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Ethnic Collection Development Policy Assignment

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Running Head: ETHNIC COLLECTION DEVELOPMENT

San Bruno Public Library Spanish Collection Development

by

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Abstract

The San Bruno Library, in the city of San Bruno, is a member of the Peninsula Library System (PLS), a consortium of thirty four public and community college libraries in the San Mateo County, in California's Northwest Bay Area. The county's population is composed of mostly of Whites with Hispanics being the second biggest segment of the county's population. Mirroring the county's demographic profile, the city of San Bruno is comprised of 46.9 percent Whites, followed closely by Hispanics at 24.1 percent of the city's total population. Hispanics represent a driving force of the city's economic, political and cultural development and merit having public services tailored to them. This paper proposes that the city's public library services acknowledge the information needs of its Hispanics citizens by developing an ethnic collection policy* that conforms to their needs.

*The San Bruno Public Library Spanish Collection development is not an official document and has only been created for purposes of this paper.

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San Bruno Public Library Spanish Collection Development

1 Introduction

The San Bruno Public Library [SBPL], founded in 1908 (J. Alita, personal communication, November 2, 2005), serves the information needs of the residents of the city of San Bruno, in San Mateo County, in the California Northwest Bay Area. As a public entity, the library is supported through taxes from the residents of the county, state measurements, the federal government, and private funders.

The San Bruno community includes people from diverse educational, cultural, and economic backgrounds displaying a wide variety of interests, needs, values, viewpoints and occupations. The largest ethnic population group in the city (United States Census, n.d.), is composed of Hispanics. This figure is in direct correlation with national statistics which put the Hispanic population as the largest minority group in the country comprising 12.6 percent of the national population (Buck, Millikan, Rider, & Smith, 2004). Likewise, the San Mateo County's Hispanics population is the second largest in the county at 21.9 percent (Association of Bay Area Governments, 2003). As a member of the Peninsula Library System, a consortium of thirty four public and community college libraries in the county, the SBPL also serves the information needs of the county's population.

The SBPL recognizes that its current Spanish collections do not fully serve the information needs of the city's Hispanic community as evidenced by the community needs assessment study conducted in 2004 by J. Alita (personal communication, November 2, 2005), Assistant Library Services Director for the SBPL.

Accordingly, the Library Board of Trustees and the Library Services Director have adopted the following Spanish Collection Development Policy (the Policy) to guide the staff in developing

and maintaining its Spanish language collections. We envision this policy as supporting and enhancing the library's responsiveness to its community.

1.1 Mission, Vision, and Purpose

The mission of the Policy is to develop, advance, and promote the SBPL's print, non-print and electronic collections for the Hispanic and Spanish speaking public, while ensuring free and permanent public access.

The Library Board of Trustees and library management envision the future of this program as follows:

- To Become the Information Backbone of Our Hispanic Community – Our library will be the first place Hispanics city residents go to for current, reliable, quality information delivered in their native Spanish language.
- To Offer Free Comprehensive Information Services to Hispanics – The Policy will complement and enhance the existing collections in English, expanding the breadth of resources available to the city's Hispanic community.
- To Offer Barrier-Free Information Services to Hispanics – We strive to eliminate institutional barriers in order to provide unrestricted access to our collections.

The purpose of the Policy is to establish policies and procedures to be followed by the SBPL in achieving this mission, while establishing a framework for continuous collection evaluation and improvement within the context of its community needs, and serving as a staff training tool.

2 Community Needs Assessment

The city of San Bruno was officially established in 1914 (San Bruno, 2005) but it had a library as early as 1908 when the city still was not incorporate into the county (J. Alita, personal communication, November 2, 2005). Mild climate, abundant natural resources, picturesque

landscape formed by mountains, natural reserves, and rolling hills, makes the city a desirable living community. As of 2000, the census counted the city's population at 40,165 (Association of Bay Area Governments, 2003). The median age of residents is 36.3 years and there are more females than males at 20,343 versus 19,822 (United States Census, n.d.). The per capita income is \$26,360 as of 1999 and the median income per household is \$62,081 (Association of Bay Area Governments, 2003). The top county employers are city government, post office, healthcare, retail, utility companies, and the San Francisco International Airport. In addition, the city boasts an educational attainment of 84.3 percent, among the population 25 years and over, for high school level education and above (United States Census, n.d.).

According to the 2000 United States Census Bureau (n.d.), Hispanics comprise 24.1 percent or 9,686 of the city's population and are estimated to raise to 24.7 percent of the city's total population by 2004. Furthermore, as of 1997, Hispanics own a total of 235 firms throughout the city with annual combined sales of \$78,601 (United States Census, n.d.).

To determine the full scope of the Spanish collections, an information needs assessment study will be conducted in 2006. As suggested by the collection development training policy of the Arizona State Library (2003), this assessment will be carried out by library staff, community volunteers, and local business managers who will be coached by an outside volunteer consultant. This will keep the research cost down while yielding excellent results. The study will encompass an assessment of the county's historical, demographic, economic, and socio-cultural data.

The strategy to collect information for the study should center on using a combination of the following formal and informal approaches (National Network of Libraries of Medicine, 2005):

- Demographic Data from Public Records – Demographic and social data such as gender, age, education level, income, ethnicity, marital status, transportation usage, family status, etc. is gathered from public sources such as the U.S. Census Bureau, county and city statistics.
- Surveys – Questionnaires asking to assess the current level of library services to the Hispanic constituency will be mailed to all households and handed out at the library to visiting patrons. A survey will also be featured in the library’s website during the duration of the study.
- Local Community Meetings – Conducted once a month, these meetings between the city’s library representatives and local community groups, not only form dynamic partnerships but also help the library keep a pulse on the community’s needs (California State Library, 1994).
- Community and Key Informant Interviews – To “assess and understand the values of the Spanish-speaking community through personal interviews and direct contact with the community” we need to interview patrons and key community members who, through being, visible know the community needs first hand (California State Library, 1994).
- Walk-Around Community Surveys – Walking around the community served by the library, we can record observations regarding group activities and demographic data. Informal interviews will also be conducted with neighbors and community members.
- Suggestion Box – The library can collect valuable feedback and suggestions from patrons.

When the data is interpreted, through statistical analysis, it most surely determine that the majority of the city’s Hispanic community using the library, see a major gap in the breadth of the Spanish collections, as per the feedback received so far. Upon the conclusion of the study, the SBPL staff will share the results with the public by using displays and bulletins at the libraries. This will not only inform all patrons of the study results, but will also provide confirmation that the library wishes to provide valuable services to the Hispanic community.

3 Collection Goals

- To empower the library with the tools needed to help its Hispanic population with its information needs.
- To ensure that the collections in Spanish fulfill the information needs of the community.
- To provide collections in Spanish that are balanced, comprehensive, sizeable, qualitative, and diverse to meet the information needs of the county's Hispanic community.
- To constantly evaluate and maintain the collection to remain current and valuable to Hispanic patrons.
- To guide the Policy by usage statistics, user feedback, and community involvement to ensure the optimal allocation of the materials budget.
- To increase the involvement and knowledge of the staff in collection development and management.

4 Spanish Non-Print and Electronic Collection Development Policy

4.1 Responsibility for Collection Development

The Library Board of Trustees has appointed a bilingual professional librarian who is also the Assistant Library Services Director to assume the responsibility of developing the Spanish collection. The ultimate responsibility for the city's materials collection resides with the city's Library Services Director who operates within the framework of policies set forth by the Library Board of Trustees. The library is encouraged to be inclusive, rather than exclusive, when determining how this collection will be maintained.

The constituents of the city of San Bruno will also play a vital role in determining the item selection profile. Through periodic evaluation efforts such as surveys, letters, and personal contacts

with the constituency, the library staff will determine which resources are useful to the Hispanic community.

4.2 Financial Considerations

4.2.1 Budget

The library, as many public agencies, is currently struggling with state and budget cuts. As a result our collection budget has been downsized. Also of consideration is the small size of the current library building which does not allow for much expansion of the collection (J. Alita, personal communication, November 2, 2005).

However, the SBPL still recognizes the importance of maintaining a Spanish collection that serves the information needs of the area Hispanics. The current annual budget allocated to the Spanish collection is \$1,700 with \$1,000 allocated to the adult and audiovisual collection and \$700 for children and youth materials.

This amount was increased in 2004 by a California State Library grant of \$6,000. Of this amount, \$2,000 or 33 percent have been allocated to the Spanish collection based on population percentage and current needs. This amount has been kept in an escrow account pending results of the information needs assessment study.

4.2.2 Return on Investment

Our public library, as many others not-for-profit businesses, does not operate commercially or turns in a quantitative profit. Our services are provided free of charge to the public and cannot be measured by using conventional financial terms. Thus, in order to measure the success of the Spanish collection program, we must measure its ability to produce a social value in our community through the Social Return on Investment methodology (Calvert Foundation, 2005).

Accordingly, we will periodically measure the following social indicators of improvement in our community: increased usage of the collection, increased attendance to library classes and workshops, increased awareness of library services, positive feedback from patrons, increased number of residents with at least a high school diploma, and patrons' suggestions to implement more services and continue enhancing the collection.

Some of the methods that will be used in obtaining the data are: usage tracking, gathering responses to surveys and questionnaires, taking attendance at workshops, performing formal and informal interviews, etc. These figures are then compared to historical data and integrated with performance goals, all of which should give us a reliable indication of the collection's social success.

4.3 Materials Selection Criteria

The SBPL aims to build a Spanish and bilingual collection of significance for the Hispanic community. In order to do this, materials must meet a number of criteria:

- Materials consist of items with combined resources in both Spanish and English.
- Materials cover nationwide resources pertaining to the Hispanic community's history but occasionally may reflect a geographical concentration in the Northwest.
- Materials reflect a diversity of viewpoints and expressions to satisfy diverse tastes.
- Materials are selected to satisfy the Hispanic group needs and abilities and to provide diversity of resources without influence of personal opinions, prejudice or censorship.
- Selected non-print and electronic materials are also provided in the Spanish language.
- Non-print materials in the collection include CDs, videos, and DVDs.
- Electronic materials will include terminal and remote access to the Spanish catalog, electronic databases, and links to resources in Spanish such as newspapers and magazines.

- Materials are selected according to one or more of the following guidelines: cost in relation to budget, merit, shelf space, favorable reviews, usefulness, relationship to existing material in the collection, durability, and community requests.

4.4 Acquisitions

Acquisitions are performed on an annual basis by the Assistant Library Services Director in charge of the development of the Spanish collection. The Library Board of Trustees determines the annual budget allocated to each collection area. The goal of the library is to acquire identified materials as quickly and economically as possible. SBPL's long standing working relationships with publishers and vendors will ensure the success of the collection.

In our ethnic acquisitions process, we utilize a variety of tools such as the Library Journal's critics section which annually publishes a list of most relevant material for Hispanics and other ethnic groups (J. Alita, personal communication, November 2, 2005). In acquiring and making available electronic databases and links over print ones, we will guide our selections by the same principles plus considerations of usefulness, demand, material volatility, cost, budget, licensing agreements, technical support, and remote retrieval needs as put forth by Buckland et al. (1992). As a Peninsula Library System library, the SBPL is also a member of SOLINET, a consortium that allows the county libraries to purchase large electronic packages of electronic journals and databases as recommended by Wilkinson and Lewis (2003).

The SBPL welcomes materials gifts with the understanding that the library will determine the most appropriate use of them. Some materials, evaluated for relevance or usefulness, might not be added to the collections but instead donated or sold, in which cases the profits are donated to the Friends of the Library program.

4.5 Collection Assessment and Evaluation

The collection will undergo a process of continual assessment. This will ensure that the collection is kept current and that only materials which are useful and relevant to the city's Hispanic constituency are kept (ALA, RUSA, 2005).

The SBPL will use a thorough evaluation approach as proposed by Lynch (1998, August) which includes a combination of objective analysis, management benchmarking, and community feedback. Other tools used to determine the collection's strength may include one or more of the following: circulation report numbers, collection usage rates, shelf space, and volume count.

4.6 Weeding of the Collection

It is essential to continuously revise and weed the collection. In doing so, the collection is kept interesting and relevant to the patron, while allowing the staff to identify gaps in the collection and create space for new items.

An item is considered for discard if it is broken, damaged beyond repair, worn out, obsolete, one of many copies, or lost. Considerations for its replacement are made, when deemed appropriate, and may consider: item availability, better format, need, and value.

The SBPL uses a variety of tools to aid in the discarding process such as professional works on collection evaluation and a variety of catalogs that determine an item's value and availability.

4.7 Reconsideration of Collection Materials

The SBPL honors the Library Bill of Rights and the Freedom to Read. As such it is obliged to provide materials reflecting differing points of view to the public while not endorsing any particular beliefs or views. Expurgation of library materials "(...) is defined as any deletion, excision, alteration, editing, or obliteration of any part(s) of books or other library resources by the library (...)" (ALA, 1992, p. 45). "An act of expurgation has serious implications. It involves a

determination that it is necessary to restrict access to a complete work. This is censorship” (ALA, 1992, p. 45).

The SBPL welcomes free expression of opinion by its patrons, but it is governed by the Collection Development Policy in making additions to or deleting items from the collection. Patrons who wish to request a reconsideration of library material must do so in writing by using the Request for Reconsideration of Library Material found in Appendix A.

In making an informed decision, the Director will obtain background information as to the acquisition of the material and its value to the collection. A review committee composed of the Library Services Director, a staff librarian, a Board member, and other staff members will be assembled to review the item in question. Within thirty calendar days, the Director must respond in writing to the complainant explaining the outcome of the investigation and the library’s decision.

If the complainant is not satisfied with the Director’s decision, he or she may request a meeting before the Library Board of Trustees by making a written request to the Chair of the Board as noted in Appendix B. The Board will make the request an agenda item notifying the complainant of details of the next Board meeting. After hearing from the complainant, the Board will determine whether the request for reconsideration has been handled in accordance with SBPL’s policies and procedures, will review the background information provided by the library staff, will review the position of the patron, and will also review the decision of the Director. Based on the information presented, the Board may vote to uphold or override the decision of the Director.

Materials subject to a removal complaint should not be removed until a final action is determined.

5 Facility and Staffing Factors

5.1 Physical Layout

To provide an immediate solution to the development Spanish collection, the SBPL has identified space within the existing physical layout of the library. The print Spanish collection will be housed with other books per the current system. We currently have space for over 100 new items within our existing shelves. The non-print Spanish collection will be adjacent to the existing English ones but clearly differentiated. The audiovisual shelf space is sufficient.

However, the library recognizes that the current facilities need to be considerably expanded. Recent statistics revealed that San Bruno residents utilize the library's service frequently with about 59.5 percent holding library cards (San Bruno, Library, 2005). This does not include the number of residents who use other library services that do not require a card, such as ready reference, periodicals browsing, facilities use, workshops and meeting room services.

A Library Facilities Needs Assessment study conducted in 2003 (J. Alita, personal communication, November 2, 2005), revealed that the library experiences severe issues of lack of shelf space for future collection growth, flexibility to accommodate technology, inadequate seating areas, inadequate building lighting and mechanical system, poor disabled access, and insufficient parking (San Bruno Library, 2005). The building which houses the library has not been renovated since 1960 (J. Alita, personal communication, November 2, 2005). The present facility is 15,600 square feet which the study recommended be increased to 42,000 square feet just for library use, with additional space needed to accommodate other uses such as meeting rooms (San Bruno, 2005). In 2007, the library is developing a bond measure request to obtain partial funds to renovate, expand or move from the current library building.

5.2 Staffing Considerations

Buck et al. (2004, ¶ 7) emphasizes that libraries need to ensure they have bilingual staff depending on the needs of their communities. The SBPL library employs two full time librarians and one part time staff member who are bilingual in Spanish. We have also developed a recruiting policy that aims to hire bilingual staff and includes community and library users in our interview panels whenever possible (J. Alita, personal communication, November 2, 2005). We also provide staff incentives to learn Spanish and other languages that reflect our community's ethnic composition (J. Alita, personal communication, November 2, 2005).

In order for a library to adequately serve its diverse community, the library staff must recognize the importance of providing multicultural resources and services. As Denise Agosto (Spring 2001, Section 10, ¶ 1) states, the attitude of the librarians is the "single most significant factor contributing to the general atmosphere of your library. This will affect the way that patrons experience and view the library and will determine whether the library's resources are utilized. The best way to encourage staff to embrace a library's commitment to serving its diverse population is to educate the staff on the social and educational benefits of providing multicultural materials. Not only is such service in line with the ALA Bill of Rights, but it also encourages all patrons to value diversity."

Our library staff is kept informed and involved in all collection and services development matters (Cuesta, 2001). As part of the new Spanish collection development, the Board of Trustees has also suggested that the Library Services Director regularly solicits the staff's feedback on the success of the collection and services targeted to the Hispanic constituency. This along with monthly staff coaching sessions on how to interact with a diversity of patrons will ensure that we have a staff that truly services the needs of the Hispanic community.

6 Policy Revision

This collection policy will be reviewed annually by the Associate Library Services Director and by the Library Board of Trustees. Reviewing of the collection will take into account the existing patrons overall satisfaction level measured through a variety of methods suggested by Hernon and Altman (1998) such as surveys, questionnaires, interviews, community feedback, and focus groups.

7 Key Policy Issues

As with every new policy, there are always issues to be faced that could potentially present barriers to the success of the program. Following we have identified the key issues affecting the Policy's development.

7.1 Digital Divide

The SBPL recognizes that despite the nationwide growth in computer ownership, e-mail access and internet usage, the growth has occurred to a greater extent only within some income levels, demographic groups, and geographic areas.

A report by the National Telecommunications and Information Administration's (United States Department of Commerce [USDC], 2001) revealed striking disparities in computer ownership and use based on race, rural poor and minorities, young and female headed households (USDC, 2001). Interestingly, the NTIA (USDC, 2001) study also found that groups such as Hispanics with lower rates of computer ownership, are more likely than other groups to access the internet outside of their homes, at work, schools, public libraries or community resources. This suggests that Hispanics without ready access are definitely making use of public resources.

Among Hispanics, public library electronic access is used more frequently by people who earn less than \$25,000, have less than a high school education, or are in a female headed household (USDC, 2001). For households that do have a computer but do not have internet access,

cost is often cited as the main reason impeding it. In fact 23.4 percent of Hispanics in the nation, cite this as the main factor preventing private internet access (USDC, 2001). A more recent NTIA 2003 (USDC, 2004) report revealed that the number of Hispanics internet users in the nation jumped to 37.2 percent in 2003 with 12.6 percent living a household that is connected to the internet through broadband. If we extrapolate those numbers to the city of San Bruno, it would mean that at least 3,603 Hispanics residents are using the internet.

According to the NTIA (USDC, 2001) report, ensuring that public access to computers and the internet is provided on a larger scale, is the single most important action policymakers can take. This can be largely achieved by providing adequate funding to schools, libraries and community centers, and by ensuring that these public places have affordable internet access.

With the development of the Policy, the SBPL intends to help national and state efforts by tailoring electronic access to the city's Hispanic community. Our aim is to diminish the digital divide in our community by ensuring all Hispanics have free and tailored access to electronic information.

7.2 Censorship

Censorship is the act of hiding, removing, altering or destroying copies of a material on the basis of political, moral or social concerns. Censorship limits the public's access to a wide variety of resources which then affects the constitutional rights of the citizens to be informed.

Our collection development policy encourages the selection of material that represents a diversity of opinion, philosophy, and content. Although the variety of material may not please all patrons, our libraries have a responsibility to be inclusive and to provide free access to a balanced collection. The purpose of this collection is to enhance the resources available to our Hispanic community and as such we will not censor the selection of materials based solely on ethical concerns, language, or content.

“A key policy issue affecting the ability of libraries and their patrons to exploit the full potential of the medium is the debate over restricting access to the Internet” Werby (1999, Section Efforts to Censor the Internet in Public Libraries, ¶ 1) asserts. Concerns about explicit material and its effects on children, have historically spawned numerous calls for government regulation of internet access and content. Most notably, the enforcement of these restrictions has been done through implementing federal funding limitations for libraries, as Werby (1999) points out.

Despite the threatened loss of federal funds, the Board of Trustees supports the constitutional right to free speech and believes the internet is a great resource, advocating the use of less restrictive solutions in our libraries such as time limits, safe internet navigation classes, and resources for parents to educate and monitor their children.

7.3 Institutional Barriers

“A democracy presupposes an informed citizenry (...) The publicly supported library provides free, equal, and equitable access to information for all people of the community the library serves. While the roles, goals and objectives of publicly supported libraries may differ, they share this common mission.” (ALA, 1993, ¶ 1). Our library adheres to the principle of the American Library Association’s Library Bill of Rights which states that libraries should strive to eliminate institutional and economic barriers that stand in the way of free public access. Barriers can take different forms, have a different nature, and could impede the success of this collection. Among those are outreach, staff availability, training, signage, and accessibility.

7.3.1 Outreach

A main concern when creating new collections and services is attracting patrons to take full advantage of the new mediums. In order to promote the new Spanish collection, the library utilizes a combination of outreach programs that have proved successful in the past and new innovative ones.

These may include business partnerships with local Hispanic business including markets, clinics, schools, community groups, immigration agencies, and consulates for Hispanic countries (J. Alita, personal communication, November 2, 2005).

At the library, the services will also be promoted through bilingual brochures strategically placed throughout the facility and handed out at existing computer classes, story times, and workshops. Some of the bilingual classes being offered right now are English as a Second Language (ESL), story time for children, and internet navigation (J. Alita, personal communication, November 2, 2005). In addition, as Alita put forth (personal communication, November 2, 2005), the SBPL is currently working to implement a new program modeled after the successful services of the Redwood City Public Library, another member library of the Peninsula Library System. The program is named Time Out for Parents, (TOPS) and it provides free child care for parents who utilize the library collections during the weekend (Whitesides, 1998). At SBPL's program, there will be at least one bilingual staff member available to assist with child care so that Hispanic patrons and children feel re-assured and make full use of the service.

The SBPL also actively participates in community life by having bilingual librarians go to local elementary schools to read stories and promote library services, and handing out translated literature such as flyers, in business areas of the city that are frequented by Hispanics or that are the headquarters of Hispanic local businesses (J. Alita, personal communication, November 2, 2005).

The SBPL will also issue press releases announcing the details of the new services in free local access newspapers and magazines. The library will also take a more active part in community events which will aid in advertising its new services targeted towards Hispanics, such as the Latino Heritage Month in September (San Mateo County Library, 2005).

7.3.2 Staff Availability

The SBPL has made sure that the library is staffed adequately to be able to help all patrons utilize the library resources. The library is open seven days a week being staffed at all times with reference librarians, library staff, and volunteers, many of whom are bilingual in Spanish.

7.3.3 Training

The variety of resources to be added with this collection would be worthless if the public does not know how to use them. This is particularly true of the electronic collection. To that intent we continuously provide free bilingual workshops on computer usage and internet research.

We are also committed to training our staff in all technologies and resources offered by the library so they can, in turn, assist our patrons with any questions.

7.3.4 Signage

All of our libraries have clear and visible area signs in several languages including Spanish to help our patrons navigate through the library. In addition, our Spanish audiovisual collections will be labeled in both English and Spanish to facilitate accessibility.

7.3.5 Accessibility

Our public library carries a responsibility to serve all citizens of the community. In order to achieve this, our basic services are free of charge to the public as per Symons and Harmon (1995) who maintain that charging user fees infringes upon intellectual freedom. The library does have discretionary but affordable charges for services that provide a greater convenience to the patron, use consumable supplies, and services that otherwise would not be available (Symons & Harmon, 1995).

As suggested by Buck et al. (2004), easy physical access to the materials in a collection is an important issue for a library. Print materials will be housed per existing procedures. Non-print collection items will be housed separately from the regular English items and labeled in Spanish.

Equally, internet resources translated into Spanish will be accessible from the library's main homepage, centralized, and easy to navigate.

8 Implementation Plan

The SBPL has created an Ethnic Collection Development Committee to check on the progress of this and other ethnic collections. The committee, headed by the Assistant Library Services Director, and composed of five members that also include a member of the library staff, a Board of Trustee member, a Friends of the Library member, and a community volunteer, represents a cross section of the actual people who are involved in developing the collection infusing the plan with realistic expectations. The committee will meet on a monthly basis to develop an action plan in order to meet the collection's goals. Also, as suggested by McNamara (1999), goals will be assigned to pairs of people who will be responsible for researching, following through, and implementing them. This will ensure that there is help available, tasks are not left incomplete, and milestones are completed on time. Initially, it will concentrate on researching audiovisual and electronic resources per the results of the 2004 information needs assessment study.

Additionally, the implementation plan and Spanish collection policy will be circulated among other staff members and the Board of Trustees to gather feedback and improvement suggestions. On a quarterly basis, the head of the committee, will present recent developments to the Board of Trustees. This system of frequent checkpoints and accountability shall ensure that the collection development plan stays on track.

9 Conclusion

The SBPL feels confident that we are on the right path to fulfilling our vision and goals of providing information services devoid of limitations to our Hispanic community. This collection policy is based on patrons' opinions, statistics, and study results that have allowed us to tailor it to

our Hispanic constituency. Together, we can promote excellence in information services and integrate ourselves fully with the needs of our community.

Appendix A

Request for Reconsideration of Library Materials

Please mail or drop off to: Terry Jackson, Library Services Director, San Bruno Public Library
701 Angus Avenue West, San Bruno, CA 94066

Author/Artist _____

Title _____

Book _____ Periodical _____ Other _____ Publisher/Date _____

Please state the reason for your request. _____

Have you read/viewed/listened to this work/exhibition in its entirety?

What are the positive points of this material? _____

What would you like the library to do about this work? _____

In its place, what work would you recommend that would convey as valuable a picture
and perspective of the subject? _____

Have you read the Spanish Collection Development Policy?

Request initiated by _____
Address _____
State _____ Zip _____ Phone _____

Do you represent:
_____ Yourself
_____ Organization (name) _____

Date: _____ Signature of Patron: _____

Date: _____ Received by Staff Member: _____

Appendix B

Appeal to Board of Trustees on Request for Reconsideration of Library Materials

Please submit the following documents to the Chair of the Board:

- Request for Reconsideration of Library Materials form.
- Letter formally requesting a hearing with the Library Board of Trustees at a future board session.

Mailing details:

Mildred Arencibia
Board of Trustees Chair
San Bruno Public Library Executive Office
701 Angus Avenue West, Suite 300
San Bruno, CA 94066

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