

Librarians' book selection practices and budget fluctuations in the City of Cape Town, South Africa

By

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A mini thesis submitted in partial fulfilment of the requirements for the degree of Master of Library and Information Studies in the Department of Library and Information Science, University of the Western Cape.

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Supervisor: Dr Anthea Josias

Date: November 2019

DECLARATION

I declare that *Librarians' book selection practices and budget fluctuations in the City of Cape Town, South Africa* is my own work, that it has not been submitted for any degree or examination in any other university, and that all the sources I have used or quoted have been indicated and acknowledged by complete references.

Full name: Kerisha Chanderdeo

Date: 15 November 2019

Signed:

Chanderdeo



I declare that the thesis '*Librarians' book selection practices and budget fluctuations in the City of Cape Town*' was submitted to Turnitin resulting in a similarity index of 7%.

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DEDICATION

First and foremost, I would like to dedicate this thesis to God who has blessed me beyond measure. Thank you for always protecting me.

Secondly, I would like to dedicate this thesis to my intelligent and amazing nephew Hunter Govender- keep dreaming and achieving my baby boy. The stars are within your reach!

Lastly, I dedicate this thesis to my fellow psoriatic arthritis warriors out there. Keep fighting!



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- Lastly to my amazing lion, thank you for your continuous love, support and motivation throughout this entire process.

ABSTRACT

One of the main purposes of a library is to disseminate information to the community it serves. Collection development, which is the process of building and maintaining a library's collection is, thus an essential part of library services. The selection of materials that align with community needs and interests is an especially important aspect of collection development. With reference to the Helen Haines theory of book selection which is community-centred and highlights the role of lifelong learning in book selection, this research investigated the book selection practices of librarians from the City of Cape Town Library and Information Service. It assessed the role of the current Collection Development Plan (CDP) in book selection; it gathered insights on selection tools utilized by librarians performing book selection and explored how declining library budgets have affected the book selection process. This research utilized a two-pronged mixed methods approach. Firstly, electronic questionnaires were distributed to 75 libraries to gather the initial research data. Interviews were then conducted with 5 librarians to gain a more in-depth look at the book selection process. This research found that book selection librarians within the City of Cape Town are highly experienced and that the selection process is a highly consultative one, which involves both staff and communities. Another key finding was that participants considered the CDP to be outdated. Finally, the data suggest that book selection for community libraries are more affected by budget fluctuations than regional or city-wide libraries. The study thus recommends that the CDP should be updated in consultation with the different levels of library staff for whom it is intended. Another recommendation is that the methods in which budgets are allocated to the different library tiers need to be re-evaluated to ensure that community libraries are not unfairly disadvantaged as a result of budget cuts.

Keywords: Book selection; Collection development; Collection development plan; Community needs; Community libraries; Library budgets; Public libraries

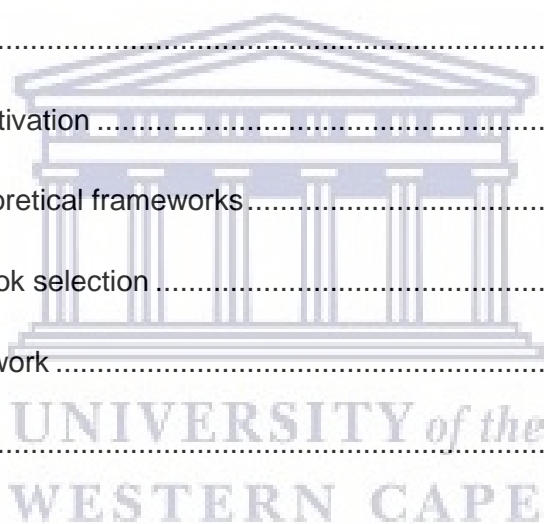
ACRONYMS AND ABBREVIATIONS USED

ALA	American Library Association
B.BIBL	Baccalaureus Bibliothecologiae
B.LIS	Bachelor of Library Science
CD	Compact disc
CDP	Collection development plan
CoCT	City of Cape Town
CoCTLIS	City of Cape Town Library and Information Service
DVD	Digital versatile disc
E-BOOK	Electronic book
IFLA	International Federation of Library Associations
LIASA	Library and Information Association of South Africa
LGBTI	Lesbian, gays, bisexual, transgender and intersex
LIS	Library and Information Service
WCPLS	Western Cape Provincial Library Service

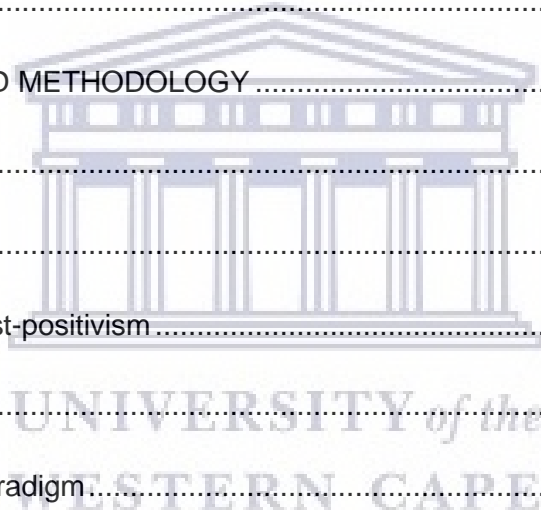


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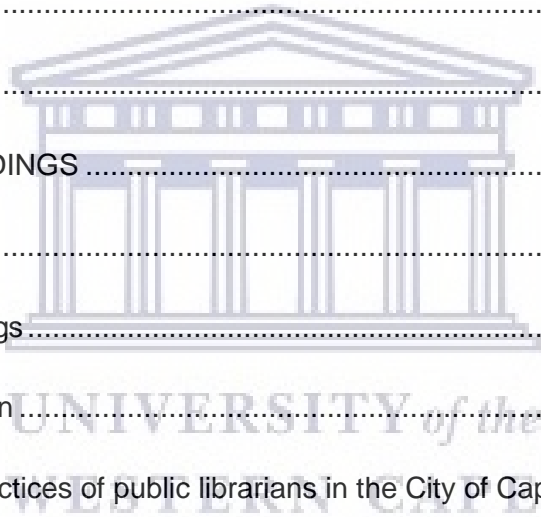
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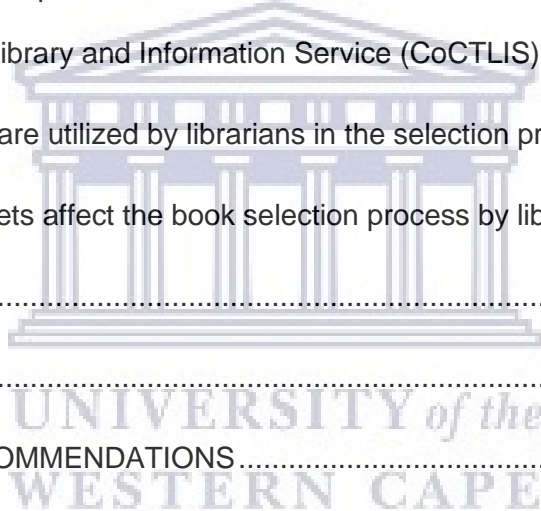
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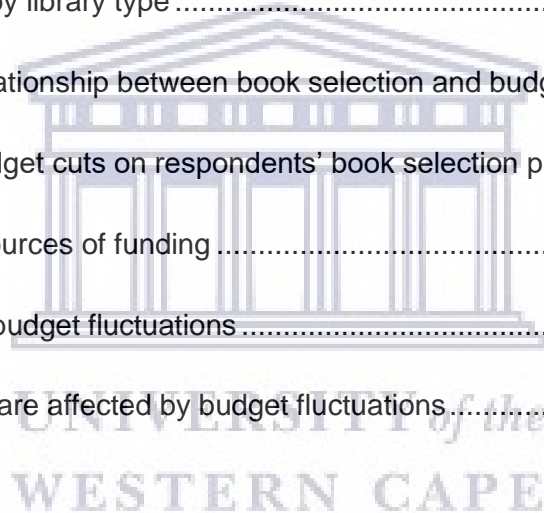


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CHAPTER 1

INTRODUCTION AND BACKGROUND

1.1 Introduction

One of the main purposes of a library is to disseminate information to the community it serves. If a library is filled with books that do not fit their communities' needs the books will not be used and valued. The Public Library is, in essence, a central focal point of information, which provides ready access to different types of knowledge and information to all its users (International Federation of Library Associations, 2016). Thus, it stands to reason that the collections within public libraries must be relevant and reflect the unique features of the communities that they serve. Collection development, which refers to "the process of building and maintaining a library's collection" (Purdue University, 2017:1) is, therefore, an essential part of library services. One aspect of collection development is the selection of materials for the library, in particular, that of book selection.

The selection of library materials that align with community needs and interests is especially important. As stated in professional guidelines of the American Library Association (ALA) "A library collection should fit the mission for which it is created ... and the number of books a library holds does not determine its worth" (Erma Jean Loveland as cited by the American Library Association, 2019). In sync with this ALA statement, the City of Cape Town Libraries has a Collection Development Plan which stipulates that the mission of the city libraries is to create library collections which are uniquely tailored to the needs of the community it serves (City of Cape Town, 2014:1).

The objectives of this study were to investigate book selection practices of librarians from the City of Cape Town Library and Information Service. In particular, this research assessed the role of the Collection Development Plan in the book selection process, it gathered insights on what selection tools are utilized by librarians doing book selection, and it explored how declining library budgets have affected the book selection process.

1.2 Background and motivation

The City of Cape Town Library and Information Service (CoCTLIS) currently consists of 104 libraries. The City employs a three-tier system in which library services are rolled out to its citizens. The first tier is that of community libraries. There are 80 community libraries which range from small to medium in size. The second tier is regional libraries. There are currently 22 regional libraries within CoCTLIS ranging in size from medium to large. The third tier is the city-wide libraries. There are two city-wide libraries – the Central Public Library and the Bellville Public Library. The city-wide libraries are the biggest type of library within the library system, and they possess comprehensive collections in a wide range of subjects and formats (City of Cape Town, 2017). These libraries are divided into four major geographical areas: Area North, which consists of 33 libraries; Area East which consists of 19 libraries; Area Central which consists of 24 libraries; and, Area South which consists of 28 libraries (City of Cape Town, 2017). A spreadsheet detailing the various areas and the libraries which fall into each area is attached as Appendix 1. The libraries within each of these Areas are also further broken down into sub-areas for easier management (City of Cape Town, 2017). Each Area contains a mix of community, regional and city-wide libraries.

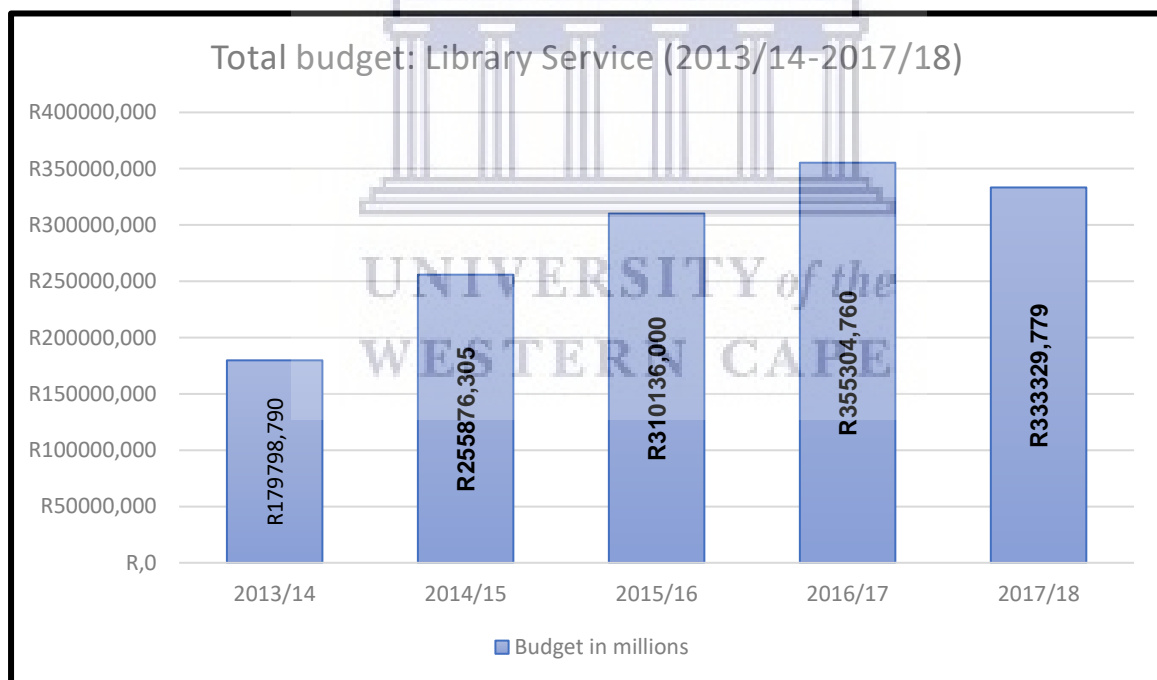
CoCTLIS falls under the overall oversight of the Municipality of Cape Town and is managed independently of the Western Cape Provincial Library Service (WCPLS) which is a division of the Western Cape Provincial Government. The WCPLS is mandated by Ordinance 16 of 1981 to jointly provide a free public library service with the necessary local authority. However, due to a provision in the Constitution which makes public libraries the responsibility of provincial governments, local authorities such as the Municipality of Cape Town, are not bound by law to fund library activities (Western Cape Library Service, 2015:2).

Thus, the WCPLS plays a crucial role in not only the funding of public libraries but also collection development within CoCTLIS. Two-thirds of library materials are supplied to CoCTLIS by WCPLS, and the City of Cape Town municipality provides additional funding to libraries to supplement this amount (Adriaanse, 2015:4). As of July 2012, all libraries within

the CoCTLIS were given the responsibility to select books for their individual libraries, based on a list of titles that are preselected and reviewed by WCPLS book reviewers and selectors (Western Cape Library Service, 2013:13). During the selection process, each library is allocated an individual budget per selection meeting, based on their circulation statistics to perform the book selection (Western Cape Library Service, 2013:14).

Until May 2017 two monthly book selection meetings were held by the WCPLS, one for the adult book selection and the other for the children’s book selection. Prior to the selection meeting, each library would receive a budget that had been prepared by the WCPLS, in which the various book genres such as English fiction, Afrikaans fiction and the like were allocated their own funds.

Figure 1.1. **Budget overview for the Western Cape Library Service**



(Western Cape Library Service, 2018:6)

Figure 1.1 clearly shows a steady incremental increase in library funding made available by the WCPLS from 2013 to 2018. However, for the 2017/18 financial year, there was a decrease of 0.58% of the overall Western Cape Library Services budget. Furthermore, the actual

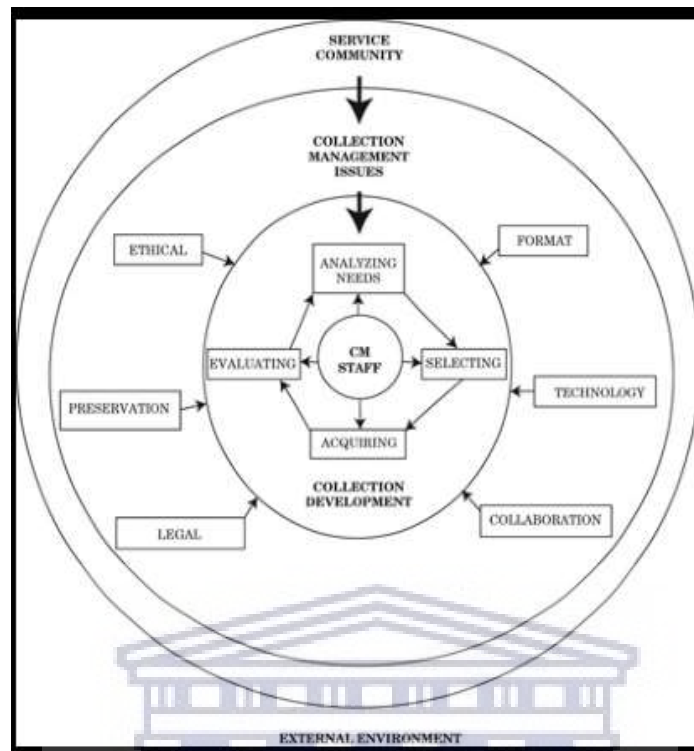
amount which is divided between all the public libraries in the Western Cape decreased by 14.8%. Thus, due to financial constraints, the process of book selection has changed. Recently, CoCTLIS collection development unit received notice from the WCPLS which indicated that due to severe budget cuts for the 2017/18 financial year there would only be one selection meeting per month for both adult and children selections. In contrast to each genre having its own fund allocation, libraries will now receive a smaller lump sum for each selection meeting (De Beer, 2017a:1). Some genres of books may no longer be purchased as a direct result of budgetary cutbacks. These include English large print, study guides, or school textbooks and limited amounts of romance and western genres (De Beer, 2017b:1).

1.3 Conceptual and theoretical frameworks

1.3.1 The concept of book selection

As is clear in the model of the collection management process (Figure 1.2) (Evans & Saponaro, 2012:22), selection is just one element in a series of collection management activities that libraries undertake, namely, analysing community needs, acquisition and the evaluation of collections. These activities (including selection) are further influenced by 8 collection management issues of format, technology, collaboration, legality, preservation, and ethics as well as by the service community and the external environment.

Figure 1.2: The collection development process



Source: (Evans and Saponaro, 2012:22)

Analysing the community needs is vital, as the library needs to serve not only active patrons but everyone who falls within the library's service parameters (Evans and Saponaro 2012:22). Not only does a community analysis provide one with information regarding user needs but it also provides an opportunity for members of the community to provide input in the collection development process (Evans and Saponaro, 2012:22).

As shown in the above figure, selecting is the second element in the collection development cycle. Selection is the process of selecting library materials to fulfil the user's needs (Adesanya, 2015:41). Simply put it is when the librarians decide which materials to include in their collections and what criteria they should use when selecting library materials. This crucial component of collection development is the 'decision making' step which must occur before an acquisition can be activated.

Acquisition is interlinked with selection but entails a different and a more technical set of activities than selection. The acquisition process ensures that library materials are physically acquired per selection decisions and recommendations (Olaajo and Akewukereke, 2006).

The last element of the process is evaluation. During the evaluation process, the library would analyse by means of studying circulation statistics or user surveys whether or not the collection is useful, ascertain the strengths and weaknesses of the collection, and determine whether the collection development budget was effectively spent (Evans, 1987:310). Notably, this model does not address the impact of the budget on the collection management process. Without a library budget, the collection management process cannot occur.

Evans and Saponaro's (2012) collection development model clearly place book selection within a much larger framework of activities and considerations that influence the selection and management of library materials.

1.3.2 Theoretical framework

Since this research addressed the selection of print book materials, the book selection principles outlined by Helen Haines (1961) were chosen as the theoretical basis for this study. Despite the technological changes in the library world, Haines (1961) selection principles are still considered to be influential in assessing books for library selection (Alabastor, 2010:17).

The value of Haines' approach is her explicit support for the notion of lifelong learning. Haines (1961), believed that librarians should not only select popular novels but materials that would help develop the educational capacity of the community. For example, where functioning school libraries are a scarcity, public libraries have taken on that task of providing educational materials to the students who frequent the library (Brown and Senyolo, 2015). In a developing country, such as South Africa, public libraries have the opportunity to provide the space and materials required to facilitate lifelong learning. Public libraries are seen as the gateways to providing the information required for lifelong learning (April & Kjekstad, 2003:3).

Even though Haines first published her influential book, *Living with Books* in 1935, the principles are still applicable to the selection processes of modern-day public libraries. Haines (1961:49) proposes that the whole purpose and ultimate ideal to strive for in the book selection process is to choose materials that would result in the development and enrichment of the patrons' lives.

Following Haines, (1961:41), this study investigated and adapted the following book selection principles to the research topic:

- Community needs must be understood. This means that a librarian needs to know their community which entails knowing the community's interests, characteristics, ethnicities and diversities.
- Familiarity with the subject fields of the community's interest as well as international and local matters is essential.
- When conducting book selection, the various conditions affecting the community the library serves must be considered.
- Local history collections should not be neglected.
- During the selection process, the materials chosen must cater to not only existing patrons but must also anticipate the needs of future clientele.
- Selectors should avoid selecting books which are no longer in demand and the practice of weeding must occur.
- The selector needs to be able to select non-fiction books that would provide permanent value to the library irrespective of their circulation value.
- Impartiality when selecting materials is crucial.
- The needs of specialists must also be met.
- It is always better to buy an 'inferior' fiction book that would be circulated frequently than a piece of 'highbrow' literature that would not be used.
- Selectors need to keep themselves up to date with the latest trends and developments of both fiction and nonfiction materials.

Despite the perceived value of the Haines' book selection principles, it has been subject to criticism. Firstly, the principles refer explicitly to print book materials, as they pre-date the introduction of e-books and other electronic library media. Secondly, Haines' book selection principles are more suited for public libraries and not so much for other types of libraries such as university or specialist libraries (Mitchell, 1935:354). As much as Haines' advocated for impartiality, she is criticized for displaying a bias towards highbrow literary fiction over 'inferior books' such as crime novels, because she believed that they may not provide 'as much value' to patrons as compared to a literary novel (Trott, 2010:16).

Even though the Haines theory was selected as the theoretical lens for this study, this does not dismiss the value of other book selection criteria and theories, particularly since there does not seem to be one fully comprehensive model.

1.4 Research problem

In the City of Cape Town, public libraries print books form the basis of the collection. Not much information is available on the extent to which the City of Cape Town Collection Development Plan informs book selection practice. It is necessary to find out more about book selection practices of librarians, to enrich the profession and to bring this area up to date with the rapidly changing Library and Information Services (LIS) field. Compounding these discussions are the constantly declining library budgets. The fact that certain types of book genres can no longer be purchased also seems to contradict one of the current collection development goals of CoCTLIS, that is "to encourage the development of and to maintain a reading culture amongst all ages" (City of Cape Town, 2014:3). Therefore, it is important to research the effects of the budget fluctuations on the selection process.

The selection process requires a high tolerance level for 'continuous change' be it a sudden change or a transitional change (Gregory, 2011:1). Therefore, this research set out to provide much-needed insight into how standard library processes such as selection have been affected by sudden situational changes such as budget cuts. It is anticipated that such

research will provide a valuable planning source for CoCTLIS and WCPLS and that it will serve as an awareness-raising document for the broader library profession.

This research explored the book selection practices of librarians within the City of Cape Town Library and Information Service and the implications of budget fluctuations on the book selection process.

1.5 Research questions

In order to fully determine what are the book selection practices within the City of Cape Town the following research questions were addressed:

- What are the selection practices of public librarians within the City of Cape Town Library and Information Services (CoCTLIS)?
- How do book selection practices relate to the Collection Development Plan of CoCTLIS?
- What selection aids are utilized by librarians in the selection process?
- Do fluctuating budgets affect the book selection process by librarians?

1.6 Research design and methodology

Due to the large number of libraries within the City of Cape Town, a mixed methods approach was used. The mixed methods approach as indicated by its name uses both qualitative and quantitative methods. Book selection is a complex topic and requires an investigation into different aspects that may affect book selection such as the behavioural responses of the participants (Morse and Neihaus, 2009:13). The reason for having selected mixed methods over a sole quantitative/qualitative approach is that this method provided a more holistic analysis. Electronic questionnaires and interviews were utilized to gather data for this research. The research design and methodology used in this research are discussed further in Chapter 3.

1.7 Significance of the research project

The findings of this study were to add to the body of knowledge and hopefully provide valuable insight into the book selection practices of the City of Cape Town librarians as well as to how budget fluctuations affect the selection process. These findings are of value to both the City of Cape Town Library and Information Services collection development unit and the Western Cape Library Services for future planning purposes.

1.8 Scope and limitations of the study

The scope of the study was all three tiers (community, regional and city-wide) of the libraries within the City of Cape Town.

The researcher acknowledges that the modern-day public library does not only house printed books. Collections include other items such as periodicals (print or electronic), DVDs and CDs. However, this research focused solely on the selection of print books. The reason for this is that periodicals, CD's, and DVD's have different selection processes, and are not dealt with at the book selection meetings facilitated by the WCPLS.

All budgetary statistics utilized in the research were acquired from publicly available documents. However, the statistics only provided information until 2018. The Western Cape Library Service Annual Review 2017/18 was the most up to date source of statistics as the Annual Review for 2019/20 was not released during the completion of this research project. The researcher was unable to obtain certain internal documents such as the memorandum of agreement between the WCPLS and CoCTLIS. Thus, secondary sources of information such as journal articles, books and dissertations were utilized.

1.9 Ethical statement

This research conformed to all ethical requirements and protocols of the University of the Western Cape Senate Research Committee. The following ethical principles guided this research:

- Permission was obtained from the designated CoCTLIS officials to conduct research within the City of Cape Town public libraries.
- Informed consent was obtained from all participants prior to the collection of data.
- The anonymity and confidentiality of the participants were protected throughout the research process, and names of participants were anonymized in the final research product.
- All information provided by participants was treated confidentially.
- Participants had the right to withdraw from the research at any time or to refuse to answer certain questions.

1.10 Chapter outline

Chapter One: Introduction and Background

In this chapter, the research project is introduced. A background to and current status of book selection within the WCPLS is given, and the relationship between WCPLS and CoCTLIS is described. Furthermore, the conceptual framework of book selection and the theoretical framework is also discussed.

Chapter Two: Literature review

This chapter serves to enable a critical and holistic understanding of collection development and management literature, and most specifically the book selection element of the collection development process. The literature review is organised thematically into a series of different but interrelated themes, pertaining to the research questions of this study.

Chapter three: Research design and methodology

Chapter three provides an in-depth look at the research methods and designs which are used to elicit the data and findings. The rationale behind the choice of the mixed methods design approach is explained in this chapter. The criteria, as well as the selection methods of the

research sample and the motivation to select the pragmatic paradigm as the lens for this research, is also elaborated further in this chapter.

Chapter four: Presentation of findings

Chapter four presents the summarised data that was collected from the questionnaires and interviews.

Chapter five: Discussion of findings

Chapter 5 discusses the findings of this study which were presented in chapter four. The chapter is structured so as to answer the research questions of this study.

Chapter six: Conclusions and recommendations

This chapter provides a summary of findings as well as the conclusions and recommendations based on the study findings.



CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

The literature review is a crucial part of the research process as “it not only shows the outcomes of other studies that are closely related to the one being undertaken but it also provides a framework for establishing the importance of the study as well as a benchmark for comparing the results with other findings” (Creswell, 2014:76). A literature review is a critical engagement with the literature surrounding the research topic and thus provides a holistic perspective to benefit both the researcher and readers’ engagement with the research topic.

This chapter served to enable a critical and holistic understanding of collection development and management literature, and most specifically the book selection element of the collection development process. The review drew on literature from across the library spectrum; however, discussions on selection criteria focused primarily on collection development in public libraries. The literature assessed was only in the English language.

The literature review presented below has thus been organised thematically into a series of different but interrelated themes, pertaining to the research questions of this study. It focused on the factors to be considered by librarians when conducting selection such as community needs and the importance of being community-centred in the book selection process; the need for an unbiased approach as a key ethical issue in selection and collection development; the need for selectors to be well-informed; the role of selection tools to aid the book selection process; the role of collection development policies, plans or guidelines in the book selection process; and budgetary considerations. The literature review ends with a discussion on the future of book selection. Various research studies pertaining to these themes have also been discussed.

2.2 Community needs and community needs assessments

The Public Library Service: the IFLA/UNESCO Guidelines for Development recognises various roles of public libraries in education, information provision, personal development, promoting reading to children, cultural development, and providing a meeting place for communities (Gill, 2001). Libraries and communities are therefore seen to have a symbiotic relationship in that they are mutually enriching to each other (Fourie & Meyer, 2016:14). In order to keep reinforcing the importance of this relationship, the collection development literature advocates strongly for the need to be community-centred, and to be methodical in analysing community needs, so that informed book selection choices can be made.

The basic principles of a community-centred approach to libraries can be traced back to Ranganathan's (1931) five laws of library science - 1. Books are for use; 2. Every reader his/her book; 3. Every book its reader; 4. Save the time of the reader; 5. The Library is a growing organism - which Ranganathan proposed as a "philosophical basis for the work and services of all types of libraries" (Babu, 2011:253). Babu (2011:262) argues that these principles are still relevant in book selection today, with enough flexibility to be adapted to modern-day information needs.

Prior to Ranganathan's five laws, McColvin (1925) in his book, *The Theory of Book Selection*, strongly advocated for the need to meet community demands in the book selection process. He argued that as libraries were created to anticipate public demand, libraries should naturally determine and assess community needs as part of the book selection process (McColvin, 1925:16). Likewise, Drury (1930:2) proposed that book selection should fulfil community needs and demands. It is important to note that even though Drury and McColvin emphasised community demand, their theories of book selection were focused toward non-fiction books, as evident in the selection criteria which they put forward. McColvin (1925:111) asserted that accuracy, validity and currency of information are essential criteria for book selection. While as Drury did make reference to fiction, however, he offered limited details on how to select

fiction books as opposed to the detail given regarding the selection of non-fiction books (Evans & Saponaro, 2012:76).

This favourability towards non-fiction may have had something to do with the fact that these authors were writing at a time when libraries were considered to be elitist institutions. In an essay by Harris (1975), "The role of the public library in American life", he discussed the elitist origins of libraries during the previous decade as well as the widely held belief at the time that librarians selected titles to 'uplift' and 'educate' rather than for sheer enjoyment. (Harris, 1975).

Helen Haines (1961:41) also believed that the study of community interests is vital in the selection process. She emphasized that rural, urban and suburban communities are all unique and that selectors need to have knowledge of their communities' interests, organizations and characteristics in order to properly understand their needs (Trott, 2010:16). Thus, Haines advocated for an inclusive approach to book selection, in which she also made provision for fictional materials.

Rutledge and Swindler (1987) who felt that previous selection theories did not adequately cover the selection process, developed their own criteria which the authors believe can be applied to any book selection decision. They also proposed that the selector must ensure that the subject material is in accordance with both the library's mandate on the one hand and community needs on the other (Rutledge & Swindler, 1987:126) - an approach which is more in sync with the purpose of modern-day collection management policies and guidelines.

With regards to how libraries approach community engagement, Orr notes that "public libraries perennially struggle with quality versus demand issues, and philosophies on the subject vary from "give them what they want" [demand] to "we collect in the following areas [community needs as determined by professional librarians]" (Orr, 2010:1100). Citing Nelson (2001), Orr observed further that "as declining resources have failed to keep up with demands, librarians have struggled to identify specific roles that their particular systems will adopt, and these roles help determine the direction of their collections" (Orr, 2010:1100).

In recent years, this 'needs vs wants' debate has evolved into the 'just in time' versus the 'just in case' approach. The 'just in case' approach is the traditional model used by collection development librarians, in which stock is selected or acquired based on the predetermined needs of patrons. To elaborate further, librarians go through the collection development process and buy or select items based on what they think the community will use in the future. In this case, community assessments are most likely to be done to help the collection development process. The 'just in time' approach has become more prevalent with the introduction of e-books and is where the patron is able to select the materials that they want to access when browsing the catalogue, but also applies to the use of interlibrary loan services. Also known as patron-driven acquisition, this is seen as a valuable approach in meeting the information needs and demands of increasingly diverse communities (Johnson, 2014:151).

As forward-thinking and progressive as patron-driven acquisitions sound, there is a real risk that the collection could become biased towards the needs of certain patrons only, thus working against the mission of the public library (Kelley, 2016). Kelley (2016) therefore argues that patron-driven acquisitions should be used in conjunction with traditional collection development methods, as well as the expertise of librarians as a way of strengthening collection development efforts to meet community and patron needs.

Highlighting some dissenting views, Evans (1987:84), notes that not all library professionals believe that analysing community needs is important, and suggests that in taking on this role, the librarian is performing the work of a sociologist rather than performing actual 'library duties' such as the issuing/shelving of books. There are counter-arguments to this view, which emphasise the fact that in modern-day libraries, librarians (including public librarians) are no longer bound by their 'titles' but take on diverse roles such as educators, technology professionals, knowledge managers, even community workers (Vassilakaki & Moniarou-Papaconstantinou, 2015:54).

Further one cannot simply rely on circulation statistics to determine which books to select. With particular reference to public libraries, non-members also make on-site usage of the library collections. Therefore, the question is how one determines the needs of non-members, and the answer to this question points to the need for systematic community analyses to be embedded in the work of public librarians as part of the collection development process. Engaging with non-library users in this way can also help to determine gaps in the collection as well as services that need to be provided (Perley, Gentry, Fleming, & Sen, 2007:179).

The Library and Information Services (LIS) Transformation Charter (Muxe *et al.*, 2014) and more recently the LIS Policy (Nkondo, Hart and Nassimbeni, 2018) makes a strong case that considering community needs is central to building library collections. A library collection has to contain resources which meet the needs of the community which it serves, and it must take into account the cultural, linguistic and educational diversity of the community when selecting the library collection (Muxe *et al.*, 2014:53). Even during the consultative workshops for the LIS charter, the issue of libraries having sound collection development values which are informed by community needs and interests were noted (Muxe *et al.*, 2014: 93).

Community needs assessments are currently very popular internationally, as is evident in the extensive range of public library community assessments which are retrievable via a Google search, especially in North America. These assessments can take various forms, such as interviews with patrons and community stakeholders, surveys (both electronic and paper), polls, and the like. Library management would consider general information, such as age, ethnicity and language demographics (Le Conge, 2009:23). More specific information such as whether the collections are serving their purposes of fulfilling information needs, or what other books or materials are needed, provides library management with a more accurate view of how the public sees their collections and services (Evans & Saponaro, 2012:43).

In recent times there have been studies conducted within South Africa which make the case for community analysis in the selection process. In his study, "*The responsiveness of collection development to community needs in the City of Cape Town Library and Information Service*",

Adriaanse found that most of the public librarian respondents in his study, have a 'community-driven' collection development approach and utilize community surveys to develop community profiles (Adriaanse, 2015:77). Adriaanse's research also showed unequivocally that respondents took their needs and wants of their respective community into consideration during the collection development process.

In a slightly older study concerning the "*Provision of library and information services to gays and lesbians in Cape Town's public libraries*", Mfazo (2009:61) highlighted the fact that collection development and book selection targeted towards the needs of minority communities seem to be lacking. As can be gleaned from the title of the research, Mfazo's study looked at library services to the lesbian, gay, bisexual, transgender and intersex communities (LGBTI). One of the findings in Mfazo's research was that the City of Cape Town collection development plan does not make an obvious statement to cater to the needs of the LGBTI community (Hart & Mfazo, 2010:106). Mfazo's (2009) earlier research it seems showed a slight contradiction as compared to later research done by Adriaanse (2015) regarding whether libraries are determining the community needs of minorities such as LGBTI.

A number of studies have been undertaken in South Africa which emphasize the role of public libraries in community development and in promoting the interests of the underserved and historically disadvantaged communities. One such study was the "*The role of the South African public library in support of adult black illiterates in urban areas*", where Von Beck (1997) highlighted the importance that public libraries play in improving literacy levels in underserved communities. Another such study which also looked at the role of the public library in meeting community needs was "*Identifying the information needs of public library and information services users in Limpopo province*" (Bopape et al., 2017). In this research, it was found that public libraries within the Limpopo province are crucial in providing previously disadvantaged citizens with access to information which can be used to develop the economic, cultural, social and educational aspects of their lives (Bopape et al., 2017). Raju and Raju (2010), affirm the importance public libraries play in community development and assert that public libraries are

a critical cog in the transformation of the country as they can provide the bridge to close the gap between the rich and the poor. Although the above-mentioned studies provide important contextual information for this study, they don't explicitly address the issue of book selection and changing economic times for libraries which also affect communities.

2.3 The need to be unbiased and neutral

"Librarians are said to live in a paradox, be neutral yet passionate about books and the ideas therein" (Ferreira, 2009)

Haines (1961:41) advocated for an unbiased approach during the selection process. Similarly, Katz (1980:110) asserts that it is important that selectors need to have a good understanding of, and acknowledge, their biases and weaknesses in order to mitigate biases in the selection process. A librarian's professional responsibility is to "create balanced collections that reflect and meet the educational and recreational needs of diverse user communities and are not biased by the librarian's own cultural identity and personal experiences" (Johnson, 2014:52). These values are embedded in professional codes of ethics such as the IFLA Code of Ethics for Librarians and Other Information Workers which makes reference to "neutrality, personal integrity and professional skills" (Committee on Freedom of Access to Information and Freedom of Expression (FAIFE), 2016), as well as the LIASA Code of Conduct and Ethics which makes reference to personal integrity and advocates for the highest level of unbiased services (Library and Information Association of South Africa, 2013).

Even though neutrality is the ultimate utopian goal, the question is can libraries be completely neutral in this day and age? Lewis (2008:1), questions the issue of neutrality and argues that being completely neutral is a 'slippery slope' as it is not clear where a selector should draw the line in an effort to give all viewpoints and literature a chance. An example of this would be considering the views of minorities, such as neo-nazism because a collection should be balanced (Lewis, 2008:2). Morrisey (2008:167) advises that in order to be unbiased or unethical when dealing with books that have extreme viewpoints, the selector needs to look

at whether the book has been properly researched, the author's/publisher's reputation and whether the content is balanced. He asserts that selectors need to be able to back up their selection decisions through documentation and should have knowledge of patron interests prior to making selection decisions (Morrisey, 2008:167).

The famous saying, "*To err is human*", also applies to the concept of book selection (Pope, 2009). Selectors are human beings and thus the potential to be biased will always be there. Pratt (1995:44) argues that there is no such thing as an unbiased library collection as a librarians personal moral judgement in some way always informs the creation of a collection.

Even though Haines (1961) has been criticized for being utilitarian in her approach to book selection and even though she emphasizes the concept of neutrality, one must consider that librarians' are human and errors in judgement will occur from time to time. Human beings cannot fully compartmentalise their beliefs and values and it is a very real possibility that librarians subconsciously build collections that reflect their values and belief systems (Evans and Saponaro, 2012:309).

Quinn (2012:294), suggests that one way of overcoming bias during selection is for the selectors themselves to become aware of their own biases towards certain types of materials. He further suggests that selectors should make notes of their feelings and emotions during the selection process to identify potential bias and also recommends that selectors perform an 'implicit association test' in order to detect personal biases (Quinn, 2012:294).

Katz (1984:19) furthermore highlights the fact there is a fine line between selection and censorship and asserts that librarians during the selection process need to look at whether they are selecting a book due to personal reasons or whether it would fit into the library's collection. One possible method in trying to reduce bias is to incorporate traditional collection development with patron-driven collection development as mentioned earlier in this chapter.

During the selection process, librarians walk a very narrow tightrope in trying to stay neutral when selecting the appropriate items for their collections. As reflected above, numerous

viewpoints have been put forth on the ethical issues of bias and neutrality in selection. From the above review one can see that although there is a need for being unbiased during the selection process, the human element behind the selection cannot always stay neutral.

2.4 The need for well-informed book selection librarians

A prominent theme in the collection development and selection literature is the need for the librarian performing the selection process to be well informed. Simply put by Katz (1980:109), “anyone can afford an honest opinion, but the librarian is hired as a professional to have an informed opinion”. Similarly, Evans (1987:104) suggests that in order to become a ‘first-rate selector’ librarians need to be well-read and au fait with global happenings and current news.

In the 21st century, librarians’ roles have changed from traditional curators of books to the keepers of information and knowledge thus the skills of a librarian need to adapt to modern times (Cherinet, 2018:93). Modern librarians need to possess not only traditional theoretical knowledge but ICT skills and other soft skills such as cultural intelligence (Cherinet, 2018:103). In order for librarians to be well informed in the 21st century, they need to adapt to the latest technological advancements with regards to their selection tools. An example of such an adaptation is the William Carey University Library which developed an online book selection tool to be utilized by staff (Williamson *et al.*, 2008). Websites such as Goodreads.com and Amazon.com make it easy for selectors to find reviews from the public about books.

As ‘gatekeepers’ to the world of information, librarians need to have good general knowledge, or knowledge of current affairs to efficiently perform their duties. Without well-informed selections, the library collection poses a very real risk of becoming outdated as well as irrelevant to the community it serves. In the 21st century, librarians are competing for survival with search engines such as Google, thus it is critical that librarians try to keep themselves abreast with the latest information otherwise libraries would become stagnant and irrelevant to society.

Libraries in South Africa play a vital role in ensuring democratic rights are met and are seen as a channel to equal access to information and knowledge (Raju & Raju, 2010:2). In South Africa, due to the injustices of the previous apartheid regime, access to information was unequal. In modern-day democratic South Africa, libraries are seen as a vital institution in combating the previous inequalities that existed prior to 1994 (Raju & Raju, 2010:1). Modern-day South Africa is a melting pot of cultures and ethnicities, and thus it is important for selection librarians to be knowledgeable, and select collections which promote inclusivity and diversity (Rodrigues, 2013:32).

2.5 The need for selectors to use selection tools

Linked to the above-mentioned themes is the need for selectors to utilize selection aids in order to make well-informed decisions which help mitigate bias in selection.

Reviews: These are summarized critiques of the material in question to assist the selectors in making an informed choice. Reviews are very helpful in saving the selectors time, but it is also very important that selectors note the authors of the reviews which they use, and whether it translates into circulation statistics (Evans & Saponaro, 2012:85). Reviews are commonly found in local newspapers and are important as they help identify trends or confirm social trends for books (Mason, 2019). Reviews can range from formal to informal and are found both online and in print. Websites such as Goodreads.com and Amazon.com make it easy for selectors to find reviews from the public about books. Reviews provide a critical evaluation of published materials, thus making it easier when selecting materials that the selector may not be familiar with or to help selectors to balance their biases on a topic (Katz, 1980).

Publisher or store catalogues: A good source for new books, catalogues are a vehicle for businesses to market their products. However, publishers or store catalogues should be treated with caution as their reviews will not be without bias since they are motivated by profit margins (Johnson, 2014:140). Another issue that may be faced with this type of selection tool is that self-publishers are generally ignored (Johnson, 2014:140).

Social media: As a technological platform in which libraries can reach users at a personal level, social media is a good way of determining patron interest in a book or genre. For example, Twitter can be utilized by libraries as a discovery tool for collection development which enables libraries to obtain information from patrons to assist in the selection process (Dominguez & Ovadia, 2011:145).

Interlibrary loans: These statistics are another vital selection tool as it not only informs the selector what items are missing in the library collection, but it also provides insight to community needs and demand, thus allowing the selector to create a “collection customized to that community” (Livingston & Mays, 2013:22). Adriaanse’s study (2015:56) revealed that CoCTLIS librarians utilized catalogues, the internet and visits to bookshops as routine tools in collection development.

2.6 The role of collection development policies, plans and guidelines in book selection

The terms collection development plan and collection development policy are often used interchangeably, but there is a subtle difference. A collection development policy is essentially a formal policy which has been created as a planning tool in order to carry out the various functions of collection development, ensuring alignment with a library’s vision and mission. A collection development plan fulfils similar purposes in that it is used for developing a balanced collection, outlining the collection development process and the future development for the collection (Bartz et al., 2012:2). A collection development plan is more flexible than the collection development policy as it is a guideline rather than a formal policy, which may be difficult to change. This research draws on literature about collection development plans and policies, since both documents are meant to serve the same purpose in book selection, and not all authors make a conscious distinction between the two. Since CoCTLIS has a collection development plan rather than a policy, the term collection development plan is most predominantly used in this research. An analysis of the literature shows that there are advocates and critics of collection development plans and policies.

Vickery (2006:338), provides the following reasons for why it is important for libraries to state their intentions in a plan or policy:

- It is firstly a planning tool to help guide and develop the library collection, in order to ensure the creation of a well-balanced collection.
- In addition to planning the collection, it is also utilised as a budgetary planning tool in order to make provision for the allocation of resources.
- It provides a 'safety net' of guidelines which helps to reduce the personal bias of selectors during the selection process.
- It acts as a protection tool in that it protects selectors from criticism and helps to deflect any censorship accusations from special interest groups.
- Lastly, it can be used as a training tool for new selectors as it serves as a set of guidelines for decision making.

The CDP of CoCTLIS provides various selection criteria which selection librarians need to consider during the selection process. These include consideration to the quality of an item, relevance to the collection, and whether the item is physically suitable for the collection (City of Cape Town, 2014:8). Policies or plans are valuable tools for the collection development and management, especially considering the 'unfunded mandate' of public libraries in South Africa which makes budgetary issues a constant reality of the public library. A well-crafted policy will not only help selectors exercise control during selection, but it also provides a financial justification for their selections (Van Zijl, 1998:106).

Unfortunately, in many cases 'one size does not fit all', and the same can be said for collection development plans, which are generally created by library management for the libraries within its jurisdiction. What works for one library will not necessarily work in the same way for another, for reasons such as the location and the type of community it serves. The basis of a good collection plan, according to Vickery (2006:339) is collection evaluation, which is a time consuming and labour-intensive process especially if there are hundreds of libraries within a particular management jurisdiction.

Policies also rely intensely on good community needs analyses. If a community analysis is not adequately done, then there is a very high risk of libraries having to use policies which do not apply to their local conditions, thus negating the purpose of the policy or plan. Another key point is that not everyone may understand the criteria and procedures outlined in the policy as it is sometimes considered to be an 'intellectual guide' to the selection process thus selectors may end up interpreting the policy in completely different ways (Snow, 1996:193).

As with all policies, plans and guidelines if it is not kept updated to reflect the changes which occur in an organization then it merely becomes an unusable relic (Snow, 1996:193). In the event of budgetary constraints, these documents need to be updated to reflect current realities. According to Snow (1996:193), outdated collection development policies can become a costly undertaking for the organization during periods of budgetary constraints. It is therefore essential for a collection development policy or plan to have a 'revision statement' to ensure continual review and modernisation when required (Futas, 1995:12). A collection development policy/plan must be thought of as a living document, one to be consistently amended but never completed in order to fulfil its purpose (Futas, 1995:12). Furthermore, the policy or plan needs to be flexible enough to adapt to changing types of collections, as well as new formats of information and technologies (Hazzen, 1995:31).

Within the South African context, it is vital for a public library collection development plan or policy to cater to a diverse population in terms of languages. At the dawn of democracy, a new language policy was introduced resulting in eleven official languages for South Africa. This policy change had a huge effect on libraries whose previous collections consisted mainly of English and Afrikaans materials. As a result, collection development policies had to adapt and change in order to bring about a change in the previous collection status quo (Nassimbeni, 1995). Thus, it is crucial for a collection development plan or policy to be created for a "multicultural library" in order to reflect the multicultural community it serves (Rodrigues, 2013). However, it is important to note, that other than the Nassimbeni (1995) and Rodrigues (2013)

studies, not a lot of research has been done to examine and reassess the role of public library collection development policies in South Africa.

2.7 Budgets

Public libraries depend on government resources for funding and budgets and can therefore be a challenging issue. Even though it has been about a decade since the global financial crisis that occurred in 2008, the global economy is not stable and this in turn has an effect on a country's economic status (Hay, 2017). Internationally and locally public libraries are being affected by the ripple effect of economic instability. In the United States of America, even though for the year 2018 there was an increase in library budgets by 1.9% it was still under the projected increase for inflation (Peet, 2018). Locally the same effect is being felt with regards to library budget allocations. In the Western Cape, libraries experienced a decrease of 0.58% for the 2017/18 year as there was a 14% cut in the share for the provincial library budget (Western Cape Library Service, 2018:6.). From the year 2013/14 – 2017/18 there has been a trend of declining budgets in the Western Cape library service (Western Cape Library Service, 2018:6). Libraries in South Africa are underfunded, and the funding allocated to them has not kept up with the rate of inflation (Nkondo, Hart, & Nassimbeni, 2018:50).

The resultant effect of these budget fluctuations is that libraries are now unsure of how much funding they are going to be receiving the following year. Budget fluctuations have a 'domino effect' on library services such as new book selection or acquisitions, which in turn means that patrons will have to wait longer for new books as libraries only buy a single copy of a popular book (Smith, 2017). Libraries have started to change their collection development procedures in order to cope with public demand, and the idea of a well-rounded collection in tough economic times has taken a back seat (Kenney, 2013:18). Public libraries due to budgetary concerns, have to make choices as to what to exclude from their collections such as student textbooks or other specialist items which results in patrons being referred to specialist libraries or even bookshops to acquire certain materials (Gill, 1979:6). Some libraries are now choosing

high-interest titles that will essentially provide a good return on investment and keep patrons happy (Kenney, 2013:18).

In the times of budget cuts and economic crisis, how do libraries show their worth in society, and advocate for bigger budgets? One argument is that libraries need to be valued for their 'human' value (meaning how they affect their community and patrons that use their services) rather than their economic value; they should be recognised as social services rather than treated as a business organisation (Harissis, 2017:8). In the National Policy for Library and Information Services in South Africa (2018), the lack of appreciation towards the social and educational role played by libraries is highlighted (Nkondo, Hart and Nassimbeni, 2018:50). Harissis (2017:11) argues that communities and libraries need to stop being neutral and start taking on a more political role in order to fight for their right to be recognised as a public good. The way library funding is structured and allocated needs to be re-evaluated as they originated in more affluent times when materials were solely print and electronic resources had not been created as yet (Martin, 1992:2).

2.8 The future of book selection

As technology advances, every sphere of human life has been affected by the rapid growth in technology and the same can be said for libraries. Although this research is looking at the Western Cape Provincial Library book selection process which currently only deals with books, it would be remiss to avoid looking at the future of book selection, as technology is changing the library landscape.

South African public library collections are still largely print material, but the emergence of the internet and e-book access cannot be ignored. In South Africa during the year of 2018, it was estimated that 65% of internet users access the internet daily; this statistic is significant highlighting the importance of libraries considering new technological formats such as e-books as patrons start to use online services more (Statista, 2019). In a report on '*The survey of the eBooks and eLending in African countries*', it was found that patrons utilized the internet in

order to access e-books from sites such as Google, online book stores, open access websites (Allen and Kaddu, 2014:4). In first world countries such as the United States of America and Canada, public libraries are lending record-breaking numbers of e-books and audiobooks. The Toronto public library had a staggering amount of 4.6 million digital checkouts in 2017 (Overdrive, 2018). Although the use of e-books in South Africa as compared to international countries is not as high, the potential for growth is still there and should not be overlooked (Allen and Kaddu, 2014:1). With the emergence of e-books, selection processes will certainly need to be adapted.

Another important area that selectors will have to look at is the ownership vs access debate. Due to the advancements in technology, the way in which libraries deal with information is changing. When dealing with electronic materials, libraries are no longer sole owners of those electronic materials, rather they act as a 'gateway' in providing online access to patrons (Harloe and Budd, 1994:84). An example of this is the e-book. E-books, unlike print books, do not belong to the library; rather the library would pay a subscription to the e-book vendor or publisher. There are many challenges to this model, which would need to be addressed, an area which warrants further research in South Africa. Another issue for selectors to consider is the pricing since libraries will have to pay for having access to e-books even though they are not the owners.

The format of the content is also a new challenge that selectors will face as there are numerous electronic formats an e-book can take, which also leads to questions about what technical capabilities are needed to access e-books. Libraries would need to ensure that users have access to the appropriate software and hardware to access electronic resources; if not attended to, then the collection could become biased towards the more affluent users (Kahn & Underwood, 2013:15).

Selectors would need to do serious consultation with community members to find out whether their patrons have the technical infrastructure and equipment to utilize this service. Book selection is currently in a state of transformation and even though this transformation has not

occurred with immediate effect, the process of selection as well as the policy needs to be adapted for the preparation of e-books. However, a completely digital future has not arrived as yet, and we are stuck in between the two worlds of paper and electronic. It is proposed that during this in-between period that libraries need to grow and sustain their print collections whilst making balanced decisions regarding electronic resources (Harloe & Budd, 1994:86).

2.9 Summary

Book selection has evolved over time and as can be seen from the Evans and Saponaro (2012) collection development model (see Figure 1.2), it is now a component of modern collection development, rather than the central focus. The 21st-century selector has to consider many variables before making a decision, ranging from their community needs to the types of selection tools available to them. As technology progresses, selectors are being faced with a choice of electronic resources versus that of print. The issue of access versus ownership is also another issue that libraries have to face as they start buying e-resources, which they do not permanently own but only access. Both come with their own pros and cons, but it is essential for librarians in the meantime to try to have both print and electronic resources in their collections in order to stay relevant.

South Africa is currently in a financial crisis; not too long ago, in 2017, the country was in an economic recession (Sullivan, 2017). The economic situation has not improved due to the economic growth shrinking by 3.2% in the first quarter of 2019 (BusinessTech, 2019). The budget news on the library front is also in crisis mode. In regard to libraries, a google search of “budget cuts in public libraries” revealed 878 000 hits. This situation is not only limited to South African shores; for example, book selection budgets in the United Kingdom were decreased by 8.4 % during the 2015/2016 financial year. Literature pertaining to the effects of budget fluctuations on the collection development process in South African public libraries is sparse, especially concerning the City of Cape Town libraries. As Mkeni-Saurome, (2010:91) notes, even after the recession of 2009, very little written information emerged regarding the impact of the recession on public libraries. Previous studies such as Witbooi’s (2005) “*Current*

developments in public libraries in South Africa”, provide a general holistic look at the effect of budgetary constraints on libraries on all provinces which is unlike this study which focuses solely on the City of Cape Town libraries. Thus, this study is vital in helping to fill that information gap. The literature suggests that budget fluctuations have a great impact on the collection development process, as can be seen in the “just in time” versus “just in case” approaches, as libraries are forgoing the buying of reference materials in order to be able to stock the latest best sellers. Therefore, knowing what the community wants and needs is critical to selection.



CHAPTER 3

RESEARCH DESIGN AND METHODOLOGY

“All you need is the plan, the road map, and the courage to press on to your destination” – Earl Nightingale (2018)

3.1 Introduction

In order to conduct research, one must have a ‘road map’ to guide the entire process, and without this roadmap, the research process is doomed to fail. The research design and methodology therefore sits at the core of the research process, as it provides the roadmap required to guide the researcher. Although it is used as a ‘single title’ in this thesis, research design and research methodology are two different terms. Research design refers to the plan and approach which is used to answer the research questions, whilst the research methodology refers to the processes which are used to accumulate and analyse data for the research (Kazdin 1992 as quoted by Marczyk, DeMatteo and Festinger, 2010:22).

The focus of this chapter is on the research design and methodology that was used to answer the following research questions of this study:

RQ1: What are the selection practices of public librarians within the City of Cape Town Library and Information Services (CoCTLIS)?

RQ2: How do book selection practices relate to the Collection Development Plan of CoCTLIS?

RQ3: What selection aids are utilized by librarians in the selection process?

RQ4: Do fluctuating budgets affect the book selection process by librarians?

The following aspects were looked at in greater detail in this chapter: research paradigm; research approach; population and sampling; the data collection instruments used; data analysis; reliability and validity of the study’s findings, and the ethical obligations of this research.

3.2 Research paradigm

A research paradigm is a lens or a set of assumptions/beliefs that are used to interpret reality (Maree 2016:52). The type of “lens” through which one views their research determines the type of research design and methodology used in a study. There are four prominent research paradigm categories: the positivist and postpositivist paradigms, interpretative paradigm, transformative paradigm, and the pragmatic paradigm. This research is based on the pragmatic paradigm.

3.2.1 Positivism and post-positivism

Emerging prominently during the nineteenth century, positivism was created as a rejection of metaphysics. Also known as the scientific method, the positivist paradigm asserts that beliefs or assumptions need to be tested by methods which can be observed and measured scientifically (Kaboub, 2008:343). Thus, this paradigm does not take into account the cultural, political, and psychological factors that may affect the research results (Philosophy Terms, 2018). This type of paradigm is more suited to the quantitative method of research which focuses on numerical results.

The post-positivist paradigm was created afterwards in an effort to address the weaknesses of the positivist paradigm (Coghlan and Brydon-Miller, 2014:3). Post positivists seek to identify the circumstances which affect the outcomes of the research process (Creswell, 2014:46).

3.2.2 Interpretivism

Developed as a critique to both positivism and post-positivism, the interpretative paradigm is based on the belief that individuals or communities seek an understanding of the world they live in and assign meaning to their experiences (Creswell 2014:307). In this paradigm, it is believed that facts cannot be self-explanatory and that an “interpretation” of the data gathered is required to ascertain the deeper meanings and connections of human behaviour (Maree 2016:22). Interpretivist researchers rely mainly on qualitative or mixed methods data collection to be able to collect the type of data needed for a holistic interpretation.

3.2.3 Transformative paradigm

The transformative paradigm pays more focused attention to social justice and the needs of marginalized communities (Mackenzie and Knipe, 2006). Proponents of the transformative paradigm believe that power, race, gender and other social problems are issues that must be looked at in each phase of the research process, as conflict and inequality are essential for understanding human interactions (Creswell, 2014:50). In this approach, researchers are able to provide a 'voice' for the individuals participating in the research in order to increase awareness or advance an agenda to transform/change their lives (Creswell 2014:393).

3.2.4 Pragmatism

Pragmatism, which is the approach adopted for this study, is regarded as an alternative to the previously mentioned research approaches as it by-passes the contentious issues of truth and reality and focuses on what "works" and practical resolutions to research problems (Feilzer, 2010:8). This paradigm focuses on the research problems and utilizes different methodological approaches to understanding and answering the problem (Mackenzie and Knipe 2006). As pragmatism is not dedicated to anyone system of philosophy and reality, researchers are at liberty to choose the methods, procedures and techniques which would best assist them in answering their research problem (Creswell 2014:50). The pragmatic paradigm is therefore increasingly being favoured in mixed methods research. This research utilized the pragmatic paradigm. Following this, a mixed methods research design was used to answer the research questions posed at the beginning of this chapter.

3.3 Research approach

In research methodology, data can be collected and analysed using one of three different methods: quantitative methods, qualitative methods, or both quantitative and qualitative methods (and mixed methods). This study employed the latter approach.

3.3.1 Quantitative methods

Quantitative methodology is a type of research which collects a large amount of data in a numerical format and employs mathematical techniques to analyse the data collected (Creswell, 2014:29). The empirical data collected during quantitative research is collected in a systematic and objective manner via the use of surveys/questionnaires and/or interviews which collect numerical data by using structured questions (Kumar, 2011:200).

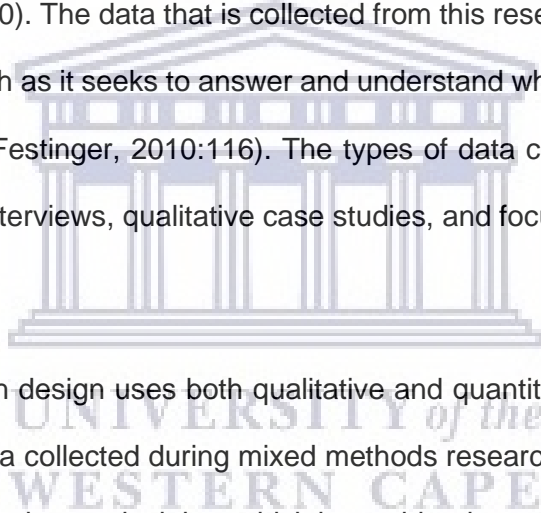
3.3.2 Qualitative methods

In qualitative research, the data collected are based on the participants' perception and experiences thus the data is very descriptive in nature which is opposite to that of quantitative research (Creswell 2014:30). The data that is collected from this research is non-numerical in nature and is more in-depth as it seeks to answer and understand why a phenomenon occurs (Marczyk, DeMatteo and Festinger, 2010:116). The types of data collection methods in this type of research include interviews, qualitative case studies, and focus groups.

3.3.3 Mixed methods

A mixed methods research design uses both qualitative and quantitative data collection and analysis methods. The data collected during mixed methods research is considered rich as it contains both descriptive and numerical data which is combined to provide the researcher with a holistic understanding of a research problem (Hesse-Biber, 2010:3). A study using a mixed methods research design would permit a survey to elicit information, such as on the current state of book selection; then follow up with in-depth qualitative interviews to gain more nuanced perceptions on the subject (Maree, 2016: 312).

Due to the large number of libraries within the City of Cape Town, a mixed methods research design was used for this study. The 'explanatory sequential mixed methods design', which is considered as one of the most straightforward mixed methods designs was used. This method consists of two phases, in which: i. the researcher collects and analyses quantitative data which are relevant to the study's research questions and objectives; and ii. a qualitative



method such as interviews may be utilized to supplement the results obtained in the first phase. The first phase of this research consisted of a survey which was distributed to 75 libraries in the CoCTLIS; in the second phase, a limited number of semi-structured interviews were conducted with book selection librarians, where the survey results were elaborated on.

The reason for the researcher selecting the mixed methods over a sole quantitative/qualitative approach is that this method is seen to provide a more holistic analysis. Book selection is a complex topic and requires an investigation into different aspects that may affect book selection such as the behavioural responses and perspectives of the participants (Morse & Neihaus, 2009:13). The mixed methods approach supported the exploratory nature of this study.

3.4 Target population and sampling

The term population can be defined as “the entire set of individuals or other entities to which study findings are to be generalized” (Schutt, 2011:149). The study population in this research were the librarians from the 104 City of Cape Town public libraries who conduct provincial book selection for their respective libraries. Conducting research on an entire population is not feasible, thus a sample which was considered to be representative of this population was selected. A sample can be defined as a “[representative] subset of a population that is used to study the population as a whole” (Schutt, 2011:149). In this study due to time constraints, it was not feasible to conduct research on all of the 104 libraries within the City of Cape Town. Thus, a sample of 75 libraries out of the 104 was selected.

3.4.1 Sampling methods

Although sampling may save a researcher’s time and resources, samples have to be chosen in an appropriate manner so that the results of the study can ultimately be recognised as valid by the broader research and scholarly community. Sampling methods can be divided into two major groups of probability and non-probability sampling. This study employed a combination

of probability and non-probability sampling in that a mixed methods sampling technique of stratified purposive selection was used to choose the sample.

3.4.1.1 Probability sampling

In probability sampling, each individual in the population has an “equal and independent” chance of being chosen for the sample (Kumar 2011:268). There are five different types of probability sampling methods: simple random sampling, systematic sampling, stratified sampling, cluster sampling and multistage sampling. Each of these is described briefly below.

In *simple random sampling*, each element of a population has an equal and known chance of being selected. An example of simple random sampling is when a researcher uses a computer to randomly select a sample from a population (Maree, 2016:195). In *systematic random sampling*, sampling is done from a random starting and choosing every “kth element” is done systematically (Maree, 2016:195). *Stratified sampling* involves dividing the population into smaller groups called strata which are homogeneous in nature, and it is from within these strata that the researcher selects a simple random or systematic sample (Maree 2016:195). In *cluster sampling*, the researcher divides the population into smaller “clusters” and randomly selects a number of clusters as the sample. Smaller in size than the strata of stratified sampling, these clusters created need to be as heterogeneous as the total population in order to be completely representative (Maree 2016:196). *Multi-stage sampling* is a more complex form of cluster sampling in which large clusters are separated into smaller clusters through several stages in order to make data collection easier (Schutt 2011:167).

3.4.1.2 Non- probability sampling

In contrast to probability sampling in which each element of the population has a chance of being selected in the sample, non-probability sampling is a method in which the chance of being selected for a study is not guaranteed, and subjective to the researcher based on criteria that enable the researcher to collect rich and meaningful data (Kumar 2011). One major advantage of non-probability sampling is that it is cost and time effective. Non-probability

sampling can be especially useful in exploratory research where the intention is to find out if a problem exists in a swift and low-cost way (Lund Research Ltd, 2012). There are four main types of non-probability sampling methods: convenience sampling, quota sampling, snowball sampling and purposive sampling. These are described below.

Convenience sampling also known as accidental sampling is when the researcher acquires a sample according to the ease of access and convenience. Although the advantage of this method is that it is quick and cheap, the downside is that the sample may not be representative of the population as there are no inclusion criteria put forth before deciding on the selection of subjects for the sample (Maree 2016:197). In *quota sampling* the researcher divides the population into exclusive subgroups dependant on the characteristics they are looking for (such as only teens); sampling is then done until the quota required is reached (Maree 2016:198). *Snowball sampling* is the process in which the researcher acquires new subjects to include in their sample by the process of referral. This method is used when the participants are difficult to get a hold of, for example, drug dealers (Kumar, 2011:280). In *purposive sampling*, the sample is selected with specific criteria in mind i.e. which subjects are able to provide the best information in order to answer a study's research questions. Purposive sampling is usually considered most suitable for the selection of small samples which are often from a restricted geographic area or from a restricted populace such as experts in a field of study (Palys, 2008:697).

3.4.1.3 Mixed methods sampling

The sampling process in mixed methods research can be considered to be complex because results and conclusions drawn at the end of the study are a combination of the results found in the quantitative and qualitative phases of the study (Collins, Onwuegbuzie, & Jiao, 2007:273). Essentially, mixed methods sampling is a type of sampling which includes both probability and non-probability sampling techniques. With mixed methods sampling the researcher is able to use more complex sampling designs which are tailored to answer the research questions of that specific study (Onwuegbuzie, 2007:281).

Stratified purposive sampling is a form of mixed methods sampling. In this type of sampling method, the researcher divides the study population into different strata and then purposively selects a sample from each stratum to study (Teddlie & Yu, 2007:79).

The mixed-method sampling technique that was used to obtain the sample for the surveys was the stratified purposive sampling method. The population of book selection librarians within CoCTLIS was divided into different strata (i.e. community libraries, regional libraries and city-wide libraries). Thereafter book selection librarians from each of these strata were purposively selected for inclusion in the survey.

With regards to the interview process, a purposive sampling method was utilized. At the end of the survey participants had to indicate as to whether or not they would be interested in participating in the interview process. 10 out of the 75 respondents indicated they would like to participate in the second phase of the research. Ultimately five participants were selected purposively based on the following:

- 1) The participant's willingness in the questionnaire to conduct a follow-up interview.
- 2) The library category - participants were selected from every library tier to ensure that all categories of libraries were represented during the interview phase.
- 3) Participants' responses to the budget-related questions in the questionnaire, in order to obtain more nuanced information.
- 4) Years of experience - only participant's with many years of experience in book selection were selected in order to gain rich data during the interviews.

3.4.2 Sample size

The sample size is the number of participants/individuals that are selected for a study. The sample size for any research is an important aspect, as it determines the reliability and the validity of the research. In this research, the sample size was 75 libraries (see Table 3.1). This number was determined by using an online sample size calculator to obtain the minimum number of participants. Initially, the sample size was 76 libraries (see Figure 3.1) however,

during 2019 Imizamo Yethu Satellite library was closed temporarily for health and safety reasons. Thus, the sample size that was used for this research decreased by 1 and became 75.

Figure 3.1. Calculation of sample size

What margin of error can you accept? %
5% is a common choice

What confidence level do you need? %
Typical choices are 90%, 95%, or 99%

What is the population size?
If you don't know, use 20000

What is the response distribution? %
Leave this as 50%

Your recommended sample size is **76**

Source: (Raosoft, 2011)

Table 3.1: Sample size

Type of Library	Number selected
Community Libraries	58
Regional Libraries	15
City-wide Libraries	2
Total	75

3.5 Data collection process and instruments

A mixed methods approach was utilized, with questionnaires as the primary data collection instrument, supplemented by semi-structured interviews.

3.5.1 Data collection process

The questionnaires were distributed electronically to a purposive sample of 75 libraries drawn from the 104 public libraries in the City of Cape Town. There were 47 responses from 75 libraries resulting in a response rate of 63%. The questionnaires were distributed in a stratified method to facilitate representation from, and analysis across the three levels of public libraries in the City of Cape Town, namely city-wide, regional and community libraries (see Figure 4.3). From the data collected, it can be seen that 36 responses were from community libraries, 8 from regional libraries and 2 from city-wide libraries. The questionnaire was structured to facilitate the collection of information categorised as follows: (i) general information, (ii) book selection practices of public librarians in the City of Cape Town, (iii) book selection practices in relation to the CoCTLIS Collection Development Plan, (iv) selection aids used by librarians in the selection process, and (v) budgetary fluctuations.

After the questionnaires were completed and analysed, five interview participants were selected from the pool of participants who had indicated their willingness to be interviewed in person. The interviewees represented the different tiers of libraries. Two of the participants were from community libraries, two from regional libraries and one from a city-wide library.

3.5.2 Data collection instruments

3.5.2.1 Questionnaires

A questionnaire can be defined as a “set of standardized questions which follow a fixed arrangement in order to collect individual data about one or more specific topics” (Trobia, 2011:653).

For the purpose of this research, an online self-administered questionnaire format was selected. The reason for this is that unlike traditional questionnaires sent in the mail, this research method is more cost and time effective allowing the participant to answer at a time and location of their choosing. Furthermore, it is more cost-effective as there are numerous tools online such as Survey Monkey and Google forms which allow the researcher to effectively create an online questionnaire for free. Participants may also be willing to share their opinions and information more freely because questionnaires can offer the option for them to remain anonymous during the data collection process. The target population and sample for this study are not located in one site or geographic area and do not work the same hours, thus a questionnaire was seen as the most efficient to use in this study. In utilizing this method, data collection errors can be minimized as the responses are collated and stored electronically; this in turn, reduces the time the researcher will take in verifying, recording and analysing the data collected from the questionnaires (Lambries & Lavrakas, 2011:126).

Questionnaires also have a range of disadvantages. Since the researcher is not present when the questionnaire is completed by participants the questionnaire needs to be well designed so as to prevent participant misunderstandings and response errors (Lambries and Lavrakas 2011:127). The questions, as well as the layout of the questionnaire, have to be self-explanatory and simple enough as not to cause frustration and confusion to participants. In terms of response rates, the researcher must take into account that participants may not feel the need to answer in a non-face-to-face situation.

To overcome the above-mentioned challenges, the questionnaire used in this research was pre-tested by a small selected group of CoCTLIS staff members. Academics in the Department of Library and Information Science at the University of Western Cape also reviewed the questionnaire and provided feedback. Pretesting the questionnaire is vital as it gives the researcher an opportunity to learn how the participants interpret the wording of the questions and the type of responses they are likely to achieve from participants (De Leeuw, 2001:154).

Structure of the questionnaire

In total, 35 questions were posed to participants. These questions were made up of both closed-ended (28 questions) and a limited number of open-ended questions (7 questions). The closed-ended questions consisted of multiple-choice questions, dichotomous questions and slider scale questions. There were 7 'focused' open-ended questions to obtain more detailed answers to certain questions. Focused open-ended questions serve to limit confusion amongst participants which may, in turn, result in poor data (Brown, 2015).

Administration of the questionnaire

The questionnaires were designed electronically, using Survey Monkey, and were distributed via email to 2 city-wide libraries, 15 regional libraries and 58 community libraries. The librarian in charge of each of the selected libraries received the electronic link for the questionnaire via email and where necessary sent it to the staff member who is primarily responsible for book selection in that library. The responses were limited to one book selection librarian per library. A built-in monitoring mechanism on Survey Monkey was used to ensure the latter.

3.5.2.2 Interviews

Interviews generally refer to a formal conversation between people, to obtain information. Interviews for research are similar in that they refer to the gathering of data by asking specific questions to interviewees on a specific topic and probing their answers further if necessary (The Association for Qualitative Research, 2018). Interviews can take place between two individuals or in a group setting. For the purpose of this study individual semi-structured interviews were conducted.

In semi-structured interviews, researchers base their questions on a predetermined interview guide when questioning the participant, and these questions are probed further depending on the responses of the participants; these questions are open-ended and are focused on the research topic (Ayres & Given, 2012:811). Semi-structured interviews were seen as appropriate because of the exploratory nature of this study.

The interview process

A total number of 5 interviews ranging from 15 to 30 minutes was conducted. The interviewees were selected from the pool of questionnaire respondents who indicated that they would be willing to participate in a follow-up interview. The interviewees consisted of 1 city-wide librarian, 2 regional librarians and 2 community librarians. All interviewees prior to being interviewed signed information consent forms. To ensure that all the pertinent data was collected during the interview, it was recorded and then transcribed.

3.6 Data analysis

Data analysis can be defined as the “process of systematically applying statistical and/or logical techniques to describe and illustrate, condense and recap, and evaluate data” (Northern Illinois University, 2005). Data analysis is a crucial stage in the research process as this is when the researcher analyses the data collected in order to obtain information which is important to answer the research questions. The procedure of data analysis comprises of preparing the data for analysis, then analysing the data, and lastly, interpreting the data to shed light on the research questions and objectives (Marczyk, DeMatteo, and Festinger 2010:198). This study analysed both quantitative and qualitative data.

3.6.1 Quantitative data analysis

The quantitative data collected in this study was analysed and interpreted utilizing descriptive statistics. Descriptive statistics refer to the “statistical methods that are used to organize and summarize data, so they may be used in a purposive way i.e. to allow the researcher to describe the data collected and to observe the relationships among the different variables” (Maree 2016:204). This data was analysed using the Statistical Package for the Social Sciences (SPSS) software package, which was used to generate descriptive statistics.

3.6.2 Qualitative data analysis

The qualitative data that was collected during the interview process was analysed using the content analysis method. The interviews were recorded digitally and then transcribed from

audio into text format. A thematic analysis was then used to analyse the data. The coding of the qualitative data into themes was done using a set of predetermined codes and emergent codes. The predetermined codes were drawn from the research questions, for example, budget fluctuations, selection process, library collection and staff perceptions. During the coding process, other codes emerged such as outdatedness, selection stress, change in selection methods, budget fluctuations and community libraries.

3.7 Reliability and validity

For research to be considered scientific it needs to be both reliable and valid. Reliability refers to the “consistency or dependability of a measurement technique, and it is concerned with the consistency or stability of the score obtained from a measure or assessment over time and across settings or conditions” (Marczyk, DeMatteo, and Festinger 2010:10). Research results need to be repeatable if conducted under the same circumstances as the first research study. Thus, the research instruments need to be accurate for the research to be reliable. In this research study in order to ensure that the research instruments are reliable, a pre-testing of the questionnaires was done with selected members of CoCTLIS who possessed the same characteristics as the sample population. Pre-testing the questionnaires and the interviews assist in minimising measurement error. It is important to note that all research is prone to error but if the researcher ensures that the research instruments or methods are reliable then it is less likely that it will affect the accurateness of the measurement (Marczyk, DeMatteo, and Festinger 2010:186).

Another aspect which can affect reliability is variation in the administering of the research instruments. In this study the questionnaire was completed by participants online, thus all accessed the same questionnaire. During the interview phase, a pre-determined set of questions was used as the foundation of the interview which ensured that all participants were administered the same basic set of questions.

In order for the research to be reliable, it needs to be valid. Validity is “concerned with the meaningfulness of research components” (Drost, 2011:114). In simpler terms, when one speaks about validity, it refers to the degree in which a research instrument measures what it is proposed to measure. Validity is not only concerned with “what is being measured, but also how well it is being measured” (Marczyk, DeMatteo, and Festinger 2010:163). There are numerous types of validity that research must achieve such as face and content validity. Face validity refers to the extent that a research instrument appears to look valid and whether it appears to measure what it is supposed to measure (Maree 2016:240).

Content validity is concerned with how “well the items developed to operationalize a construct provide an adequate and representative sample of all the items that might measure the construct of interest” (Kimberlin & Winterstein, 2008: 2279). Face validity and content validity cannot be quantitatively measured and thus require specialists in the field to judge whether the research instruments meet the criteria of validity (Kimberlin and Winterstein 2008:2281). The face and content validity of the research instruments were tested by academics at the Department of Library and Information Science at the University of the Western Cape. This process offered important feedback on question construction and format.

3.8 Research ethics

Ethics can be described as a set of moral values which govern all human conduct. Ethics in research also refers to the techniques, processes, and the insight a researcher will utilize in determining how to analyse complex research problems and issues (Resnik, 2015). Research ethics is a critical component of the research process as it not only ensures that the participants are not disadvantaged in any way, but it holds the researcher accountable for all research completed.

During the study, the researcher took every opportunity to ensure that no harm was caused to the participants at any stage of the research process. The participation of the candidates in the study was entirely voluntary and they had the opportunity to withdraw from the research

at any stage. The purpose of the research, as well as the research process, was fully explained in the information sheets given to the participants. All the participants signed consent forms in which the obligations of the researcher and participant were agreed to. All the data that was collected was kept confidentially and all participants' identities kept anonymous throughout the research process. The names of the libraries the participants belong to were also kept anonymous as to prevent any violation of their confidentiality.

3.9 Summary

In this chapter, the pragmatic research paradigm and mixed methods design for this study were explained and discussed. Detailed information was given on the study's target population and the processes for choosing the sample of book selection librarians using mixed methods sampling. The research instruments, that is, the questionnaire and interview data collection tools were discussed in greater detail. Data analysis using a combination of descriptive statistics for quantitative data, and transcribing, content analysis and coding of qualitative interviews were explained. Efforts to increase the validity of the findings were explained, as were the ethical processes which were adhered to in the research. The following chapter presents the findings of the research.



CHAPTER 4

PRESENTATION OF FINDINGS

4.1 Introduction

In this chapter the findings of the research tools that were utilized in this research, that is, the questionnaire and interview findings are presented. The purpose of this study was to investigate librarians' book selection practices and the resultant effect of budget fluctuations in the City of Cape Town public libraries. A mixed methods approach was utilized, with questionnaires as the primary data collection instrument, supplemented by semi-structured interviews.

4.2 Questionnaire findings

4.2.1 General information

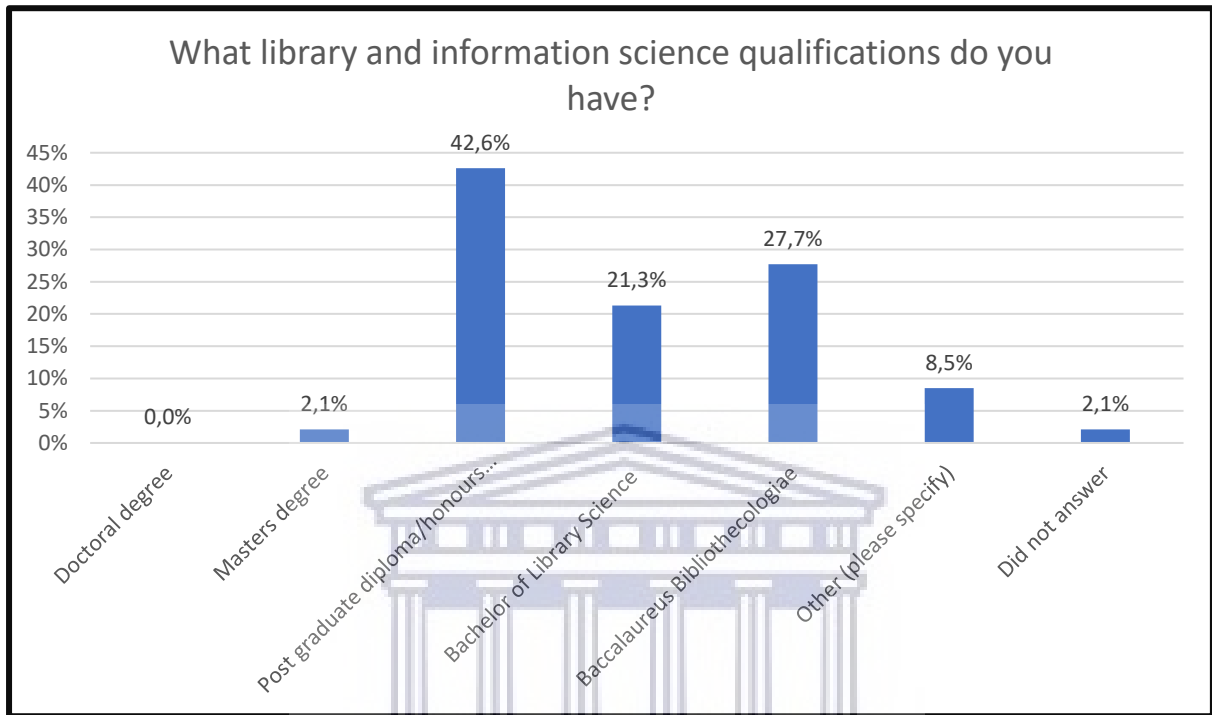
Questions asked in the first section of the questionnaire enabled the researcher to gain a good profile of the librarians who conduct book selection in the City of Cape Town in terms of their professional qualifications, expertise, designated roles and library service experience. It also provided the necessary information on the categories of public library represented in this study.

4.2.1.1 Qualifications of participants

Participants had the option to select more than one answer to the question of "What library and information science qualifications do you have?". Thus, the percentage total will exceed 100%. Notably, most of the respondents had university honours level qualifications in library and information science (42.6%). This was followed by the B.Bibl degree (27.7%), the B.LIS degree (21.3%), and it was interesting to note that only one participant (2.1%) reported having a library-related Master's degree. If the candidates did not possess any of the above-mentioned qualifications, there was an "other" option which enabled further explanation. The "other" category was selected 4 times (8.5%) - one of which was to indicate that a participant

possessed a diploma in library science and the other 3 times to indicate they had no qualifications.

Figure 4.1: **Qualifications of participants**

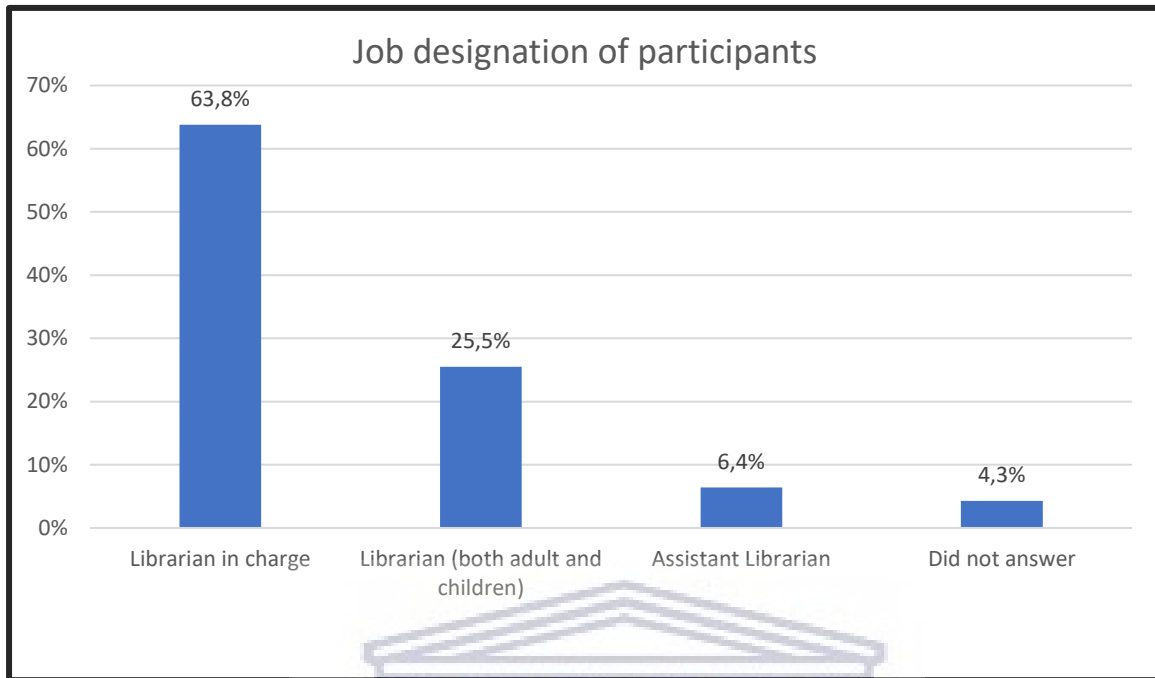


*The percentage total exceeds 100% as participants could select more than one answer

4.2.1.2 Job designation of participants

This question, “What is your designation at your library?” was answered by 45 out of the 47 respondents. Figure 4.2 shows that 30 of the respondents were Librarians in Charge (63.8%), 12 of the respondents held the job title of Librarian (25.5%), whilst the remaining 3 respondents were Assistant Librarians (6.4%). Two respondents (4.3%) skipped this question.

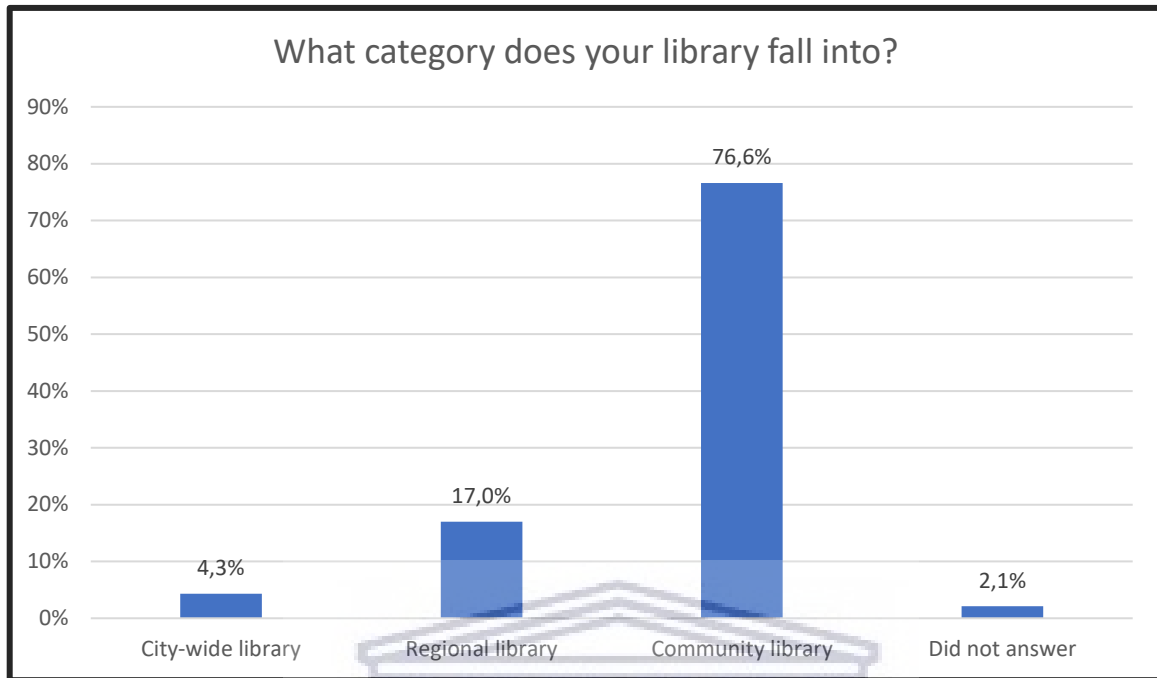
Figure 4.2: Job designation of participants



4.2.1.3 Library category

The question, "What category does your library fall into?" was asked to be able to give an account of and analyse the different library tiers represented in this research. There were 46 out of 47 responses and 1 abstention. As noted in Chapter 1, the number of community libraries in the City of Cape Town far exceeds the number of regional libraries and city-wide libraries. Thus, as expected, most responses were received from community libraries (76.6%), followed by regional libraries (17.0%), and city-wide libraries (4.3%). These results can be seen in Figure 4.3.

Figure 4.3: **Library category**



4.2.1.4 Years of library working experience

This question looked at the number of years of working experience that the participants have in the library and information science field. Forty-five respondents answered, whilst two skipped. This question was analysed with all categories of the libraries combined, in order to determine the mean, median and mode. See Figure 4.4.



Figure 4.4: **Years of library working experience**

Statistics		
Years of working experience		
N	Valid	45
	Missing	2
Mean		16.32
Median		15.00
Mode		6
Sum		734

As can be seen, the total cumulative years worked is 734. The mean (average) is 16.3 years, the median was 15 years and the mode was 6 years. Due to the prevalence of extreme varying differences in the years of experience amongst the respondents, the median at 15 years is the best indicator of the general amount of years worked by respondents.

4.2.2 Book selection practices of public librarians in the City of Cape Town

The questions in this section of the questionnaire were designed to elicit responses on general issues which pertain directly to book selection (such as years of book selection experience and perceptions on book selection), and the practices of book selection librarians in the City of Cape Town (such as the number of librarians doing book selection, types of book selection undertaken, and their frequency). Therefore, information was gained on the first research question of this study, 'What are the selection practices of public librarians within the City of Cape Town Library and Information Services (CoCTLIS)?'

4.2.2.1 Years of book selection experience

The question, "How many years of book selection experience do you have?" was answered by 44 out of 47 participants. This question was analysed with all categories of the libraries combined, in order to determine the mean, median and mode. See Figure 4.5.

Figure 4.5: Years of book selection experience

Statistics		
Years of book selection experience		
N	Valid	44
	Missing	3
Mean		11.98
Median		10.00
Mode		6 ^a
Sum		527

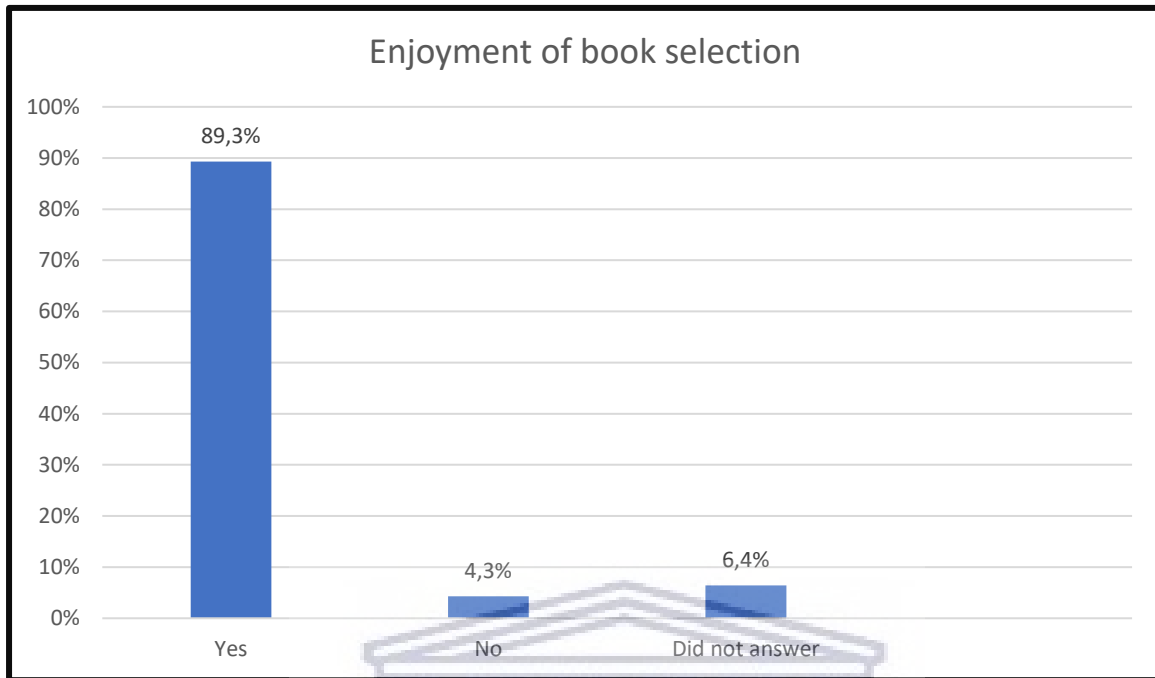
a. Multiple modes exist.
The smallest value
is shown

As can be seen, the total cumulative years of experience is 527. The mean (average) is 11.9 years, the median was 10 years and the mode was 6. Due to the prevalence of extreme varying differences in the years of experience amongst the respondents, the median at 10 years is the best indicator of the general amount of book selection experience amongst the respondents.

4.2.2.2 Enjoyment of book selection

In response to the question, "Do you enjoy book selection?", 44 respondents answered whilst 3 abstained (6.4%). Forty-two of the respondents indicated that they enjoy the book selection process (89.3%), whilst 2 (4.3%) indicated that they did not enjoy book selection. The results are presented in Figure 4.6.

Figure 4.6: **Enjoyment of book selection**



4.2.2.3 Reasons for liking or disliking book selection

In order to present the data collected from this open-ended question, content analysis was used to identify seven themes. There were 42 responses to the question, "Please explain why you like or dislike book selection". Participants went into great detail as to why they liked or disliked the book selection process. The most prominent themes are summarized in Table 4.1. As is evident in the responses, the majority of the participants were favourable towards book selection, whilst only two participants indicated that they did not like the book selection process due to the budget.

Table 4.1: Reasons for liking or disliking book selection

Theme	Responses
<p>Selection of books in line with community needs</p>	<p><i>I love the idea of being able to select books and to shape the library's collection to serve the community information needs.</i></p>
	<p><i>I can select what my community needs.</i></p>
	<p><i>I like being able to select library materials which serves my community's information needs.</i></p>
	<p><i>It is fantastic to be able to choose books for my community library.</i></p>
	<p><i>Selection enables you to understand the needs of the community.</i></p>
	<p><i>Doing book selection ensures that you are able to select books that will benefit your community and add value to their lives.</i></p>
	<p><i>You know your collection better than others and [you get to know] your community needs.</i></p>
	<p><i>It allows me to choose a collection that suits my community.</i> <i>I'm able to select the latest books that are relevant for my library and community we serve. If someone else selected books for my library, then they may choose material that is not in demand in our community.</i></p>
<p>To be able to physically examine the book quality and its contents</p>	<p><i>The opportunity to touch and open the book and read it. This gives an insight into what [a] book contains.</i></p>
	<p><i>Actually seeing the physical book.</i></p>
	<p><i>This gives you an idea of whether the book will circulate, how long it will circulate.</i></p>
	<p><i>I like book selection because you have a chance to go and see to understand the book more.</i></p>
	<p><i>It affords me an opportunity to check the contents published in the book.</i></p>
	<p><i>Physically encounter with books during selection enables you to understand your stock and needs of the community.</i></p>
	<p><i>You must handle/browse a book to see whether it will be suitable for your community.</i></p>
	<p><i>It is good to have a hands-on touch and feel of the books, to see the quality of illustrations, print and binding of the books.</i></p>
<p><i>For children's books: handling new books, look at the quality of paper, story, binding, print.</i></p>	

	<i>Can make an informed decision when choosing books by looking at the books, content, illustrations etc.</i>
Opportunity to see new titles and trends	<i>It opens your knowledge to different genres.</i>
	<i>Seeing new titles from different publishers.</i>
	<i>Provides one with an opportunity to peruse titles one would not normally consider for one's library.</i>
	<i>I like to read the book reviews [,] like new books, especially children's picture books.</i>
	<i>Allows me to see what is available, new titles that I could have missed.</i>
	<i>It is a way of keeping you updated with a variety of genres and formats.</i>
	<i>Interact with new books.</i>
	<i>I like to see what new books are available.</i>
	<i>It gives me the opportunity to browse through new publications.</i>
	<i>I love being the first to handle a new title.</i>
	<i>Getting familiar with new books.</i>
Filling of stock gaps within the current collection	<i>I get to choose new stock to fill gaps in our library. Our stock gets updated and become[s] more relevant to our patrons.</i>
	<i>It helps me know my stock, [and] replenish gaps where needed.</i>
	<i>It gives you an opportunity to stock your library with the material that you select yourself.</i>
	<i>I build my library collection.</i>
Ability to discuss selections with other library professionals	<i>Interact with province staff on their processes and book selection choices- meet other LIS staff and have robust discussions about the books on selection.</i>
	<i>To discuss the subject matter with other like-minded librarians.</i>
Budget	<i>Is frustrating to make selections with a very small budget.</i>
	<i>I do not like it because we are forced to select books even if we feel that the list does not have what we would like to buy for our libraries, we end up spending for the sake of spending.</i>

4.2.2.4 Number of librarians doing book selection in a given library

This question looked at how many other people in the participant's library does book selection apart from the respondents, in order to determine the extent to which book selection is a joint

staff effort. Forty-four out of 47 respondents answered this question (see Figure 4.7). 2 of the respondents (4.3%) indicated that they are the only ones to do book selection in their library whilst 42 (89.3%) selected that they are not the only ones to do book selection. Three participants (6.4%) did not answer the question. The respondents who indicated “No”, were given the opportunity to indicate the number of other people who conducted book selection in their libraries. These responses were tabulated into Figure 4.8. 14 respondents indicated that two other people in their library are involved with them in the book selection process. Eleven respondents indicated that only one other person does book selection apart from them. Four respondents indicated that 5 other people do book selection. Three respondents indicated that four other people in their library does book selection. The “all staff” category was also selected by three respondents. One respondent indicated that three other people participate in the selection process. And lastly, one respondent indicated that 9 other people take part in their library’s book selection process.

Figure 4.7: **Responsibility for book selection in a given library**

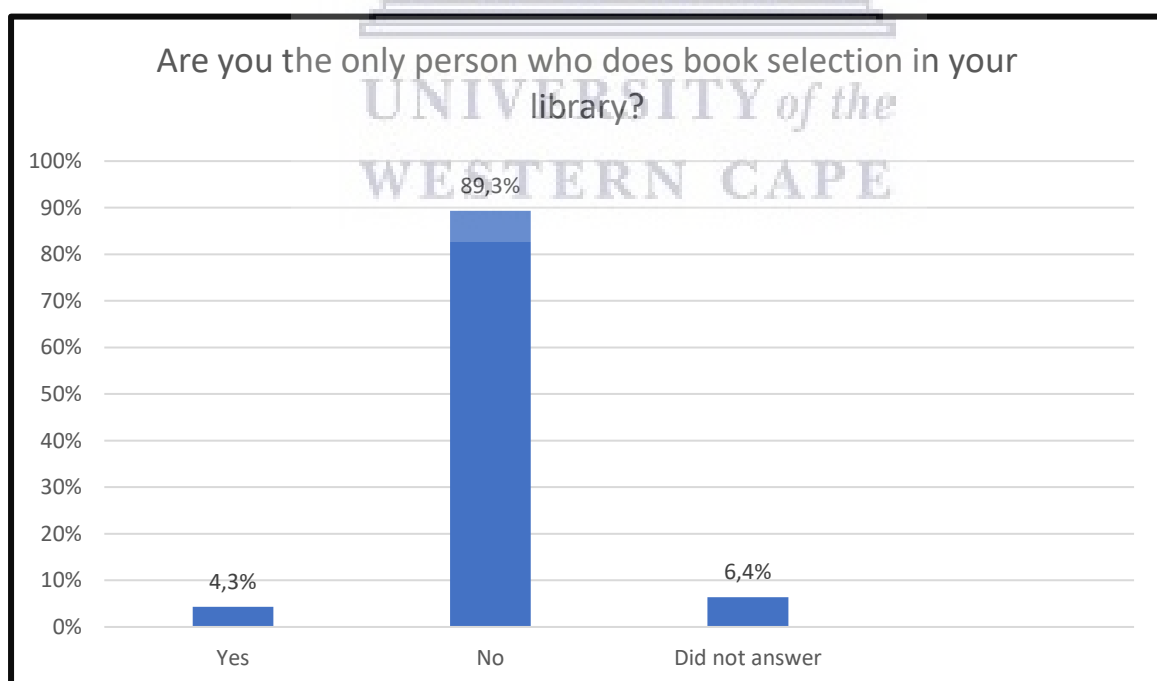
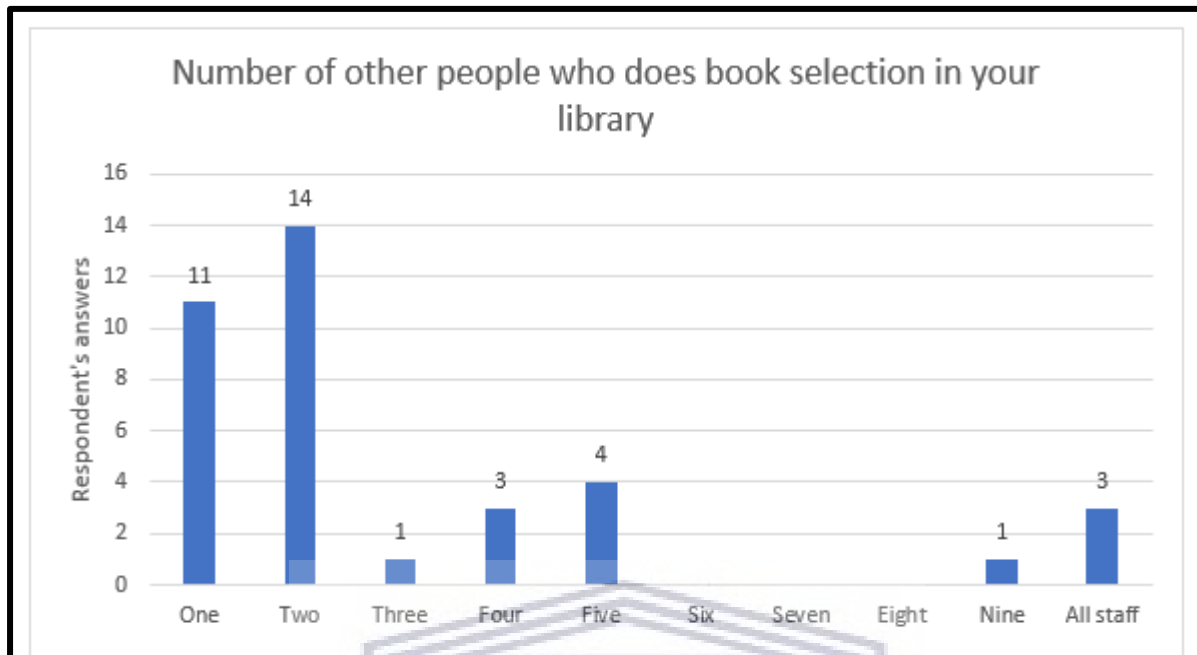


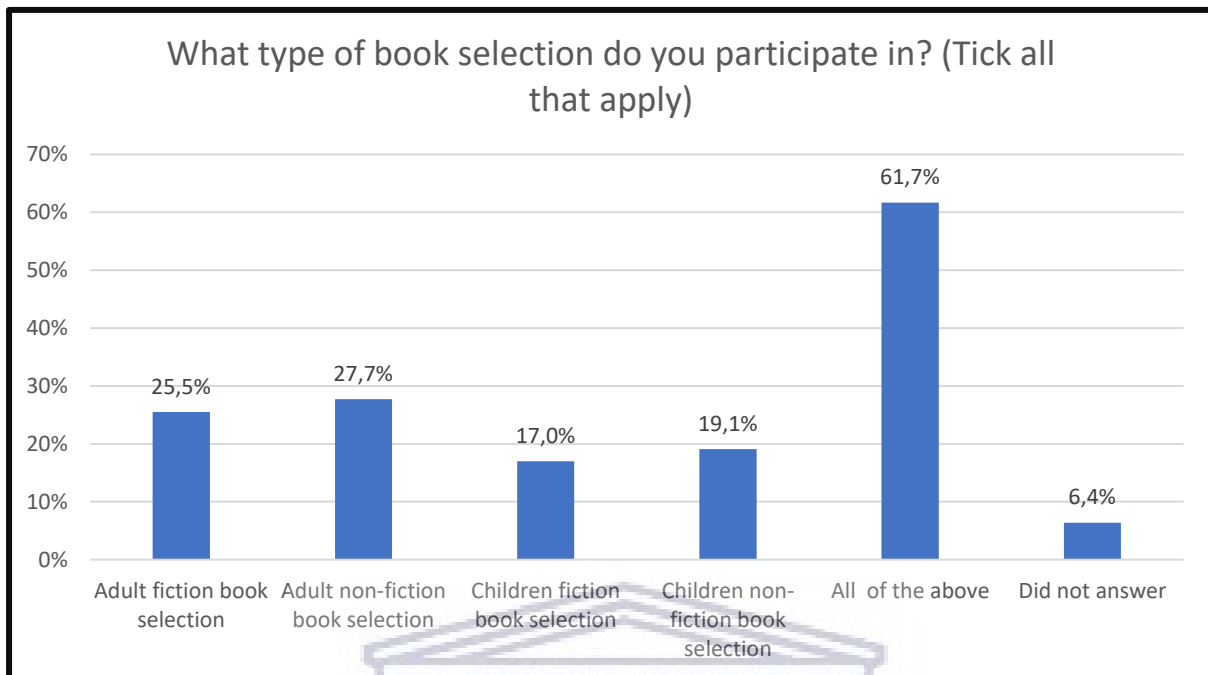
Figure 4.8: **Number of librarians doing book selection in a given library**



4.2.2.5 Type of book selection which librarians participate in

This question sought to find out what type of book selection the respondents perform i.e. book selection for adults, children or both. Forty-four out of 47 participants answered. The respondents could select multiple answers thus the total percentage does not equal to 100%. For adult selection, 12 of the respondents (25.5%) indicated adult fiction book selection whilst 13 (27.7%) indicated adult non-fiction book selection. For children's selection, 8 (17%) indicated children's fiction book selection, and 9 (19.1%) indicated children's non-fiction book selection. Most of the respondents i.e. 29 (61.7%) indicated that they do both the book selection for adults and children. See Figure 4.9.

Figure 4.9: The type of book selection which librarians participate in

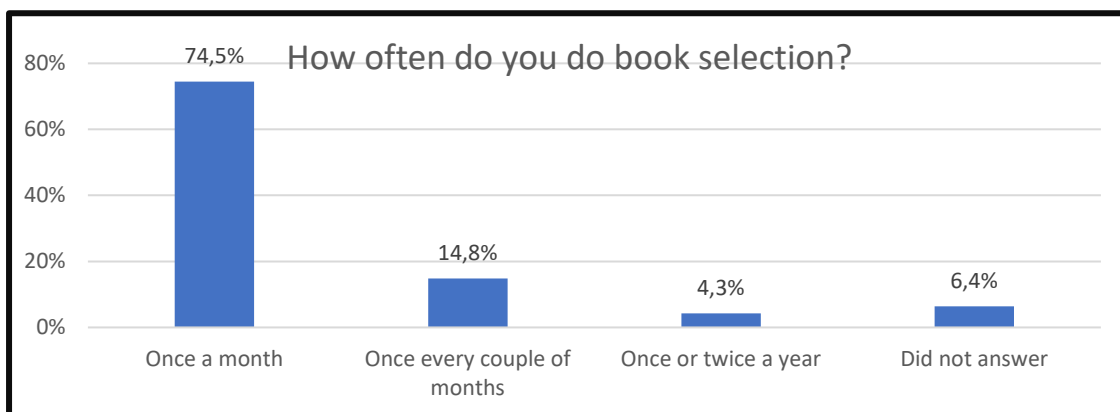


*The percentage total exceeds 100% as participants could select more than one answer

4.2.2.6 Frequency of conducting book selection

This question sought to find out how often respondents conduct book selection at their respective libraries. There were 44 out of 47 possible responses. Thirty-five of the respondents (74.5%) indicated once a month, whilst 7 (14.8%) conduct book selection once every couple of months. Only 2 respondents (4.3%) did book selection once or twice a year. Three respondents did not answer (6.4%). See Figure 4.10.

Figure 4.10: Frequency of conducting book selection



4.2.3 Book selection practices in relation to the City of Cape Town Collection

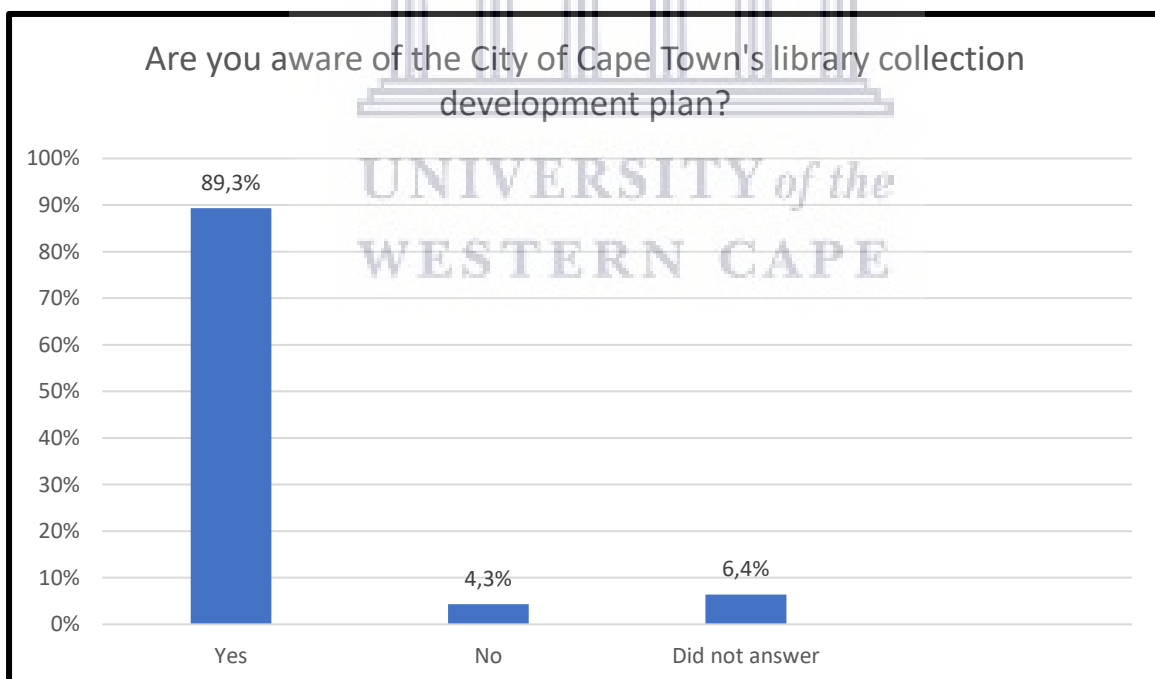
Development Plan (CDP)

This section of the questionnaire sought to address the second research question, '*How do book selection practices relate to the Collection Development Plan of CoCTLIS?*'. It provided insights on the perceived value of the City of Cape Town CDP amongst librarians, and the extent to which librarians are aware of and utilize the CDP in book selection.

4.2.3.1 Awareness of the CDP

Forty-four out of 47 participants answered the question, "Are you aware of the City of Cape Town Libraries Collection Development Policy?". The majority of the respondents 42 (89.3%) indicated "yes" whilst 2 (4.3%) selected "no" as their answer. Three respondents did not answer (6.4%) See Figure 4.11.

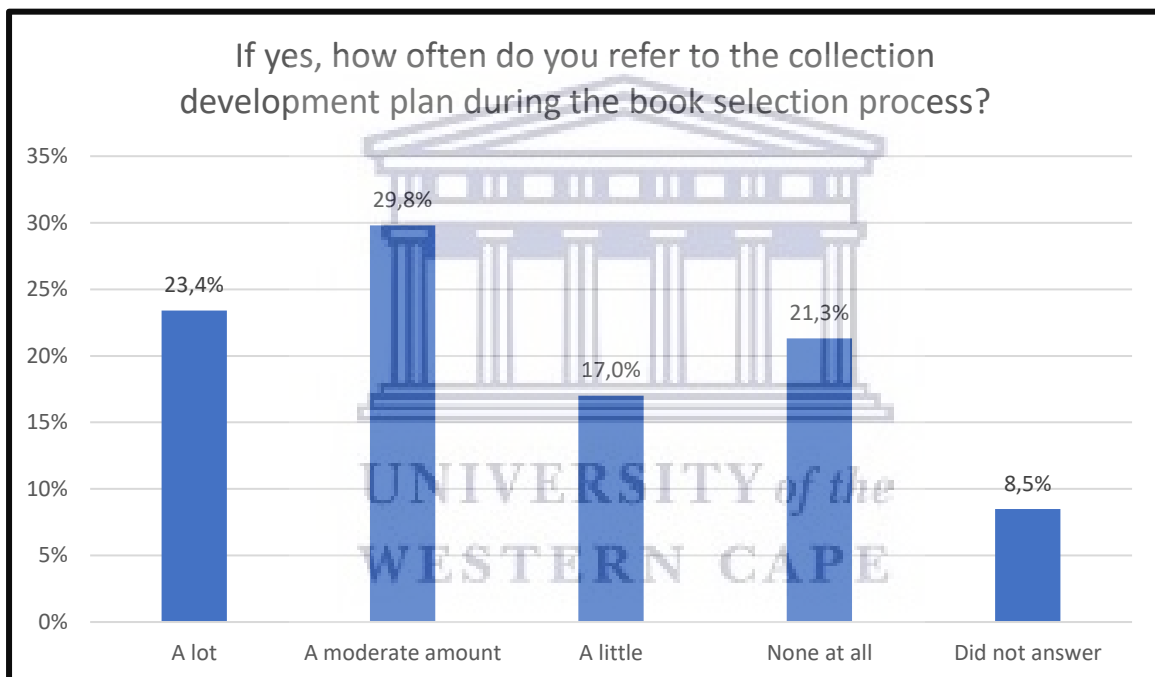
Figure 4.11: Awareness of the CDP



4.2.3.2 Frequency of referring to the CDP

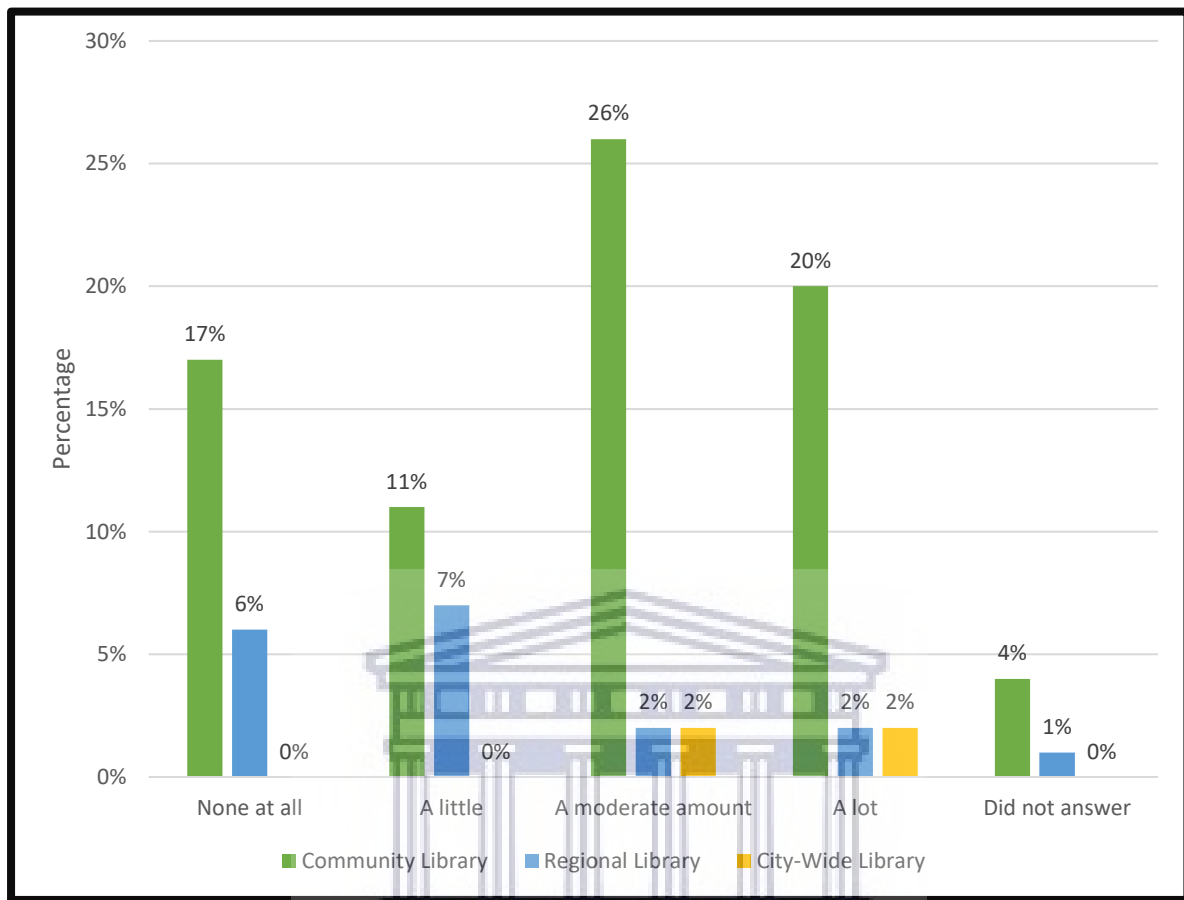
The respondents who indicated awareness of the CDP were asked to indicate how often they refer to it. Forty-three out of 47 participants answered. There was no overwhelming majority for this question, but the highest indicator was that of “a moderate amount” with 14 respondents (29.8%) selecting this option. The second highest was “a lot” with 11 respondents (23.4%), 10 respondents (21.3%) indicated “none at all” and 8 respondents (17%) selected “a little”. Four respondents skipped this question (8.5%). See Figure 4.12.

Figure 4.12: Frequency of referring to the Collection Development Plan



Further investigation, (as shown in Figure 4.12) was made to ascertain how often each category of library refers to the CDP. Thus, in Figure 4.13 one can see that for community libraries the highest selected option was “a moderate amount”, most of the respondents from regional libraries selected “a little” and the respondents from the City-wide libraries selected “a moderate amount” and “a lot”.

Figure 4.13: Usage of the CDP by library category



Furthermore, respondents elaborated on how frequently they refer to the CDP, as summarized in Tables 4.2, 4.3, 4.4 and 4.5. These tables align with the different options they could have selected. Forty-two out of the 47 participants answered this question.

Table 4.2: Explanations from the most frequent users of the CDP

	Verbatim explanations from respondents	Library Category
1	<i>I need to make a balanced and informed choice.</i>	Community
2	<i>It serves as a guide and assists with us having to make city-wide selections.</i>	City-wide
3	<i>It is important to follow the policies of the institution you work for.</i>	Community
4	<i>To try and fill up the gaps that we have in our library and the needs of our community.</i>	Community
5	<i>When doing the selection, you want to know that you are doing it according to the CDP.</i>	Community
6	<i>Criteria for selecting the books and follow the procedures very well.</i>	Community
7	<i>The policy refers to how a community library should be governed in terms of budget, collections etc.</i>	Community
8	<i>We build our collections according to the community needs and the policy assist with making sure the collection is balanced.</i>	Regional
9	<i>One has to keep in mind what percentages/monies are allocated to certain categories. Also keeping track of trends in reading at that particular time. If monies in a genre have been spent with city monies one can use provincial monies to buy other things to fill in a collection/stock gap.</i>	Community
10	<i>When I am doing selection, I apply the policy.</i>	Community
11	<i>Try to get a balanced selection. Try to get books/information that will be to the benefit of the community.</i>	Community

All 11 responses in Table 4.2 reflect positive experiences of how the respondents use the CDP. Most explanations given focused on the utilization of the CDP to achieve a balanced collection to meet community needs. The role of the CDP in making budget decisions was also noted. Respondents felt that the selection criteria in the CDP provide guidance during the selection process, that the CDP informs how budgets are spent, as well as how to maintain a balanced collection.

Table 4.3: Explanations from moderate users of the CDP

	Verbatim explanations from respondents	Library category
1	<i>Collection Development Policy is always there. If one has read and understood it, there is no need to read it frequently as it is not getting updates.</i>	City-wide
2	<i>These are the guidelines we have to follow.</i>	Community
3	<i>Due to the amount of experience and knowing the policy it is looked at moderately.</i>	Regional
4	<i>I have other things to do but I explain to the staff how the policy works.</i>	Community
5	<i>It is important to follow the policies of the institution you work for.</i>	
6	<i>Once you have done this over and over, the policy becomes embedded in your mind and you do not require constant reference to it.</i>	Community
7	<i>It needs more time because it is in the file, so when I'm doing the book selection I do not think of the file.</i>	Community
8	<i>I meet with my staff before any book purchasing at bookshops and discuss the CDP.</i>	Community
9	<i>When selecting for a community library, my strategy is different to the strategy used when I used to buy for city-wide library.</i>	Community
10	<i>I consult my own Collection Development Plan.</i>	Community
11	<i>The policy is always in the back of my mind when selecting books because we have to stay within the confines of the stock register.</i>	Community
12	<i>I'm guided by the policy to provide library material to the public without having any personal prejudice. I'm also guided by the needs or request of patrons.</i>	Community
13	<i>The policy might collide with immediate community needs.</i>	Community

A total of 13 respondents explained why they refer to the CDP “a moderate amount”, as shown in Table 4.3. Use of the CDP “a moderate amount” was the most widely selected option, as shown in Figure 4.13. However, unlike in Table 4.2, not all of the explanations received were positive, as reflected in one comment such as “***I have other things to do***”. The majority of the respondents were aware of the CDP but reported on only consulting the document moderately due to reasons such as their prior or existing knowledge of the CDP, and because

it is not updated regularly. Furthermore, we see some respondents in this category using the CDP in conjunction with their own individual collection development strategies.

Table 4.4: Explanations from infrequent users of the CDP

	Verbatim explanations from respondents	Library category
1	<i>I feel like I know my library and what would circulate, bearing in mind the long waiting period that comes with the book selection, so I do not see the need to refer to the collection development policy on a regular basis.</i>	Regional
2	<i>I know which books my community needs, and the collection development policy is not easily accessible.</i>	Regional
3	<i>My library also has its own collection development policy within the guidelines of the City's, indicating the community needs, development plan and weeding plan.</i>	Community
4	<i>I do place a bigger premium on needs of the community, specifically noting the trends in what is needed/borrowed.</i>	Community
5	<i>The policy is not in touch with reality - at selection you choose books that will fit your community and you are forced to work with the allocated budget for that month. So, in fact you must leave titles that you would like, but for budget constraints.</i>	Community
6	<i>Check it when needed. When I think of buying something which would not normally be selected.</i>	Regional
7	<i>I am aware of its contents.</i>	Community
8	<i>I think I am fully aware of the City of Cape Town policy with regards to collection development.</i>	Community

There were 8 explanations from respondents who reported using the CDP “a little”, as reflected in Table 4.4. As expected, the responses in this category were not very positive in nature. The respondents indicated an awareness of the CDP. A comment that the CDP “**is not in touch with reality**” summed up perceptions in this category.

Table 4.5: Explanations from non-users of the CDP

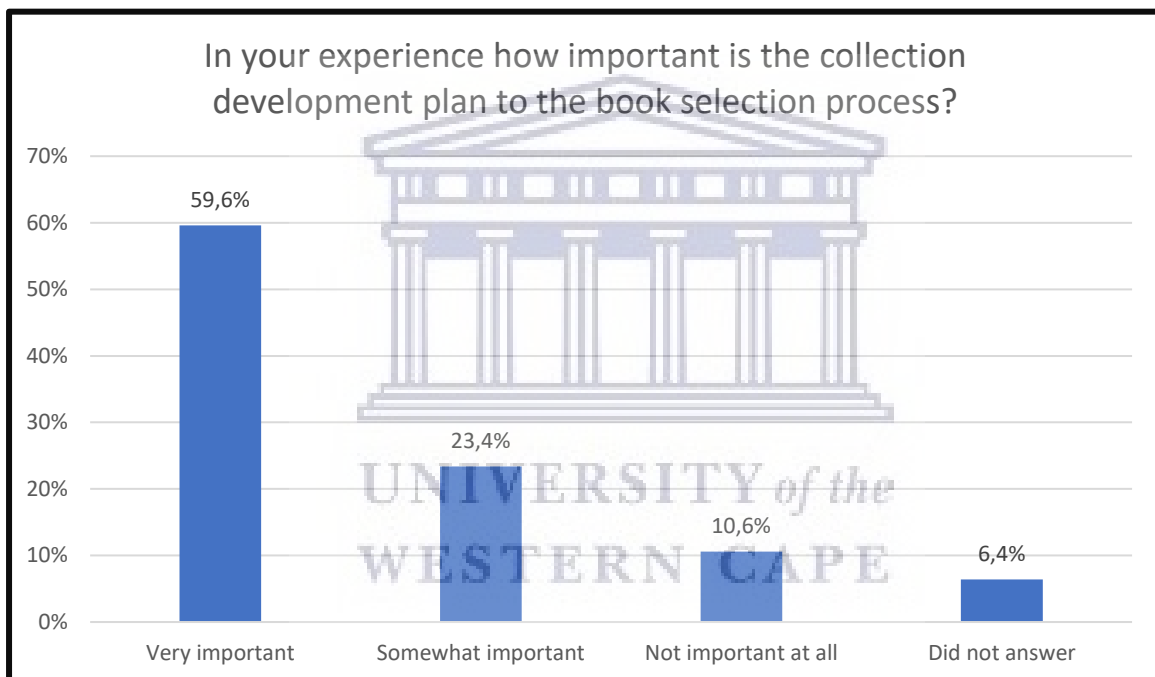
	Verbatim explanations from respondents	Library category
1	<i>I would refer to the Collection Development Plan when it concerns the City's money as my manager allocates certain budgets for certain categories. With PAWC [Provincial Administration of Western Cape] book selection I have my own method of distributing funds. Previously PAWC would allocate a budget for (children's books) Afrikaans, English fiction and non-fiction. Now I use my own discretion and try to distribute it evenly and a tiny bit more for non-fiction as they are often more expensive.</i>	Regional
2	<i>I am not familiar with the policies with regards to LIS as I have just transferred from another department, but I am sure it is very important, and I am sure I will make use of it in the future.</i>	Community
3	<i>I know what books to select for my community.</i>	Community
4	<i>It is used all the time, even though not referred to. Our budget is so small, which does make selection difficult, but we always look at stock gaps and user interest. We also have a wish list book for patrons to suggest purchases but that is usually via city funds.</i>	Community
5	<i>I don't have time to check because of other duties I also have.</i>	Community
6	<i>Had no idea that there was a policy.</i>	Community
7	<i>It is not very accessible.</i>	Community
8	<i>I know the community's information needs.</i>	Community
9	<i>I know what the needs of the patrons are for this area.</i>	Regional
10	<i>I have read the policy and understand collection development methods. Together with my Collection Development Plan for the year, I select books which are needed by the community and which enhance my stock.</i>	Community

Respondents in this category selected the “none” option. As can be seen in Table 4.5, the majority of the comments can be described as quite indifferent to the CDP. Three respondents reported that they do not use the CDP during selection as they know what their patron needs are. Another two respondents indicated that they were unfamiliar with or unaware of the CDP. As with infrequent users of the CDP (Table 4.4), there was a recurrence of “the lack of accessibility” opinion. Issues pertaining to lack of time, and budgetary constraints were also mentioned.

4.2.3.3 Perceptions on the importance of the CDP

The question, “In your experience how important is the collection development policy to the book selection process?” sought to gauge perceptions of value amongst the participants. Forty-four out of 47 participants answered this question. Twenty-eight of the respondents (59.6%) felt that it was ‘very important’, 11 (23.4%) indicated that it was ‘somewhat important’, and 5 (10.6%) felt it was ‘not important at all’. Three participants (6.4%) skipped this question. See Figure 4.14.

Figure 4.14: Perceptions on the importance of the CDP



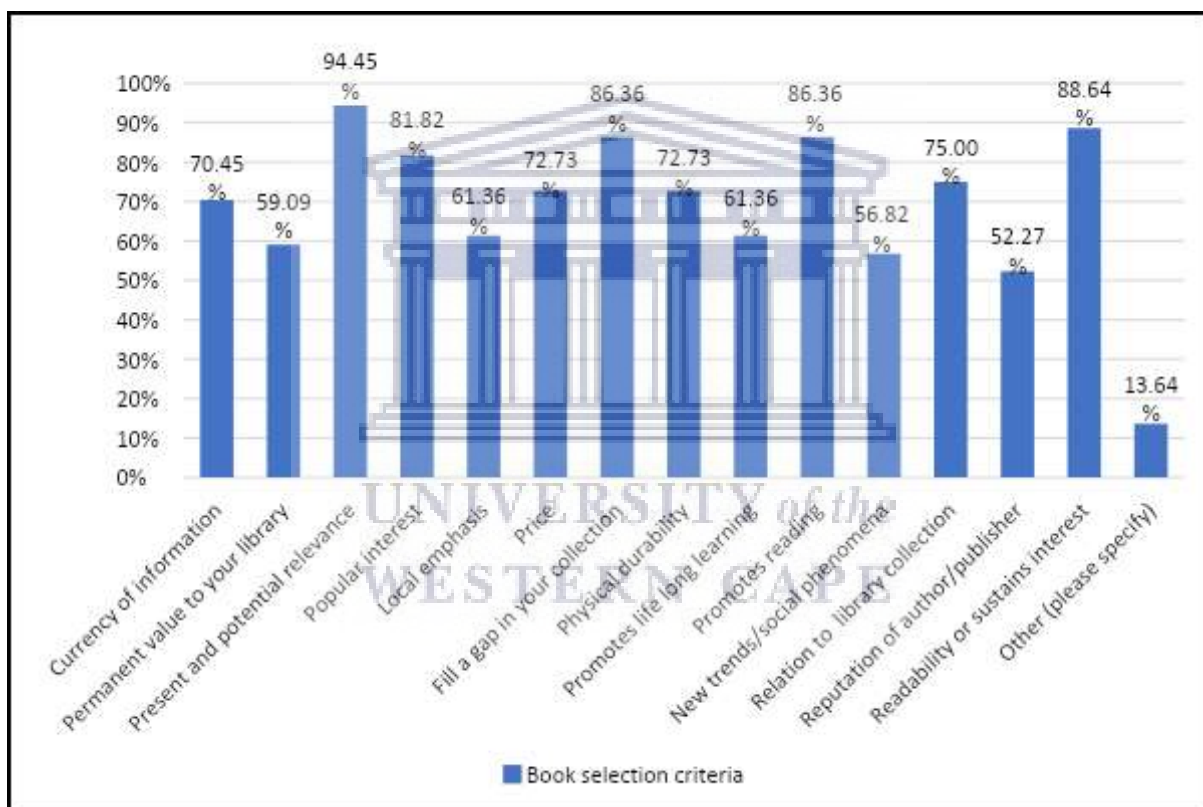
4.2.3.4 Criteria applied during book selection

This question looked at the criteria that the respondents use during the selection process. The aim of this question was to further establish their usage of the CDP. Therefore, respondents were asked to choose from a list of 15 criteria, which the researcher derived from the CoCTLIS CDP. See Figure 4.15. Respondents selected multiple answers; therefore, the total percentage does not equal to 100%. Forty-four out of 47 respondents answered.

Most of the criteria selected showed conformance with the CDP. The order of criteria which can be gleaned from the responses are: i. present and potential relevance to community needs

(94.5%); ii. readability and the ability to sustain patron interest (88.6%); iii. the ability to fill library collection gaps (86.4%); iv. promote reading (86.4%); v. popular interest (81.8%); vi. relationship to the existing material in the library (75%); vii. price of the item (72.7%); viii. the physical durability of the item (72.7%); ix. currency of information (70.5%); x. local emphasis (61.4%); xi. promotion of lifelong learning (61.4%); xii. permanent value to the library (59.1%); xiii. representation of trends, movements and social phenomena (56.8%); xiv. the reputation of author, publisher or illustrator (52.3%); xv. other (13.6%).

Figure 4.15: Selection criteria applied by librarians doing book selection



*The percentage total exceeds 100% as participants could select more than one answer

The small number of respondents who chose the 'other' option was asked to elaborate further, and their responses are summarized in Table 4.6. 6 respondents answered this question and their responses have been summarized in the table below:

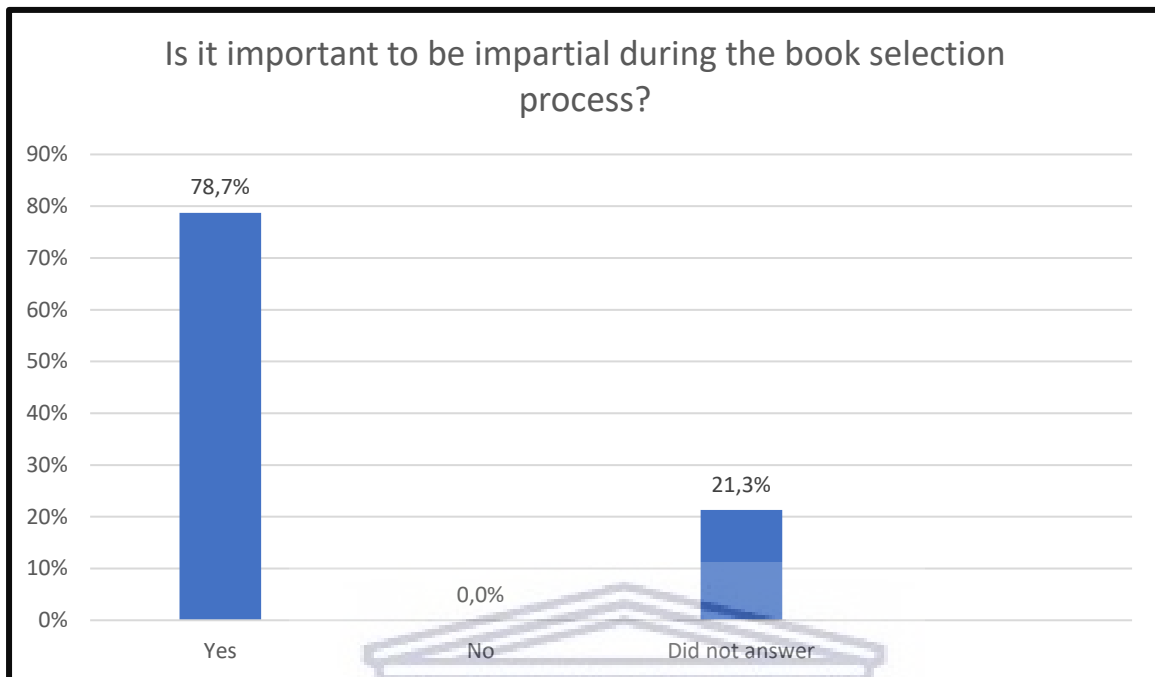
Table 4.6: Additional book selection criteria applied

Theme	Verbatim comments from respondents
Provincial processing time	<i>We are encouraged not to take too popular titles as this can be purchased with City money and will arrive at the library much quicker. The PAWC books get processed and take about 6-12 months to arrive at the library.</i>
Language	<i>Language as well.</i>
Physical ease of handling the book	<i>With nonfiction, the ease of photocopying pages. Not in all cases, but sometimes whether people will be able to physically hold up the book e.g. elderly people and people with arthritis.</i>
Collection Development Plan	<i>Firstly, you definitely select according to the CDP, and then community needs.</i>
Book reviews	<i>I check book reviews a lot.</i>
Illustrations in books	<i>With children's books, the quality of the illustrations is also important.</i>

4.2.3.5 Impartiality in the book selection process

Respondents were asked if it is important to be impartial during the book selection process. Out of the 47 respondents, 37 answered this question and 10 skipped it. All of those who answered 'yes' (78.7%) were in favour of impartiality during the book selection process. None of the respondents selected 'no' and 10 (21.3%) respondents chose not to answer this question. Results are shown below in Figure 4.16.

Figure 4.16: Impartiality in the book selection process



In the responses to the follow up open-ended question on their belief in an impartial book selection process, a series of themes were noted through a content analysis of the responses. The four verbatim responses are shown in Table 4.7 capture these themes.

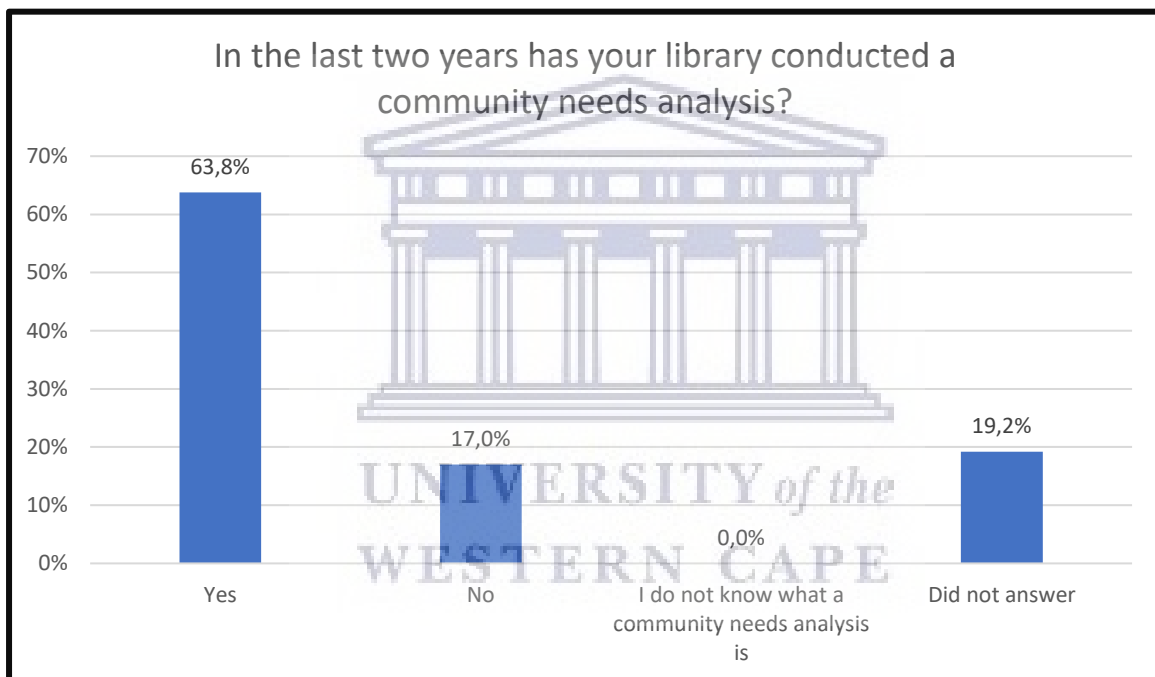
Table 4.7: Impartiality in the book selection process

	Theme	Selection of verbatim comments from respondents
1	Professional duty should be prioritised over personal preferences.	<i>It is your duty as a librarian to select materials in order to meet the community needs and not for personal needs.</i>
2	Public libraries must be inclusive of all kinds of information.	<i>It is the role of the public library to provide information on all areas of information.</i>
3	Librarians must avoid personal bias in selection.	<i>Librarians must be open-minded and not let personal bias interfere when selecting books.</i>
4	Collections must be balanced.	<i>Avoidance of an unbalanced collection.</i>

4.2.3.6 Conducting community assessments

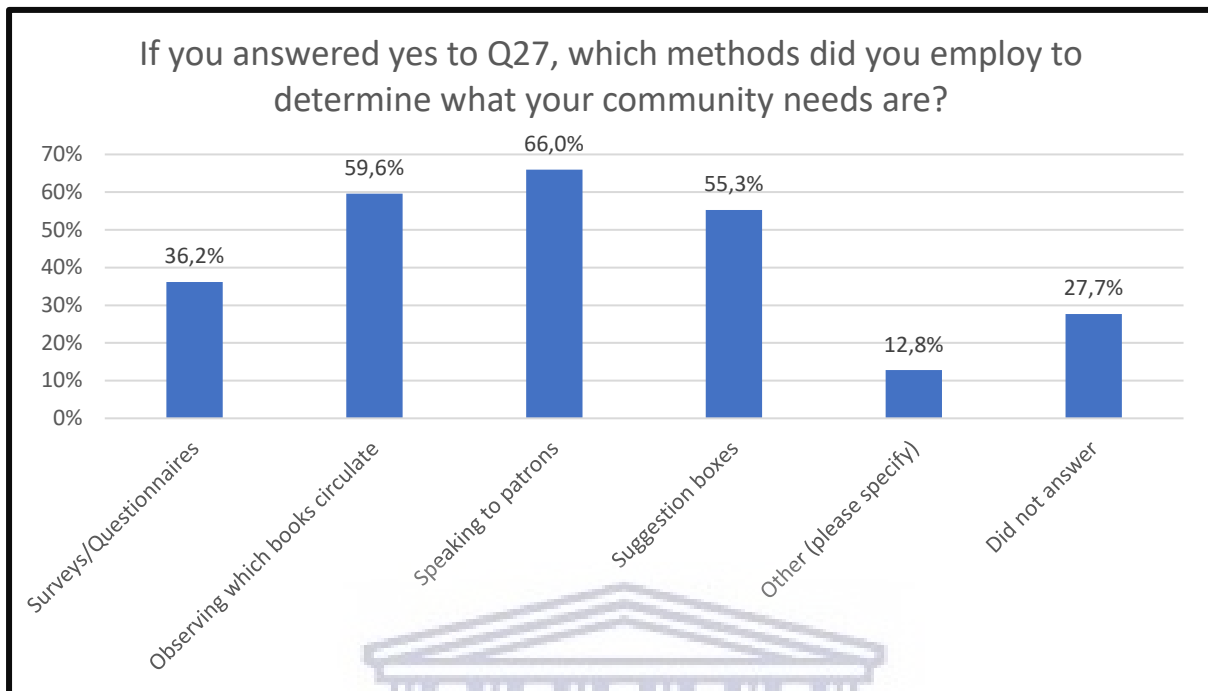
Thirty-eight out of 47 participants provided responses to the question, “In the last two years, has your library conducted a community needs analysis?”. Thirty (63.8%) of the respondents indicated that their library has conducted a community needs analysis whilst 8 (17%) answered that they have not. None of the respondents (0%) was unaware of what a community needs analysis is, and 9 respondents skipped this question (19.2%). See Figure 4.17.

Figure 4.17: **Community needs analysis**



Those who indicated that they have conducted a community analysis were asked to elaborate on the methods they used to conduct the analysis. The respondents were able to select more than one response hence the total percentages does not equal to 100%. There were 34 responses to this question. The most selected method by 31 (66%) respondents was ‘talking to patrons’. The second highest method was ‘observation of which books circulate within the library’ with 28 responses (59.6%). Ranked third by 26 of the respondents was ‘suggestion boxes’ with a selection percentage of 55.3%. Surveys/questionnaires followed, with 17 responses (36.2%) and other was selected by 6 respondents (12.8%). See Figure 4.18.

Figure 4.18: **Methods to determine community needs**



*The percentage total exceeds 100% as participants could select more than one answer

The six respondents who chose “other” were asked to elaborate in an open-ended question. These responses are shown in Table 4.8.

Table 4.8: Other methods of determining community needs

Respondent answers	
1	<i>Quiz.</i>
2	<i>Local book clubs.</i>
3	<i>Stock gap book.</i>
4	<i>Speaking to staff members.</i>

The respondents who indicated that they have not conducted a community needs analysis were asked to explain their answers in an open-ended question. There were only 7 responses to this question, and these 7 responses have been summarized in Table 4.9.

Table 4.9: Reasons for not conducting a community needs analysis

	Themes	Verbatim explanations from respondents
1	Stock gap suggestion book	<i>For now, I feel that we can select books based on their recommendation for books, which they can add in our suggestion book at the desk and we ask them to add every time they do not get what they are looking for in the library.</i> <i>We have not done a formal analysis but we always have our wish list book available at the counter for patron suggestions.</i>
2	No need for community needs analysis	<i>There was no need thus far, but I will list it as a to-do item.</i> <i>We have not seen the need to do that as yet, but I do think it's a good approach to somewhat identify your community needs.</i>
3	Not required	<i>It was not required.</i>
4	Daily interactions	<i>Needs are established by interfacing with borrowers on a daily basis ... what they want, need, ask for is recorded and considered when choosing/buying books.</i>
5	Creation of expectations	<i>Creates an expectation with users. One needs to be very careful when wording the survey.</i>

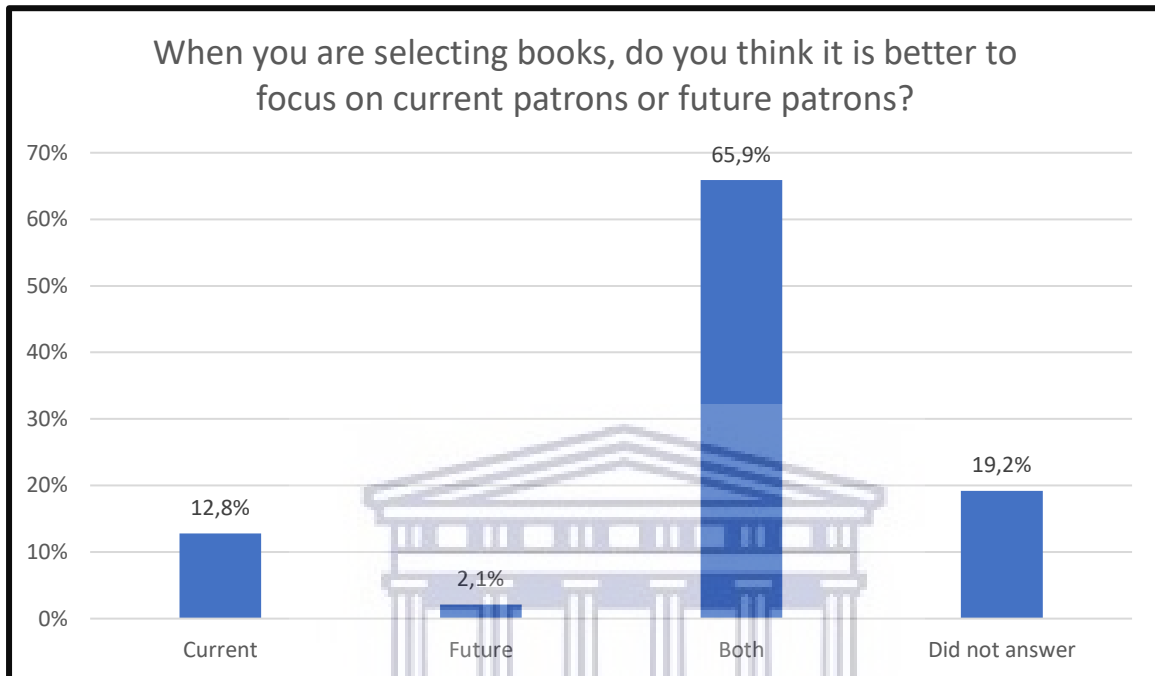
Varied answers were given by respondents. Two main reasons were given as to why they had not done a community needs assessment. The first was that their library utilised a stock gap or a wish list book in which patrons could note down which books they would like to see more of. The second reason was the perception that there was no need for a community needs analysis to have been done so far. One respondent felt that it was not a requirement. Another respondent felt that information gleaned from the daily interactions with patrons was sufficient when selecting books. The final respondent stated that he/she did not do a community needs assessment as they had felt it created an expectation amongst users.

4.2.3.7 Patron needs

Participants were asked the question, "When selecting books, do you think it is better to focus on the needs of current patrons or future patrons?". Thirty-eight out of 47 respondents

answered, and an overwhelming majority answered that it is better to focus on the needs of both current and future patrons (65.9%). The results are summarized in Figure 4.19.

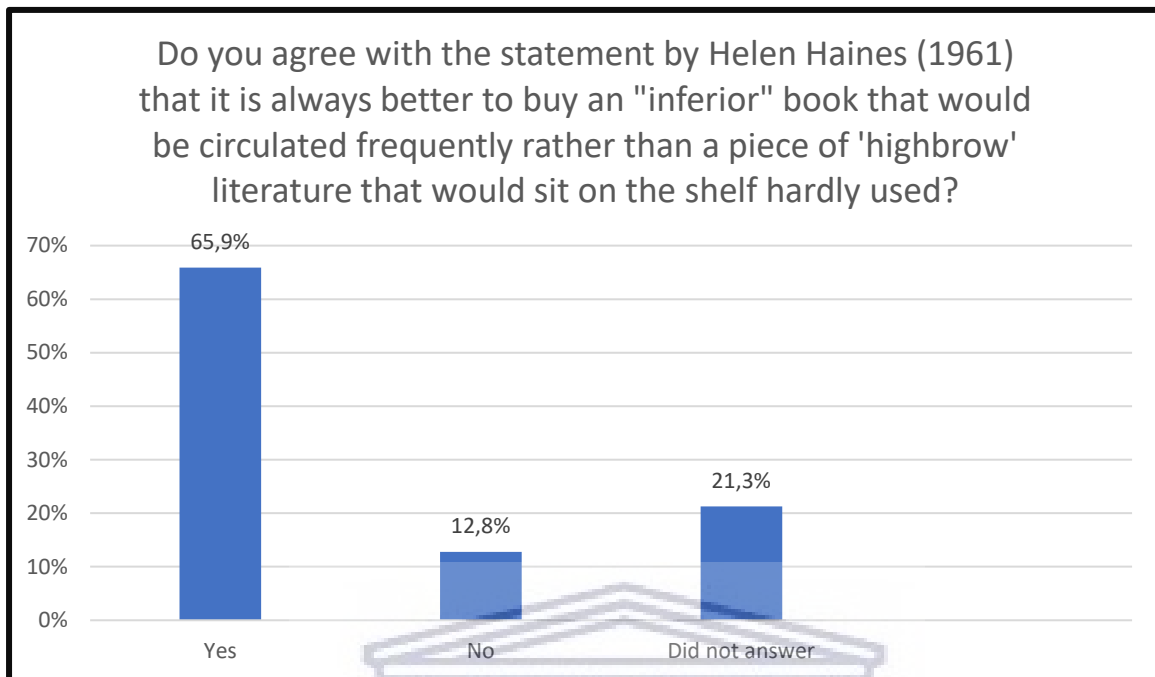
Figure 4.19: **Patron needs**



4.2.3.8 Quality versus demand in the selection process

The question, "Do you agree with the statement by Helen Haines (1961) that it is always better to buy an 'inferior' book that would be circulated frequently rather than a piece of 'highbrow' literature that would sit on the shelf hardly used?", was asked to assess how librarians assess quality versus demand tensions in the book selection process. Thirty-seven out of 47 respondents answered. 31 (65.9%) of the respondents indicated that they would buy an inferior book that would be circulated frequently, while 6 respondents (12.8%) indicated that they would not. Ten respondents skipped this question (21.3%). See Figure 4.20.

Figure 4.20: **Quality versus demand**



Respondents were asked to elaborate on their choice to the quality versus demand issue. There were 37 responses. The respondent's answers were summarized and grouped together, as in Table 4.10.

Table 4.10: **Quality versus demand**

	YES/ NO	Verbatim explanations from respondents
1	Yes	<i>Books are selected according to patron/community needs.</i>
2	Yes	<i>City budgets are dependent on circulation statistics: select books which will circulate.</i>
3	Yes	<i>'Inferior' books act as a drawing card in order to get people to start reading.</i>
4	No	<i>Should be a balance when purchasing books.</i>
5	No	<i>That is not a criterion when buying books.</i>
6	No	<i>Libraries need to also buy materials which would contribute to life-long learning.</i>

In addition to a general agreement with the Haines statement, an unexpected finding here was how the budget affects the selection process, in that 32.4% of the respondents selected books

primarily for the circulation value as higher circulation equalled higher budgets. Another interesting find was that high circulating books were selected as an attraction to get people into the library to start reading and hopefully move onto other more highbrow literature books. One respondent referred to those books selected primarily for circulation value as “**candy to attract patrons**”.

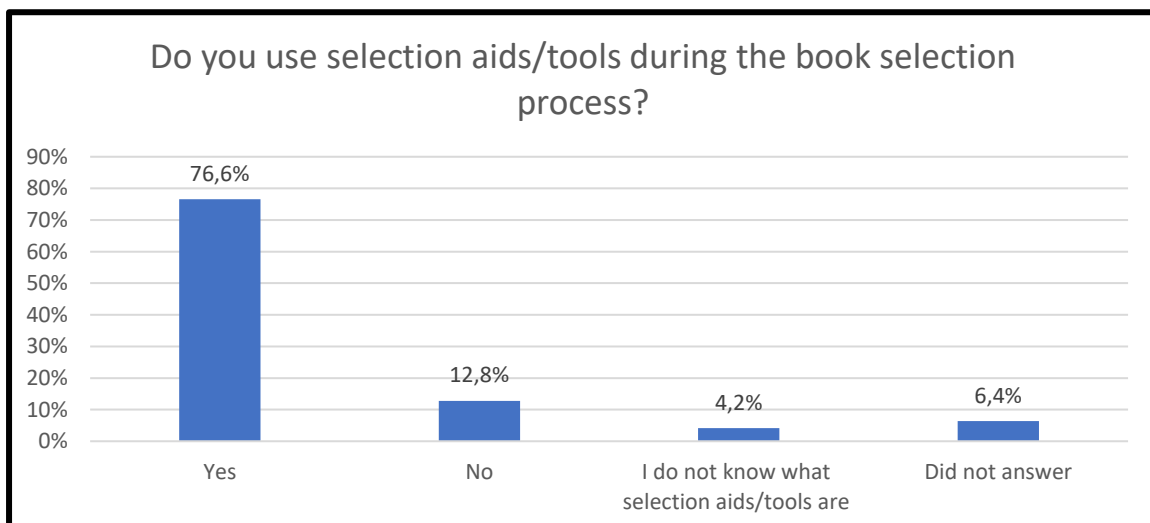
4.2.4 Selection aids used by librarians in the selection process

This section of the questionnaire was designed to answer the research question, *What selection aids are utilized by librarians in the selection process?* It provided insights on the selection tools librarians use during book selection, and the type of aids used to keep up with the latest literary trends.

4.2.4.1 Use of selection aids/tools during book selection

Respondents were asked to indicate as to whether they use selection tools or aids when conducting book selection. Forty-four out of 47 respondents answered this question. Thirty-six of the respondents (76.6%) indicated that they do use selection tools/aids. Six (12.8%) respondents indicated that they do not use selection tools/aids and 2 (4.2%) did not know what selection tools or aids were. Three respondents did not answer this question (6.4%). See Figure 4.21.

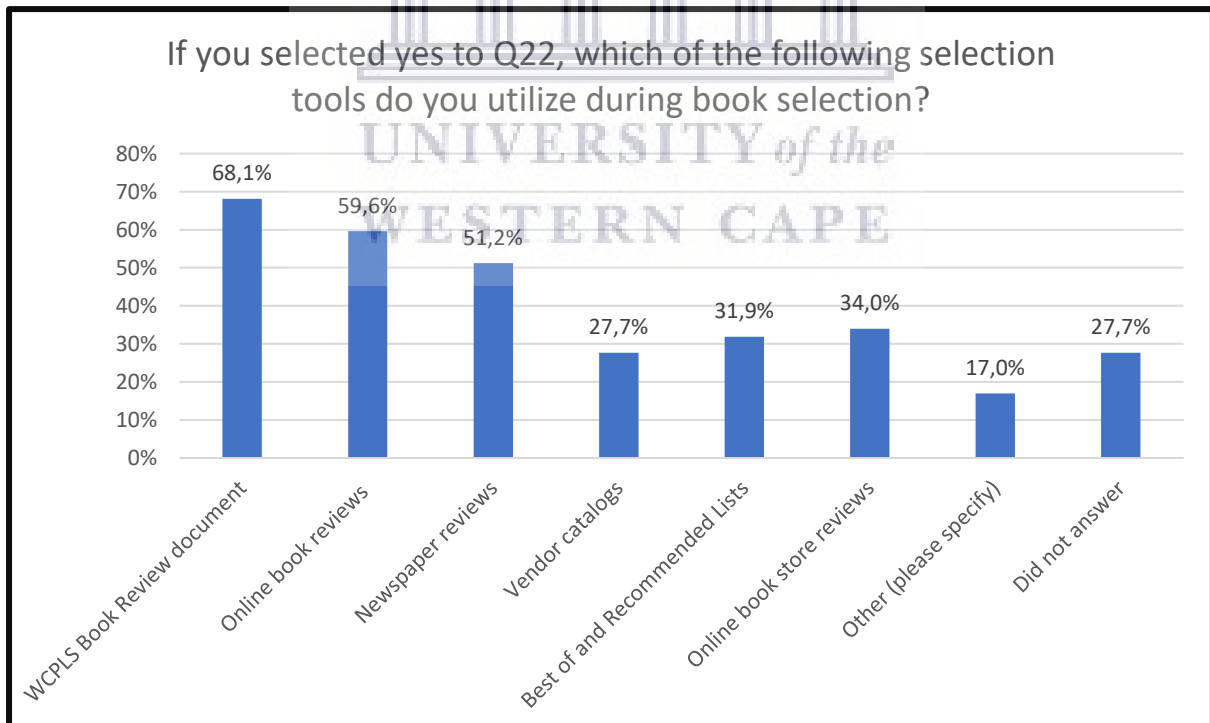
Figure 4.21: **Use of selection tools**



4.2.4.2 Tools used during book selection

Respondents who indicated that they use tools during book selection were asked to provide further information. There were 34 responses to this question. The respondents could select multiple options hence the total combined percentages for the categories does not equal to 100%. The selection tool which received the highest percentage (32 or 68.1%) was the Western Cape Provincial Library Services' book reviews which are sent to libraries, along with the book budget, for the selection process. The second most selected was 'online book reviews at 28 (59.6%). Newspaper reviews also received a high number of selections at 24 (51.2%), followed by 'online bookstore reviews' from stores such as Amazon or Barnes and Noble receiving 16 selections (34%). 'Best of and recommended lists' were selected by respondents 15 times (31.9%). Vendor catalogues amounted to 27.7% and 'other' was selected 8 times (17%). See Figure 4.22.

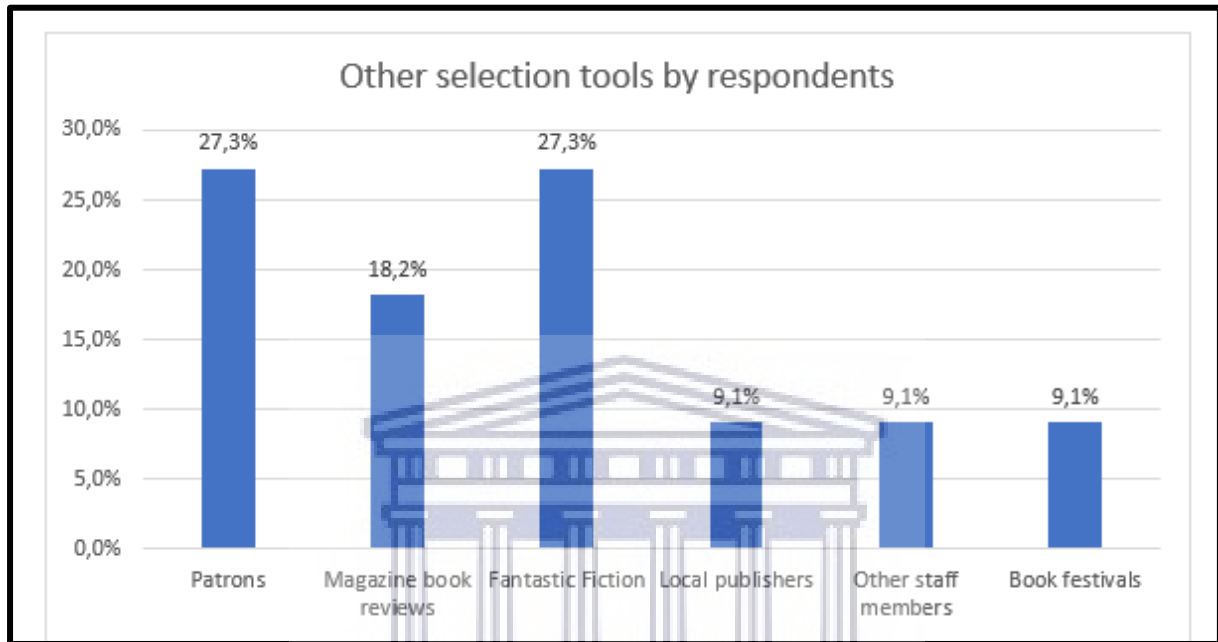
Figure 4.22: Different types of selection tools



*The percentage total exceeds 100% as participants could select more than one answer

Respondents who selected the 'other' category reported that they also relied on patrons and the website Fantastic Fiction (27.3%), magazine book reviews (18.2%), as well as local publishers, other staff members and book festivals (9.1%). See Figure 4.23:

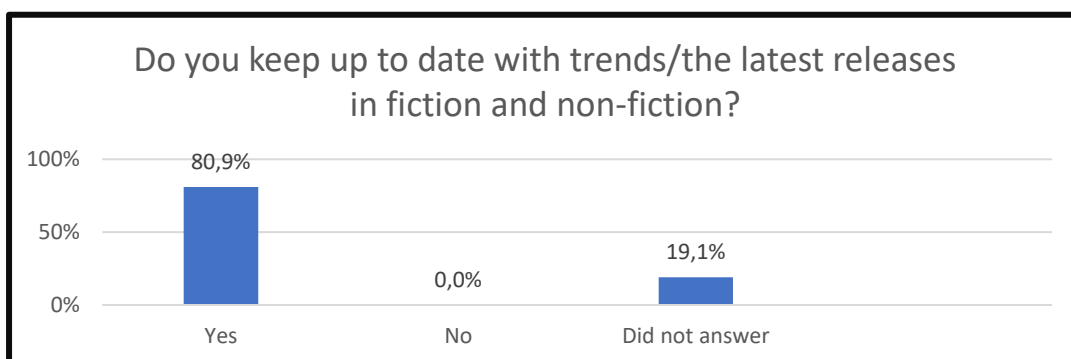
Figure 4.23: **Other selection tools used by respondents**



4.2.4.3. Awareness of book trends and latest releases

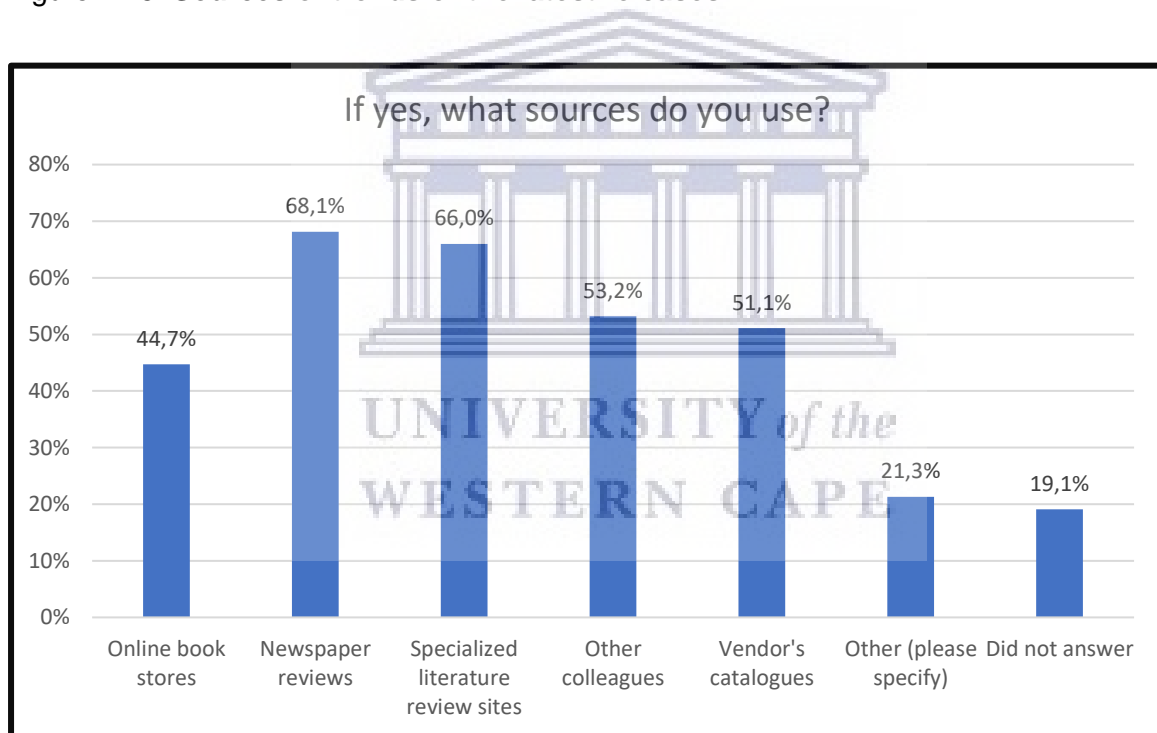
The question, "Do you keep up to date with trends/the latest releases in fiction and non-fiction?" was put forward to participants. There were 38 out of 47 responses. All 38 (80.9%) of the respondents indicated that 'yes' they do keep up with the latest trends in both fiction and non-fiction literature. See Figure 4.24.

Figure 4.24: **Awareness of book trends and latest releases**



A follow-up open-ended question was asked to elicit information about how librarians keep up with the latest literature trends. Respondents could select more than one option thus the total percentages of the options will not equal to 100%. Thirty-eight out of 47 respondents answered. The source which was selected by most of the respondents was that of newspaper reviews (or 32, or 68.1%). Specialised literature review sites such as good reads or book lists online were selected by 31 respondents (66%). Other colleagues and vendor catalogues respectively received 25 responses (53.2%) and 24 responses (51.1%). Online bookstores such as Amazon, Barnes & Noble received a total of 21 responses (44.7%) and the 'other' category received 10 responses (21.3%). See Figure 4.25.

Figure 4.25: **Sources of trends or the latest releases**

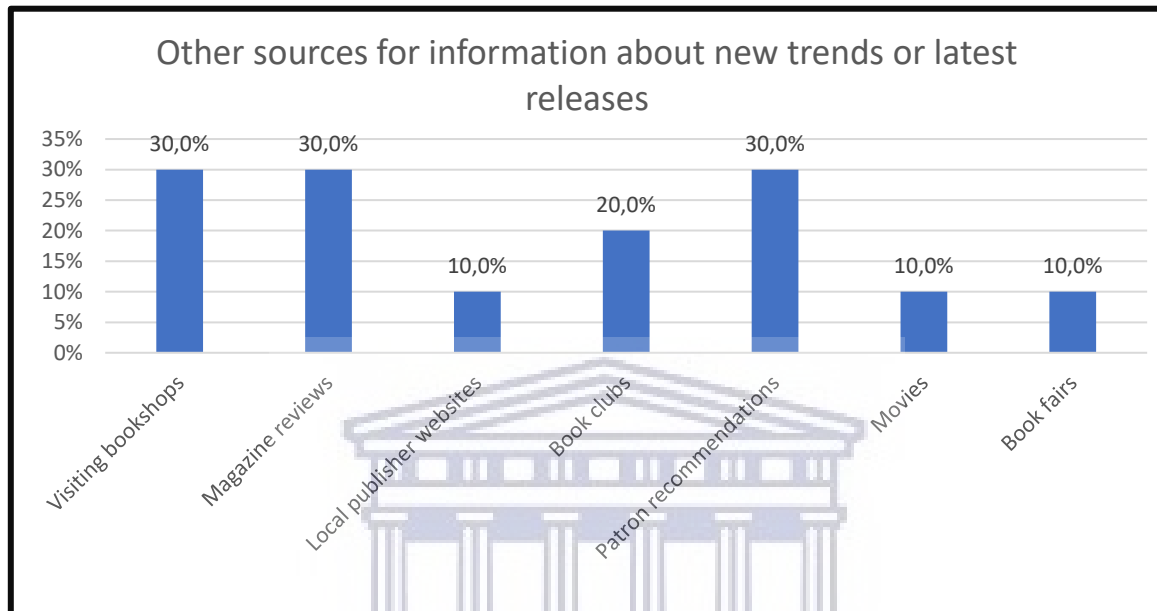


*The percentage total exceeds 100% as participants could select more than one answer

The 'other' responses allowed respondents to list what other sources they use to keep up with the latest trends and releases in literature. The respondents could list more than one source thus the total cumulative percentage will not equal to 100%. Ten respondents selected other and provided their input. The summary of their responses is displayed in Figure 4.26 below. Visiting book shops, magazine reviews and patron recommendations were mentioned the

highest by 3 respondents (30%). Book clubs were the second-highest alternative source for new trends or releases with 2 responses (20%). Local publisher websites, movies and book fairs were also mentioned by a single respondent (10%).

Figure 4.26: **Other sources for information about new trends or the latest releases**



*The percentage total exceeds 100% as participants could select more than one answer

4.2.5 Budget fluctuations

This section of the questionnaire was designed to address the fourth research question of this study: *Do fluctuating budgets affect the book selection process by librarians?*

4.2.5.1 Experience of book selection budgetary cuts

The question, “Has your library experienced any book selection budgetary cuts in the last year?” was put forward to respondents. Thirty-eight out of 47 respondents answered. An overwhelming majority i.e. 27 respondents (57.5%) indicated that ‘yes’ they had experienced book selection budgetary cuts. Nine respondents (19.1%) selected ‘no’ and 2 (4.3%) of the respondents did not notice any budgetary cuts. These responses have been summarised in Figure 4.27. The data was categorised further to show response by library type (See Figure 4.28). It is interesting to note that the respondents who answered “no” all came from community libraries, whilst the regional and city-wide libraries who generally get bigger

budgets from the provincial government indicated yes. Only one respondent from a regional library indicated that they did not notice any budgetary cuts.

Figure 4.27: **Book selection budgetary cuts**

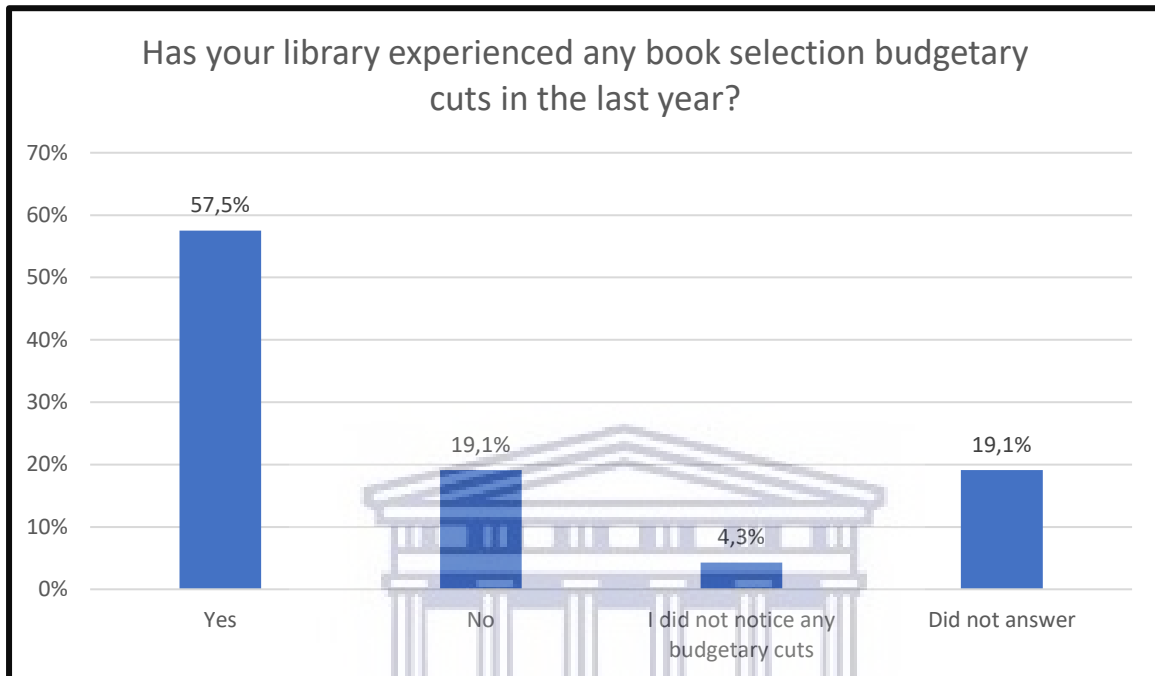
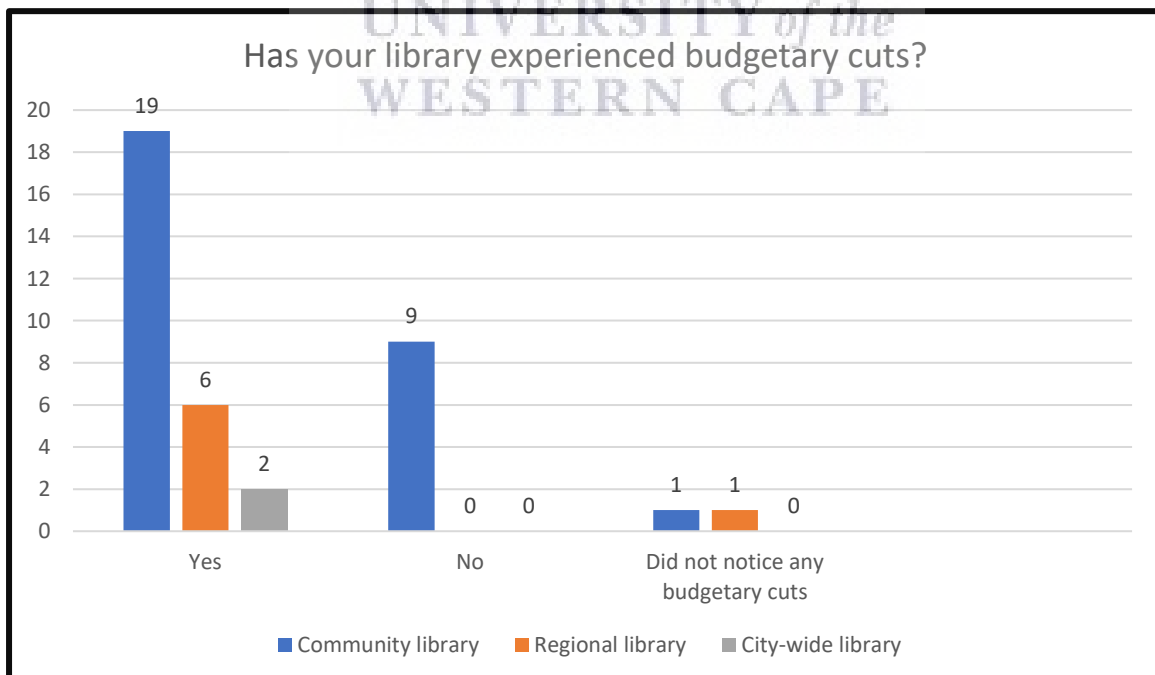
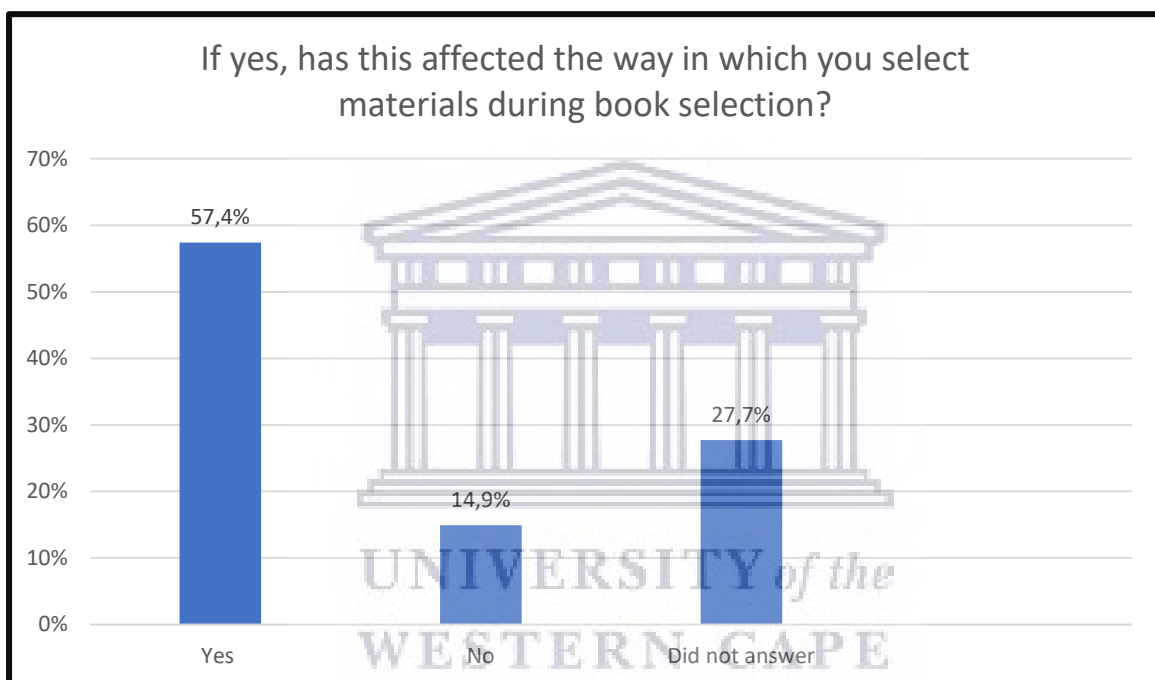


Figure 4.28: **Budget cuts by library type**



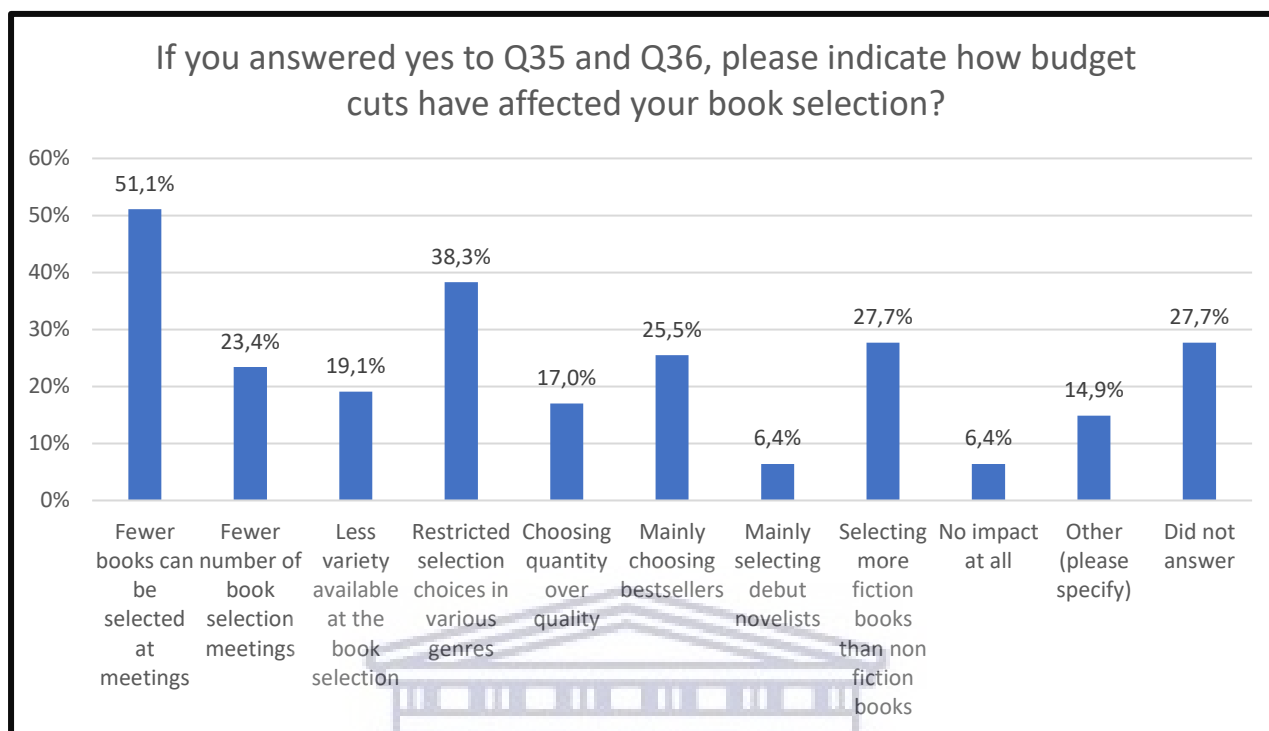
To probe the relationships between book selection and budget cuts, the respondents who had experienced budget cuts were asked if the cuts had affected the way in which books are selected. Thirty-four out of 47 respondents answered. 27 (57.4%) of the respondents indicated that yes this had affected the way in which they selected materials during book selection. Seven (14.9%) respondents indicated that it did not affect the way in which materials are selected during book selection. See Figure 4.29.

Figure 4.29: **Observed relationship between book selection and budget cuts**



Thirty-four out of 47 respondents provided input on the extent to which budget cuts have affected book selection. The order of selected responses, as shown below in Figure 4.30, were as follows: i. fewer books can be selected at book selection meetings (24 or 51.1%), ii. restricted selection choices in various genres (18 or 38.8%), iii. Selecting more fiction books than non-fiction books (13 or 27.7%), iv. mainly choosing bestsellers (12 or 25.5%); v. fewer number of book selection meetings (11 or 23.4%) vi. less variety available at the book selection (9 or 19.1%), vii. choosing quantity over quality (8 or 17%) viii. mainly selecting debut novelists (3 or 6.4%), ix. no impact at all (3 or 6.4%), and x. other (7 or 14.9%).

Figure 4.30: **Effects of budget cuts on respondents' book selection practices**



*The percentage total does not add up to 100% as participants could select more than one answer

The 20.6% of respondents who indicated that there were other ways in which book selection has been affected by budget cuts were asked to briefly elaborate. One respondent in fact reported on a budget increase, another stated that although they had no budget cuts, they felt that the increase they received did not keep up with inflation. One respondent indicated that the severe budget cuts had occurred two years ago. Another theme which emerged was the need to purchase from alternate funding.

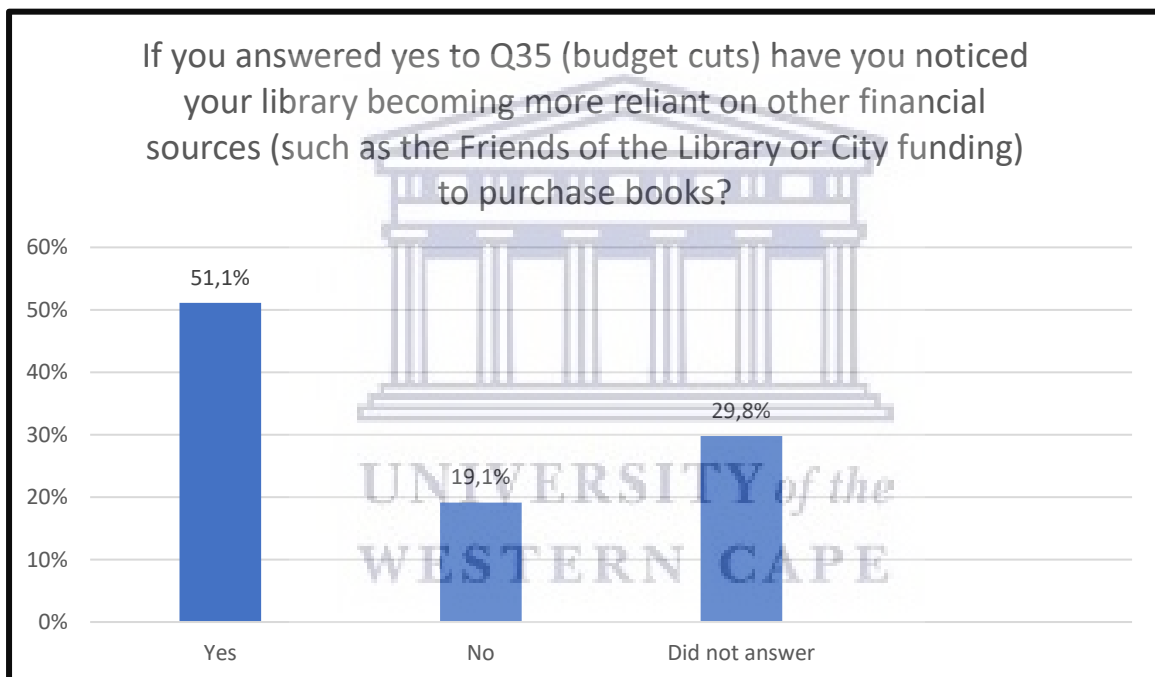
Table 4.11: Budget cuts

Theme	Verbatim answers from respondents
Budget	<i>Instead, we got a budget increase. No budget cuts but the increase does not keep up with inflation. The severe budget cuts occurred two years ago.</i>
Purchase from alternative funding	<i>Having to seriously study and consider which titles to take in which genre's and which to let go and purchase from CoCT funding instead.</i>

4.2.5.2 Reliance on other financial sources

The question posed to participants was “Have you noticed your library becoming more reliant on other financial sources (such as the Friends of the Library or City funding) to purchase books?”. Thirty-three out of 47 respondents answered. The majority of the respondents, 24 (51.1%) indicated ‘yes’ whilst 9 respondents (19.1%) indicated ‘no’ (Figure 4.31). When looking at Figure 4.31 one can see there is a clear reliance on alternative resources for all categories of libraries due to selection being affected by budget cuts.

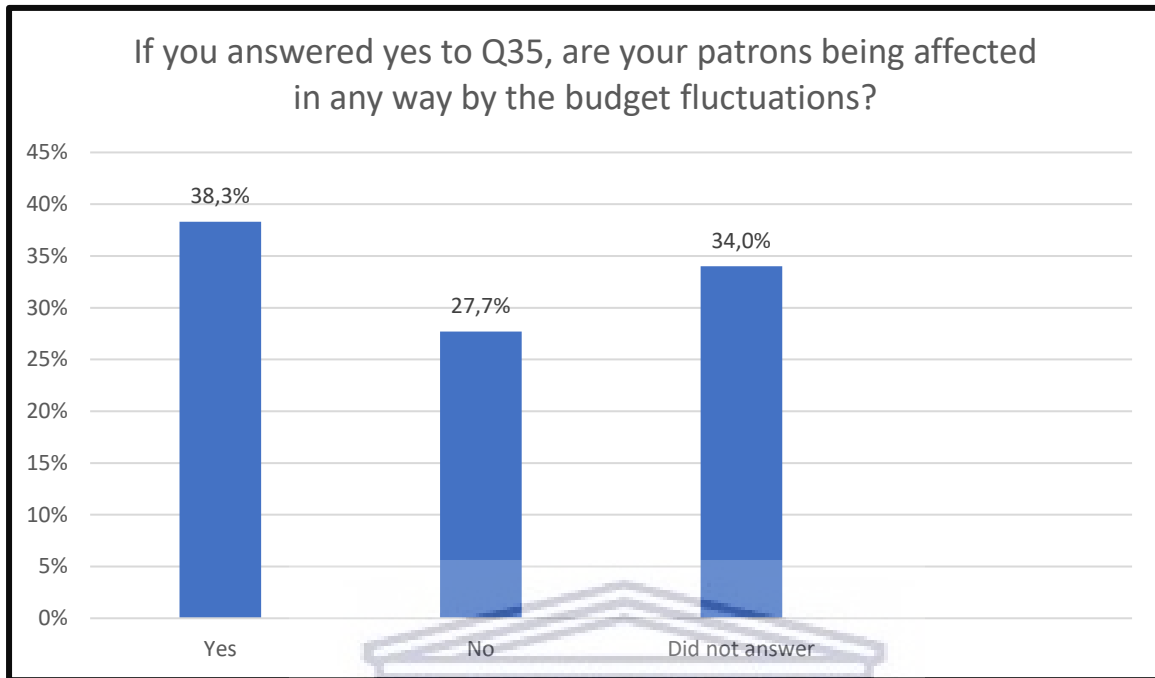
Figure 4.31: **Alternative sources of funding**



4.2.5.3 Library patrons and budget fluctuations

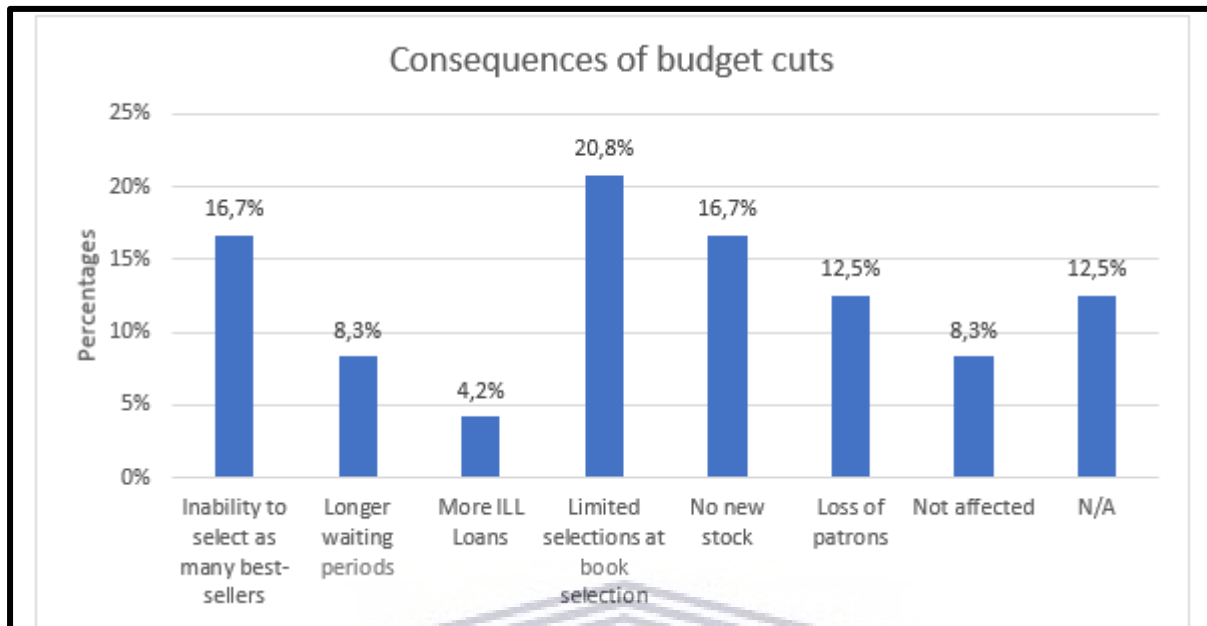
The question, “Are your patrons being affected in any way by the budget fluctuations?”, was answered by 31 out of 47 respondents. Eighteen (38.3%) of the respondents reported that their patrons are being affected by the budget fluctuations, whilst 13 (27.7%) reported to the contrary. See Figure 4.32.

Figure 4.32: Patrons and budget fluctuations



An open-ended question, “Please explain briefly how your patrons are affected by budget cuts”, sought to elicit further responses. There were 24 responses to this question. See Figure 4.33, which provides a layer of additional detail on how patrons are being affected. Recurring themes were the inability of librarians to be able to select as many bestsellers during selection, selectors being limited during their selection process, patrons not having access to new stock, and the loss of patronage. Respondents also stated that due to budget cuts, patrons now have to wait longer for newer books, or request more recent titles via interlibrary loans. Only two respondents indicated that their patrons were not affected by budget cuts.

Figure 4.33: **How patrons are affected by budget fluctuations**



4.3 Presentation of interview results

In terms of the sequential mixed methods research design for this study, follow up semi-structured interviews were conducted with 5 librarians. The interviews yielded in-depth information in the following areas: book selection, the collection development plan, and the impact of budget fluctuations. Respondents will be referred to as R below together with a number which indicates the order in which they were interviewed.

4.3.1 CoCTLIS Collection Development Plan (CDP)

Respondents were asked for their opinions on the current CoCTLIS Collection Development Plan. Most of the respondents believed that it was a good plan and that the plan is good to have in the library environment as it helps staff members to select in a way which benefits their library patrons.

R2: *"I think that it is a good plan as the Collection Development Plan guides our spending and purchasing of new library material"*

R3: *"I think it is a very good thing for libraries to have and more libraries need to ensure that they are using it as if you don't comply with the plan then how can you cater for your community needs?"*

R4: *“Personally I think that it is a good thing to have....it is very good for new staff or assistant librarians in order to assist them. People don’t realize that the CDP is such an intricate document especially with the funding issues as it assists greatly in book selection”*

R5: *“I think the CDP is a good well thought out plan as it covers everything in terms of what is needed in a public library collection. It provides steps from the start of the process to the finish.”*

However, respondents were of the view that the current CoCTLIS CDP needs to be updated.

Furthermore, two of the interviewees highlighted the importance of consultation in any future updates to the plan. In the interview, some respondents expressed frustration that they were not fully consulted when the current CDP was developed.

R1: *“I believe that the current CDP available on SharePoint is outdated ... we were not consulted during the creation of this CDP. In future, when they update it, we need to be consulted.”*

R4: *“The CDP needs to be updated and they should consult libraries who deal daily with the collections to assist in this process ... another example of ... needing to consult staff when drawing up the CDP is the DVD’s - that informative DVD’s be collected, and not purely [for] entertainment ... not what the community wants.”*

R5: *“It can be updated, 2014 was five years ago. It should be updated as libraries are being faced with new technological issues and we need to transform as well. After every five years, every policy needs to be revisited and updated.”*

4.3.2 The intended role of the CDP and budget fluctuations

Interviewees were asked to give their opinion on whether they thought budget fluctuations would affect the ability of the CDP to fulfil a key role in providing selection guidelines for libraries. The response indicates that more so at a community library level, the effectiveness of the selection guidelines contained in the CDP is adversely affected due to the budget fluctuations. More affluent libraries such as the regional and city-wide libraries, which have a greater service area, report on not being as affected.

R1: *“... due to budget fluctuations, you are limited in the ways you select. The CDP is not updated regularly, and this combined with the fluctuations of budgets does affect the ability of the CDP to provide selection guidance.”*

R2: *“... the budget is what determines whether we are able to select new material or not. The CDP provides the guidelines, but if we don’t have enough monies, then all that we will select is what we know is popular with our patrons. We will not be able to ensure that we have adequate coverage in other areas of the collection.”*

R3: *“... budget fluctuations in especially smaller community libraries will not be able to adequately cater for their community needs, so in a sense, it would not be able to fulfil the CDP. The more affluent libraries can cope with it, but the poorer community libraries will*

always lag behind and no parity will be reached. PAWC budgets depends on feet through the door and circulation stats, in poorer communities many people use books in the libraries, which are stats very often not accounted for therefore their budgets are lower.”

R4: “It is difficult to say how the budget fluctuations will affect libraries in general as each library is different. But personally, for my library, it has not changed so much as the PAWC budgets we received are generally much higher compared to community libraries.”

R5: “My answer is both yes and no. No, in bigger libraries such as X the library budget is sufficient to meet the needs of the community, to serve the city-wide community. Yes, for community libraries the budget is much smaller and have very little money to buy books for the year. Fluctuations affect the ability of the CDP to fulfil its intended role in mainly smaller libraries because regional and city-wide libraries’ budgets are reasonable enough to meet their community needs, and as well to fulfil the intended role of the CDP, unlike community libraries who get very little money.”

4.3.3 Library collections and budget fluctuations

Interviewees were then asked if their respective library collections had changed due to budget fluctuations, and to explain as to why they answered yes or no.

R1: “It has changed; we are not able to get as many new books as before. Our shelves are filled mainly with old stock with very few new books to replenish our collection; as a result, there is no balance between old and new stock.”

R2: “The overall budget that we receive for new items is in our opinion small, but fortunately, my budget has been stable for the last 3 years; but in the event that it drops, it will be difficult to cope with ever-increasing user needs; therefore I feel that it is important that our budget grows steadily so that we can continue to update our collection.”

R3: “At my library which is a regional library, not much has changed as we have bigger budgets compared to other libraries.”

R4: “Not really, although we have to take more bestsellers for the community rather than core collection items.”

R5: “No, my library still receives a large amount from province. I don’t truly depend on province to fulfil the needs of my community as they take sometimes up to a year to deliver a book. I use city funds to buy exactly what I want for my patrons. I use province as a way of closing the gaps; for example, if I need an extra copy of an item.”

From the above responses, we see the differences in how the budget fluctuations have affected or could affect the collections of community libraries in comparison to regional or city-wide libraries. One interesting point that was highlighted by R5 was that even though they receive adequate budgets from the WCPLS they don’t depend on this budget to fulfil their book needs due to the long period it takes to receive books from the WCPLS.

4.3.4. Selection librarians and budget fluctuations

The fourth question that was asked was if interviewees felt that selection librarians' were affected by the budget fluctuations. Responses were as follows:

R1: *"It is more difficult to do selection as it takes longer now as you have to be very frugal in your selections. We are having to choose quantity over quality at times, we rather take the popular bestsellers because they circulate over a book that would be a part of the core collection of the library. Personally, I don't enjoy book selection anymore."*

R2: *"It is difficult to select 'nice to have' books and material and we now concentrate on only that which is a 'must have', popular authors and project/assignment books etc"*

R3: *"It has put a damper on book selection, you want the best for your community, and it makes me sad that I cannot get everything that I want for my community during the book selection meeting as the books are pre-picked. We have no say in what gets chosen."*

R4: *"It is very stressful because although it has stayed relatively the same, the prices of books have not. As a children's librarian, it is even more difficult for me as I have seven categories to spend one amount on. [I] have to juggle the balance."*

R5: *"It has affected them negatively in smaller libraries. Especially for community libraries, on a daily basis, they receive requests for items and make notes on which items to buy. But they receive such a small chunk of the budget. It becomes very difficult in ... that you have to prioritize your community needs and try to select books with such a small budget. Their [community libraries] morale is affected, and some people become despondent and not satisfied because they cannot deliver to their communities; but unfortunately, we don't have a choice; we have to make things work."*

From the above responses, one can see that all the respondents feel a bit down and despondent about the book selection process. Library-wise they may not be affected, but personally, even city-wide and regional librarians seem to be affected. Morale seems to have declined with one respondent even indicating that they did not like book selection anymore. Another important word that emerged in all of the responses was "difficult". All the respondents find that the task of book selection has become more difficult on both professional and personal levels as their ability to select in line with community needs has taken severe strain.

4.3.5 Community awareness and budget fluctuations

The last question looked at whether respondents thought that the public should be informed of declining library budgets as well as the possible impact on book selection.

R1: *"Some patrons are aware of the budget constraints facing libraries, but [the] majority are not aware of the financial issues [that] libraries are experiencing. They should be informed. I believe that the PAWC budget for each library should be made available in that library, as well*

on the COCTLIS website. They need to have each library and the breakdown of how much to spend. The communities' input is vital as we are essentially spending their tax money for them. The PAWC budget needs to be more transparent with the public."

R2: "The public do not know of our woes regarding declining budgets. They don't always know of the increasing cost of books and material[s]. Many times, when they ask about a title that we don't have, we have to respond by saying that such and such a title is R300 or R400 and we couldn't afford to choose it. This also means that they will go to another library to look for those books, and then we may lose a frequent user in this way."

I just don't think that we, as staff, should be complaining to our patrons of the high cost of library material; but that we should definitely create awareness by word of mouth and through our outreach activities so that they are committed to looking after and lengthening the life span of library material, and appreciate the service we provide, in spite of small budgets."

R3: "At present, the public is not informed about budget fluctuations occurring within libraries. The public does not need to know the amount of funds that were allocated per library but on the library Facebook or website they should display the overall budget. There should [be] more clarity in the way PAWC selects books as well [as] in their budgets. In addition, [the] public should be educated about the price of books as well as the cost for replacing books, which contribute in a sense to lower budgets being available for other stock."

R4: "No, only the friends and staff should know the full break down of the budget. Community needs to know the overall budget, but not specifics. I am worried that if they know we have xyz to spend then it may lead to more damaged/lost books as the community will say you have the money to spend."

R5: "Yes, public is being informed on an informal basis when they enquire for certain materials. PAWC needs to have a page for libraries to view their budgets; [they] need to be more transparent [on] how ... they allocate funds to the library. I'm not sure if it is important for us to publicize our financial challenges; it would be better for libraries to have media screens to informally let the community know the effects of declining membership. Many people are developing the perception that libraries are declining; so we are in a delicate stage; we need to show we are still relevant; [it is] not the right time to show the public about the challenges; if you don't have money, some people would be put off even though we have other resources they can use."

From the above responses, it is evident that the public is largely unaware of the budget fluctuations occurring within libraries and most of the respondents feel that the public does not need to know the exact amount, but rather a general amount of what the library is receiving from WCPLS. There seems to be a consensus that the WCPLS need to be more open regarding budgets and the allocation of budgets. Another point of tension highlighted by the respondents was that they were concerned about the lack of awareness regarding the price of books and how much cost is involved in the selection process. The researcher noted that one respondent feared that if the public were to become aware of the financial issues which libraries may be facing, then it would put patrons off from using the libraries.

4.4 Summary

Chapter 4 presented the research data that was collected to address the research questions of this study. The questionnaire findings were presented and set out in accordance with the research questions. Thereafter, the major findings which emerged from the interviews with five book selection librarians were presented. The questionnaire and interview findings are discussed in the following chapter.



CHAPTER 5

DISCUSSION OF FINDINGS

5.1. Introduction

Chapter 5 discusses the findings of this study which were presented in the previous chapter.

The chapter has been structured so as to answer the research questions of this study:

RQ 1: What are the selection practices of public librarians within the City of Cape Town Library and Information Service (CoCTLIS)?

RQ 2: How do book selection practices relate to the Collection Development Plan (CDP) of the City of Cape Town Library and Information Service (CoCTLIS)?

RQ 3: What selection aids are utilized by librarians in the selection process?

RQ 4: Do fluctuating budgets affect the book selection process by librarians?

5.2 What are the selection practices of public librarians within the City of Cape Town Library and Information Service (CoCTLIS)?

Book selection is one of the primary functions of a modern-day public librarian in the City of Cape Town. Therefore, it is important to look at what are the selection practices of these selection librarians. CoCTLIS has a fair amount of experienced selection librarians, with the median amount of experience being that of 10 years. Overall, an overwhelming majority of respondents indicated that they enjoyed book selection. The reasons given included: the ability to personally select books in line with their community needs; the ability to physically examine the book quality and its contents; the opportunity to see new titles and trends; filling of stock gaps within the current collection; and, the ability to discuss selections and the budget with other library professionals.

One of the findings that stood out was the importance that selection librarians place on the ability to physically examine the book quality and its contents. As indicated by the respondents

in the previous chapter, having the ability to physically touch and see the book helps a great deal in assisting selection librarians to decide whether an item is suitable for their library or would even circulate amongst their community. The importance of physically examining children's books in order to determine as to whether the physical material/illustrations/format suited one's community were highlighted by respondents in Table 4.1 (Chapter 4). It would be fruitless expenditure and not beneficial for the community for librarians to select children's books that cannot withstand general wear and tear. This one example of selection practice is in keeping with the literature review (Chapter 2) which asserts the view that a library collection has to contain resources which meet the needs of the community it serves, and it must take into account the cultural, linguistic and educational diversity of the community when selecting the library collection (Muxe, Brown, Dick, & Hart, 2014). From the findings presented in chapter 4, one can deduce that selection librarians are very hands-on during the selection process.

Another important finding from Chapter 4 was that book selection is generally not a solo decision by one librarian. From 4.2.2.4 which looks at the number of librarians doing book selection in a given library, it is evident that the book selection in most instances is a collaborative effort between the selection librarian and the rest of the staff of that library. With most of the respondents indicating that other staff in their libraries contribute to book selection, one can infer that the decisions made during the selection process are extremely well thought out and a shared effort between library staff members.

Interestingly enough, when the respondents were asked about which genre of book selection (i.e. adult or children) they conduct, the majority of the respondents indicated that they participate in both adult and children selection. This finding could be as a result of the fact that the children's and adult book selection at the WCPLS headquarters are now held on the same day. The majority of respondents indicated that they participate in the book selection process every month.

Another unexpected finding was the high value which librarians place on the monthly book selection meetings held at the WCPLS. Selection meetings provide a space to discuss

selection with other library professionals, and this knowledge and information sharing practice is enjoyed and valued by selection librarians. The findings (Chapter 4) also indicated that selection librarians approach book selection with a very well-rounded approach, consulting as many resources as possible in order to try to select the best items for their communities.

5.3 How do book selection practices relate to the Collection Development Plan (CDP) of the City of Cape Town Library and Information Service (CoCTLIS)?

The CDP is meant to provide guidance for librarians when they are creating their collection, amongst other uses. Therefore, it was important to address whether real-life book selection practices relate to what is written down in the CDP. The CoCTLIS CDP, which was produced in 2014, sets out the criteria that need to be taken into account by librarians during the selection process. As mentioned in Chapter 2, these criteria require selection librarians to consider the quality, relevance and the physical suitability of a book during the selection process. Respondents were asked to select which criteria they consider during the selection process. The reasoning behind this question was to determine whether the criteria used by selection librarians match those criteria stated in the CDP. Even though not all the respondents referred to the CDP at all times, the questionnaire findings indicate that the selection criteria they use are in keeping with the CDP.

Overall, the responses in relation to the CDP were not as straightforward as these criteria indicate, as other factors which affect selection also emerged. Both the questionnaires and interviews strongly indicate that the majority of selection librarians are aware of the City of Cape Town CDP; however, when asked how often they referred to the CDP during book selection, the result was surprisingly varied. There was no clear answer as all the options had similar percentages. The responses were probed further in order to gain clarity. The infrequent (those who use the CDP 'a little'), and non-users (those who said that they use the CDP 'none at all') of the CDP had similar responses, with a common explanation is that they were aware of what is contained within the CDP, and due to their advanced experience in selection, did not need to refer to it often or at all. On the opposite end of the scale, the frequent users of

the CDP (those who answered that they refer to the CDP 'a lot') felt that the CDP is very important in assisting selection librarians to develop balanced collections.

During the analysis of the questionnaire, the currency of the CDP was criticised, in that it has not been updated since it was created in 2014. Thus, during the follow-up interviews, a question to gauge opinions about the current CDP was asked. Most of the interviewees indicated that the CDP is a good resource to have but that it needs to be updated in consultation with staff members. Consultation with the staff who use this plan to perform their duties was seen as essential, as the library is constantly being faced with change (internally and externally).

Evans & Saponaro's (2012:22) collection development model (Chapter 1, Figure 1.2) highlights that factors which shape book selection come from the internal and external library environments. Thus, it is important to consult the librarians who work at ground level. One of the main factors affecting the selection process is that of fluctuating budgets. From the questionnaire responses (Chapter 4) one can see that the budget fluctuations, especially for libraries who do not receive a lot of money, make the book selection process more difficult. This issue was further probed in the interviews (4.3.2). In the words of one respondent, "*due to budget fluctuations you [are] limited in the ways you select. The CDP is not updated regularly, and this, combined with the fluctuations of budgets, does affect the ability of the CDP to provide selection guidance*". It could be assumed from the findings that selection librarians would prefer the CDP to be appropriately updated so as to offer a way forward for book selection in times of budget fluctuations. Another argument in favour of an updated CDP is the fact that book selection continues on a monthly basis. As noted in the literature review (Chapter 2), a CDP must be thought of as a living document, one to be consistently amended but never completed in order to fulfil its purpose (Futas, 1995:12). By not being updated the plan stands at risk for becoming stagnant.

It is important to note that not everyone may understand the procedures and the need for these procedures, which are outlined in the CDP, as it is largely considered to be an

'intellectual guide' to the selection process. Thus, selectors may end up interpreting the CDP in completely different ways (Snow, 1996:193). The issue of impartiality is considered to be very important during the selection process, to prevent collection bias. 100% of the respondents indicated that they felt it was important to be impartial during the selection process as it is the duty of the librarian to select materials in order to meet community needs. This finding suggests that despite the varied opinions about the CDP and its usage, it is still being interpreted and used as it was meant to be.

In order for libraries to be successful and thrive, they need to be able to meet their community needs. As mentioned in the literature review (Chapter 2), libraries and communities have a mutually symbiotic relationship in that they rely on each other in order for their needs to be met (Fourie & Meyer, 2016:14). Thus, it would be remiss to avoid questions about the conducting of community needs analysis amongst the City of Cape Town libraries, even though this topic has been previously addressed in Adriaanse's (2015) research. As mentioned by Adriaanse (2015:81), the City of Cape Town's CDP does not prescribe set methods of conducting community analyses but rather leaves this up to the individual libraries themselves.

Adriaanse's research (2015) did not address whether or not the respondents have or haven't conducted a community needs analysis, which is important for obtaining the respondent's views regarding the process. In terms of this study's research findings, 63.8% of respondents conducted community needs assessments in the last two years, whilst 17% had not. When probed further as to why they had not done so, respondents indicated that either in their opinion there was no need for community needs assessment, or that such assessments are done on an informal basis. An interesting point made by one respondent was that community assessments could create unrealistic expectations amongst the users; a wariness was also expressed with regard to the potential wording of community needs assessments (Chapter 4, Table 4.9). Thus, a suggestion would be that the City of Cape Town CDP be updated with an

annexure to contain examples of wording and phrases to use, so as to provide support to librarians and allay their possible fears of creating a community needs assessment.

Even though Adriaanse's research was conducted in 2015, the selection librarians for the most part still perform community needs assessments in a similar way. A slightly different approach is that some respondents now also prefer to speak to their fellow staff members in order to assess and determine community needs. Thus, one can say that the selection librarians are employing diverse methods in order to determine their community needs. This finding ties itself directly and confirms Haines (1961:41) theoretical assertion (Chapter 1) that "community needs must be understood i.e. a librarian needs to know their community which entails knowing the community's interests, characteristics, ethnicities and diversities".

In the literature review (Chapter 2), the importance of anticipating the needs of non-users or potential users in the development of a library's collection was highlighted. In the questionnaire, respondents were asked to indicate as to whether they prefer to focus on the needs of future or current patrons during selection. The majority of the respondents indicated that it is important to focus on both future and current patrons during the selection process. Similarly, Haines (1961:41) proposed in her "selection principles that during the selection process the materials chosen must cater for not only existing patrons but must also anticipate the needs of future clientele" (Chapter 1). Even though Haines' selection principles are 58 years old, selection librarians are still practising most of these principles during selection.

5.4 What selection aids are utilized by librarians in the selection process?

In order to perform their duty of selection efficiently, selectors need to utilize tools which provide them with up to date information on the materials, as well as trends in literature. The majority of the respondents indicated that they do utilise selection aids during the process. Since the current CDP does not prescribe which selection tools must be used, respondents were asked which selection aids they have made use of during provincial book selection. The results were very similar to Adriaanse's (2015) findings, referenced in Chapter 2. The only

additional tools mentioned were book festivals and local publishers. The selection aids that selection librarians utilize are:

- Western Cape Provincial Library Services book reviews;
- Other reviews (online book reviews, newspaper reviews, online bookstore reviews, magazine reviews);
- Vendor catalogues;
- Best of and recommended lists;
- Patron suggestions;
- Specialized websites such as Fantastic Fiction;
- Local publishers;
- Other staff members' suggestions;
- Book festivals.

In Chapter 2, it was highlighted that Evans (1987:104) suggested that in order to become a 'first-rate selector' librarians need to be well-read and au fait with global happenings and current news. In this research, respondents were asked as to whether or not they kept up with the latest releases and trends in the literary world. As expected, all of the respondents answered yes. This response ties in with Helen Haines (1961:41) statement (Chapter 1) that "selectors need to keep themselves up-to-date with the latest trends and developments of both fiction and nonfiction materials". It was found that the resources used in order to keep up with the latest trends (Chapter 4) include:

- Online bookstores such as Amazon.com;
- Newspaper or magazine book reviews;
- Specialized literature review sites such as Fantastic Fiction or Goodreads;
- Information from other colleagues;
- Vendor catalogues;
- Visiting book shops;
- Publisher websites;

- Book clubs;
- Patron recommendations;
- Movies; and
- Book fairs.

The above results demonstrate that the selection librarians do make use of a wide variety of selection aids during the selection process. Furthermore, they make use of various resources to remain up to date with the latest literary trends and releases. The City of Cape Town librarians selects books with a purpose to fulfil their community's needs.

5.5. Do fluctuating budgets affect the book selection process by librarians?

Both the questionnaires and the interviews show that fluctuating budgets have affected the book selection process. As seen in Figure 1.1 there was a decrease in the overall budget by 0.58% and this has had a ripple effect on library book selection. The majority of respondents indicated that they had experienced budget cuts, and this affected the way in which they select materials. Due to budget cuts, fewer books could be selected at meetings. Respondents reported that, as a result, there was a preference for choosing mainly fiction bestsellers in order to meet their community needs. Items expected to have a high circulation rate were selected, in order to keep patrons coming to the libraries. There was also an interesting finding of increased reliance on other financial sources such as Friends of the Library or City of Cape Town funding in order to acquire materials which were not available to them at selection meetings.

There was no overall majority response when respondents were asked if they believed their patrons were being affected by budget fluctuations. 38.3% answered yes, and 27.7% answered no. However, all of the respondents believed that selection librarians themselves were being negatively affected by the budget fluctuations. Some went further to express that book selection has become a stressful and difficult process. A perspective which was reinforced in the interview responses is that the morale of selection librarians is low, and there

seems to be a great deal of despondency because of the increased difficulty of the selection task, especially in community libraries where budgets are even lower.

The struggles of community libraries as a result of declining budgets emerged as an important theme. Community libraries are disadvantaged in that provincial book selection budgets are primarily allocated according to circulation statistics i.e. the higher the circulation numbers, the higher the selection budget. Due to lower statistics in comparison to regional and city-wide libraries, community libraries receive a lower budget, thus creating a vicious cycle which causes them to lag behind in book selection. The research findings, therefore, indicate that community libraries select books which are perceived to be popular with patrons, in order to retain patronage. However, due to restrictions on the number of books that can be selected, their collections end up not being as updated as the larger regional and city-wide libraries. Thus, when a patron requests a book, they very often lose patrons who then go to the bigger libraries who have the items needed, which causes them to lose out on circulation statistics and receive lower selection budgets.

During the interviews when asked as to whether community members should be informed about the budget fluctuations and the impact it may have on their libraries in providing books, most of the respondents agreed that the community should have basic information about funds but not specifics, as fears were raised that releasing financial figures may lead to more lost or damaged items (Chapter 4). These findings suggest there is a need for communities to be educated regarding the prices of books, as well as the financial implications on the selection process should patrons lose or damage an item.

Another finding from the research was that respondents are largely unsure of how exactly the WCPLS allocates the selection budgets for each library. From looking at reports such as the WCPLS Annual Review, no clear breakdown is provided as to how budgets are allocated to each library. In the findings, respondents indicated that the WCPLS needs to be more transparent about how selection budgets are allocated.

During periods of budget fluctuations, the bigger libraries such as regional and city-wide libraries receive higher selection budgets and thus are not as affected as the community libraries. One respondent from a city-wide library even indicated that they do not depend on provincial budgets to assist in fulfilling their community needs and rather use the provincial selection budget as a method of closing stock gaps. On the other hand, community libraries are selecting items which would circulate more rather than focusing on the core collection items. This change in the community library's collection development matches with what is happening internationally (Chapter 2) i.e. libraries are now choosing high-interest titles that will essentially provide a good return on investment and as well as keep patrons happy rather than focusing on a well-rounded collection (Kenney, 2013:18).

The results of the findings tie in with Harissis' (2017:11) argument (Chapter 2) that funding to libraries needs to be re-evaluated and the value they provide the communities should be taken into account more than the circulation or gate counter statistics. This is especially important in community libraries, which in the City of Cape Town are very often situated in poorer communities due to historical reasons. In community libraries, it is often the case that there is the frequent internal use of books and a lower number of books being issued for checkout where items in the libraries are used frequently internally rather than being issued. Gate counter statistics do not show the number of materials used within the libraries per person, and as such does not capture the full value that the community places on such materials.

As is evident here, budget fluctuations have already affected book selection, and the future of book selection practices remain in question. Currently, provincial book selection only covers print materials; however, realistically one must look at the future of the book and the introduction of online resources such as e-books. If the same criteria for e-books are to be applied in order to determine selection budgets, then community libraries again could be on the receiving end of lower budgets due to the fact that their community members may not possess the needed technology to access online resources. This, hypothetically, would make future e-collections biased towards the affluent patrons, thus undermining the sole purpose of

the library i.e. to provide access to information to all members of society (Kahn & Underwood, 2013:15).

5.6. Summary

This chapter discussed the research findings that were presented in Chapter 4, in relation to the research questions of this study. The following chapter will conclude this study and offer recommendations for practical implementation as well as for future research.



CHAPTER 6

CONCLUSION AND RECOMMENDATIONS

6.1. Introduction

The objectives of this study were to investigate book selection practices of librarians from CoCTLIS; assess the role of the CDP in the book selection process, gather insights on what selection tools are utilized by librarians doing book selection, and explore how declining library budgets have affected the book selection process. This final chapter presented the conclusions that were reached for each study objective. The findings for each objective were also considered in relation to Helen Haines' framework for book selection. Recommendations for CoCTLIS, and for future studies are provided.

6.2. Helen Haines Theory of Book Selection

In 1961 Helen Haines theorized a set of book selection principles aimed at standardising book selection practices. One can say based on the findings from the previous chapters that, 58 years later, most of these selection principles are still highly relevant. The reason for this is that public libraries within South Africa have not as yet experienced the transition towards the usage of electronic materials. Haines' (1961:41) selection principles that still bear the most impact on public libraries in CoCTLIS are:

- Community needs must be understood by selection librarians. This includes having knowledge of the community's interests, characteristics, ethnicities and diversities.
- Selection librarians need to be familiar with the subject fields which community members and community constituencies are interested in. They need to know about international as well as local matters.
- When conducting book selection, selection librarians must consider the various conditions affecting the community the library serves.
- Selection librarians must strive towards impartiality when practising selection to avoid biased and unbalanced collections.

- Selectors need to keep themselves up to date with the latest trends and developments of both fiction and nonfiction materials.

However, as much as some of these principles resonate in modern times it would be negligent not to consider that there are many external factors which affect modern-day book selection in public libraries. If one examines the Evans and Saponaro's (2012:22) collection development model one is reminded of the various external factors that affect the selection of library materials such as budgetary constraints. Modern-day book selection processes now have to adapt to new budget scenarios, and the job of selection librarians especially within community libraries are becoming more challenging.

6.3 Addressing the research objectives

6.3.1 Objective 1: Librarians' book selection practices

The first objective of this research was to investigate librarians' book selection practices. This research has shown that librarians in the City of Cape Town have mastered the art of book selection -- they bring both experience and enjoyment to selection practice. As the study suggests, librarians are "hands-on" during the selection process and place great importance on being able to physically examine the book quality and its contents prior to selection. Selection is also a team effort rather than an individual process, with staff who give feedback as to what books are needed and through selection meetings which provide a space for selection librarians from across the City of Cape Town to discuss their choices. This ties in with the notion of a learning community and this type of information and knowledge sharing are in sync with the notion of lifelong learning. Not only are these selection librarians selecting items for patrons to pursue lifelong learning but they themselves are engaged in the practice of knowledge sharing. Thus, when looking at the selection practices of selection librarians within the City of Cape Town one can deduce from the research findings that selection librarians approach book selection with a very well-rounded approach, consulting as many resources as possible in order to try to select the best items for their communities.

Consistent with the literature, book selection in the City of Cape Town demonstrates that libraries are an ever-changing organism which continually grows and need to adapt to changing environments and communities (San Jose Montano, 2014:90). Selection has, therefore, become more complicated because of the increasingly urgent need to respond to sudden or transitional changes (Gregory, 2011) which include factors such as budgets, community needs and the Collection Development Plan.

6.3.2 Objective 2: The CDP in the book selection process

As like all major cities in South Africa, the CoCTLIS has a CDP which stipulates that the mission of the city libraries is to create library collections which are uniquely tailored to the needs of the community it serves and that CoCTLIS serves “a growing population of more than 3,2 million people” (City of Cape Town, 2014). The second objective of this research was to assess the role of the CDP in the selection process. A key finding was the need for an updated plan. CoCTLIS has a CDP, rather than a policy. It is important to note that many of the selection principles contained within the City’s CDP are in sync with the Helen Haines framework for selection, which lends further evidence that Haines’ selection principles are still valid in modern times.

However, like the Haines’ framework, it does not offer concrete steps that accommodate the level of changes which libraries are undergoing. As the questionnaire findings indicate, it may be time for the plan to be revisited in consultation with staff who are knowledgeable about the needs of their communities and about book selection. In the theoretical lens used for this research Haines (1961:41) emphasized the importance of “impartiality when selecting materials”. This resonates with the study findings, in which 100% of the participants believed in the need for impartiality in the selection process so that librarians can fulfil their selection responsibilities to meet community needs. Despite a number of varying opinions about the role of the CDP in book selection, this finding, in particular, suggests that the plan is being interpreted and used as it was meant to be, “as a point of reference for staff to consult when deciding to acquire, discard or reject an item”, and as “the basis for more selective purchasing”

which is informed and consistent, as a way of informing the public about how selection decisions are made, and amongst other intentions, as a way of assisting staff to anticipate community needs (CoCTLIS: 1).

In her book selection principles, Haines (1961:41) advocated for libraries being able to meet community needs which entailed knowing the “community’s interests, characteristics, ethnicities and diversities”. Although the CoCTLIS collection development plan does not prescribe specific ways in which community needs assessments should be done, the selection librarians performed these assessments through a variety of means.

The variety of different assessment methods, as identified in this study (Chapter 4, Figure 4.18) indicates that community needs are taken into account by selection librarians, even if there are no explicit details given in the CDP for how this should be done. By employing a combination of informal and formal methods, librarians are able to target the various communities that make up the library patronage. This also includes potential patrons.

6.3.3 Objective 3: Selection Aids utilized by librarians in the selection process

“Selectors need to keep themselves up to date with the latest trends and developments of both fiction and nonfiction materials” (Haines 1961:41). The study’s third objective was to find out about how librarians accomplish this task, looking at which selection aids are used by librarians. The findings showed that the selection librarians of CoCTLIS use a wide variety of resources in order to assist their intellectual efforts during the selection process. The selection aids utilized by the selection librarians were consistent with the general literature on book selection, as evident in Chapter 4, Figure 4.2.2.

Book meetings can also be considered a selection aid, as in the selection room, librarians are able to physically see and handle the books personally. As helpful as book reviews and suggestions are, once the selector is able to physically look at the book it helps them to determine as to whether or not it belongs in their library. Book selection meetings are very important as they are the culmination of the selection process. It is at these meetings that

selection librarians apply their knowledge and skills in order to select the most appropriate materials for their libraries. Furthermore, the information shared during these meetings amongst professional librarians helps to further improve the selection process through knowledge sharing. It would be prudent for future research to consider studying the value of physically attending selection meetings in the selection process.

6.3.4 Objective 4: Declining library budgets and book selection

Not surprisingly, this study showed that book selection has been affected by declining library budgets. However, the results were not as straightforward as expected. It became evident that the book selection process for community libraries are more affected by budget fluctuations than regional or city-wide libraries. The struggles of community libraries as a result of declining budgets emerged as an important theme. Community libraries are disadvantaged in that provincial book selection budgets are primarily allocated according to circulation statistics, that is, the higher the circulation numbers, the higher the selection budget. Due to lower statistics in comparison to regional and city-wide libraries, community libraries receive a lower budget, thus creating a vicious cycle which causes them to lag behind in book selection.

Due to budget cuts, fewer books could be selected at meetings. As reported in the findings, this has resulted in a tendency to select mainly fiction bestsellers in order to meet community needs, and thus fulfil the “relevance” criterion in the CDP to keep patrons coming to the libraries. This situation, which challenges the ability of community libraries to select based on what is needed for the collection, contradicts one of the current collection development goals of CoCTLIS, that is, “to encourage the development of and to maintain a reading culture amongst all ages” (City of Cape Town, 2014).

Haines’ principle that “the selector needs to be able to select non-fiction books that would provide permanent value to the library irrespective of their circulation value” (1961:41), does not seem to hold sway in a time of economic stress. One could, therefore, make the argument that the process by which funds are distributed needs to be amended. Another argument is

that libraries should be valued for their 'human' value (meaning their impact on their community and patrons) rather than their economic value, as libraries are not businesses but rather social services that uplift their communities (Harissis, 2017:8).

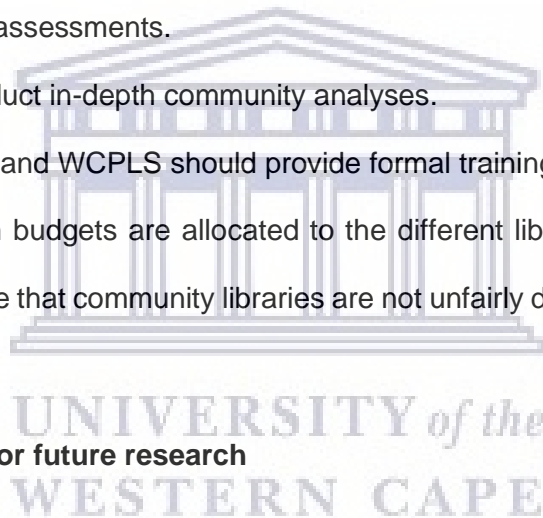
6.4. Recommendations for CoCTLIS and the WCPLS

Following the findings of this research, the following recommendations can be made to CoCTLIS and the WCPLS:

- The CDP should be updated in consultation with the different levels of library staff for whom it is intended.
- An updated CDP should provide detailed explanations for, and methods for conducting community needs assessments.
- All libraries to conduct in-depth community analyses.
- Both the CoCTLIS and WCPLS should provide formal training in book selection.
- The ways in which budgets are allocated to the different library tiers need to be re-evaluated to ensure that community libraries are not unfairly disadvantaged as a result of budget cuts.

6.5. Recommendations for future research

Since the majority of the libraries within the City of Cape Town are community libraries, it would be vital to conduct an in-depth analysis on the impact of budget fluctuations solely on community libraries, and possibly the effects on patronage as well as on staff morale. Another important research topic is to assess the value the library provides to patrons. Lastly, the value of physically attending book selection meetings and its contribution to a better selection process should also be looked at.



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APPENDICES

Appendix 1: Spreadsheet of City Cape Town Libraries

City of Cape Town Public Libraries

Key: **Community library**; **Regional Library**; **City-wide**

Area North

City-wide: Central Library						
Sub Area 1						
Avondale	Bloubergstrand	Du Noon	Koeberg	Mamre	Wesfleur	
Sub Area 2						
Brackenfell	Durbanville	Eikendal	Fisantekraal	Kraaifontein	Scotsdene	
Sub Area 3						
Bothasig	Edgemead	Milnerton	Table View	Tygervalley		
Sub Area 4						
Brooklyn	Kensington	Langa	Maitland	Pinelands		
Sub Area 5						
Camps Bay	Colin Eglin	Hangberg	Hout Bay	Imizamo Yethu Satellite library	Kloof street	Mowbray
Observatory	Vredehoek	Woodstock				

Area East

Sub Area 6						
Gordon's Bay	Lwandle	Macassar	Nazeema Isaacs	Sir Lowry's Pass	Somerset West	Strand
Suider- Strand						
Sub Area 7						
Harare	Khayelitsha	Kulani	Kuyasa	Masakhane	Moses Mabhida	

Sub Area 8						
Eerste River	Kuilsriver	Melton Rose	Mfuleni	PD Pause		

Area Central

City Wide: Bellville Library						
Sub Area 9						
Adriaanse	Elsies River	Goodwood	Leonsdale	Valhalla Park		
Sub Area 10						
Belhar	Belville South	Bishop Lavis	Bonteheuwel	Delft	Delft South	Hugenot Square
Ravensmead	Parow					
Sub Area 11						
Athlone	Bridgetown	Gugulethu	Hanover Park	Heideveld	Lansdowne	Manenberg
Nyanga	Rylands					

Area South

Sub Area 12						
Brown's Farm	Crossroads	Lentegeur	Phillipi East	Rocklands	Strandfontein	Tafelsig
Town Centre	Weltevreden	Westridge				
Sub Area 13						
Claremont	Meadowridge	Plumstead	Rondebosch	Southfield	Tokai	Wynberg
Sub Area 14						
Fish Hoek	Grassy Park	Kommetjie	Lotus River	Masiphumele	Muizenberg	Ocean View
Ottery	Pelican Park	Retreat	Simons Town			

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Appendix 2: CoCT approval to conduct research



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Date : 23 August 2018
TO : Dir: Organisational Policy & Planning
REF : OPP-RR0018

Research Approval Request

In terms of the City of Cape Town System of Delegations (31 May 2018) - Part 29, No 1 Subsections 4 and 5 and 6:

"Research:

- (4) To consider any request for the commissioning of an organizational wide research report in the City and to approve or refuse such a request.
- (5) To grant authority to external parties that wish to conduct research within the City of Cape Town and/or publish the results thereof. (Delegated to Dir OPP)
- (6) To after consultation with the relevant Executive Director: grant permission to employees of the City of Cape Town to conduct research, surveys etc. related to their studies, within the relevant directorate

The Director: Organisational Policy and Planning is hereby requested to consider, in terms of subsection 6 the request received from:

Name : Ms Kerisha Chandardeo
Designation : Masters student, University of the Western Cape Department of Library and Information Science and a CCT employee
Research Title: "Librarians' book selection practices and budget fluctuations in the City of Cape Town"

Taking into account the recommendations below (see Annexure for detailed review):

Recommendations:

That the CCT via the Director: Organisational Policy and Planning grants permission to Kerisha Chandardeo, in her capacity as a Masters student in the Department of Library and Information Science at the University of the Western Cape and a CCT official in the: LIS Department, to conduct research subject to the following conditions:

- The Director of the Department of Library and Information Services being provided the opportunity to inform the selection of librarians to participate in the survey with responsibilities for book buying, to maximise the potential benefit to the City
- The willingness and/or availability of officials in the CCT Department of Library and Information Services to participate in the research;
- Clear acknowledgement in the report that the views of the CCT LIS officials and the researcher are not regarded as official CCT policy;
- Adherence to the research focus, as proposed;
- Adherence to the conditions of anonymity of research participants' responses
- The branding and logo of the City not being used;
- Submission of the completed research report to the Dir: Organisational Policy & Planning, the Manager: Research Branch, Organisational Policy and Planning Department, and the Dir: LIS, within 3 months of completion of the report and research; and
- Permission to publish the research is obtained from the Dir: organisation Policy & Planning

Approved Comment: _____

Not Approved Comment: _____

Hugh Cole - Director: Organisational Policy & Planning

Date _____

V.C. 24/08/2018

CIVIC CENTRE IZIKO LEENKONZO ZOLUNTU BURGERSENTRUM
12 HERITZOG BOULEVARD CAPE TOWN 8001 PRIVATE BAG X9181 CAPE TOWN 8000
www.capetown.gov.za

Making progress possible. Together.

Appendix 3: UWC Ethics approval



OFFICE OF THE DIRECTOR: RESEARCH RESEARCH AND INNOVATION DIVISION

Private Bag X17, Bellville 7535
South Africa
T: +27 21 959 4111/2948
F: +27 21 959 3170
E: research-ethics@uwc.ac.za
www.uwc.ac.za

04 November 2019

Ms K Chanderdeo
Library and Information Sciences
Faculty of Arts

Ethics Reference Number: HS17/10/9

Project Title: Librarians' book selection practices and budget fluctuations in the City of Cape Town

Approval Period: 08 March 2019 – 08 March 2020

I hereby certify that the Humanities and Social Science Research Ethics Committee of the University of the Western Cape approved the methodology and ethics of the above mentioned research project.

Any amendments, extension or other modifications to the protocol must be submitted to the Ethics Committee for approval.

Please remember to submit a progress report in good time for annual renewal.

The Committee must be informed of any serious adverse event and/or termination of the study.

A handwritten signature in black ink, appearing to read 'Patricia Josias'.

Ms Patricia Josias
Research Ethics Committee Officer
University of the Western Cape

HSSREC REGISTRATION NUMBER - 150416-009

FROM HOPE TO ACTION THROUGH KNOWLEDGE

Appendix 4: Consent form: questionnaire



My name is Kerisha Chanderdeo and I am currently a master's student in the Department of Library and Information Science at the University of the Western Cape, Cape Town South Africa.

I am conducting research into book selection within the City of Cape Town Library and Information Service. The specific areas that my study will focus on are:

- The book selection practices of librarians who conduct book selection,
- The role of the Collection Development Plan in the book selection process
- Selection tools used by librarians who conduct book selection, and
- How do fluctuating budgets affect the book selection process by librarians?

Should you decide to participate, all the information that I collect during the research will be kept strictly confidential. You will not be able to be identified or identifiable in the research. Your library will also not be identified or identifiable. Any data collected about you in the online questionnaire will be stored online in a form protected by passwords and other relevant security processes and technologies. If you decide not to participate there will not be any negative consequences as participation is completely voluntary.

Your participation in this survey is highly valued. If you agree to participate, please follow the link that I have provided below to the web-based questionnaire. Before beginning the questionnaire, please provide your consent for me to use your responses in my research, by ticking the appropriate boxes in the consent form at the beginning of the questionnaire.

We estimate that the questionnaire will take 15 – 20 minutes to complete. You may also wish to agree to a follow-up interview in which you can provide more detailed information as per the last question in the questionnaire.

Department of Library & Information Science
University of the Western Cape
Private Bag X17 Bellville 7535 South Africa
T: +27 (0)21 959 2137/2349 F: +27 (0)21 959 3659
sstroud@uwc.ac.za/szinn@uwc.ac.za

A place of quality,
a place to grow, from hope
to action through knowledge

If you have any questions about my research, you may contact me telephonically at 0835788333 and via email- Kerisha.Chanderdeo@capetown.gov.za.

You may also contact the supervisor for my research, Dr. Anthea Josias at the University of the Western Cape's Department of Library and Information Science, tel: (021) 959-3651 or email: ajosias@uwc.ac.za". If you have questions about your role as a research participant, you could also contact the University of the Western Cape Office of the Director: Research (Research and Innovation Division), Private Bag X17 Bellville, 7535; Tel: (021) 959 2988/2948; Email: research-ethics@uwc.ac.za

Thank you

Kind regards

Kerisha Chanderdeo



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Appendix 5: Questionnaire

Information sheet

My name is Kerisha Chanderdeo and I am currently a master's student in the Department of Library and Information Science at the University of the Western Cape, Cape Town South Africa.

I am conducting research into book selection within the City of Cape Town Library and Information Service. The specific areas that my study will focus on are:

The book selection practices of librarians who conduct book selection,
The role of the Collection Development Plan in the book selection process,
Selection tools used by librarians who conduct book selection, and how declining library budgets have affected book selection

It is hoped that such research will provide a valuable planning source for COCTLIS and WCLS, that it will be able to improve and if necessary help to reorient book selection processes, and serve as an awareness raising document for the broader library profession.

Should you decide to participate, all the information that I collect during the research will be kept strictly confidential. You will not be able to be identified or identifiable in the research. Your library will also not be identified or identifiable. Any data collected about you in the online questionnaire will be stored online in a form protected by passwords and other relevant security processes and technologies. If you decide not to participate there will not be any negative consequences as participation is completely voluntary.

Your participation in this survey is highly valued. If you agree to participate, please follow the link that I have provided below to the web-based questionnaire. Before beginning the questionnaire, please provide your consent for me to use your responses in my research, by ticking the appropriate boxes in the consent form at the beginning of the questionnaire.

We estimate that the questionnaire will take 15 – 20 minutes to complete. You may also wish to agree to a follow-up interview in which you can provide more detailed information as per the last question in the questionnaire.

If you have any questions about my research, you may contact me telephonically at 0835788333 and via email- Kerisha.Chanderdeo@capetown.gov.za.

You may also contact the supervisor for my research, Dr. Anthea Josias at the University of the Western Cape's Department of Library and Information Science, tel: (021) 959-3651 or email: ajosias@uwc.ac.za". If you have questions about your role as a research participant, you could also contact the University of the Western Cape Office of the Director: Research (Research and Innovation Division), Private Bag X17 Bellville, 7535; Tel: (021) 959 2988/2948; Email: research-ethics@uwc.ac.za

Consent form

Questionnaire Consent Form
University of the Western Cape

Librarians' book selection practices and budget fluctuations in the City of Cape Town

Researcher: Kerisha Chanderdeo

Please tick the below boxes to indicate your agreement

* 1. I confirm that I have read and understand the information sheet explaining the above research project and I have had the opportunity to ask questions about the project.

Yes

No

* 2.

I understand that my participation is voluntary and that I am free to withdraw at any time without giving any reason and without there being any negative consequences. In addition, should I not wish to answer any particular question or questions, I am free to decline.

Yes

No

* 3. I understand that my name will not be linked with the research materials, and I will not be identified or identifiable in any reports or publications that result from this research.

Yes

No

* 4. I agree for the data collected from me to be used for the research project explained in the information sheet as well as in future research reports

Yes

No

* 5. I agree for the data collected from me to be used for future research projects or articles emanating from this research

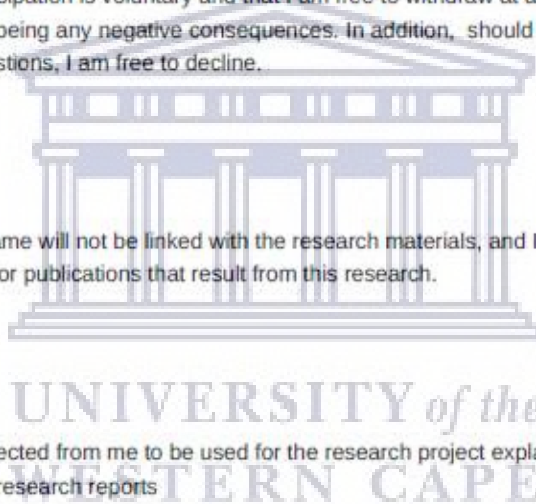
Yes

No

* 6. I agree to take part in the above research project.

Yes

No



Demographic information

7. What library and information science qualifications do you have?

- | | |
|---|---|
| <input type="checkbox"/> Doctoral degree | <input type="checkbox"/> Bachelor of Library Science |
| <input type="checkbox"/> Masters degree | <input type="checkbox"/> Baccalaureus Bibliothecologiae |
| <input type="checkbox"/> Post graduate diploma/honours degree | |
| <input type="checkbox"/> Other (please specify) | |

8. What is your designation at your library?

- Librarian in charge
- Librarian (both adult and children)
- Assistant librarian (both full and part time)

9. What category does your library fall into?

- City-wide library
- Regional library
- Community library

10. How many years of library working experience do you have?



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WESTERN CAPE

Book selection

11. How many years of book selection experience do you have?

12. Do you enjoy book selection?

Yes No

13. Please explain as to why you like/dislike book selection.

14. Are you the only person who does book selection in your library?

Yes
 No
 If no, how many other people does book selection?

15. What type of book selection do you participate in? (Tick all that apply)

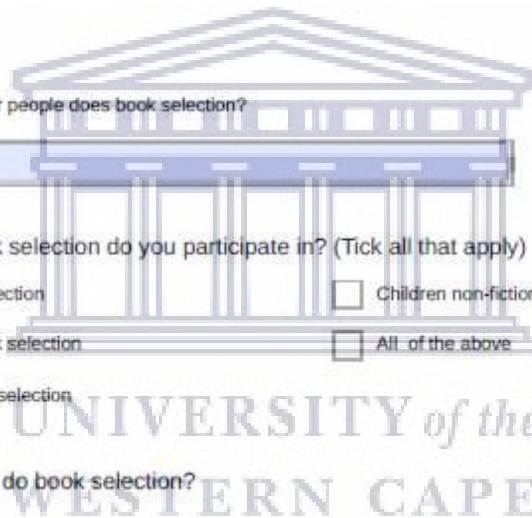
Adult fiction book selection Children non-fiction book selection
 Adult non-fiction book selection All of the above
 Children fiction book selection

16. How often do you do book selection?

Once a month
 Once every couple of months
 Once or twice a year

17. Are you aware of the City of Cape Town Libraries Collection Development policy ?

Yes
 No



18. If yes, how often do you refer to the collection development policy during book selection?

- A lot
- A moderate amount
- A little
- None at all

19. Please explain your answer for the above question

20. In your experience how important is the collection development policy to the book selection process?

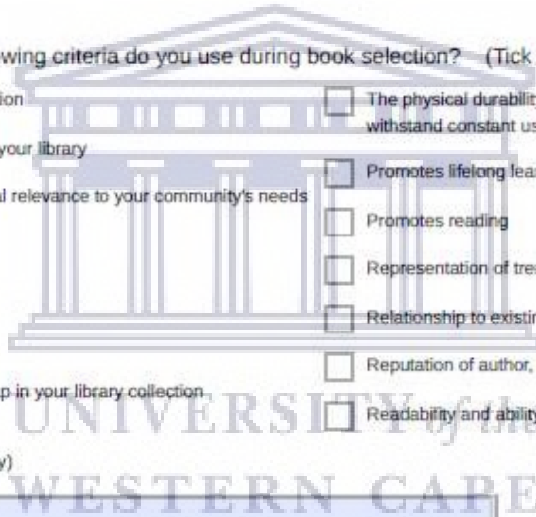
- Very important
- Somewhat important
- Not at all important

21. Which of the following criteria do you use during book selection? (Tick all applicable answers)

- | | |
|--|--|
| <input type="checkbox"/> Currency of information | <input type="checkbox"/> The physical durability of the item (will the item be able to withstand constant use) |
| <input type="checkbox"/> Permanent value to your library | <input type="checkbox"/> Promotes lifelong learning |
| <input type="checkbox"/> Present and potential relevance to your community's needs | <input type="checkbox"/> Promotes reading |
| <input type="checkbox"/> Popular interest | <input type="checkbox"/> Representation of trends, movements and social phenomena |
| <input type="checkbox"/> Local emphasis | <input type="checkbox"/> Relationship to existing material in the library's collection |
| <input type="checkbox"/> Price | <input type="checkbox"/> Reputation of author, publisher or illustrator |
| <input type="checkbox"/> The ability to fill a gap in your library collection | <input type="checkbox"/> Readability and ability to sustain patron interest |
| <input type="checkbox"/> Other (please specify) | |

22. Do you use selection aids/tools during the book selection process

- Yes
- No
- I don't know what selection aids are



23. If you selected yes to Q22, which of the following selection tools do you utilize during book selection?

- | | |
|--|---|
| <input type="checkbox"/> Western Cape Library Services Book Reviews document (received with the budget list) | <input type="checkbox"/> Vendor catalogues |
| <input type="checkbox"/> Online book reviews from sites such as Goodreads, BookList | <input type="checkbox"/> "Best of" and Recommended Lists |
| <input type="checkbox"/> Newspaper reviews | <input type="checkbox"/> Reviews from online book stores such as Amazon, Barnes and Noble |
| <input type="checkbox"/> Other (please specify) | |

24. If you stated that you do not use selection tools during book selection, please explain why.

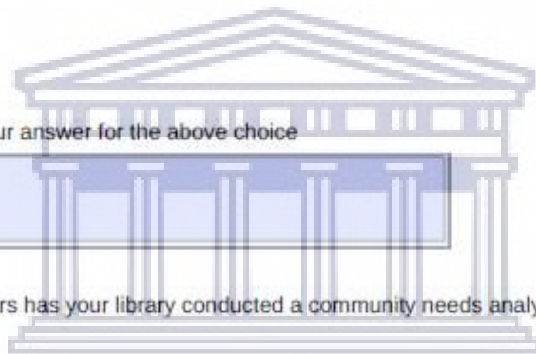
25. Is it important to be impartial during the book selection process?

- Yes
 No

26. Please explain your answer for the above choice

27. In the last two years has your library conducted a community needs analysis?

- Yes
 No
 I don't know what a community needs analysis is



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28. If you answered yes to Q27, which methods did you employ to determine what your community needs are?

- | | |
|---|--|
| <input type="checkbox"/> Surveys/Questionnaires | <input type="checkbox"/> Speaking to patrons |
| <input type="checkbox"/> Observation (example observing which books circulate while at counter) | <input type="checkbox"/> Suggestion boxes |
| <input type="checkbox"/> Other (please specify) | |

29. If you answered no to Q27, please explain as to why you have not conducted a community needs analysis

30. When selecting books, do you think it is better to focus on the needs of current patrons or future patrons?

- Current patrons
 Potential future patrons
 Both

31.

Do you agree with the statement by Helen Haines (1961) that it is always better to buy an "inferior" book that would be circulated frequently rather than a piece of 'highbrow' literature that would sit on the shelf hardly used?

- Yes
 No

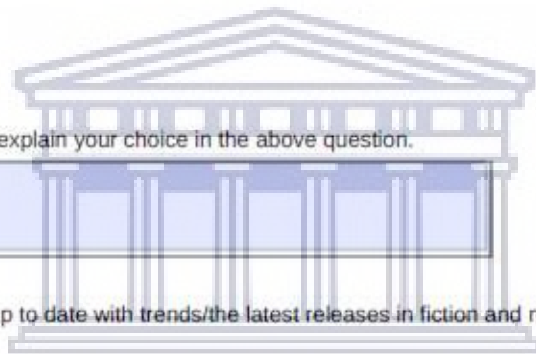
32. Please briefly explain your choice in the above question.

33. Do you keep up to date with trends/the latest releases in fiction and non-fiction?

- Yes
 No

34. If yes, what sources do you use?

- Online book stores such as Amazon, Barnes & Noble
 Newspaper book reviews
 Specialised literature review sites such as goodreads or book lists online
 Other (please specify)
- Other colleagues
 Vendor's catalogues



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35. Has your library experienced any book selection budgetary cuts in the last year?

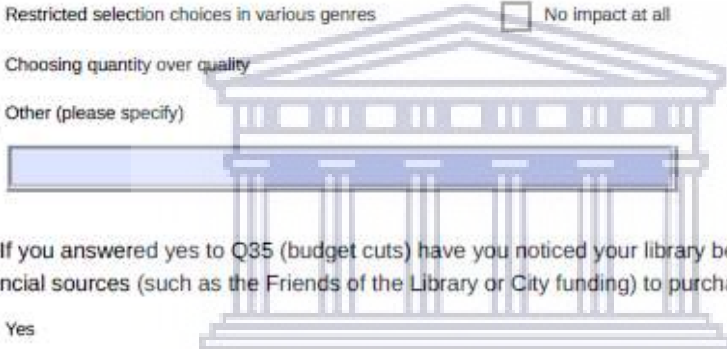
- Yes
- No
- I didn't notice any budgetary cuts

36. If yes, has this affected the way in which you select materials during book selection?

- Yes
- No

37. If you answered yes to Q35 and Q36, please indicate how budget cuts have affected your book selection. (Tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Fewer books can be selected at meetings | <input type="checkbox"/> Mainly choosing bestsellers |
| <input type="checkbox"/> Fewer number of book selection meetings | <input type="checkbox"/> Mainly selecting debut novelists |
| <input type="checkbox"/> Less variety available at the book selection | <input type="checkbox"/> Selecting more fiction books than non fiction books |
| <input type="checkbox"/> Restricted selection choices in various genres | <input type="checkbox"/> No impact at all |
| <input type="checkbox"/> Choosing quantity over quality | |
| <input type="checkbox"/> Other (please specify) | |



38. If you answered yes to Q35 (budget cuts) have you noticed your library becoming more reliant on other financial sources (such as the Friends of the Library or City funding) to purchase books?

- Yes
- No

39. If you answered yes to Q35, are your patrons being affected in any way by the budget fluctuations?

- Yes
- No

40. If yes to Q39, please briefly explain how are patrons affected by budget cuts?

41. Can I contact you for a follow up interview? If yes please provide your contact details. All data collected will be kept confidential at all times.

Name

Email Address

Phone Number



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Appendix 6: Consent form: Interview



My name is Kerisha Chandardeo and I am currently a master's student in the Department of Library and Information Science at the University of the Western Cape, Cape Town South Africa.

I am conducting research into book selection within the City of Cape Town Library and Information Service. The specific areas that my study will focus on are:

- The book selection practices of librarians who conduct book selection,
- The role of the Collection Development Plan in the book selection process
- Selection tools used by librarians who conduct book selection, and
- How do fluctuating budgets affect the book selection process by librarians?

Should you decide to participate, all the information that I collect during the research will be kept strictly confidential. You will not be able to be identified or identifiable in the research. Your library will also not be identified or identifiable. Any data collected about you in the interview will be stored online in a form protected by passwords and other relevant security processes and technologies. If you decide not to participate there will not be any negative consequences as participation is completely voluntary.

The interview will be conducted on a face-to-face basis for a period of 15-30min. I will come personally to your work place at a time of your convenience. If you agree to be interviewed, you can withdraw at any time during or after the interview. However, we would ask to be able to use all data collected up to the point of your withdrawal, which would be kept subject to confidentiality procedures.

If you have any questions about my research, you may contact me telephonically at 0835788333 and via email- Kerisha.Chandardeo@capetown.gov.za. You may also contact the supervisor for my research, Dr. Anthea Josias at the University of the Western Cape's Department of Library and Information Science, tel: (021) 959-3651 or email: ajosias@uwc.ac.za

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3659
sstroud@uwc.ac.za/szinn@uwc.ac.za

A place of quality,
a place to grow, from hope
to action through knowledge



Librarians' book selection practices and budget fluctuations in the City of Cape Town

Researcher: K. Chandardeo

Please initial box

1. I confirm that I have read and understand the information sheet explaining the above research project and I have had the opportunity to ask questions about the project.
2. I understand that my participation is voluntary and that I am free to withdraw at any time without giving any reason and without there being any negative consequences. In addition, should I not wish to answer any particular question or questions, I am free to decline. (If I wish to withdraw I may contact the lead research at anytime)
3. I understand my responses and personal data will be kept strictly confidential. I give permission for members of the research team to have access to my anonymized responses. I understand that my name will not be linked with the research materials, and I will not be identified or identifiable in the reports or publications that result for the research.
4. As a participant of the discussion, I will not discuss or divulge information shared by others in the group or the researcher outside of this group.
5. I agree for the data collected from me to be used in future research.
6. I agree for to take part in the above research project.

Name of Participant
(or legal representative)

Date

Signature

Lead Researcher
(To be signed and dated in presence of the participant)

Date

Signature

Copies: All participants will receive a copy of the signed and dated version of the consent form and information sheet for themselves. A copy of this will be filed and kept in a secure location for research purposes only.

<p>Researcher:</p> <p>K. Chandardeo</p> <p>MLIS student Department of Library and Information Science University of Western Cape</p>

<p>Supervisor:</p> <p>Dr. A. Josias</p> <p>Department of Library and Information Science University of Western Cape</p>
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<p>HOD:</p> <p>Associate Professor, S Zinn</p> <p>Department of Library and Information Science University of Western Cape</p>

Appendix 7: Interview Schedule

Interview Schedule

1. Have you ever received any training for book selection, if so, what training did you undergo? If not, what training would you like to receive?
2. What is your opinion on the current City of Cape Town Library Services collection development policy?
3. Do you think that the City of Cape Town collection development policy addresses the issue of budget fluctuations in terms of providing guidelines for libraries?
4. What changes have you seen (if any) during the selection process due to budget fluctuations.
5. How has your collection changed due to budget fluctuations?
6. Do you feel that budget fluctuations play a role in the morale of librarians who conduct selection?
7. During the questionnaire one important aspect was the meeting of community needs, do you think that budget information should be more available to the public (such as publishing yearly PAWC budgets on social media) so they are aware of the challenges facing staff in selection?
8. . Any comments in general about the book selection process?

Thank you for your time and consideration.

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