

METROPOLITAN LIBRARY COMMISSION OF OKLAHOMA COUNTY

PUBLIC SERVICES COMMITTEE

AGENDA

Members: Judy Smith, Chair
Watzell Carlson
Bud Elder
Carolyn Leslie
Lori Nelson
Kim Patterson

Monday, March 27, 2017
3:30 p.m.
Village Library
10307 N. Penn
The Village, OK 73120
405.755.0710

- I.** Call to Order and Establishment of Quorum – Judy Smith, Chair
- II.** Discussion, Consideration, and Possible Action: Report and Recommendation from Administration
~ Revisions to Metropolitan Library System Policy and Procedure Manual
 - AL 200 Library Accounts
 - AL 211 Reciprocal Cards
 - AL 310 Cardholder Responsibilities
 - AM 100 Borrowing
 - AM 120 System Reserves
 - AM 110 Delinquent/Lost/Damaged Materials
- III.** Discussion, Consideration, and Possible Action: Report and Recommendation from Administration
~ Revisions to Metropolitan Library System Policy and Procedure Manual
 - AM 310 Materials Selection
 - AM 311 Genealogy Materials
 - AM 312 Local History Collection
 - AM 313 Local History Permission to Use & Fee Schedule
 - AM 314 United States Government Documents
 - AM 331 Transfer and Withdrawal of Materials
 - AM 341 Cataloging and Classification
 - AM 342 Special Collections
 - AM 200 Interlibrary Loan

REPORT AND RECOMMENDATIONS FROM ADMINISTRATION

REVISIONS TO THE METROPOLITAN LIBRARY SYSTEM POLICY AND PROCEDURE MANUAL

Metropolitan Library System policies contained in the Policy and Procedure Manual periodically require updating as a result of decisions or recommendations from the Library Commission, changes in federal and state laws and regulations, and the necessity to operate the library system in a more efficient, effective manner.

The Library's administration recommends for your consideration revisions to the following policies:

AL 200 Library Accounts – Revision Recap: Simplified language to remove procedural information. The Internet Access Account type was added for individuals who seek public computer usage and who cannot provide proof of residency and/or identification. This account will eventually replace guest passes to improve data collection on Library usage. The Annual Fee Card was increased from \$40/year to \$72/year to reflect the average amount service area members pay to the library through their property taxes.

AL 211 Reciprocal Cards – Revision Recap: Recommended to be repealed and merged into AL 200. Most of this policy was procedural, and the contents that were not were incorporated into AL 200.

AL 310 Cardholder Responsibilities - Revision Recap: Recommended to be repealed and merged into AL 200 Library Accounts.

AM 100 Borrowing– Revision Recap: We are proposing the elimination of the \$1.00 replacement card fee; rewording the identification requirements; increasing the checkout limit to 100 items and checkout period to 3 weeks; increasing the number of allowed renewals to 6 months and implementing a 7-day grace period for daily fines. See attached "AM 100 Borrowing 2016 proposed changes" document for an explanation of each revision.

AM 120 System Reserves– Revision Recap: Recommended to be repealed and merged into AM 100 Borrowing

AM 110 Delinquent/Lost/Damaged Materials– Revision Recap: Recommended to be repealed and merged into AM 100 Borrowing.

RECOMMENDATION FOR COMMITTEE ACTION

To approve the recommendations from Administration for adoption to the Metropolitan Library System Policy & Procedure Manual revisions to AL 200 (Library Accounts), AL 211 (Reciprocal Cards), AL 310 (Cardholder Responsibilities), AM 100 (Borrowing), AM 120 (System Reserves), AM 110 (Delinquent/Lost/Damaged Materials).

Access to Libraries

AL 200 ~~Account Eligibility Library Accounts~~

**Adopted: 7/85, Revised: 9/86, 1/88, 4/92, 9/92, 1/93, 10/94, 7/99, 12/99, 8/00;
10/04, 6/16, 9/16, *draft 12/16***

~~Policy~~

~~To utilize the Metropolitan Library System's full range of materials and services, members may apply for a library account. Member eligibility is based on the following criteria.~~

- A. ~~Identification~~ Individuals must complete an ~~library card~~ application and provide ~~both~~ proof of identity to register for a Library account and proof of current address. ~~Acceptable forms of identification are included in procedure (AL 200.1 Proof of Eligibility).~~

B. Account Types

1. **Primary ~~Eligibility~~ Accounts:** Individuals eligible for primary ~~cards~~ accounts must ~~meet one or more of the following criteria:~~ reside or own real estate within the service area, ~~or be employed by the Metropolitan Library System.~~ (See AL 100 Service Area)
 - i. ~~Are employed by the Metropolitan Library System.~~
 - ii. ~~Primary Card Types:~~
 - (1) ~~Primary adult card: Includes all services offered by the Metropolitan Library System.~~
 - (2) ~~Primary student card: Individuals below age 17 are issued primary student cards requiring a parent or guardian's signature. The parent or guardian listed on the account must provide acceptable forms of identification as listed in procedure 200.1.~~
 - (a) ~~Includes all services offered by the Metropolitan Library System, with the following exceptions:~~
 - (i) ~~Upon issuance, student cards may be used without a parent or guardian's signature for two weeks to check out no more than two items (other than videos rated R by the MPAA). Subsequent use requires the parent or guardian's signature.~~
 - (ii) ~~Before any video rated R by the Motion Picture Association of America (MPAA) may be checked out, the parent or guardian must authorize these borrowing options.~~
 - (iii) ~~The parent or guardian listed on the account may review the current borrowing record of their child~~
2. **Reciprocal ~~Eligibility~~ Accounts:** The Metropolitan Library System maintains a reciprocal service agreement with the Pioneer Library System headquartered in Norman, Oklahoma. ~~It is to remain in effect indefinitely and is subject to re-evaluation as either or both library systems deem necessary. Individuals eligible for reciprocal cards reside, work or attend school in Cleveland, McClain or Pottawatomie counties or attend school in Blanchard. Each library system respects the eligibility requirements of the other in issuing reciprocal cards.~~

Fees are assessed by the owning library for lost, damaged or overdue materials owned by reciprocal libraries.

i. ~~Individuals eligible for reciprocal cards meet one or more of the following criteria:~~

~~(1) Reside, work, or attend school in Cleveland County, McClain County or Pottawatomie County.~~

~~(2) Attend school in the Blanchard School District.~~

3. **School-Based Eligibility Accounts:** Individuals who do not qualify for primary or reciprocal service may be eligible for service based on the school they attend. Individuals eligible for school cards must attend or work at a school, college, or university in Oklahoma City or Oklahoma County. Cards issued under this provision are valid for only one year and eligibility must be verified annually.
4. **ONEcard Eligibility Accounts:** Students enrolled in Oklahoma County schools that participate in the ONEcard partnership will automatically be eligible to access library resources. Students will remain eligible for this account type for as long as they are enrolled in a participating school or school district. Parents and guardians will be given the opportunity during school registration to decline ONEcard access for their student(s).
5. **Internet Access Accounts:** Individuals who seek public computer usage and who cannot provide proof of residency and/or identification. The Internet Access Account is limited to public computer and WiFi usage.
6. **Annual Fee Accounts:** For individuals who do not meet other eligibility criteria. An individual may use all services offered by the library for one year by purchasing an annual fee card for ~~\$40.00~~ \$70.00 per year for family use. The annual fee is nonrefundable. Additional cards for immediate family members currently living in the same household may be obtained at no additional cost.

C. Requirements and permissions for minors:

1. Individuals below age 17 require a parent or guardian's signature to acquire a Library account, with the exception of ONEcard Accounts. The parent or guardian listed on the account must provide acceptable forms of identification. Eligible minors may apply for any of the account types listed above in Section B.
 - i. Upon issuance, student accounts may be used without a parent or guardian's signature for two weeks to check out no more than two items (other than videos rated R by the MPAA). Subsequent use requires the parent or guardian's signature.
 - ii. Before any video rated R by the Motion Picture Association of America (MPAA) may be checked out, the parent or guardian must authorize those borrowing options.
 - iii. The parent or guardian listed as the account sponsor may review the current borrowing record of their child

D. Library Cardholder Responsibilities

1. The person signing the card agrees to abide by library system policies and accepts responsibility for fines or other charges resulting from the card's use.
 2. The account holder agrees to abide by library system policies and accepts responsibility for fines or other charges resulting from the card's use.
 3. The card is to be used only by the person(s) named on the account.
 - i. ~~Exception: The account sponsor may use an account to borrow materials for the person named on the account.~~
 4. The card is valid at all Metropolitan Library System libraries. It is the property of the library system and must be returned upon request.
 5. Responsibility for the choice of materials borrowed rests with the person named on the account and not with the Metropolitan Library Commission, the library system, or its employees.
 6. Members who lose their library card or change their address should notify the library system promptly.
- E. The Metropolitan Library Commission authorizes the executive director to establish procedures to administer this policy.

~~AL 210 Library Cards~~

~~AL 211 Reciprocal Cards~~

~~Revised: 4/92, 12/99, 10/04, 06/16~~

Policy

The Metropolitan Library System (MLS) and the Pioneer Library System maintain a reciprocal borrower's policy. It is to remain in effect indefinitely and is subject to re-evaluation as either or both library systems deem necessary.

Each library system respects the eligibility requirements of the other in issuing reciprocal cards. MLS considers as eligible those persons who reside, work or attend school in Cleveland, McClain or Pottawatomie counties or attend school in Blanchard.

Fees are assessed by the owning library for lost, damaged or overdue materials owned by reciprocal libraries.

Communities in Pioneer's service area are:

Pottawatomie County

Asher
Bethel Acres
Dale
Earlsboro
Macomb
Maud
McLoud
Pearson
Pink
Shawnee
St. Louis
Tecumseh
Tribbey
Wanette

McClain County

Blanchard
Byars
Cole
Criner
Dibble
Goldsby
Newcastle
Payne
Purcell
Rosedale
Washington
Wayne

Cleveland County

Lexington
Little Axe
Moore
Noble
Norman
Stella
Slaughterville

~~AL 300 Responsibilities of Customers~~ ~~AL 310 Cardholder Responsibilities~~

~~Adopted: 7/85, Revised: 9/86, 1/88, 4/92, 9/92, 1/93, 10/94, 7/99, 12/99, 8/00, 10/04; 6/16;
9/16~~

~~Library Cardholder Responsibilities~~

- ~~1) The person signing the card agrees to abide by library system policies and accepts responsibility for fines or other charges resulting from the card's use.~~
- ~~2) The account holder agrees to abide by library system policies and accepts responsibility for fines or other charges resulting from the card's use.~~
- ~~3) The card is to be used only by the person named on the account.~~
 - ~~a) Exception: The account sponsor may use an account to borrow materials for the person named on the account.~~
- ~~4) The card is valid at all Metropolitan Library System agencies. It is the property of the library system and must be returned upon request.~~
- ~~5) Responsibility for the choice of materials borrowed rests with the person named on the account and not with the Metropolitan Library Commission, the library system, or its employees.~~
- ~~6) Members who lose their library card or change their address should notify the library system promptly.~~
- ~~7) Members are charged a non-refundable replacement fee of \$1.00 per card for "lost" or "stolen" cards.~~

Access to Materials

AM 100 Borrowing

Adopted: 7/85, Revised: 9/86, 1/88, 4/92, 9/92, 1/93, 10/94, 7/99, 12/99, 8/00, 10/04, 10/10, 8/14, 8/16, draft 3/17

Policy

~~The Borrowing Policy ensures that the requirements for borrowing Metropolitan Library System materials are provided to library members and staff.~~

Regulations

A. ~~Requirements for Borrowing Materials~~

1. To borrow materials, members must be registered Metropolitan Library System ~~borrower~~ account holders without a block ~~or delinquencies against his/her~~ on their account. Members may not register for more than 1 account.
 - i. ~~Present their valid Metropolitan library card at the circulation desk~~
 - ii. ~~Present identification verifying name and current address (see procedure 200.1)~~
 - iii. ~~Provide a student ID number from a participating ONEcard school (valid only for the enrolled student; non-transferrable) and last name~~
 - iv. ~~Use Metropolitan Library card or account number at self-check kiosks~~
2. ~~Members who need to replace a lost or stolen card prior to borrowing materials must show proof of eligibility and pay a non-refundable processing fee. (See SF 910 Fee Schedule for amount.)~~

B. Maximum Items Borrowed

1. For most accounts, a maximum of ~~30~~ 100 physical items can be on loan ~~to one borrower at once a time~~; ONEcard account holders may have a maximum of 10 physical items on loan at ~~one once-time~~. ~~If materials are in short supply at a given agency, the library manager may set a further limit.~~
2. ~~Service providers working in partnership with the library to provide materials in electronic formats may set their own borrowing limits.~~
3. See AM 200 Interlibrary Loan for limits on borrowing materials through interlibrary loan.

C. Loan Periods and Renewals

1. Library materials may be checked out for ~~two~~ 3 weeks. ~~They may be renewed to a maximum loan period of 42 days if there is no hold request for item(s) at the time of renewal.~~
2. ~~Providing there is not a hold on the material, borrowers may attempt to renew most physical materials 8 times or up to 6 months, whichever comes first. anytime within the maximum loan period. There is a limit of two (2) times an item may be renewed.~~

- ~~3. Service providers working in partnership with the library to provide materials in electronic formats may set their own loan periods and renewal limits.~~
4. See AM 200 Interlibrary Loan for the loan period and renewal policy for materials borrowed through interlibrary loan.

D. ~~Delinquent Borrowers~~ Over-Threshold Accounts

1. ~~Borrowers~~ Accounts holders will be charged \$0.10 per day to a maximum of \$3.00 for each overdue material. Account holders will have a grace period of 7 days from the material's due date when accrued fines will not be charged if the material is renewed or returned. After the 7 day grace period, accrued fines will be applied from the material's due date, e.g. a material returned 8 days after the due date will accrue fines totaling \$0.80.
2. ~~Borrowers~~ Account holders will be charged \$5.00 per hour to a maximum of \$60.00, ~~plus the replacement cost~~, for each ~~overdue~~ electronic device.
3. Those who fail to pay the fee of lost/damaged item(s) as defined below, or who accrue fines totaling \$25.00 or more, will lose borrowing privileges. A block will be placed on the ~~delinquent borrower's library card account and a new library card will not be issued to that borrower.~~
4. ~~An account will be blocked from borrowing on the 3rd occurrence in a 12 month period of claiming s/he did not borrow materials on account.~~
5. After reasonable notification, the library system may ~~also~~ take legal steps to collect fines, ~~and~~ retrieve unreturned materials ~~not returned~~, and/or file felony or misdemeanor complaints.
6. ~~The block will be removed or a new library card issued when the delinquent borrower pays the fines and/or costs of materials, plus penalties resulting from the delinquency.~~

E. Lost or Damaged Materials

1. Once an item is 60 days overdue, the item is considered lost. The borrower who ~~damages~~, loses, or does not return an item must pay the replacement cost ~~cost of replacing it~~ as determined by the library system.
2. ~~The borrower who damages an item must pay the cost of replacement or rebinding as determined by the library system.~~
3. ~~If the borrower finds and returns a lost item within six months, the library system will refund the replacement cost, minus any fines. No refunds will be made after six months.~~
4. ~~The following fees will be charged for lost or damaged materials:~~
 - i. ~~book or magazine, electronic devices – list price at time of purchase~~
 - ii. ~~audiovisual materials – replacement cost if lost or damaged due to carelessness or neglect~~
 - iii. ~~audiovisual materials, one part of a set – \$7.00 per part if lost or damaged due to carelessness or neglect~~
 - iv. ~~audiovisual materials, liner notes or guide – no charge~~

F. ~~System reserves~~ Holds

1. Library members may place up to 50 of most materials on hold at a time.
2. ~~Customers eligible for System Reserves service are:~~
 - i. ~~Primary service customers~~
 - ii. ~~Reciprocal service customers~~

- iii. ~~Annual fee customers~~
- iv. ~~School-based service customers~~
- 3. ~~System reserves may not be placed on materials that have been designated for in-library use only (reference materials).~~
- 4. ~~Excluding Reference materials, system reserves may be placed for the following:~~
 - i. ~~Materials that are not available at a specific MLS library, but available from another MLS library.~~
 - ii. ~~Materials that are currently checked out.~~
 - iii. ~~Materials that are currently on order but not yet received.~~
- 5. ~~Up to 30 items may be on reserve for a customer at one time.~~
- 6. ~~Customers will be notified when the requested material is available or that the library is unable to provide the material within the time limit set by the customer.~~
- 7. Service providers working in partnership with the library system to provide materials in electronic formats may set their own ~~hold limits reserves~~.
- G. The Metropolitan Library Commission authorizes the executive director to establish procedures to administer this policy.

~~AM 100 Borrowing~~ ~~AM 120 System Reserves~~

~~Revised: 12/99, 11/05, 9/10~~

~~Policy~~

~~The System Reserves Policy ensures that all materials in the library system's collection are available to all eligible customers by providing a simple way to place requests for items that are not currently available at a given agency.~~

~~Regulations~~

- ~~1. Customers eligible for System Reserves service are:~~
 - ~~a. Primary service customers~~
 - ~~b. Reciprocal service customers~~
 - ~~c. Annual fee customers~~
 - ~~d. School-based service customers~~
- ~~2. System reserves may not be placed on materials that have been designated for in-library use only (reference materials).~~
- ~~3. Excluding Reference materials, system reserves may be placed for the following:~~
 - ~~a. Materials that are not available at a specific MLS library, but available from another MLS library.~~
 - ~~b. Materials that are currently checked out.~~
 - ~~c. Materials that are currently on order but not yet received.~~
- ~~4. Up to 30 items may be on reserve for a customer at one time.~~
- ~~5. Customers will be notified when the requested material is available or that the library is unable to provide the material within the time limit set by the customer.~~
- ~~6. Service providers working in partnership with the library to provide materials in electronic formats may set their own limits on reserves.~~

~~AM 100 Borrowing~~

~~AM 110 Delinquent/Lost/Damaged Materials~~

~~Adopted: 7/85; Revised: 9/86, 1/88, 4/92, 9/92, 1/93, 10/94, 7/99, 12/99, 8/00;
6/08, 8/14, 9/16~~

~~Policy~~

~~The Delinquent/Lost/Damaged Materials Policy ensures that the Metropolitan Library System encourages borrowers to return materials promptly and helps cover the cost of replacing lost or damaged materials by charging fees.~~

~~Regulations~~

~~1. Delinquent Borrowers~~

- ~~a. Borrowers will be charged \$0.10 per day to a maximum of \$3.00 for overdue materials.~~
- ~~b. Borrowers will be charged \$5.00 per hour to a maximum of \$60.00 for electronic devices.~~
- ~~c. Those who fail to pay the fee of lost/damaged item(s) as defined below, or fines that total \$25.00 or more will lose borrowing privileges. A block will be placed on the delinquent borrower's library card account and a new library card account will not be issued to that person.~~
- ~~d. An account will be blocked from borrowing on the 3rd occurrence in a 12 month period of claiming s/he did not borrow materials on account.~~
- ~~e. After reasonable notification, the library system may also take legal steps to collect fines and retrieve materials not returned and to file felony or misdemeanor complaints.~~
- ~~f. The block will be removed or a new library card account issued when the delinquent borrower pays the fines and/or costs of materials plus penalties resulting from the delinquency.~~

~~2. Lost or Damaged Materials~~

- ~~a. Once an item is 60 days overdue, the item is considered lost. The borrower who loses or does not return an item must pay the cost of replacing it as determined by the library system.~~
- ~~b. The borrower who damages an item must pay the cost of replacing or rebinding it as determined by the library system.~~
- ~~c. If the borrower finds and returns a lost item within six months, the library system will refund the replacement cost, minus any fines. No refunds will be made after six months.~~

- d. ~~The following fees will be charged for lost or damaged materials:~~
- ~~• book or magazine, electronic devices – list price at time of purchase~~
 - ~~• audiovisual materials – replacement cost if lost or damaged due to carelessness or neglect~~
 - ~~• audiovisual materials, one part of a set – \$7.00 per part if lost or damaged due to carelessness or neglect~~
 - ~~• audiovisual materials, liner notes or guide – no charge~~

AM 100 Borrowing Proposal

Summary

We are proposing the merger of AM 100 Borrowing, AM 110 Delinquent/Lost/Damaged Materials, and AM 120 System Reserves to make it easier for members to find related policy information in one place. We also removed procedural and irrelevant information to simplify the policy. Finally, the bulk of the changes were to align the policy with our core values and strategic goals. We focused on putting our members first by showing trust and respect for them through these changes. We also identified what changes could be made that would result in an increase in market penetration and member retention. We attempted to identify what barriers to access were included in the original policy, and how we could remove them. Lastly, we compared our borrowing policies to that of 14 peer libraries in hopes of meeting industry standards.

We are proposing the elimination of the \$1.00 replacement card fee; rewording the identification requirements; increasing the checkout limit to 100 items and checkout period to 3 weeks; increasing the number of allowed renewals to 6 months; allowing the reservation of paperback books; and implementing a 7 day grace period for daily fines.

The following is a breakdown of the major content changes:

Proof of Identity

Proposed change: Edit wording to allow members to “verify proof of identity” rather than listing exactly how they will verify it. The verification methods will be included in the procedures.

Positive impacts (including M&M/strategic goals/values): This change will limit the frustration members feel when they are not able to use their library account because they do not have proper identification, but could prove their identity in other ways. It will move the decision closer to the customer and help us improve our customer service and member loyalty. It will leave the decision to front-line staff to determine whether they believe the customer should have access to the account. The change supports our core values by showing trust in our members and public service staff. Turning away members because they don't have proper identification might have a negative impact on our member satisfaction and retention. Thus, we expect this change will improve our member retention ratio. Making the policy language more general will allow us to more easily adapt to changes in verification and authentication processes as technologies change.

Negative Impacts/Constraints: Could result in non-authorized users accessing others' accounts. However, we believe the rarity of occurrence is not worth inhibiting all other members. Management and new procedures will need to empower front-line staff to make decisions on what determines proper identification. We need to ensure consistency across the system by developing procedural guidelines. Depending on the details of the procedures, we may need to add a privacy policy.

Lost Card Fee

Proposed change: Repeal lost card fee

Positive impacts (including M&M/strategic goals/values): Improved customer service and member loyalty. Reduces time it takes to issue replacement cards. The fee has a bigger impact on low-income populations. If they lose their card and don't want to pay the fee, they might not come back. This change should have a small positive impact on member retention.

Negative Impacts/Constraints: Will have a small budget impact. The cards each cost \$0.10, not including the cost of staff time to order, inventory, and issue.

Data to backup change: We were unable to gauge with certainty the direct affect on budget. MLS does not currently track how much income we receive from lost card fees; it is rolled into regular transaction fees. Based on tying a Patron ID change to the Replacement Card fee, we can estimate an impact of no more than \$16,712 and most likely less.

Peer libraries/Research: Pioneer Library System does not charge a lost card fee; Tulsa City-County Libraries does charge a \$1 replacement fee.

Checkout limit

Proposed change: Increase limit to 100 physical items.

Positive impacts (including M&M/strategic goals/values): Reduces barriers to access for all members, including teachers and homeschooling families. As we move toward Collection Anywhere, we are seeking to find ways keep books in the hands of our members, rather than sitting unused on the shelf.

Negative Impacts/Constraints: Potentially fewer browsable items on shelves. May increase the number of items members will need to place on hold because they are already checked out. Checkout limit will need to be updated in CarIX.

Data to backup change: Since our current limit of 30 items was established, our physical and digital collections have grown by many thousands of copies, allaying concerns over not having enough materials on the shelf.

Peer libraries/Research: Raising the checkout limit will bring MLS up to current industry standards. Of peer libraries researched, MLS had the lowest checkout limit. Seven comparable libraries have a checkout limit of 99 or above.

Checkout period

Proposed change: Increase checkout period from 2 weeks to 3 weeks.

Positive impacts (including M&M/strategic goals/values): Will increase member satisfaction by giving them a little more time to finish and return materials. Increasing the checkout period will show our desire to put members first and support our commitment to individual growth and learning as enjoyment. A longer checkout period may encourage members to use the library instead of purchasing the book; thus, this change should have a small positive impact on member retention.

Negative Impacts/Constraints: Potentially fewer browsable items on shelves. Current holds ratio will need to be reassessed with a potential need to reallocate funds within the Materials Selection budget. Materials Selection is already looking into lease programs and other solutions for popular items, which will minimize potential budget impact.

Peer libraries/Research: This change would bring us up to industry standards. Most libraries now have a three-week checkout period. Of 14 comparable library systems, only three have a two week checkout period; the others have a three-week checkout period.

Renewals

Proposed change: Increase renewal limit to 6 months [8 times @ 3 weeks/each renewal]

Positive impacts (including M&M/strategic goals/values): Reduces a barrier to access and improves service to our members. Increasing the lending period makes it easier to finish a title without knowing it is coming due immediately. The change will reduce the time staff currently devote to manually checking in and then checking back out titles that have hit the 2 renewal limit. Providing members with a higher renewal limit (absent a hold being placed on the title) will

deliver a longer, more enjoyable, reading-based experience, increasing member loyalty, satisfaction, and ability to more effectively engage in individual learning and development.

Negative Impacts/Constraints: Potentially fewer browsable items on the shelf. Members may have to wait longer for a title due to an increased renewal limit. Since CarlX cannot currently limit renewals to one renewal per lending period, some members will discover they can immediately renew items multiple times, effectively blocking another member from having the opportunity to "recall" that item by putting it on hold. However, this software limitation should not deter us from increasing the renewal limit. We can allay this concern by putting in a development request with TLC. We may also want to consider whether renewals should continue to be a manual process or if items should be automatically renewed as long as the material is not on hold.

Peer libraries/Research: Athens-Limestone Public Library (AL): Initially switched from 3 week lending period with 1 renewal to auto-renewal, both a total of 6 weeks. Six months later, they increased the renewals to 2 for a total of 9 weeks. Staff & board like it. Customers checked out more items since they could keep the items longer & because some of them had to drive "from the farther parts of the county." Sno-Isle Libraries (WA): Added auto-renewal to their set renewal limit of 5. They reported the following positive impacts: They have fewer blocked accounts, which means fewer customer accounts going to collections. This has saved them time and money, and now their customers can check out more items instead of having the frustration of being blocked when they visit the library or want to download digital content.

Grace Period

Proposed change: Implement a 7 day grace period where no fines will accrue.

Positive impacts (including M&M/strategic goals/values): Shows we respect that our members have busy lives, are juggling multiple priorities, and may have economic and transportation constraints. Because studies and front line experience has shown fines are a barrier to access, particularly for our low income members, a grace period will ease this concern and improve market penetration and member retention. A set grace period will also provide a consistent experience for our members across locations. Currently, applying goodwill waivers varies depending on individual staff, locations, and the comfort level of members to provide potentially sensitive and personal information as to why they were unable to return materials on time.

Negative Impacts/Constraints: May result in materials not being returned as quickly as members discover they did not accrue fines when materials were returned a little late. Implementing a grace period will result in a small reduction in overall library revenue.

Data to backup change: Currently fines and fees are lumped together, making it difficult to separate how much income we receive from fines versus fees. However, fines and fees comprise only 2% of library revenue [MLS Annual Report 2015].

Peer libraries/Research: The Edmondton Public Library Report identified fines as being one of the "Top Five Barriers to Library Access" The detrimental effect fines have on access for low income communities is described in the 3/30/16 *New York Times* article, "In San Jose, Poor Find Doors to Library Closed." See the appendix for links to these articles as well as others related to fines and grace periods. The committee reached out to the St. Louis County Library which started implementing a grace period in 2010. The library reported that it considers the grace period a gesture of goodwill to good customers. It stops the "nickel and diming" mentality. They said it saves staff time and has triggered a massive positive response.

Appendix

Peer Library Comparisons

Location	Fees				Period		Chekout Limit
	Adult	Juvenile	Other	Max.	General	Renewals	Most Materials
Metro	0.10	0.10		3.00	14 days	2 (4 weeks)	30
Pioneer	0.10	0.10		3.00	21 days	3 (9 weeks)	60
Tulsa	0.10	0.00 (no fines on juvenile, YA, tween books, dvds, playaways, This does not apply to replacement costs for lost, long overdue, or damaged materials.)		2.00	14 days	100 (or 52 weeks)	50
Columbus	0.20	0.10 (children and teen)			21 days	10 (30 weeks) -	50
Anythink	0.00	0.00	Effective February 14, 2009, Anythink libraries do not charge overdue fines for late materials. Anythink customers will receive notification of overdue items and will be billed for replacement and processing after 19 days overdue. Borrowing privileges will be suspended until materials are returned or district is compensated for lost materials. Failure to return library items or pay for their replacement will result in having your account turned over to a collections agency. A \$10 processing fee will be charged if the account is sent to collections.		21 days	3 (9 weeks)	
Multnomah	0.25	0.00 (no fees on kids and teens cards (ages 0-17) and no fines on children and YA items)		10.00	21 days	50 (150 weeks)	150
Sno-Isle Libraries, WA	0.00	0.00	Sno-Isle Libraries does not charge fines. Once an overdue item is returned, your record is cleared. The borrower must reimburse the library to replace a lost item.		21 days	5 (15 weeks) - automatic	100
Saint Louis County Library, MO	0.15*		A 6-day grace period is in place for returning materials. The grace period is for 14-day items except for 14-day DVDs. Fines are not charged for Sundays or holidays. Fines for items returned or renewed after the grace period will be calculated from the initial due date.		14 days	5 (10 weeks)	100
Baltimore County Public Library, MD	0.25			8.00	21 days	2 (6 weeks)	100
Wake County Public Libraries, NC	0.10		Since we don't limit the number of books you can check out, overdue fines can accrue quickly. Because we don't want a large amount of fines to discourage library members from returning their books, fines can all be cleared for a one-time payment of \$10.00. This is the maximum we charge at any one time for fines on an individual card.	2.00	14 days	9 (18 weeks)	unlimited
Palm Beach County Library System, FL	0.10			5.00	28 days	3 (12 weeks)	50
Montgomery County Public Libraries, MD	0.35	0.10		15.00	21 days	3 (9 weeks)	100
Charlotte Mecklenburg Library,	0.25			10.00	21 days	2 (6 weeks)	99
Howard County Library System, MD	0.20*		seniors pay half	6.00	21 days	2 (6 weeks)	30
Salt Lake County Library System, UT	0.25	0.25		5.00	21 days	3 (9 weeks)	30

Metro Library Fines/Fees [7/1/15 – 6/30/16]

Row Labels	Sum of TX_AMOUNT_DEBITED	Sum of TX_AMOUNT_PAID
ADULT NON-FICTION	\$ 116,202.55	\$ 112,572.73
ADULT PAPERBACK	\$ 5,345.75	\$ 5,240.81
BACKROOM STORAGE	\$ 4,650.45	\$ 4,497.10
BLACK HERITAGE COLLECTION	\$ 581.85	\$ 565.14
BOARD BOOK	\$ 2,657.55	\$ 2,604.60
BRANCH PROF. REFERENCE	\$ 1.70	\$ 1.70
CAREER GUIDANCE	\$ 4,343.15	\$ 4,183.49
CATALOGING	\$ 13.20	\$ 10.20
DISPLAY FIVE	\$ 61.65	\$ 60.15
DISPLAY FOUR	\$ 23.35	\$ 23.35
DISPLAY ONE	\$ 421.25	\$ 412.75
DISPLAY THREE	\$ 1.10	\$ 1.10
DISPLAY TWO	\$ 53.00	\$ 52.40
EASY	\$ 47,216.85	\$ 45,623.58
FAMILY TALK	\$ 192.50	\$ 187.70
FEATURE FILMS	\$ 2,510.60	\$ 2,406.65
FICTION	\$ 52,210.84	\$ 50,934.63
FOREIGN LANGUAGE	\$ 2,155.50	\$ 2,102.99
HOLOCAUST RESOURCE CENTER	\$ 107.85	\$ 107.50
INTERLIBRARY LOAN	\$ 1,837.00	\$ 1,538.03
JUENILE REFERENCE	\$ 2.50	\$ 2.50
JUVENILE AWARD WINNER	\$ 1,039.00	\$ 1,024.35
JUVENILE FICTION	\$ 18,255.70	\$ 17,813.40
JUVENILE MYSTERY	\$ 2,052.95	\$ 2,015.16
JUVENILE NEW BOOKS	\$ 1,973.10	\$ 1,930.01
JUVENILE NON-FICTION	\$ 21,708.50	\$ 21,081.30
JUVENILE PAPERBACK	\$ 20,810.76	\$ 20,427.62
JUVENILE SCIENCE FICTION	\$ 6,017.65	\$ 5,864.00
JUVENILE SHORT STORY	\$ 57.60	\$ 57.10
JUVENILE SPECIAL COLLECTION	\$ 525.15	\$ 499.40
JUVENILE SPORTS	\$ 266.40	\$ 263.60
LARGE PRINT	\$ 7,640.50	\$ 7,478.51
LEARNING SKILLS COLLECTION	\$ 1.90	\$ 1.90
MAGAZINE	\$ 3,318.86	\$ 3,217.61
MISCELLANEOUS	\$ 348.14	\$ 294.74
MUSIC	\$ 9,184.40	\$ 8,834.15
MYSTERY	\$ 6,798.90	\$ 6,677.90
NEW BOOKS	\$ 19,097.05	\$ 18,808.76
OVERSIZE	\$ 850.10	\$ 831.90
OVERSIZE REFERENCE	\$ 0.30	\$ 0.30
READER	\$ 18,748.75	\$ 18,396.15
REFERENCE ADULT NON-FICTION	\$ 62.00	\$ 61.70
SCIENCE FICTION	\$ 5,648.50	\$ 5,511.90
SEASONAL	\$ 1,707.30	\$ 1,680.70
SEQUOYAH	\$ 1,018.45	\$ 1,011.45
SHORT STORY	\$ 275.15	\$ 269.45
SPECIAL COLLECTION	\$ 158.85	\$ 154.45
STACKS (second floor)	\$ 8.80	\$ 8.80
Technical Equipment	\$ 350.40	\$ 247.50
TECHNICAL PROCESSING	\$ 1.90	\$ 1.90
TWEEN FICTION	\$ 12,378.55	\$ 12,119.95
TWEEN NON-FICTION	\$ 24,558.25	\$ 24,043.91
VERTICAL FILE ENVELOPE	\$ 0.10	\$ 0.10
Western	\$ 775.10	\$ 683.55
YOUNG ADULT	\$ 16,849.89	\$ 16,356.02
YOUNG ADULT AWARD	\$ 0.90	\$ 0.90
YOUNG ADULT NEW BOOKS	\$ 216.40	\$ 213.60
YOUNG ADULT NON-FICTION	\$ 792.60	\$ 772.10
YOUNG ADULT PAPERBACK	\$ 1,236.00	\$ 1,190.65
YOUNG ADULT SEQUOYAH	\$ 441.40	\$ 432.20
(blank)	\$ 42,147.37	\$ 41,021.69
Grand Total	\$ 487,913.81	\$ 474,429.48

Supporting articles and reports related to grace periods and fines:

Armstrong, Christy. "D.C. libraries initiate grace period on overdue items." *The Washington Times* (5 April 2012). <http://www.washingtontimes.com/news/2012/apr/5/dc-libraries-initiate-grace-period-on-overdue-item/>

Kohn, Kara. "Fine (free) and dandy: libraries say good-bye to overdue charges." Illinois Library Association (30 November 2015). <https://www.ila.org/publications/ila-reporter/article/21/fine-free-and-dandy-libraries-say-good-bye-to-overdue-charges>

Maguire, Peter and Laura Winton. "The top five barriers to library access and recommendations for eliminating those barriers." Edmonton Public Library (10 March 2014). <https://www2.epl.ca/public-files/reports/BarriersReport.pdf>

Pogash, Carol. "In San Jose, poor find doors to library closed." *The New York Times* (30 March 2016). http://www.nytimes.com/2016/03/31/us/in-san-jose-poor-find-doors-to-library-closed.html?_r=0

Shohet West, Nancy. "Late at the library? Increasingly, that's just fine." *Boston Globe* (8 April 2012). http://archive.boston.com/news/local/massachusetts/articles/2012/04/08/many_libraries_north_of_boston_doing_away_with_overdue_fines/?page=1

REPORT AND RECOMMENDATIONS FROM ADMINISTRATION

REVISIONS TO THE METROPOLITAN LIBRARY SYSTEM POLICY AND PROCEDURE MANUAL

Metropolitan Library System policies contained in the Policy and Procedure Manual periodically require updating as a result of decisions or recommendations from the Library Commission, changes in federal and state laws and regulations, and the necessity to operate the library system in a more efficient, effective manner.

The Library's administration recommends for your consideration revisions to the following policies:

AM 310 Materials Selection – Revision Recap: Administration proposes a full repeal of the existing policy, to be replaced by a new AM 310 Collection Development and Management Policy. The new policy includes updated language and brings the Metropolitan Library System's practices in line with its current strategic plan as well as its peer systems across the country.

Specific formats have been removed from the policy to allow for future growth and accommodation of new material/format types in the future.

The new AM 310 Collection Development and Management Policy will replace the current AM 310 Materials Selection policy as well as any previous shelving and labeling practices adopted by the Commission.

AM 311 Genealogy Materials – Revision Recap: Administration proposes a full repeal of the existing policy, with pertinent procedures related to the genealogy collection moved into procedure.

AM 312 Local History Collection – Revision Recap: Administration proposes a full repeal of the existing policy, with pertinent procedures related to the local history collection moved into procedure.

AM 313 Local History Permission to Use & Fee Schedule - Revision Recap: Administration proposes a full repeal of this policy, including all Local History Fees.

AM 314 United States Government Documents – Revision Recap: Administration proposes a full repeal of the existing policy, with pertinent procedures related to the government documents moved into procedure.

AM 331 Transfer and Withdrawal of Materials – Revision Recap: Administration proposes a repeal of this policy; information pertaining to the withdrawal of materials will be moved into AM 310 Collection Development and Management; information regarding transferred materials will be moved into procedure.

AM 341 Cataloging and Classification– Revision Recap: Administration proposes a full repeal of this policy as it is procedural.

AM 342 Special Collections – Revisions Recap: Administration proposes that language pertaining to special collections be moved into the AM 310 Collection Development and Management Policy; collection-specific details will be moved into procedure.

AM 200 Interlibrary Loan– Revision Recap: Administration proposes a repeal of the existing policy, with pertinent information merged into AM 310 or moved into procedure.

RECOMMENDATION FOR COMMITTEE ACTION

To approve the recommendations from Administration for adoption to the Metropolitan Library System Policy & Procedure Manual revisions to AM 310 (Materials Selection), AM 311 (Genealogy Materials), AM 312 (Local History Collection), AM 313 (Local History Permission to Use & Fee Schedule), AM 314 (United States Government Documents), AM 331 (Transfer and Withdrawal of Materials), AM 341 (Cataloging and Classification), AM 342 (Special Collections), AM 200 (Interlibrary Loan), which also shall remove all previous Commission action related to the placement and labelling of library materials.

AM 310 Collection Development and Management Policy

A. Statement of Purpose

As part of its mission "To grow smarter communities, one person at a time," the Metropolitan Library System is committed to developing and maintaining a collection of content and resources that supports smarter learning, smarter working, and smarter living. These concepts are nurtured through the exercise of inclusivity, shared experience, and diversity of thought that are foundational to purpose of the public library, and are underpinned by the Library's Core Values, which govern the policies established by the Commission and the practices set by Library staff.

To this end, the Library will select and maintain a balanced collection of print, non-print, and digital content expressing a wide variety of viewpoints to serve the diverse interests and needs of all the Oklahoma Countians. Collection development and management policies reflect the Library's Vision to be the community's hub for critical thinking, creative-problem solving, and life-long enrichment. This policy will:

1. Communicate the collection philosophy to library members
2. Identify responsibility for the collection
3. Provide criteria for the selection, management, and expanded access to content

B. Responsibility for the Collection

The ultimate responsibility for building, maintaining, and managing the Library's collection rests with the executive director, who may delegate specific responsibilities to staff members with professional expertise and experience. Suggestions from the public are encouraged and are evaluated by the staff based on the Library's Selection Criteria. The executive director may establish special collections on an as-needed basis to meet the interests and needs of the communities it serves.

C. Selection Criteria

Consistent with the Library's Core Values, each item shall be considered for inclusion in the general collection based on its own merits and its relation to its intended audience. All additions to the general collection, whether purchased or donated, shall be evaluated using the following criteria:

- Appeal to the interests and needs of individuals in the community
- Current trends and timeliness
- Literary, artistic, or graphic presentation
- Reputation or qualifications of the author(s) or creator(s)
- Local demand, interest, impact, or significance
- Accuracy, authenticity, thoroughness, and documentation
- Appropriateness of format(s) for library use

In order to provide members with access to a broader collection than could be made available locally, the Library participates in interlibrary lending networks to share a wide range of

resources with other cooperating libraries. Interlibrary loan is an adjunct to—not a substitute for—collection development and maintenance.

D. Collection Maintenance

1. To maintain an active, current, and useful collection, library staff assesses materials systematically throughout the year to determine their relevance to the public, the statements of this policy, the collection as a whole. In addition, the physical condition of items in the collection is continuously assessed to ensure an attractive presentation.
2. Criteria used in evaluating whether an item should be removed from the collection may include condition, usage, available shelving space, and whether the item continues to meet the Selection Criteria.

E. Access

1. The Library will provide access to information across the broadest spectrum of disciplines and points of view. By collecting and acquiring publications and related materials representing the widest diversity of ideas, the Library expects to include items which reflect controversial, unorthodox or even unpopular ideas. Neither the Metropolitan Library Commission nor the Library's staff will, either directly or indirectly, ban or censor any material that otherwise meets the stipulations of this policy. The presence of an item in the Library's collection does not indicate any endorsement of its content by the Library, the Commission, or the staff.
2. Library material will not be labeled to restrict access, and no materials will be separated from the main collection except rare and scholarly items of great value to protect them from damage or theft.
3. While the Library's collection is available to all members, decisions about the suitability of any materials for minor children will be the responsibility of their parents or legal guardians. Except as otherwise stated within this policy, the Library assumes no responsibility for restricting any member's access to items in the collection.
4. Pursuant to federal and state statutes, the Library will not purchase, borrow, or otherwise provide access to any material deemed illegal in the state of Oklahoma.

F. Reconsiderations

The Library will reconsider the selection or placement of any item within the collection when a registered member completes and submits the Reconsideration Form (available at any library or online). The executive director will send a written response to the individual initiating the request.

G. Special Collections

As determined by the executive director, special collections may be maintained separately from the general collection for a variety of purposes, including, but not limited to improved access to specific topics, preservation of fragile material, or as part of a collaborative or cooperative agreement with an external organization. By their very nature, these collections attempt to keep materials preserved for an indefinite future. All considerations for the proper display, storage, use, and maintenance of these collections are made with this principle in mind. Special Collections are regularly examined to determine if they continue to support the mission of the Library and if necessary preservation activities are sustainable.

H. Disposing of Withdrawn Items

All physical items withdrawn from the collection will become the property of the Friends of the Metropolitan Library System.

I. Procedures

The Metropolitan Library Commission authorizes the executive director to establish procedures to administer this policy.

~~AM 300 Library Collections~~

~~AM 310 Materials Selection~~

Revised 6/97

~~I. Responsibility for Selection~~

- ~~A. Ultimate responsibility for selection of library materials rests with the Executive Director, who operates within the framework of policies determined by the Metropolitan Library Commission.~~
- ~~B. The Executive Director delegates to staff members the authority to interpret and apply these policies in developing the library collection.~~
- ~~C. All staff members assigned responsibility for selecting library materials are expected to apply these policies and their professional knowledge and experience in making decisions.~~
- ~~D. The Director of Materials Selection and Management and the Materials Selection Office's professional staff lead the selection process, reviewing and evaluating new books and other materials. They regularly communicate with public service and other staff regarding special, local, community needs.~~
- ~~E. All library staff members are instructed to monitor and consider requests for materials not available.~~
- ~~F. Customer requests for and comments on materials are invited and considered. (See attachments, "Library User's Request for Materials" and "Comments on Library Materials and the Internet".)~~

~~II. Selecting for a Diverse Audience~~

- ~~A. The library recognizes that some library materials are controversial and that any given item may offend some persons; however, selections will not be made on the basis of any anticipated approval or disapproval, but solely on the merits of the work in serving the diverse interests of Oklahoma County citizens.~~
- ~~B. The library will not knowingly add or retain materials that are judicially determined to be illegal under Oklahoma law.~~
- ~~C. The library does not set an arbitrary or single standard of literary quality to select its materials but seeks to provide a collection of materials to satisfy a public varying in formal education, social background and taste.~~
- ~~D. The system selects a wide range of fiction and non-fiction, whether serious or amusing, realistic or imaginative, timely or historical, that accurately and honestly attempts to depict or explore the human condition.~~
- ~~E. Materials are not excluded from the collection solely on the basis of coarse language, frankness or descriptive passages or topics considered by some to be offensive. The library has a responsibility to protect the rights of all readers.~~

- ~~F. Library materials will not be marked or labeled to show approval or disapproval of the contents, and no materials will be sequestered except rare and scholarly items of great value, such as the "Oklahoma Collection," to protect them from damage or theft.~~
- ~~G. Responsibility for the reading interests of children rests with their parents and legal guardians. The library's selecting of materials for adults will not be inhibited by the possibility that the materials may come into the possession of children. Each library agency maintains a collection of materials for pre-school and elementary school-aged children, but the children are not restricted to those collections and they have access to the total library collection.~~

III. Criteria and Sources for Selection

- ~~A. Each piece of material or work shall be considered on its own merits and its relation to its intended audience. All additions to the library collection, whether purchased or donated, shall be evaluated on anticipated usage and must meet two or more of the following general criteria:
 - ~~1. Appeal to the interests and needs of individuals in the community.~~
 - ~~2. Vitality and originality.~~
 - ~~3. Contemporary significance (timeliness).~~
 - ~~4. Literary, artistic or graphic quality.~~
 - ~~5. Degree to which its style of presentation entertains or pleases.~~
 - ~~6. Skill and competence of the work's creator and producer (publisher) in fulfilling their intent or purpose.~~
 - ~~7. Degree to which it provides viewpoints and subject coverage of special interest to the local community.~~
 - ~~8. Accuracy, authenticity, thoroughness and documentation.~~
 - ~~9. The appropriateness of the format to the content.~~~~
- ~~B. Reviews in professionally accepted periodicals are important sources for materials selection. Citations in professionally accepted bibliographies, indices, booklists and useful, subject-oriented publishers' catalogs and by local or national media are considered. Evaluations of review copies by professional library staff are also considered. In the absence of published reviews, staff may request evaluation of titles by local persons with expertise in the subject matter covered by the material.~~
- ~~C. Requests from customers for the library to buy specific titles or material dealing with specific subjects are evaluated carefully. When there is enough demand or interest in a title or subject, an item with unfavorable reviews may be purchased unless the subject is already adequately covered.~~
- ~~D. Specialized materials of limited community interest are not ordinarily purchased.~~

~~Customers making requests for such materials may be referred to other local library collections or invited to use this system's inter-library loan service.~~

~~Supplementary materials for students and information for specialists are provided in a limited number of fields; however, the library will avoid unnecessary duplication in subject areas which are the special prerogative of other community resources.~~

~~Textbooks and workbooks are purchased only when the information also serves the general public or is unavailable in other form.~~

~~Materials that are intended to market products and services are not added to the collection.~~

~~IV. Special Collections~~

~~The Metropolitan Library System established and maintains special collections of materials under the provisions of administrative procedures adopted for these purposes. Such collections are established to meet special needs in serving the community; some of the factors around which a collection may be organized are:~~

- ~~A. Subject content (examples: local history, mysteries)~~
- ~~B. Format (examples: magazines, video)~~
- ~~C. Accessibility for a special audience (examples: large print, foreign language)~~

~~V. Format~~

~~The library system selects materials in formats that are most appropriate to meet community needs. These formats include:~~

- ~~A. Microform~~
- ~~B. Audio recordings~~
- ~~C. Video recordings~~
- ~~D. Printed books~~
- ~~E. Printed magazines~~
- ~~F. Printed newspapers~~
- ~~G. Electronic databases~~
- ~~H. Any other format appropriate to current use patterns~~

~~VI. Video Selection Guidelines~~

- ~~A. Non-fiction/Non-theatrical Videotapes~~

~~Definition of non-theatrical videotapes: General interest non-fiction and short fiction works produced for the education and home video markets, including items such as documentaries, how-to, self-paced learning and instruction, travel, music, health and fitness, dance, theater, inspiration, etc.~~

~~Non-theatrical videotapes are purchased when the format provides a useful way of presenting information to a customer. Titles are acquired in all general subjects. The library system collects educational and/or instructional materials such as self-help, do-it-yourself, and informational appropriate for groups; documentaries, dramatic and musical performances, holiday materials, short features and videotapes of interest to children and families.~~

~~Non-theatrical titles are selected from published reviews, lists of recommended films published by recognized authorities, catalogs of respected publishers and from in-house review of the films. Selection is based on the following criteria:~~

- ~~• Timeliness~~
- ~~• Accuracy of factual content~~
- ~~• Quality of technical production~~
- ~~• Usefulness for the intended audience~~
- ~~• Present and potential relevance to community needs~~
- ~~• Balance in the point of view presented~~

~~Materials for children should be useful and relevant to their everyday needs, interests and activities. Special emphasis is placed on a child's developmental needs for stimulation of imagination and mental growth. Concept films, folktales, fairytales and films highlighting children's activities are emphasized in children's videos.~~

~~B. Entertainment/Feature Videotapes~~

~~Definition of feature videotapes: Full-length dramatizations including foreign and U. S. produced contemporary films and classics.~~

~~The library will provide entertainment feature films for adults and children that are established classics, major award winners, film versions of books and important representative films from other countries.~~

~~Several categories of films are considered for the feature film collection:~~

- ~~• Major prize winners: New York Film Critics, Academy Awards, international film festival awards, (Dances With Wolves, Annie Hall)~~

- ~~Established classics: Films that are recognized as important and that are judged to have stood the test of time, considered here to be a minimum of twenty years old, (Casablanca, Citizen Kane)~~
- ~~Film versions of important works of literature (Red Badge of Courage, Romeo and Juliet)~~
- ~~Titles from the "Best Films" lists that are periodically published by critically-recognized journals and reviewers, (Silence of the Lambs, Manchurian Candidate)~~

~~While films in these categories will be considered, the final selection will be based on judgment of the film's overall merit, using several specific criteria. To be acquired, a film will meet at least one of the following criteria:~~

- ~~Be of present and potential relevance to community needs~~
- ~~Provide insight into human and social needs~~
- ~~Provide high quality performances~~
- ~~Be produced with technical skill~~
- ~~Be an outstanding example of artistic expression~~
- ~~Be an important cultural artifact~~

~~G. Customer Suggestions and Gifts~~

~~Customer requests for purchase of video recordings are invited and considered. These requests will be evaluated using the criteria given above.~~

VII. Major Categories of the Materials Collection

A. Adult Reading Level

- ~~1. Non-fiction: Selection of these materials, in any format, is governed by the General Criteria. The library attempts to acquire materials representing diverse points of view on current and historical questions and controversies, including legal, constitutional, political, economic, medical, ethical, religious, social, sexual, and other issues. Inclusion of material representing a particular belief, opinion, or point of view in the library's collection does not constitute endorsement by the library.~~
- ~~2. Fiction: Selection of these materials, in any format, is governed by the General Criteria.~~

B. Juvenile Reading Level

- ~~1. Non-fiction: The library maintains a collection of nonfiction appropriate for a wide variety of age levels and reading levels. Selection of these materials, in any format, is governed by the General Criteria. Materials may be purchased to support the local education/school curriculum needs of children, or to meet the informational and recreational needs they may have~~

~~individually. The library attempts to acquire materials representing diverse points of view on current and historical questions and controversies, including legal, constitutional, political, economic, medical, ethical, religious, social, sexual and other issues and subjects of interest to children. Inclusion of material representing a particular belief, opinion, or point of view in the library's collection does not constitute endorsement by the library.~~

- ~~2. Fiction: The library maintains a collection of fiction appropriate for a wide variety of age levels and reading levels. Contemporary and historical fiction is selected which interprets life in an honest and realistic way and which contributes to a better understanding of the world. Selection of these materials, in any format, is governed by the General Criteria.~~
- ~~3. Classifications: Material appropriate for the juvenile reading level can extend from preschool age through 9th grade. Classifications used within the juvenile reading level are the following:~~
 - ~~• Easy: Material is classified "Easy" when it includes a story designed to be read to children of preschool age or older or when it is a picture story with few or no words. It is not necessarily easy to read. An "Easy" may be either fiction or nonfiction. Printed material in this category is profusely illustrated and usually is oversized. When text is present, the print may be standard or oversized. "Easies" are shelved in the children's area of the library.~~
 - ~~• Reader: Material is classified "Reader" if the reading and interest levels are appropriate for children in Kindergarten through 2nd grade or for any children learning to read. It may be either fiction or nonfiction. A "Reader" generally has a controlled vocabulary and short sentences. The wording may be repetitious. The length is usually short, 30-40 pages, and the storyline or plot is simple. There are numerous illustrations and the print is usually large. "Readers" are shelved in the children's area of the library.~~
 - ~~• Tween Fiction: Fiction material is classified "Tween Fiction" if the reading and interest levels are appropriate for children in grades 2-4. The length is usually less than 100 pages. A "Tween Fiction" title usually has more illustrations than Juvenile Fiction titles, but fewer than Reader or Easy titles. "Tween Fiction" is shelved in the children's area of the library.~~
 - ~~• Juvenile Fiction: Fiction material is classified as "Juvenile Fiction" when the reading and interest levels are appropriate for children in grades 4-7. "Juvenile Fiction" is shelved in the children's area of the library.~~
 - ~~• Tween Nonfiction: Nonfiction material is classified as "Tween Nonfiction" (TNF) when it has a reading level, format and interest level appropriate to children in grades 2-4. This is not a rigid classification, but can be extended to include younger and older readers. Generally, printed material in this area will be less than 100 pages in length, contain numerous illustrations, have large print and have wide margins. "Tween Nonfiction" is shelved in the children's area of the library.~~
 - ~~• Juvenile Nonfiction: Nonfiction material is classified "Juvenile Nonfiction" (JNF) when it has a reading level, format and interest level appropriate to children in grades 4-9. This is not a rigid classification, but can be extended to include~~

~~younger and older readers. "Juvenile Nonfiction" is shelved with the adult nonfiction material.~~

~~G. Young Adult (YA) Reading Level~~

~~The term "Young Adult" refers to young people in grades 7-12. This is not a rigid classification, but can be extended to include younger and older readers. Any title selected for the Young Adult collection must meet the General Criteria governing materials selection and meet the needs of the intended audience.~~

~~Contemporary and historical fiction is selected which interprets life in an honest and realistic way and which contributes to a better understanding of the adolescent and adult worlds. "Young Adult" fiction is shelved in a separate Young Adult collection area.~~

~~To be selected for Young Adult collection, titles should normally be recommended specifically for this age group in at least one professional review. Where an adult title is of specific interest to YA audience, it will be considered for addition to the young adult collection. It is possible for some titles to be in the adult or juvenile as well as young adult collections.~~

~~D. Uncataloged Paperback Books~~

~~In response to the popularity of both the mass market paperback format and the many titles which are not available in other formats, the library maintains a large collection of mass market paperback books, including both fiction and nonfiction titles. Separate paperback collections are maintained for adults, young adults and children. Because of their relatively low cost and ephemeral nature, these paperbacks are not cataloged.~~

~~In response to public demand, the library purchases paperback titles, which have substantial, demonstrated popular appeal to library customer but may not be critically reviewed. Series and genres of fiction (e.g. mystery, romance, intrigue, inspirational, western, science fiction, etc.) for which there is established demand are emphasized. When available, reviews or annotations of paperback titles are examined prior to purchase. Paperback editions of cataloged titles are purchased to help meet heavy demand.~~

~~Access to Materials~~

~~AM 311 Genealogy Materials~~

~~Adopted: 05/05~~

Policy

~~The library provides genealogy materials to assist the public in tracing their Oklahoma roots and family origins. Most of these materials are centralized in a special genealogy collection.~~

Regulations

- ~~1. General or introductory materials that introduce the public to the basics of genealogy may be purchased and housed at any of the system's libraries. More specialized or one-of-a-kind materials will be added to the centralized genealogy collection.~~
- ~~2. The genealogy collection is housed at the Ronald J. Norick Downtown Library. Materials are provided for in-library use only.~~
- ~~3. The genealogy collection is focused on but not limited to Oklahoma and the surrounding states and the migration patterns of past and current Oklahomans.~~
- ~~4. Materials in a variety of formats may be added to the collection. These include, but are not limited to: books, periodicals, photographs, atlases, audiovisuals and electronic formats.~~
- ~~5. Materials will not be excluded from the collection solely on the basis of language.~~
- ~~6. The system will cooperate with the Oklahoma Historical Society to complement rather than duplicate the resources in their genealogy library.~~
- ~~7. The system reserves the right to enter into cooperative agreements with other organizations or institutions in order to preserve genealogy materials or to make them more widely available.~~
- ~~8. Purchases for the collection are made from an annual budget allocation approved by the library commission as part of the overall materials budget. Selections must meet the criteria of the Materials Selection Policy as well as the guidelines of this policy.~~
- ~~9. Gift materials added to the collection must meet the System's requirements for accepting gifts as well as the guidelines of this policy.~~
- ~~10. The System reserves the right to dispose of materials that are inappropriate for or no longer useful for the collection.~~

~~Access to Materials~~

~~AM 312 Local History Collection~~

~~Adopted: 05/05~~

~~Policy~~

~~The Local History Collection provides public access to records, photographs and other materials that document the history of Oklahoma City, the constituent communities of Oklahoma County and the state of Oklahoma.~~

~~Regulations~~

- ~~1. Local History collection is housed at the Ronald J. Norick Downtown Library. Materials do not circulate and can be examined in the local history room only.~~
- ~~2. The Local History collection is made up of materials about the state of Oklahoma. Materials about Oklahoma City and Oklahoma County are emphasized. Materials about the southwest or south central United States may be included if relevant to Oklahoma history.~~
- ~~3. The Local History collection will not be a depository for city or county government documents, but may include some of those documents if they are important to the growth, development or history of the jurisdiction.~~
- ~~4. The Local History collection may include materials that are not about Oklahoma but were created by an Oklahoman. This may include individuals born in the state as well as longtime state residents and others associated with Oklahoma. These works must be determined by the librarian or selector to have lasting historical or artistic merit relative to the history of the state.~~
- ~~5. Materials in a variety of formats may be added to the collection. These include, but are not limited to: books, periodicals, photographs, atlases, audiovisuals and electronic formats.~~
- ~~6. Materials will not be excluded from the collection solely on the basis of language.~~
- ~~7. The system will cooperate with the Oklahoma Historical Society to preserve important original materials requiring special environmental conditions.~~
- ~~8. The system reserves the right to enter into cooperative agreements with other organizations or institutions in order to preserve historical materials or to make them more widely available.~~
- ~~9. Purchases for the collection are made from an annual budget allocation approved by the library commission as part of the overall materials budget. Selections must meet the criteria of the Materials Selection Policy as well as the guidelines of this policy.~~
- ~~10. Gift materials added to the collection must meet the System's requirements for accepting gifts and the guidelines of this policy.~~
- ~~11. The System reserves the right to dispose of materials that are inappropriate for or no longer useful to the collection.~~
- ~~12. Duplicate copies of local history materials may be added to the general reference or circulating collections of system libraries based on availability and need.~~

~~AM 300 Library Collections~~

~~AM 313 Local History Permission to Use & Fee Schedule~~

~~Adopted: 09/08~~

~~Revised: 09/16~~

Policy

~~To assist customers with their personal, research or commercial endeavors, the Metropolitan Library System provides reproductions of items from its Oklahoma Room Collection including video, audio or high-resolution digital images.~~

Regulations

- ~~1. Fees will be charged to offset the cost of delivering high-resolution images for personal, research or commercial use.~~
- ~~2. Written permission is always required for use of any Oklahoma Room image.~~
- ~~3. When the use is commercial, the Requestor must obtain permission from the copyright owner. The Library does not assume responsibility for determining the copyright status of library materials.~~
- ~~4. A reasonable inquiry by the Requestor should include those of the following steps that are relevant:
 - ~~a. Determine if the work is in public domain.~~
 - ~~b. Contact the author or the publisher by letter, telephone or e-mail.~~
 - ~~c. Contact the U.S. Copyright Office for information. The Copyright Office now provides online information at <http://lcweb.loc.gov/copyright/> and performs professional searches for a fee.~~~~
- ~~5. If the Requestor undertakes and documents a reasonable inquiry and cannot locate a rights holder from whom permission could be obtained, the Requestor must indemnify the System against any claim that the library's act of providing a copy were an infringement of a third party's rights.~~
- ~~6. Fees for use will be assessed if an image is to be reproduced in any type of publication, media, broadcast, exhibition, web site, or other commercial use.~~
- ~~7. Fees are charged for the nonexclusive use of images. Subsequent use or reuse of the images will require completion of a new reproduction and use agreement.~~
- ~~8. The Library reserves the right to refuse use of materials intended for commercial use or waive use fees.~~

Fees

~~Two types of fees may be assessed. A use fee is charged for the use of an image for commercial purposes. A digital copy fee is charged per image for a copy to be made.~~

~~—Digital copies of local history images~~

- ~~• at 300 dpi — \$5.00 per image~~
- ~~• at 600 dpi — \$15.00 per image~~
- ~~• at 1200 dpi — \$30.00 per image~~
- ~~• processing fee \$5.00~~

~~—Use of local history images~~

- ~~book, brochure, filmstrip, flyer, poster, postcard, or PowerPoint programs for sale~~
 - ~~– for a quantity of 1 to 4,999 – \$15.00 per image~~
 - ~~– for a quantity of 5,000 to 9,999 – \$30.00 per image~~
 - ~~– for a quantity of 10,000 to 29,999 – \$60.00 per image~~
 - ~~– for a quantity of 30,000 and over – \$120.00 per image~~
- ~~website – \$15.00 per image~~
- ~~commercial décor – \$150.00 per image~~
- ~~advertising & product design – \$15.00 per image~~
- ~~serials~~
 - ~~– for a quantity of 49,999 or under – \$15.00 per image~~
 - ~~– for a quantity of 50,000 to 99,999 – \$60.00 per image~~
 - ~~– for a quantity of 100,000 or over – \$120.00 per image~~
- ~~video for resale or broadcast documentaries~~
 - ~~– for a quantity of 5000 or under – \$35.00 per image~~
 - ~~– for a quantity of 5001 or over – \$100.00 per image~~
- ~~interactive CD-ROM or DVD – \$120.00 per image~~
- ~~exhibitions or one time broadcasts~~
 - ~~– for commercial use – \$30.00 per image~~
 - ~~– for non-commercial use – \$15.00 per image~~

~~AM 300 Library Collections~~

~~AM 314 United States Government Documents~~

~~Adopted: 12/88~~

~~Revised: 6/08~~

Background

~~The Metropolitan Library System has been a selective depository of federal publications distributed by the Superintendent of Documents since 1974. The selected publications are provided to the library system free of charge. In order to participate in the depository library program, the library system is required to serve the government information needs of the entire 5th congressional district.~~

Policy

~~The United States Government Documents policy ensures that the Metropolitan Library System meets the government information needs of customers within the library system's service area and the 5th congressional district by providing access to United States government documents and participating in the Federal Depository Library Program.~~

Regulations

- ~~1. Government documents are integrated with the rest of the materials collection and housed throughout the system as customer needs dictate and space allows.~~
- ~~2. Government documents are cataloged and classified according to the library system's Cataloging and Classification policy, AM 341.~~
- ~~3. Government documents are selected to respond to the informational needs of the Metropolitan Library System service area and the 5th congressional district. However, no attempt is made to procure documents on an exhaustive basis because of the proximity of a regional depository library in the library system's service area.~~
- ~~4. The selection of government documents is made according to the library system's Materials Selection policy, AM 310. When a choice must be made as to format, the library endeavors to select the format allowing the greatest access to the material. No attempt will be made to collect U.S. Government procedural manuals.~~
- ~~5. To ensure that the selection of government documents remains actively responsive to the needs of the general public, all selections on the current active depository item profile will be reviewed annually.~~
- ~~6. Government documents not acquired through the depository library program may be purchased to meet the needs of customers.~~
- ~~7. Unsolicited gifts including mailings from congressional offices or government bodies will be considered according to the library system's Gifts policy, AM 322.~~

~~8. Whenever possible, Materials Selection staff will obtain replacement copies for lost depository items.~~

~~9. Documents received as depository items are subject to retention and disposal regulations outlined in Instructions for Depository Libraries. Documents that do not fall under these regulations may be selected for withdrawal according to the system's Withdrawal and Transfer policy, AM 331.~~

~~10. The quality of maintenance for government publications will be consistent with the maintenance of the library system's main materials collection.~~

~~11. This policy will be reviewed and appropriately amended to keep it current with updates of Guidelines for the Depository Library System and Instructions to Depository Libraries.~~

~~AM 330 Materials Management~~

~~AM 331 Transfer and Withdrawal of Materials~~

~~Adopted 8/88, 12/88, 6/08~~

Policy

~~The Transfer and Withdrawal of Materials Policy ensures that the Metropolitan Library System makes available the most reliable, up-to-date and useful materials to meet customer needs through the regular evaluation of the materials in each library's collection.~~

Regulations

- ~~1. Ultimate responsibility for the evaluation, retention, transfer or withdrawal of library materials rests with the Executive Director. The Executive Director delegates to staff members the authority to interpret and apply policies in maintaining the library collection.~~
- ~~2. All staff members assigned responsibility for evaluating materials for retention or withdrawal are expected to keep the stated policy in mind and to apply their professional knowledge and experience in making decisions.~~
- ~~3. The Deputy Executive Director/Materials & Outreach oversees a yearly evaluation schedule established for each system library. Managers of Library Operation are responsible for implementing this schedule for their agency.~~
- ~~4. Each work or piece of material is evaluated on its own merits and in relation to other items in the collection.~~
- ~~5. Worn, damaged or outdated items are withdrawn and replaced by new, updated materials.~~
- ~~6. Infrequently used materials may be withdrawn to make space for new additions to meet current customer needs.~~
- ~~7. All withdrawn materials are reviewed by the Deputy Executive Director/Materials & Outreach or designee who makes final decision.~~
- ~~8. Materials in good condition that continue to meet the system's criteria for selection but are no longer needed by a particular agency may be transferred to another agency by the Deputy Executive Director/Materials & Outreach or designee.~~
- ~~9. All withdrawn materials are given to the Friends of the Metropolitan Library System for their annual book sale. Proceeds of the sale are used to benefit the library system.~~

~~AM 340 Organization of Collections~~

~~AM 341 Cataloging and Classification; Catalogs: Organization~~

Revised: 12/88

Policy

~~Cataloging and classification of library materials are centralized in the Cataloging Section. Online Public Access Catalogs (PAC) are used throughout the system. The library system conforms with nationally accepted cataloging and classification standards and practices for book and nonprint materials considered to be of permanent value. No catalogs are provided for paperback materials generally found in community reading centers and bookmobiles. Nonprint materials may or may not be classified, depending on library requirements. Federal, state and local government documents are cataloged and distributed throughout the collection according to subject.~~

Procedures

- I. ~~Classification:~~
 - A. ~~Classification is based on the latest edition of the Dewey Decimal Classification.~~
 - B. ~~The Dewey number provided by the Library of Congress (LC) is used to the second prime mark.~~
 - C. ~~New editions of older titles are classified in the latest Dewey numbers rather than duplicating numbers given for previous editions.~~
 - D. ~~Cutter numbers are assigned based on the Cutter-Sanborn Figure Author Table (Swanson-Swift revision, 1969).~~
 - E. ~~Special Collection designators may be assigned to cataloged materials when it is necessary to house them in more than one location in the library system (e.g. JOBS, JSC, GENEALOGY).~~
 - F. ~~Because there is no longer an exclusive biography classification, the word BIOGRAPHY is placed below the call number where applicable.~~
 - G. ~~The word TWEEN is placed below the call number on Juvenile non-fiction materials for grades 3 and 4.~~
 - H. ~~A capital "J" (for Juvenile) precedes the call number on Juvenile non-fiction materials for grades 3 through 9.~~
 - I. ~~Adult fiction is labeled as follows:~~
 - ~~———— Fiction; Mystery; Western; Science Fiction; Short Stories.~~
 - J. ~~Juvenile fiction is labeled as follows:~~
 - 1. ~~For grades 5 through 8:~~

~~J Fiction; J Mystery; J Science Fiction; J Sports.~~

~~2. For grades 3 and 4:~~

~~Tween:~~

~~3. Through grade 2:~~

~~Easy (picture books); Reader (controlled vocabulary).~~

~~K. When necessary, or in keeping with library requirements, nonprint materials may be classified; e.g.:~~

791.45	653.14
B199b	L4964
VIDEO	AUDIO
RECORDING	TAPE

~~II. Descriptive Cataloging:~~

~~A. Descriptive and subject cataloging are based on the Anglo-American Cataloging Rules, 2nd edition, 1988 revision (AACR2) and Library of Congress Subject Headings, online (through OCLC), as modified by the Library of Congress MARC practice.~~

~~B. All cataloging is performed online using the OCLC Online Computer Library Center or our Integrated Library System to obtain cataloging copy or for inputting original cataloging.~~

~~C. All cataloging copy may be abridged to conform with current input practices.~~

~~III. Catalogs:~~

~~A. Online Public Access Catalogs (PAC) are used throughout the system. The PAC is a union catalog of the system's holdings and their location and gives current access by author, title, subject and classification. Subject cross-references are provided.~~

~~B. All agencies and departments are supplied with printed subject locator guides to provide subject access to aid customers who wish to browse the collection.~~

~~AM 340 Organization of Collections~~

~~AM 342 Special Collections~~

~~Adopted: 9/86~~

~~Guidelines for Establishing Special Collections of Materials by Physically Storing Them in One Shelf Area Location~~

- ~~1. There should be a proven, year-round need for the collection.~~
- ~~2. Up-to-date bibliographies of materials in the proposed collection should be preferred over physical groupings whenever possible and feasible.~~
- ~~3. Persons who propose the special collection should be able to establish that use of the involved materials will be significantly greater as a specially located group than would be true if the individual works were shelved in their usual location.~~
- ~~4. The need for the special collection should be predictable to last for at least 5 years.~~
- ~~5. The clientele that the collection will serve must be identified and described.~~
- ~~6. Any special immediate or long-term budget considerations that would be created by the special collection must be explained.~~
- ~~7. Browsing collections should be given more favorable consideration than non-fiction subject groupings. For example, it is likely that a much stronger case could be made for special collections of mysteries or large print books than for astrology.~~
- ~~8. Special materials that would not ordinarily be purchased under the collection development directions of the library system should be carefully considered.~~

~~Special Collections~~

~~Definition: A collection of materials shelved or stored together as a group. Typically their catalog number/shelf location would not have caused them to otherwise be stored as a group in one location.~~

~~Background: Some of the major reasons often used for creating such collections have been:~~

- ~~1. Increased convenience for browsing by library users~~
- ~~2. Media type~~
- ~~3. Special storage facilities required due to size, shape, media type~~
- ~~4. Special lending restrictions~~
- ~~5. Special audience needing assistance~~

~~In many cases these were legitimate reasons for having special collections in the past, and some instances may justify them today. However, until the advent of automated records and the timely, accurate information such records provide, quite often special collections were generated for one major reason: the records of the library concerning the collection of materials were so out of date, and~~

~~perhaps misfiled if the library was on a card catalog, that the records were sometimes as much a hindrance as a help in locating specific materials or determining if the materials were even supposed to be in the collection. If a library grouped materials that were frequently requested into a special collection and continued adding new titles to that collection, then they formed a way around the inadequacies of the library records.~~

~~The automated records, including the online catalog, of the Metropolitan Library System have eliminated this major reason for many of the old special collections. The printed records generated by automation also help eliminate the need for such collections.~~

~~Today the online records for use by library staff provide staff a complete, accurate, up-to-the-minute record of materials owned, at what libraries owned, and whether or not the materials should be on the shelf at that instant in any library. They may also determine what materials are currently on order but not yet received. The library user has a Computer Output Microfilm (COM) catalog for their use that lists all inventoried holdings of the library system, accessible through subject, author and title entries. These films are completely updated every three months. Yet another avenue available to the library user in locating nonfiction books is the printed Subject Locator Guide. This printed and bound guide alphabetically lists all subject entries in the library catalog, and under these headings lists all of the catalog number/shelf locations that materials on this subject may be found. By the entries the user can immediately discern what shelf locations have the least and most number of books in that given subject. Today, in the last quarter of 1986, the library system is conducting pilot test sites for an online catalog for use by the general public, which will further enhance the immediacy and completeness of information concerning the materials collection to the library user.~~

~~The Problems: To a great extent, special collections have become a hindrance to managing the proper storage of the materials as well as locating them. In this era of immediacy and accuracy, they also present possibilities for justified complaints by library users.~~

~~Special collection designations do not appear in the Subject Locator Guide for users who are seeking nonfiction materials by subjects. Thus, any nonfiction materials shelved in a special location will be misplaced for the user of this Guide.~~

~~Special collection locations do not appear in the catalog number/shelf information placed on materials by which library staff shelve them. Therefore, libraries must rely on special markings generated locally. Quite often these markings are in the form of small, colored paper dots that re-glued to the books or other media.~~

- ~~A. Usually, the color of the dot indicates what special collection the book is shelved in.~~
- ~~B. In a library with a large number of special collections, sometimes the same color of dot may be used twice, and its placement on the physical book indicates to which special collection the book belongs.~~
- ~~C. Dots glue on and can later fall off.~~

~~Special collections, then, contribute to the possibilities of individual materials being improperly shelved/stored. Mis-shelving creates an environment for poor library service and management. Following are some of the major factors affected:~~

- ~~1. Library user reserves (system reserves) for specific materials are harder to find or not found at all.~~
- ~~2. Specific items on which tracers are placed may not be found. Tracers include handling problems such as verifying that a library user did return a borrowed item for which (s)he has been charged, recalls for new cataloging.~~

~~Given the current environment, problems with staff errors in handling materials and difficulties of library users in using the materials collections can be expected to increase geometrically with either an increase in the number of special collections in the libraries and/or an increase in the overall size of the materials collection.~~

~~Special collections require additional staff time to order, catalog and process materials when compared to the same processes involved in dealing with materials that are not part of a special collection.~~

~~A proliferation of special collections can be expected to cause problems for library staff who work Sunday at a library that is unfamiliar to them. They may fail to locate requested materials that are filed in special collections, and they will run a high risk of shelving special collection materials in the wrong place.~~

~~Procedures for Considering Establishment of a New Special Collection~~

~~A memorandum requesting consideration of a new special collection should be submitted to the Director of Public Services. These requests should at least contain the information shown on the Required Information Memorandum that follows.~~

- ~~1. The Director of Public Services will review the request. If the request is denied by the Director of Public Services, then the request is not approved, and the applicant will be notified in writing, including the reasons for the request denial.~~
- ~~2. In the event that the Director of Public Services sees merit in the request, then written comments concerning the proposed collection will be obtained from Automation, Materials Selection and Planning Services. The Director of Public Services will provide written comments concerning the proposal to the others when soliciting their comments.~~
- ~~3. The Director of Public Services will present the proposal for a collection, along with the written comments mentioned in Step 3, to the Executive Director and the Administrative Team for further consideration.~~
- ~~4. Implementation of approved requests will be made according to steps and timing that are negotiated and agreed to by all departments and persons involved in selecting, ordering, cataloging, storing, publicizing, evaluating and measuring success of the project.~~

~~Guidelines for Establishing Special Collections of Materials by Physically Storing Them in One Shelf Area Location~~

- ~~1. There should be a proven, year-round need for the collection.~~
- ~~2. Up-to-date bibliographies of materials in the proposed collection should be preferred over physical groupings whenever possible and feasible.~~

- ~~3. Persons who propose the special collection should be able to establish that use of the involved materials will be significantly greater as a specially located group than would be true if the individual works were shelved in their usual location.~~
- ~~4. The need for the special collection should be predictable to last for at least five years.~~
- ~~5. The clientele that the collection will serve must be identified and described.~~
- ~~6. Any special immediate or long-term budget considerations that would be created by the special collection must be explained.~~
- ~~7. Browsing collections should be given more favorable consideration than non-fiction subject groupings. For example, it is likely that a much stronger case could be made for special collections of mysteries or large print books than for astrology.~~
- ~~8. Special materials that would not ordinarily be purchased under the collection development directions of the library system should be carefully considered.~~

Memorandum Proposing a New Special Collection

Minimum Information Required

- ~~1. Name of library agency, person proposing the collection and signature.~~
- ~~2. What materials that are already owned/typically selected by the library would be included in the collection? Describe if possible by subject content, cataloging call numbers, format, media, special purpose, and so forth. Be as comprehensive as possible.~~
- ~~3. Describe the persons that the collection would serve to the extent possible. How many are there, age, occupation, unique characteristics, library use patterns, and so forth.~~
- ~~4. Does this proposal involve including materials not usually selected by the library system? If the answer is YES, please describe the materials and their purposes as fully as possible.~~
- ~~5. To what extent would the special collection serve the intended clientele better than they are now served? Please describe, use quantitative measures such as questions answered, circulation, in-library use whenever possible.~~
- ~~6. How long do you estimate the need for this special collection will last?~~
- ~~7. What budget considerations are connected with this proposal? Please explain as fully as possible.~~

~~AM 200 Interlibrary Loan~~

~~Access to Materials
AM 200 Interlibrary Loan
Revised Date(s):
12/99, 06/08, 09/16~~

~~Policy~~

~~The Interlibrary Loan policy ensures that the Metropolitan Library System provides eligible customers with access to a wider range of materials by sharing resources with cooperating libraries throughout the nation.~~

~~Regulations~~

- ~~1. Metropolitan Library System policies and procedures for Interlibrary Loan comply with all provisions of the Interlibrary Loan Code for the United States as established by the American Library Association, all reciprocal agreements to which the library system is a signatory, protocols and regulations of all bibliographic utilities used, and current federal copyright law as interpreted by CONTU (National Commission on Technological Uses of Copyrighted Works).~~
- ~~2. The Metropolitan Library System acts as agent for eligible local borrowers.~~
 - ~~a. Eligible local borrowers may request materials not available in Metropolitan Library System collections through the interlibrary loan service. Non-circulating materials are considered to be available and will not be borrowed through interlibrary loan.~~
 - ~~b. Eligible local borrowers are customers with either a primary card or an annual fee card from the Metropolitan Library System.~~
 - ~~c. The Metropolitan Library System reserves the right to limit the number of interlibrary loan requests per eligible customer per calendar week as needed due to the volume of requests.~~
 - ~~d. Materials are borrowed only from libraries within the United States.~~
 - ~~e. Metropolitan Library System requests to borrow materials are filled at the discretion of individual owning libraries. The System cannot guarantee that a request for any given item will be filled.~~
 - ~~f. Processing or other fees charged to the Metropolitan Library System by the lending library will be billed to the individual borrower.~~
 - ~~g. The borrower who does not return interlibrary loan material by the due date will be charged an overdue fine of \$0.50 per day up to \$30.00. If material is recalled by the lending library before the initial due date, the borrower will be subject to the overdue fine beginning two working days after notification of recall.~~
 - ~~h. The borrower who fails to return interlibrary loan material is charged the replacement price of the unreturned material plus any processing fees as determined by the lending library.~~
 - ~~i. The borrower who fails to return interlibrary loan material after due notice will be refused further interlibrary loan service and all library borrowing privileges will be suspended. S/he can regain borrowing privileges by returning the material and paying any fees, or by paying for the material as specified in item g).~~

- j. ~~If the borrower damages interlibrary loan material, s/he will be charged the repair cost or the replacement cost of the damaged item, as determined by the lending library.~~
- 3. ~~The Metropolitan Library System acts as lender to cooperating libraries.~~
 - a. ~~Materials that are not available for check out by Metropolitan Library System customers are not available for lending through interlibrary loan.~~
 - b. ~~Materials are lent only to libraries within the United States.~~
 - c. ~~The Metropolitan Library System reserves the right to restrict lending of any materials as needed to maintain quality service for local customers.~~
 - d. ~~The loan period is 35 days from the date that the material is routed from the Interlibrary Loan department. A single renewal for up to 14 additional days from the original due date may be permitted if the material is not needed to serve local customers.~~
 - e. ~~Photocopies may be supplied from materials that are not available for lending. Copying must comply with federal copyright laws.~~
 - f. ~~The Metropolitan Library System will normally absorb costs of lending materials to libraries that agree to absorb these costs when the System borrows materials from them for local customers. Copying costs to fill a single request of 50 pages or less may also be absorbed under the same terms.~~
 - g. ~~Libraries may be billed for processing a loan and/or for photocopies if they charge the Metropolitan Library System for these services.~~
 - h. ~~Borrowing libraries that damage or do not return materials to the Metropolitan Library System will be charged the replacement price of the unreturned materials plus a \$10.00 processing fee.~~