



Operations Policy

1. Purpose

The purpose of the Helena College (College) Library Learning Hub (Library) is to:

- (a) enable student success in the programs and degrees offered at the College;
- (b) prepare students to access, evaluate, and use resources effectively and efficiently to meet their information needs;
- (c) provide materials in varied formats which support independent learning, individual educational needs, personal enjoyment and the courses offered by the College;
- (d) ensure selection of a broad range of materials on controversial issues to support student development of critical analytical skills;
- (e) serve as a quiet place of study and inquiry, fostering the concepts of lifelong learning, intellectual freedom, and cultural enrichment, and;
- (f) encourage collaboration with other educators to develop strategies that meet the needs of students and honor applicable laws and regulations.

Professional librarians will achieve this mission by collaborating with students, faculty, staff, and the community in the selection, purchase, implementation, and creation of information resources and services and by providing information literacy instruction.

2. Patron Rights and Services

The Library Learning Hub meets the educational, recreational, and research needs of the College and community by providing access to collections, programming, and services while developing unique outreach activities that support literacy.

The College has libraries at the Donaldson Campus and Airport Campus with the primary objective of providing a voluntary setting for information access while supporting the educational program of the College. Patrons of the Library Learning Hub include students, faculty, and staff of the College. For the purposes of this policy, references to students include dual enrollment students who are concurrently enrolled in a secondary education program. When using the Library Learning Hub, dual enrollment students are considered students of the College with the rights and responsibilities of a post-secondary student. Community members

who are not students, faculty or staff may also access Library Learning Hub services consistent with this Policy and the Library Learning Hub Operations Manual.

The provision of a wide variety of Library materials, programming, and services supports the College's mission to serve each patron so they are prepared to be contributing citizens. In support of these objectives, the Library Learning Hub reaffirms the principles of intellectual freedom, access to information, and free speech inherent in the First Amendment to the Constitution of the United States and Article II, Section 7 of the Montana Constitution.

Patrons present in the Library Learning Hub and utilizing electronic or physical resources provided by the Library Learning Hub shall adhere to all applicable Helena College personal, professional, and academic conduct policies, rules, and procedures. Failure to honor such expectations may result in suspension or termination of Library Learning Hub services and recommendation for broader consequences from the College.

Details about specific materials, programming, facilities, and services are be detailed in the Library Learning Hub Operations Manual and subject to the interpretation and implementation by the Director of the Library Learning Hub (Director).

3. Collection Management Overview

The Collection Management provisions of this Policy establish the framework for development and maintenance of Library Learning Hub collections while providing a system of accountability for the institution This section describes how the collection serves its users and will establish guidelines for Library Learning Hub material collection operations.

The College and community possess a broad range of interests and prior educational experiences. The collection includes general information in subject areas that may not be covered in the classroom, but are supportive of lifelong learning. The objectives of the Collection Management Policy are:

- (a) To assist the librarians in developing Library collections in support of courses offered by the College and life-long learning;
- (b) To provide access to materials consistent with fiscal resources;
- (c) To encourage all members of the College and community to participate in developing our collections; and,
- (d) To serve each student whether enrolled online, onsite, or both with regard to appropriate resources in the best available formats.

The Director is responsible for selection of Library materials. The Director shall collaborate with Library Learning Hub staff to solicit recommendations for materials from students, faculty, staff, and community patrons. Submission of a recommendation does not guarantee the item shall be placed in the collection.

The Director, in collaboration with the Library Learning Hub staff, is responsible for evaluating the collection for currency, appropriateness, and usefulness, within the budget constraints consistent with this Policy. Standard checklists, catalogs, reviews, bibliographies are used to measure the existing collection against authoritative recommendations. To the extent possible, currency or accuracy of content, use, patron requests, appearance, and subject coverage related to curriculum are taken into consideration in the decision to retain an item.

The Director may authorize purchase and provide access to materials in a wide variety of formats, including but not limited to books, audio books, tools, devices, equipment, videos, DVDs, computer software, maps, periodicals, CDs, and a variety of electronic resources. Electronic resources include web-based resources, licensed resources and databases, electronic journals, and e-books.

Materials purchased for a specific instructional program that are to be housed outside the Library will not be purchased from the Library Learning Hub budget. All materials purchased with Library funds will be added to the Library collection and will be accessible to students, faculty, staff, and the community patrons. Textbooks and other classroom materials are not usually added to the collection by purchase or donation, but may be cataloged and placed on reserve as requested by instructors for student use. The reserve collection is created each semester by instructor request.

4. Collection Responsibilities and Selection

The Director and Library Learning Hub staff shall utilize professional reviewing sources when completing the selection of materials. Materials shall support and be consistent with this Policy; general educational goals of the State of Montana and the College, the objectives of individual Divisions, and the preferences of patrons, and descriptions of specific courses. Selection of Library materials is a professional task conducted by Library staff.

In selecting Library materials, the Library staff will evaluate the existing collection; assess curricula needs; examine materials; and consult reputable, professionally prepared selection aids. Materials selected and approved for appearance in the Library Learning Hub collection must honor the following uncombined standards:

- (a) recognize the primary objective of the Library Learning Hub is to serve as a voluntary setting for students, faculty, staff, and community patrons to engage in individualized use consistent with this Policy;
- (b) depict in an accurate and unbiased way the pluralistic nature of society in a way that enriches and supports the mission of the College;
- (c) be of interest and use to students, faculty, staff, and community patrons;
- (d) stimulate growth in knowledge, literary appreciation, and ethical standards for students, faculty, staff, and community patrons;
- (e) demonstrate serious literary, scientific, artistic, political, or philosophical value;

- (f) provide comprehensive information to enable students, faculty, staff, and community patrons to make intelligent judgments on a range of topics and issues;
- (g) comply with equality and nondiscrimination standards in Article X, Section 1 of the Montana Constitution and Section 49-2-307, MCA.

When honoring the above requirements, librarians shall consider the following factors when selecting Library materials:

- (a) Educational significance
- (b) Contribution the subject matter makes to the courses offered by the College
- (c) Interests of the students, faculty, staff, and community patrons
- (d) Reputation and significance of the author, producer, manufacturer, or publisher
- (e) Contribution the material makes to the breadth of representative viewpoints on controversial issues
- (f) Quality, reliability and variety of materials or item
- (g) Value commensurate with cost and need
- (h) Timeliness or permanence

Librarians shall consider the following sources of information when completing selections under this policy:

- (a) Recommendation of other professionals/instructors in the field
- (b) Reviews from recognized professional publications such as *Library Journal* and *Choice*
- (c) Individual preview and examination of individual material
- (d) Professional databases
- (e) Recommended lists from recognized authorities
- (f) Descriptions from patrons
- (g) Literary awards

In most instances, only a single copy of a book or other material, device, or tool is purchased. Duplicates, either print or electronic, are placed in the collection for accessibility reasons or if warranted by high demand.

As a member of the Treasure State Academic Information and Library Services (TRAILS) and the Online Computer Library Center (OCLC), the Library shares all of its resources with library users in Montana and selected resources throughout the United States of America. Selection of

electronic resources is primarily done through Mansfield Library at the University of Montana (UM) or our TRAILS consortium. The Library Learning Hub shall collaborate with vendors, UM, and TRAILS in obtaining subscription trials to select packages of electronic resources. When selecting electronic resources librarians shall review the following factors:

- (a) Accessibility standards
- (b) Unlimited access in preference to single user access
- (c) Licensing considerations
- (d) Authentication concerns

5. Collection Maintenance

Collection development includes the weeding or maintenance of Library materials. The Director, in collaboration with Library Learning Hub staff, is responsible for maintenance of the Library collection, with the consultation of other administrative and faculty members as needed. The Director is responsible for continually maintaining the collection throughout the year. Rare, cultural, literary, or historic texts may be kept as archival material.

Items in the Library collection which are outdated, severely worn, or no longer relevant to the curriculum will be withdrawn or replaced. The physical collection will be weeded, between semesters, by curriculum and in consultation with faculty. All items will be reviewed in regard to relevancy and evaluated individually on a rotating basis. The Library Learning Hub shall make appropriate and current information available to patrons in areas pertaining to the courses offered by the College.

Librarians shall consider the following factors when maintaining printed Library materials:

- (a) Items worn or damaged beyond repair
- (b) Duplicate copies of seldom used titles
- (c) Items unused over a period of seven to ten years
- (d) Physical periodicals more than six months old
- (e) Materials which contain outdated or inaccurate information
- (f) Materials no longer of relevance to the courses offered by the College, interests or use of the students, faculty, staff, and community patrons
- (g) Materials that no longer meet the current selection standards included in this Policy

Library Learning Hub staff shall dispose of materials in a manner consistent with College policy and Montana law. Indication of ownership by the College shall be remove from all discarded

materials.

6. Gifts

The Library Learning Hub only accepts unconditional gifts. Gifts will be judged by the same criteria as other acquisitions and will be added to the collection at the discretion of the Director. Gifts that cannot be used will be discarded in a manner consistent with this policy without the donor's permission. Receipts for gifts shall indicate only the number and type of items donated, not the value, consistent with applicable laws.

7. Cooperative Collection Management and Interlibrary Loan

As a member of the TRAILS consortium, the Library Learning Hub lends and borrows materials among Montana academic libraries through a request system provided by the current library management system. TRAILS holdings are considered when selecting resources under this Policy though being held by TRAILS does not necessarily preclude a decision to purchase. The majority of our electronic books and journals are selected and purchased collaboratively with other Montana academic libraries. The Library also lends and borrows materials on demand on behalf of its user groups using OCLC interlibrary loan protocols.

8. Collection Review and Requests for Reconsideration

No materials selected and placed in the Library Learning Hub collection in accordance with this Policy or selected and utilized in accordance with this Policy shall be removed from the collection except upon formal action of the Director as provided in this Policy. Electronic resources as defined in this Policy are not subject to reconsideration if the resource's availability is not managed exclusively by the College.

1. A faculty or staff member employed by the College with a Library Learning Hub account, a student enrolled in the College, or a community patron with a Library Learning Hub account may bring a request to reconsider a single Library material item. Parents of students shall not be permitted to bring a request on a student's behalf. Single material means individual item such as book, audio book, eBook, video, DVD, map, periodical subscription, or CD. An item may have multiple volumes and be considered a single item.
2. The Library Learning Hub will consider a maximum of one active request in any given period. If a request is submitted and one active request is pending, the newly submitted request will be placed in a queue to be considered when pending requests are completed.
3. All concerns about Library material shall first be raised with the Director.

4. The Director shall attempt to resolve the complaint informally by explaining the philosophy and goals of the Library Learning Hub, the applicable material selection procedure, and the qualifications of those responsible for selecting the materials.
5. If the concern is not resolved informally, the requesting patron shall be supplied with a packet of materials consisting of this Policy and any other applicable documents. The packet will also include a standard printed Request for Reconsideration form, which shall be completed and returned to the administration prior to initiation of the reconsideration process.
6. If the Director has not received the formal request for reconsideration within two weeks of issuance of the information packet, the matter shall be considered closed and may be reinitiated through another informal discussion. This timeline may be extended for circumstances deemed necessary by the Director.
7. Upon receipt of a completed Request for Reconsideration form, the Director will convene a committee to consider the request. This committee shall consist of the Executive Director of General Education and Transfer, one faculty representative, one student representative not associated with the complaint, and the Director of the Library Learning Hub. The Director of the Library Learning Hub shall solicit faculty and student volunteers to serve on the committee. The item subject to the reconsideration request shall remain in general circulation pending completion of the reconsideration request process.
8. The committee known as the Reconsideration Committee shall meet to discuss the requested material following the guidelines set in this Policy and shall prepare a report on the materials containing the recommendations on the disposition of the matter.
9. The Reconsideration Committee shall:
 - (a) Examine the material identified in the reconsideration request in its entirety to make decisions based on the material as a whole rather than on selections taken out of context
 - (b) Determine professional acceptance of the material through comprehensive analysis of critical professional reviews
 - (c) Consider the value of the material in the context of the educational program consistent with the purpose, standards, and requirements outlined in this policy
 - (d) Discuss the challenged material with the patron bringing the request
 - (e) Prepare a written report outlining the findings and recommendations of the Committee
10. The Committee shall issue report detailing the final decision on the request for consideration. The report shall include an explanation of the selection and reconsideration process, provide the guidelines used for selection and reconsideration, and cite authorities

used in reaching the decision issued. The decision of the Committee shall be binding in accordance with this Policy.

11. The Director shall notify requesting patron of the decision and the action taken in accordance with the Committee's decision.
12. Once an item has been reviewed in accordance with this Policy it shall not be subject to reconsideration again for five calendar years.

Plan Implementation, Evaluation and Revision

1. This plan will be effective June 24, 2025, and will be reviewed prior to July 1, 2028.
2. It will be the responsibility of the Director of Library Learning Hub with input from the Executive Director of General Education and Transfer and the Library Learning Hub Advisory Council, to review this Collection Management Plan every three years so that it remains a relevant tool for collection evaluation.



Director of Library Learning Hub



Date



Executive Director of General Education and Transfer



Date