



Library Materials/Services Review Request Form

Your Name: _____

Address: _____ City/State/Zip: _____

Phone: _____ Email: _____

Library Card Number: _____

Do you represent yourself or an organization? Self Organization

If an organization, please share the name: _____

What is your concern with this item, display or program? Please be specific.

Item or Program Title: _____

Item's Author: _____ Format (book, DVD, CD, magazine, etc.) _____

Location of item, display or program:

- | | | |
|---|--|--|
| <input type="checkbox"/> Brookfield Library | <input type="checkbox"/> Cortland Library | <input type="checkbox"/> Howland Library |
| <input type="checkbox"/> Liberty Library | <input type="checkbox"/> Lordstown Library | <input type="checkbox"/> Warren Library |
| <input type="checkbox"/> Bookmobile | <input type="checkbox"/> Community event/off-site location where the library was present | |

Did you read, hear or view the item, display or program in its entirety? Yes No

Have you read the correlating W-TCPL policy to your comment?

A copy of the relating policy should be attached to this form.

- Collection Development Policy (MGT-16)
 Reconsideration of Library Materials Policy (MGT-2)
 Library Created Displays Policy (FAC-3)
 Library Programs Policy (GRP-1)

The library appreciates your interest. Your comments will be forwarded to a manager who will respond in accordance with the policies adopted by the Board of Trustees.

Signature Date

MGT-16 Collection Development Policy

Policy

The public library is a primary source of materials for the informational needs, cultural development and personal enjoyment of its users of all ages and levels of ability and interest. It is the institution in our society that attempts to provide materials representing many points of view in many fields. This policy addresses the Warren-Trumbull County Public Library's collection management decision process.

Regulation 1 – Selecting Materials

- The materials selected shall be chosen to most effectively serve the community.
- Consideration will be given to materials that may be of interest to a few, as well as those of interest to many.
- The collection (with the exception of the Local History and Genealogy Center collection) is not archival. It is reviewed and revised on an ongoing basis to meet contemporary needs.
- The library attempts to provide a collection with diverse and differing points of view or intellectual thought.

Library materials selection is ultimately vested in the library's executive director, who delegates to members of the professional staff in the public service departments the authority to interpret and guide the application of the policy in making day-to-day decisions. Unusual situations are referred to the executive director for resolution.

Procedures

Building a library collection is an ongoing activity. No library budget or building is large enough to permit the purchase of every worthy resource. This policy guides the staff in most effectively using the library's financial resources to meet the present and anticipated needs of the community it serves.

Library materials are selected to develop a broad collection that meets the needs and interests of a diverse service area for information, education and entertainment. Generally stated, the principles of selection require that all areas of knowledge be represented in the collection; that the content of works considered for acquisition be evaluated objectively; that works not be selected or rejected solely on the basis of their creators' origins, backgrounds, or views; and that a wide range of viewpoints on issues susceptible to debate be represented in the collection. Selectors' decisions are informed and guided by the principles listed in the American Library Association's *Library Bill of Rights* and *The Freedom to Read*.

The library will be responsive to public suggestions of titles and/or subjects to be included in the collection.

Endorsement or disapproval by an individual or group in the community does not cause an item automatically to be included or excluded from the library's collection. Selections must meet several of the following criteria:

- Current and anticipated needs and interests of the community
- Accuracy of content
- Timeliness of information
- Author, artist, and/or publisher qualifications and/or reputation
- Contribution to diversity or breadth of collection
- Literary merit or artistic quality
- Positive evaluation in review media
- Inclusion of title in standard bibliographies or indexes
- Receipt of or nomination for major awards or prizes
- Scarcity of materials on subject
- Local importance of topic
- Effectiveness and accessibility of format
- Appropriateness/usefulness for intended audience
- Available space

Additional considerations effecting materials selections include academic level of material (especially for technical works), budget, space, duplication of titles or subjects, quality of materials already owned on the topic, and the need for replacement of worn-out standard titles and outdated materials.

Regulation 2 – Local Author Collection

The Warren Library Local Author Collection will be shelved in a designated area. A branch library may or may not designate a particular shelving area for Local Author materials. All Local Author items will be identified with a “Local Author” label on the materials.

Procedures - Collection Parameters

- Author must have a personal affiliation with Mahoning or Trumbull counties, for example, should have been born in or lives/worked in one of those counties.
- Materials may be print, media, or digital format.
- Materials must be in new or like-new condition as adjudged by the manager accepting the material. Print material must be professionally bound. No spiral bindings accepted.
- Materials may include adult, teen or juvenile audience content and will be cataloged for the appropriate audience according to library procedures.
- Materials not accepted may be designated for library book sales.
- Materials will be subject to all guidelines for evaluation and re-evaluation, including possible removal as part of normal weeding procedures or in the case of lack of space in Local Author shelves, possible return to regular circulation.
- Materials with obvious or possible copyright violations will not be accepted
- Unsolicited materials submitted by persons or publishers outside of Trumbull and Mahoning counties will not be accepted. Such submissions will not be considered, acknowledged or returned.
- Materials from persons who meet the criteria of a past or present connection with either Trumbull or Mahoning counties but that are not accepted for the Local Author Collection will not be returned to the submitter.
- All materials will circulate including via the SearchOhio and/or interlibrary loan systems.
- Materials lost or damaged may or may not be replaced.
- Materials created by a local author but which deal with subject matter normally included in the Local History & Genealogy Center collection at the Warren Library, may instead be housed in that non-circulating collection.
- Authors with multiple titles may have only a representative number of titles shelved on the Local Author shelves at the Warren Library.
- No promotion of any material/author by the library is assumed.

Procedures – Accepting Materials for the Local Author Collection

- Authors should complete a Local Author Submission Form, provided by staff from the Forms section of the staff intra-net. The form should be submitted to the Adult Services Manager or the Youth Services Manager at the Warren Library or to a Branch Manager. One donated copy of the work to be considered should accompany the form. Digital materials must be available through a vendor such as Amazon’s Create Space or similar vendor of digital works.
- Materials accepted will receive processing and cataloging as any other materials would however that process may take longer due to the original cataloging required.
- Due to space limitations at branch locations, the Branch manager may wish to forward materials to the Warren Library for possible inclusion in the Local Author Collection.

Regulation 3 – Withdrawing Materials

- It is the function of librarians to select and discard library materials and advise on their use. They are prepared for this task through education, training and experience.
- Librarians must, of necessity, work within the limitations of space and budget.
- Selection and withdrawal processes are cooperative and suggestions are welcome from library staff/customers.

- Librarians are responsible for judging the needs of their collections and their communities, and they must make the final determination.
- Materials withdrawn from the collection may go to another appropriate nonprofit organization, be sold by Friends groups to support the library, be discarded, or be recycled.

Regulation 4 – Duplication of Service

The library will not needlessly duplicate the services offered by other area libraries serving special populations.

- Extensive legal resources are available to the public in the Trumbull County Law Library.
- The libraries of Kent State University (both Kent and Trumbull campuses) and Youngstown State University provide materials to meet the curriculum and research needs of college students and faculty.

Regulation 5 – Interlibrary Loan Service

Materials not available at the Warren-Trumbull County Public Library may be available from other libraries.

- Customers can request items through SearchOhio, a consortium of Ohio libraries that use the Innovative Interfaces Incorporated library catalog system and through OhioLink, a consortium of Ohio college and university libraries and the State Library of Ohio that use the Innovative Interfaces Incorporated library catalog system.
- For items not available through SearchOhio or OhioLink, the Adult Services Department will attempt to borrow materials from other libraries in the United States, in accordance with the Interlibrary Loan Code of the American Library Association.

Regulation 6 – Donations

The library may accept gifts of books or audiovisual materials with the provision that qualified staff will decide the disposition of them.

- Materials not added to the collection may be offered to Friends of the Library groups for their book sales, or otherwise handled at the discretion of the library staff.
- Donations may be placed at any library location deemed appropriate.
- No materials can be returned to the donor.
- Donors wishing to have verification of their contribution for tax purposes are responsible for recording the number of items and must place their own value on the material. A form may be obtained at any Circulation Desk. It is to be retained by the donor as a receipt. Letters of acknowledgment are not sent.

Regulation 7 – Gift Tributes

The library is pleased to accept financial contributions for the purchase of items in memory or honor of a person or event.

- Donors are encouraged to suggest appropriate subject areas or titles.
- Whenever possible, a bookplate with the name of the person or event being commemorated, along with the name of the donor(s), will be placed in or on the item.
- A minimum gift of \$20.00 assists the library in its efforts to provide quality materials.
- A letter of acknowledgment will be sent to donors of \$20.00 or more.
- Under certain conditions, contributions of books or other materials will be accepted as memorial or honor items. The material must meet the selection criteria for the type of material, be in excellent condition, and have a retail value of \$20.00 or more.
- At the donor's request, a letter of notification will be sent to the honoree and/or the family of the person being memorialized. Appropriate names and addresses must be supplied by the donor on the library's gift material form.

Regulation 8 – Re-evaluation of the Collection

- Systematic re-evaluation and withdrawal of worn, outdated, or obsolete materials is necessary to maintain an active and useful collection.
- The library is guided by the American Library Association statement on evaluating library collections, which is an interpretation of the Library Bill of Rights and CREW: A Weeding Manual for Modern Libraries.

- Selection and withdrawal processes are cooperative. Suggestions from library staff/customers are considered.
- Withdrawn materials will be disposed of in an appropriate manner. Those in acceptable condition may be offered to Friends of the Library groups for their book sales or otherwise handled at the discretion of library staff.

Procedures

The considerations for withdrawal of library materials may include:

- Unacceptable physical condition
- Age of the material and currency of the contents, particularly in science and technology
- Circulation performance and use
- Space limitations

Regulation 9 – Preservation of Materials

- Preservation of materials is an important part of collection maintenance.
- Materials need to be maintained in a usable, convenient and attractive format.
- Cleaning, mending and replacement are options which may be considered to preserve and maintain the physical quality of the collection.

Regulation 10 – Materials Formats

The library provides access to materials through print, multimedia and technology. The library recognizes that content and medium should be suitably matched and that library customers have different learning styles and preferences for how they receive information. Therefore, the library provides materials in a variety of formats, including, when appropriate:

- Print – such as hardcovers, paperbacks, magazines and newspapers.
- Non-print – such as audio and video formats, realia, and microforms.
- Digital resources – such as online databases and materials in electronic formats

Regulation 11 – Digital Resources

The library subscribes to a selection of online resources, including research databases, to assist with research and recreational pursuits. Databases are vetted yearly by staff librarians and are continually evaluated based on their usage, cost, relevancy to the mission of public libraries and demand.

The library recognizes the continued and growing interest in e-resources such as e-books, e-audiobooks, streaming music, movies and television shows. The Library remains committed to leveraging available budgets to maximize access to these services, be it through decreasing wait times, increasing available content within a platform, and/or the addition of new products.

MGT-2 Reconsideration of Library Materials

Policy

The members of the Warren-Trumbull County Public Library Board of Trustees believe it is essential in a free society for all citizens to have access to all library materials. The large population of the library's service area includes a full range of socio-economic strata and a variety of living environments from urban to rural. Among this diverse population, there is an extremely wide range of viewpoints values, interests and occupations. The policy of the Warren Trumbull County Public Library is to provide materials for all different types of users.

By representing multiple points of view within the collection, it is recognized that some materials or displays will be objectionable to some—but meaningful and significant to others. The Board takes the position that the risk of not providing access to information and ideas is greater than the risks of providing access.

In addition:

- The library holds the choice of reading and viewing materials as an individual matter. Library users are free to reject books and other materials of which they do not approve. Library users may not exercise censorship to restrict the freedom of others.
- Responsibility for materials selected and read, heard, or viewed by children and adolescents rests with their parents or legal guardians. Library selection decisions are not influenced by the possibility that materials may be accessible to minors.
- The library does not indicate through the use of labels or other devices particular points of view or perspectives contained in library materials.
- No items are sequestered to control access.

Regulations

Individual items in the collection will be reconsidered upon the written request of a citizen. Customers are referred to the Collection Development Policy (**MGT-16**) for further information. This policy can be found on the library website.

Procedures

- A library user with objections to the inclusion of a title may complete a "Library Materials/Services Review Request" form which is available in the Adult Services and Youth Services departments of the Main Library, at each Branch Library location, and on the Bookmobile. The completed form should be returned to the location from which it was obtained. This form can be found on the website under "About the Library" then clicking on the link to the "Library Materials/Services Review Request" form.
- The customer submitting the form must be a resident of Trumbull County and currently hold a valid Warren Trumbull County Public Library card.
- The form will be forwarded to the appropriate department manager, who will review the questioned material with a committee of professional staff.
- An item in question will be considered in its entirety, not judged solely on portions taken out of context.
- The library user will be notified in writing of the committee's decision.
- If the user is not satisfied with this decision, the user should contact the library's executive director. Following a review of the material and documentation, the executive director will make a decision and notify the user in writing.
- Should the user still remain dissatisfied with the outcome, he/she may appeal to the Board by sending a letter to the board president.

FAC-3

Policy: Library Created Displays

The library's philosophy of open access to information and ideas extends to displays within the library both physical and virtual. The library creates displays in efforts to highlight the collection and inform the public.

Regulations

Displays will appeal to a range of ages and interests and will cover a wide-ranging spectrum of viewpoints and information needs. Displays will not exclude topics, books, resources or other material because they could be considered controversial. Displays should not imply endorsement of the content of the display or the views expressed in materials on display.

Procedure

While ultimate responsibility rests with the library's Executive and Deputy Directors, displays are implemented by all library departments and staff. Library staff may work with community partners or other organizations and

individuals when planning display topics. Displays are not planned for commercial, religious or partisan purposes or for the solicitation of business.

Guidelines

Library staff consider the following as they make decisions about display topics, materials and accompanying resources:

- Does the display meet our ambition to provide an inclusive environment that fosters learning, community growth and connection in an ever-changing world?
- Does the display meet community needs or interests?
- Is there display space available that matches the amount of materials intended for display?
- Is there recreational, historical, civic, cultural or educational significance?
- Does the display connect the library programming or community wide events?
- Does the display highlight items related to library exhibits, collections, programs, etc.?

The Warren-Trumbull County Public Library offers avenues to customers wishing to express concerns about library collections, displays, services, or policies. Please refer to the policy, regulations, and guidelines set forth in section **MGT-1, User Concerns** of this manual.

GRP-1 Library Programs

Policy

Library programs are important, value-added services that offer the community an informational, educational, entertaining or cultural experience through the Warren-Trumbull County Public Library. Programs are planned as public interactions among the library staff, program presenters, and program participants that support the library's mission statement.

The large population of W-TCPL's service area includes a full range of socioeconomic strata and a variety of living environments from urban to rural. Among this diverse populations, there is an extremely wide range of viewpoints, values, interests and occupations. The goal of W-TCPL is to provide educational and recreational programs for all users. By representing multiple points of view, it is recognized that some programs or services will be objectionable to some—but meaningful and significant to others.

Regulation

Programs are offered for a variety of ages and interests, as an ongoing series or a single event. Library programs are free and open to the public although occasionally, a fee may be charged to cover supply/materials costs. Some programs are age-appropriate (attendees must be within the appropriate age group) or may require an accompanying adult. Pre-registration may be required for some events. Attendance limitations may be established after considering other scheduled activities, parking availability, room size, etc.

Groups (preschools, daycare centers, summer camps, etc.) may attend children's programs open to the general public (i.e., programs not requiring pre-registration) by special arrangement with Youth Services Dept. personnel if sufficient space is anticipated. Priority is given to families at regularly scheduled story times and at programs that require attendance limitations due to the nature of the program.

Procedure

- All library programs will be either:
 - Sponsored solely by the W-TCPL.
 - Co-sponsored by the W-TCPL and a library Friends group.
 - Co-sponsored by the W-TCPL and a community partner.

- Library sponsorship or co-sponsorship of a program does not constitute an endorsement or promotion of the program presenter, nor the program's content, products, or services, or the views expressed by the participants.
- No commercial product or service may be advertised, promoted or sold during library programs except for the sale (by the presenter) of items relating to the program topic and/or the sale of library-related items by Friends groups.
- The public relations staff should be kept informed in a timely manner of potential and planned program events at all locations. A paid library staff member must be present throughout any library program.
- No promotional materials should be made available within the community except those created through the library, unless otherwise approved by the public relations staff.
- Programs will be presented by either staff trained in the programming topic or by experts from the community.
- The library reserves the right to use video or photographs taken of program participants for publication and use in library promotional outlets.
- Appropriate staff may be called upon to contribute a bibliography to match the program topic and/or create an appropriate display of materials.
- Refreshments are up to the discretion of the department or branch in charge of the program.
- The library is able to offer some limited equipment to assist program presenters but this varies by location.
- Evaluation is an important tool for future program planning. Evaluation may be based upon a number of factors including but not limited to: audience/presenter feedback; written evaluation forms; attendance figures; and audience participation.

Guidelines

- While the ultimate responsibility rests with the Library's Executive Director, the responsibility of developing and selecting programs is delegated to the Library Department Managers and staff from a variety of departments that coordinate and plan public programs, library-wide, throughout the year.
- Programs are developed and designed with consideration of accessibility, diversity, equity, and inclusion. This includes, but is not limited, to access for people with disabilities and those who identify as LGBTQ+.
- The library will provide accommodation when appropriate and able. Please contact the library in advance of a program to discuss possible and available accommodations.
- Library staff may refer to industry best practices related to Diversity, Equity and Inclusion efforts for feedback and direction on programming.
- Library staff develop and deliver programs throughout the year. Library staff who present programs do so as part of their regularly assigned duties and are not eligible to be hired as outside contractors for programming.
- Staff consider the following as they make decisions on program topics, speakers or other accompanying resources:
 - Does the program meet our efforts to provide an inclusive environment that fosters learning, community growth, and connection in an ever-changing world?
 - Is there community need or interest in the program?
 - What is the quality of the presentation and its resources?
 - What are the qualifications of the presenters if not library staff?
 - Is an appropriate space available for the expected audience of the program, on library property or in the community?
 - Does the program fit within the budget/staffing needs and is there adequate time to prepare?
 - Does the program connect with other community wide events or programs?
 - Is there historical, cultural or educational significance?
 - Does the program relate to Library collections, resources or exhibits?
- All requests for specific programming are considered according to the criteria set forth above.
- W-TCPL also works with various community partners, organizations and agencies to co-sponsor programs or events. All community partner programs and events are considered and developed according to the

criteria set forth above. Library staff are assigned to plan co-sponsored events as determined by Library Department Managers and/or the administration of W-TCPL.

- Library programs are open to the public. The library will make every effort to accommodate all who wish to attend; however, attendance may be limited through advanced registration or other means when required based on safety, budget constraints, program room/venue size, the success of the program or other considerations as needed by the program presenter. At the discretion of library staff programs may be canceled due to unforeseen circumstances such as illness. Every effort will be made to notify patrons of a cancellation. Efforts to reschedule cancelled programs will be made but not every program will be able to be rescheduled. Patrons and presenters are expected to follow the library's Code of Conduct during all programming, whether virtual or in-person.
- Programs, events and classes may be photographed and recorded for library purposes by library staff. Patrons should notify library staff if they prefer not to be photographed or recorded prior to the start of a program. Due to copyright and privacy concerns, we ask patrons not to record or use the video function on their smartphones when attending programs.
- The library's philosophy of open access to information and ideas extends to library programming. Program topics may present diverse points of view and should not imply endorsement of the views expressed by the presenters or the participants of the program. Programs are not planned for commercial, religious or partisan purposes or for the solicitation of business. Outside presenters are required to complete the program agreement form and be approved by library staff prior to the program. Any sales related to programs such as books during an author visit, are handled by the program presenter and agreed upon ahead of time with library staff. The library welcomes feedback on programming and often solicits feedback from patrons through program surveys.

Regulation

With regards to youth services programming, library staff takes great care to provide programming for all age ranges including children ages 0—18. Due to best practices in childhood development, there are often age or grade limits placed on programming to ensure the safety and success of the patrons attending the program.

Procedure

The library will accommodate flexibility in age ranges when appropriate, but we do expect patrons to honor any age or grade guidelines when attending programming.

Caregivers may be asked to stay in the program with their child(ren), depending on the needs of the program and the needs of the child(ren), regardless of the age of the child.

Groups such as, but not limited to, preschools, schools, day care centers, homeschool co-ops and/or other formal organizations are not permitted to attend regularly scheduled programs. Those groups may arrange accommodations or field trip programs specific to their group with library staff.