

**Type:** Administrative**Authority:** CEO**Approval Date:** 5-22-18**Associated****Documents:****ADM.2018.76.1 Commitment Statement**

Collection Literacy is an important aspect of service within the Library. Staff must be skilled or have literacy pertaining to the collection in order to serve the users. Likewise it is a main priority to build a community who are literate in Library usage including Library skills, be it Dewey Decimal, in-house research, and online research.

ADM.2018.76.2 Collection Literacy for Employees

Employees are the first line of customer service and therefore must be able to answer questions of the users as well as know materials in house to be able to determine future needs. The CEO shall provide

1. Ongoing staff training for improved:
 - 1.1. Knowledge of the collections
 - 1.2. Reader's Advisory
 - 1.3. Cataloguing standards
2. E-Resource training:
 - 2.1. For reference requests
 - 2.2. In a "train the trainer" method

ADM.2018.76.3 Collection Literacy for Users

Collection Literacy for the Users will be provided to all community members in order for them to have equal access to the collections. The employees shall provide

1. Assistance to users for increased independence of research and library skills knowledge;
2. Online research tutorials upon request and in workshops;
3. Student tutorials for the purpose of enhancing library skills knowledge and basic research skills; and
4. Research assistance for users;
5. In-servicing for teaching staff pertaining to access to databases and student research.

ADM.2018.76.4 Board Awareness of Collection Literacy Needs

1. The CEO shall be directly responsible for ensuring the Board's Collection Development Literacy.
2. Although the Board does not make decisions pertaining to Collection, it is imperative that the Board have a working knowledge of the types of materials; the needs of the community; and ensures there is policy pertaining to the Staff Training, Collection Development, and user's needs in order to approve appropriate budgets and to include needs in the Strategic Plan.
3. The Board shall ensure an ongoing budget is available for replacement and new purchases in a variety of formats, across the Collection.

Original Approval: 5-22-18

Amended On: _____