



# Salt Lake County Library

## Collection Management and Community Feedback Policies and Processes

Presented to the Salt Lake County Council  
July 11, 2023

Jim Cooper, Library Director

Bill Scarber, Library Board Chair

Robin Chalhoub, Community Services Director

## 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 Alires
- NACo Best in Category for Library Service (1<sup>st</sup> place out of more than 2,000 library systems across the country)



Copyright Rick Egan, Salt Lake Tribune





## 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](http://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 13<sup>th</sup> 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**



slcolibrary.org  
  