interests or needs that may not be adequately met by existing resources. The library welcomes expression of opinion by customers, but will be governed by this Materials Selection and Production Policy in making additions and deletions to the collection. Formal requests to have titles reconsidered are made by filling out the "Request for Reconsideration of Library Materials" form. Once the form is filled out, print and mail to:

Chattanooga Public Library
Attention: Library Director
1001 Broad Street
Chattanooga TN 37401

Upon receipt of the "Request for Reconsideration of Library Materials" form, the Director will form an ad hoc "reconsideration committee" to review the request and make a recommendation to the Director.

Approved by the Library Board on February 17, 2015



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939

Amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; and January 23, 1980;

Inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

THE FREEDOM TO READ STATEMENT

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression.*



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

A Joint Statement by:

[American Library Association](#)
[Association of American Publishers](#)

Subsequently endorsed by:

[American Booksellers for Free Expression](#)
[The Association of American University Presses](#)
[The Children's Book Council](#)
[Freedom to Read Foundation](#)
[National Association of College Stores](#)
[National Coalition Against Censorship](#)
[National Council of Teachers of English](#)

The Thomas Jefferson Center for the Protection of Free Expression



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

FREEDOM TO VIEW STATEMENT

The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed January 10, 1990, by the ALA Council



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

LABELING AND RATING SYSTEMS

An Interpretation of the LIBRARY BILL OF RIGHTS

Libraries do not advocate the ideas found in their collections or in resources accessible through the library. The presence of books and other resources in a library does not indicate endorsement of their contents by the library. Likewise, providing access to digital information does not indicate endorsement or approval of that information by the library. Labeling and rating systems present distinct challenges to these intellectual freedom principles.

Many organizations use or devise rating systems as a means of advising either their members or the general public regarding the organization's opinions of the contents and suitability or appropriate age for use of certain books, films, recordings, websites, games, or other materials. The adoption, enforcement, or endorsement of any of these rating systems by a library violates the American Library Association's *Library Bill of Rights* and may be unconstitutional. If enforcement of labeling or rating systems is mandated by law, the library should seek legal advice regarding the law's applicability to library operations.

Viewpoint-neutral directional labels are a convenience designed to save time. These are different in intent from attempts to prejudice or discourage users or restrict their access to resources. Labeling as an attempt to prejudice attitudes is a censor's tool. The American Library Association opposes labeling as a means of predisposing people's attitudes toward library resources.

Prejudicial labels are designed to restrict access, based on a value judgment that the content, language, or themes of the resource, or the background or views of the creator(s) of the resource, render it inappropriate or offensive for all or certain groups of users. The prejudicial label is used to warn, discourage, or prohibit users or certain groups of users from accessing the resource. Such labels sometimes are used to place materials in restricted locations where access depends on staff intervention.

Viewpoint-neutral directional aids facilitate access by making it easier for users to locate resources. Users may choose to consult or ignore the directional aids at their own discretion.

Directional aids can have the effect of prejudicial labels when their implementation becomes proscriptive rather than descriptive. When directional aids are used to forbid access or to suggest moral or doctrinal endorsement, the effect is the same as prejudicial labeling.

Libraries sometimes acquire resources that include ratings as part of their packaging. Librarians should not endorse the inclusion of such rating systems; however, removing or destroying the ratings—if placed there by, or with permission of, the copyright holder—could constitute expurgation (see "Expurgation of Library Materials: An Interpretation of



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

the *Library Bill of Rights*"). In addition, the inclusion of ratings on bibliographic records in library catalogs is a violation of the *Library Bill of Rights*.

Prejudicial labeling and ratings presuppose the existence of individuals or groups with wisdom to determine by authority what is appropriate or inappropriate for others. They presuppose that individuals must be directed in making up their minds about the ideas they examine. The fact that libraries do not advocate or use proscriptive labels and rating systems does not preclude them from answering questions about them. The American Library Association affirms the rights of individuals to form their own opinions about resources they choose to read or view.

Adopted July 13, 1951, by the ALA Council; amended June 25, 1971; July 1, 1981; June 26, 1990; January 19, 2005; July 15, 2009; July 1, 2014.



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

ACCESS TO DIGITAL RESOURCES AND SERVICES

An Interpretation of the LIBRARY BILL OF RIGHTS

The fundamental mission of libraries is to provide access to information, regardless of content or format, to everyone. Digital resources and services, or resources and services made primarily available online or on digital devices, are integral to libraries' mission in the twenty-first century. Libraries are important points of access to many digital resources and services, including, but not limited to, computers, the Internet, and digital resources and tools. In order to provide access to digital resources and services while upholding the *Library Bill of Rights*, libraries must consider intellectual freedom principles and issues of equity to ensure that access to information is enhanced, not restricted, by digital technology.

Libraries should regularly review issues arising from digital creation, distribution, retrieval, and archiving of information. Any review of these issues should consider users' First Amendment rights, rights to privacy, and the core values of librarianship as expressed in the *Library Bill of Rights* and the *Code of Ethics of the American Library Association*. Many people lack access or the capability to use or create digital resources effectively. There is a need for places where people can access, use, or create information without impediment. It is the responsibility of libraries to provide access to digital resources and services and to mitigate all barriers, whether they are economic, educational, or political. The provision of access does not imply sponsorship or endorsement by the library. Libraries should resist all attempts by individuals, governments, and private entities to censor or limit access to digital resources or services.

In making decisions about how to offer access to digital resources, services, tools, physical equipment, and networks, each library should consider intellectual freedom principles and issues of equity in the context of its mission, goals, objectives, cooperative agreements, and the needs of the entire community it serves.

The Rights of Users

All library policies, procedures, or regulations relating to digital resources and services should be scrutinized for potential violations of user rights. User policies should be developed according to the policies and guidelines established by the American Library Association.¹

Users' access to digital resources and services should not be restricted or denied for expressing, receiving, creating, or participating in constitutionally protected speech. If access is restricted or denied for behavioral or other reasons, users should be provided due process, including, but not limited to, formal notice and a means of appeal.

Information retrieved, utilized, or created digitally is constitutionally protected unless determined otherwise by a court of competent jurisdiction. These rights extend to minors



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

as well as adults.² Libraries should use technology to enhance, not deny, digital access. Users have the right to be free of unreasonable limitations or conditions set by libraries, librarians, system administrators, vendors, network service providers, or others. Contracts, agreements, and licenses entered into by libraries on behalf of their users should not violate this right. Libraries should provide library users the training and assistance necessary to find, evaluate, use, and create information effectively.

All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use.³ The library should uphold these rights by policy, procedure, and practice in accordance with Article VII of the *Library Bill of Rights*. The library should regularly maintain its systems and networks in order to protect users' rights to privacy and confidentiality. As libraries increasingly provide access to digital resources through third-party vendors, libraries have a responsibility to hold vendors accountable for protecting patrons' privacy.

Equity of Access

The digital environment provides expanding opportunities for everyone to participate in the information society, but individuals may face serious barriers to access. These barriers, often referred to as the digital divide, may include a lack of infrastructure for Internet connectivity, lack of tools (hardware or software), and lack of skills, knowledge, or means necessary to access digital resources.⁴ Libraries should be cognizant of the digital divide and work to minimize it as they provide access to digital resources for their communities.

Digital resources, services, training, and networks provided directly or indirectly by the library should be readily and equitably accessible to all library users. American Library Association policies oppose the charging of user fees for the provision of information services by libraries that receive support from public funds.⁵ Libraries should develop policies concerning access to digital resources. These policies should be consistent with ALA's policies and guidelines. When new digital resources are provided to library users, libraries have an obligation to provide equitable training opportunities to library users and workers in using those new resources. Training should also address privacy and security issues that accompany the use of digital resources and services.

Information Resources and Access

Libraries, acting within their mission and objectives, should support access to information on all subjects that serve the needs or interests of each user, regardless of the user's age or the content of the material. In order to preserve the cultural record and to prevent the loss of information, libraries may need to expand their selection or collection-development policies to ensure preservation, in appropriate formats, of information obtained digitally. Libraries have an obligation to provide access to government information available in digital format.



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

Providing connections to global information, services, and networks is not the same as selecting and purchasing materials for a library collection. Some information accessed digitally may not meet a library's selection or collection-development policy. It is, therefore, left to each user to determine what is appropriate. Libraries and library workers should not deny or limit access to digital resources because of their allegedly controversial content or because of a library worker's personal beliefs or fear of confrontation. Furthermore, libraries and library workers should not deny access to digital resources solely on the grounds that they are perceived to lack value. Parents and legal guardians who are concerned about their children's use of digital resources should provide guidance to their own children.

Publicly funded libraries have a legal obligation to provide access to constitutionally protected information. Federal, state, county, municipal, local, or library governing bodies sometimes require the use of Internet filters or other technological measures that block access to constitutionally protected information, contrary to the *Library Bill of Rights*.⁶ If a library uses a technological measure that blocks access to information, it should be set at the least restrictive level in order to minimize the blocking of constitutionally protected speech.

Adults retain the right to access all constitutionally protected information and to ask for the technological measure to be disabled in a timely and confidential manner. Minors also retain the right to access constitutionally protected information and, at a minimum, have the right to ask the library or librarian to provide access to erroneously blocked information in a timely and confidential manner. In order to ensure user privacy and confidentiality, records of these requests should not contain personally identifiable information. Libraries and librarians have an obligation to inform users of these rights and to provide the means to exercise these rights.⁷

Digital resources and services allow libraries to significantly expand the scope of information available to users. Like all resources and services provided by the library, provision of access to digital resources and services should follow the principles outlined in the *Library Bill of Rights* to ensure equitable access regardless of content or platform.

¹ "[Guidelines for Library Policies](#)," approved June 28, 1994 by the ALA Intellectual Freedom Committee; revised January 19, 2005; March 29, 2014 *under previous name* "Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities"; June 24, 2019.

²*Tinker v. Des Moines Independent Community School District*, 393 U.S. 503 (1969); *Board of Education, Island Trees Union Free School District No. 26 v. Pico*, 457 U.S. 853, (1982); *American Amusement Machine Association v. Teri Kendrick*, 244 F.3d 954 (7th Cir. 2001); *cert.denied*, 534 U.S. 994 (2001).



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

³ "[Privacy: An Interpretation of the *Library Bill of Rights*](#)," adopted June 19, 2002, by the ALA Council; amended on July 1, 2014; June 24, 2019.

⁴ Martin Hilbert, "The End Justifies the Definition: The Manifold Outlooks on the Digital Divide and Their Practical Usefulness for Policy-Making," *Telecommunications Policy* 35, no. 8 (2011): 715-736. <https://doi.org/10.1016/j.telpol.2011.06.012>

⁵ "[Economic Barriers to Information Access: An Interpretation of the *Library Bill of Rights*](#)," adopted June 30, 1993, by the ALA Council and amended June 25, 2019.

⁶ "[Internet Filtering: An Interpretation of the *Library Bill of Rights*](#)," adopted June 30, 2015, by the ALA Council.

⁷ "If some libraries do not have the capacity to unblock specific Web sites or to disable the filter or if it is shown that an adult user's election to view constitutionally protected Internet material is burdened in some other substantial way, that would be the subject for an as-applied challenge, not the facial challenge made in this case." *United States, et al. v. American Library Association*, 539 U.S. 194 (2003) (Justice Kennedy, concurring).

Adopted January 24, 1996 by the ALA Council; amended January 19, 2005; July 15, 2009 *under previous name* "Access to Digital Information, Services, and Networks"; and June 25, 2019.

References to cited policies have been updated on November 6, 2018.



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

CODE OF ETHICS OF THE AMERICAN LIBRARY ASSOCIATION

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision-making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

The previous version of this file has long held the incorrect amendment date of June 28, 1997; the Office for Intellectual Freedom regrets and apologizes for the error.



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

CORE VALUES OF LIBRARIANSHIP

The foundation of modern librarianship rests on an essential set of core values that define, inform, and guide our professional practice. These values reflect the history and ongoing development of the profession and have been advanced, expanded, and refined by numerous policy statements of the American Library Association. Among these are: access, confidentiality/privacy, democracy, diversity, education and lifelong learning, intellectual freedom, preservation, the public good, professionalism, service, social responsibility, and sustainability.

It would be difficult, if not impossible, to express our values more eloquently than ALA already has in the [Freedom to Read statement](#), the [Library Bill of Rights](#), the [ALA Mission Statement](#), [Libraries: An American Value](#), and other documents. These policies have been carefully thought out, articulated, debated, and approved by the [ALA Council](#). They are interpreted, revised or expanded when necessary. Over time, the values embodied in these policies have been embraced by the majority of librarians as the foundations of their practice. These selections are direct quotes from the [ALA Policy Manual](#).

Access

All information resources that are provided directly or indirectly by the library, regardless of technology, format, or methods of delivery, should be readily, equally, and equitably accessible to all library users. [ALA Policy Manual B.2.1.14 Economic Barriers to Information Access](#)

Confidentiality/Privacy

Protecting user privacy and confidentiality is necessary for intellectual freedom and fundamental to the ethics and practice of librarianship. [ALA Policy Manual B.2.1.17 Privacy](#)

Democracy

A democracy presupposes an informed citizenry. The First Amendment mandates the right of all persons to free expression, and the corollary right to receive the constitutionally protected expression of others. The publicly supported library provides free and equal access to information for all people of the community the library serves. [Interpretations of the Library Bill of Rights](#), [Economic Barriers to Information Access](#)

Diversity

We value our nation's diversity and strive to reflect that diversity by providing a full spectrum of resources and services to the communities we serve. [ALA Policy Manual B.3 Diversity](#), [Libraries: An American Value](#)



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

Education and Lifelong Learning

ALA promotes the creation, maintenance, and enhancement of a learning society, encouraging its members to work with educators, government officials, and organizations in coalitions to initiate and support comprehensive efforts to ensure that school, public, academic, and special libraries in every community cooperate to provide lifelong learning services to all. [ALA Policy Manual A.1.1 Introduction](#)

Intellectual Freedom

We uphold the principles of intellectual freedom and resist all efforts to censor library resources. [ALA Policy Manual B.2 Intellectual Freedom](#), [ALA Code of Ethics, Article II](#)

The Public Good

ALA reaffirms the following fundamental values of libraries in the context of discussing outsourcing and privatization of library services. These values include that libraries are an essential public good and are fundamental institutions in democratic societies. [1998-99 CD#24.1, Motion #1](#)

Preservation

The Association supports the preservation of information published in all media and formats. The association affirms that the preservation of information resources is central to libraries and librarianship. [ALA Policy Manual B.8.3. Preservation](#), [Preservation Policy](#)

Professionalism

The American Library Association supports the provision of library services by professionally qualified personnel who have been educated in graduate programs within institutions of higher education. It is of vital importance that there be professional education available to meet the social needs and goals of library services. [ALA Policy Manual B.7.1 Graduate Programs in Library and Information Studies](#)

Service

We provide the highest level of service to all library users. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession. [ALA Code of Ethics](#)

Social Responsibility

ALA recognizes its broad social responsibilities. The broad social responsibilities of the American Library Association are defined in terms of the contribution that librarianship can



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

make in ameliorating or solving the critical problems of society; support for efforts to help inform and educate the people of the United States on these problems and to encourage them to examine the many views on and the facts regarding each problem; and the willingness of ALA to take a position on current critical issues with the relationship to libraries and library service set forth in the position statement. [ALA Policy Manual A.1.1 Mission Priority Areas, Goals](#)

Sustainability

ALA is supporting the library community by showing its commitment to assisting in the development of sustainable libraries with the addition of sustainability as a core value of librarianship. This consists of practices that are environmentally sound, economically feasible and socially equitable. Libraries play an important and unique role in promoting community awareness about resilience, climate change and a sustainable future. They are also leading by example by taking steps to reduce their environmental footprint. [ALA Policy Manual A.1.4 Core Organizational Values](#)

Adopted January 2019, by the ALA Council.



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

DE-ACCESSING (WEEDING) LIBRARY MATERIALS

CHATTANOOGA PUBLIC LIBRARY GUIDELINES AND PROCEDURES

De-accessing or weeding collections is a routine part of library business. Benefits include:

1. Saving space. Discarded materials no longer cost money for cleaning, binding, mending, extra stacks, or database space.
2. The collection is more appealing because "grubby» books are often replaced with new copies. Circulation tends to increase when you remove unappealing and unused material
3. The library's reputation for reliable and update material is enhanced and builds public trust.
4. This method provides a continuous check on the need for replacement of damaged material, identifies lost or stolen items also in need of replacement, and guarantees a more accurate inventory
5. The Library gets constant feedback on the Collection's strengths and weaknesses.

The Library has several tools to assist professional staff with this process:

1. **"The Crew Method: Expanded Guidelines for Collection Evaluation and Weeding for Small and Medium-Sized Public Libraries."** This manual, a library industry standard, describes clearly, practically, and in step-by-step fashion a method of carrying out the process of "reverse selection. Professional judgment is required as modification of the guidelines is often necessary (e.g., you would not remove an item with significant local historical significance even if it falls within the guidelines).
2. **Polaris**, the Library's Integrated Library System, serves as our inventory database as well as our circulation database. Because they are integrated, we are able to identify where items are located and how often they have been used by the public. Once an item has been identified for de-selection, the item is marked as "withdrawn» in the item's electronic record in Polaris.
3. **CollectionHQ** is software that that can drill down into Polaris' data and produce individual reports, based on specific criteria (e.g., identifies material that is probably grubby due to high use or has not been used in a designated period of time (usually 3-5 years)). This system also helps us to identify material that is in demand at one location but is unused at another location allowing us to move the item rather than buy a new copy.

Once the weeding process is complete and the items have been marked "Withdrawn" in Polaris, the Library makes the material available to the Friends of the Chattanooga Public Library, a 501(c) (3) organization. The Friends identify items that can be sold at their book sales, as well as their online sales program through Amazon and Alibris. Items not wanted



Chattanooga

Public Library

COLLECTION DEVELOPMENT POLICY

by the Friends are given to a vendor (Better World Books) for sale online from which the Friends receive a percentage of the sale. Items that are unable to be sold are recycled.

The sale of used library books is a primary fundraiser for the Friends. The Library benefits from the sale of the material as the Friends support us in countless ways through the money they earn through their book sales and Better World Books.