



Salt Lake County Library

Collection Management and Community Feedback Policies and Processes

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2023 Award Recognition

- ULC Innovation Award – Let's be Neighbors
- Tech Logic People First Award – Buildings and Services
- ULA Distinguished Service Award – Wanda Huffaker
- ULA Outstanding Staff Member Award - Alexis Aires
- NACo Best in Category for Library Service (1st place out of more than 2,000 library systems across the country)



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Demand-Based Library

- Salt Lake County Library serves a population of more than 900,000 residents of varied interests and backgrounds
- Provides popular materials for varying levels of entertainment, education, reading levels, age levels, interests, customs, and languages
- Designs branches, collections, and programs to meet community interests
- Maximizes materials available to patrons through a shared collection and robust delivery system



Collection Management Policy

- Reviewed and reauthorized by citizen library board every 3 years at a public meeting
- Popular materials for entertainment, education, reading levels, age level, interests, social/religious customs
- Variety of formats, viewpoints, languages, and subjects
- Based on interest, popularity, informational content, appropriateness, and relevance
- Criteria considered includes suitability of subject and style for intended audience



<https://www.slcolibrary.org/policies/pdf/Collection-Management-Policy.pdf>

Collection

- 2 Million items in the collection
- 1 Million items checked out every month
- Addition of approximately 45,000 items each month
- Focus on high-quality popular materials that represent a broad community and a variety of interests and perspectives
- Purchase less than 7% of the four million books published each year
- As a demand-based library, a book must “earn” its shelf space – circulation matters



Selection Process

- To serve our 900,000 residents, the County Library offers a broad spectrum of materials
- A team of trained specialists considers quality, accuracy, reading level, and appropriateness of intended audience
- To prevent favoritism the material selection specialists rely on user statistics and multiple professional reviews
- Branch collections reflect demographic interests and checkout history
- The Library supports the individual rights of our patrons to read materials they choose for themselves and their families



Shelf Location

- Materials organization based on established library cataloguing standards
- Materials are usually cataloged and shelved based on the publisher's recommended audience, including age-appropriate titles
- Items may be moved to a different area if our review process determines that the item is incorrectly located



Display Policy

- Library displays rotate frequently and are curated to highlight popular works, seasonal themes, and regional and national events
- Displays typically highlight new arrivals
- Displays also help to make our patrons aware of the different types of materials available, so some displays may highlight various parts of the community



www.slcolibrary.org/policies/pdf/Display-Policy.pdf

Reconsideration

- The County Library will reconsider materials or displays at a patron's request
- A committee conducts an in-depth assessment to review the material and whether it meets the Library Board's Collection Management Policy
- Committee decisions can be appealed to the Library Director and then to the Library Board in public meeting
- Reconsideration requests fall into two categories: to relocate items to another section of the Library or to remove items a patron believes should not be part of the Library's collection



Community Feedback

- The Library actively seeks public input through various means
- Program surveys
- School outreach
- Customer service survey (via QR code)
- Outreach to city councils and municipal leaders, chambers of commerce, and other community partners
- Citizen comment available at all Library Board meetings
- Contact information listed on the website for library administration, board, and customer service



County Library Use

- 73% of households in Salt Lake County are active library card users
- Salt Lake County Library is the 13th most popular and busiest library system in North America
- More than 200,000 people visit the Library each month, which is 650 visitors every hour we're open

Salt Lake County Library offers in-demand materials, and is in demand by our residents.



Making a positive difference in the lives of our community




READ · CREATE · LEARN · PLAY · CONNECT
at the **County Library**



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