# Collection Development Policies and Material Reconsiderations

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# Before We Start

- Chat Box: Available for all to use

- Auto transcription enabled

- Recording available on Vimeo

- Part 1 and Part 2 – on 2/22 and 2/24

- Jump in WHENEVER with questions/comments!

- Moodle – Library Sharing Space: https://mtstatelibrary.moonami.com/mod/forum/discuss.php?d=117#p228

# Learning Outcomes

- Discuss the importance of having a specific book reconsideration section in your collection development policy

- Present example procedures and processes that libraries could use for book reconsideration policies

- Share and discuss experiences with book reconsiderations in the past

- Receive tips on customer service procedures when talking with patrons about book reconsideration concerns

- Receive topics/discussion points to take back to your library and discuss with coworkers/trustees

# Collection Development Policy Overview

- Montana Library Examples
  - [Bozeman Public](#)
  - [Billings Public](#)
  - Belgrade [policy](#) and [reconsideration form](#)
  - Fallon County [policy](#) and [reconsideration form](#)
  - Please share your policies in the chat box!
- Policy Poll Questions
- Library Sharing Time: What questions do you have on collection development policy creation or review?

# Reconsideration Process – Step by Step

Please ask questions/make comments at any point!

# Step 1: Recording the patron's issue or concern

- We HIGHLY recommend using a form (please share any examples you have!)
  - Asking for specificity
- Providing a copy of your CD policy
- Informing next steps and timeline
- Front Line Staff: What experiences do you have with this?
  - Customer service tips and discussion
  - Training and practicing

# Step 2: Library Staff Consideration of Patron Form

- Reviewing/reading the material in question

- Reviewing the reasoning behind acquisition, how that relates to CD scope

- Board notification (Correspondence received)

- Decision making – director involved or not?

- Notification – director usually notifies, and explains decision

- Discussion: Does your library have a different or similar process? What challenges or difficulties have arisen? What questions do you have?

# Step 3: Patron Appeals?

- Should there be an appeal process?
    - Most libraries do not have one – the decision provided by the process is the final one
- If there is a lot of public interest, it is a good idea to send out a press release to make sure the community understands the reasonings behind the decision
    - Create a template that will help you craft a timely response

# Open Discussion

- Importance of unified support between board and staff
- Scheduling regular discussions to review policies and processes
- Board backing of staff actions and decisions, and having trust in staff

# Other Resources

- PCI Webinar, January 2022, "Readers' Advisory: A Year in Review" (available on Moodle)
- Webjunction Customer Service Webinars (create free account)
- ALA, PLA, MLA, other professional organizations
- Infopeople - mixture of free/paid webinars
- Library 2.0 - free to join, access to mini conference and webinars, podcast and blog
- United for Libraries trustees tips: Materials Challenges/Policies