Op Ed -- Crazy Idea #274: Just Stop Collecting

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For as long as there have been libraries, the words “library” and “collection” have been almost interchangeable. The library was the books, or at least the building with the books in it, and without the books, it wouldn’t have been a library. That’s been the case since the earliest libraries were established. Our approaches to patron service and collection management have changed, but what has not changed is the centrality of a permanent collection, gathered and shaped in anticipation of users’ needs, to the very idea of the library itself.

For centuries this made perfect sense, because our information access problems were shaped by three fundamental truths:

As individuals, we all needed more information than we could afford. No one had enough money to buy copies of all the information resources he’d ever need, or to store them even if he could. So we all got together as communities, pooled our money, and bought single copies of documents that members of the community could take turns using. The upside of this arrangement was that everyone in the community had more or less equal access to a relatively rich collection; the downsides were, first, that the collection was inevitably incomplete (no library met every patron’s every possible need) and, second, that the collection was stored centrally, which meant that the user had to come to the collection — an arrangement that posed a minor inconvenience to some and made access impossible for others.

Information was slow and expensive to distribute. Another reason for building and maintaining a permanent collection was the slowness and expense of moving printed documents from one place to another. If a patron made a trip to the library to find a book and the book wasn’t there, the library could usually get a copy for her — eventually. But the process was clumsy and slow and expensive, and required the patron to make a return trip to the library at some point in the future, assuming that the book would still be of use to her by that point. Thus, it made sense for a library to build as comprehensive a collection as it reasonably could, in anticipation of its patrons’ needs. Of course, we couldn’t anticipate patrons’ needs perfectly, which meant that we ended up buying resources that no one wanted and failing to buy resources that they did want.

Relevant information was hard to find. Think back, if you can, to life before the World Wide Web. If you were contemplating a move to Des Moines and wanted to know how many days of sunshine that city has in an average year, or if you wanted to know when the salmon usually run in Katchemak Bay, then you had to make a trip to the library. One important reason for a library collection was to answer these kinds of questions — simple ones, but ones that relied on access to obscure and often costly sources.

In short, throughout human history information has been expensive, unwieldy and obscure. This was partly because information was expensive to create, but also because it was stored and transmitted in printed media. Storing print requires much labor and the investment of significant resources; once printed, the information is difficult, slow and expensive to transport, and can only be searched — if at all — by means of crude indexes, which themselves are very costly to create and which, by their nature, never fully index the texts to which they refer. For centuries, the library offered the best available solution to these problems.

The problem for libraries is that we no longer live in an information world that is fundamentally characterized by expense, unwieldiness and obscurity. While it remains true that some information is expensive and hard to find, and much of it is still trapped in print formats and therefore difficult to distribute, most of the information that most people need most of the time is now available in electronic formats. Furthermore, a large and growing percentage of that information is freely available to the public, and zeroing in on the particular nugget of information one needs is easy and getting easier every day. In 2006, just about any ready-reference question can be better (i.e., more quickly, easily and accurately) answered by recourse to the Internet than to a printed book. With online information, the problem of unwieldiness is solved because physical distribution is no longer necessary. The obscurity problem is largely (if not completely) solved by full-text searchability. The expense problem will always exist, though it’s now mainly a problem for those with deep and complex research needs. Those in need of quick answers to general questions — who formerly had to make the same trip to the library that serious researchers had to make — can now find those answers in seconds without leaving their homes.

All of this raises a serious question for libraries. If the purpose of a permanent collection is to solve problems that have now largely been solved by forces outside the library, does it still make sense for us to build and maintain permanent collections? Forgive me as I lapse into business jargon, but why does it make sense to invest (wastefully and at great expense) in a “just-in-case” service model, when a “just-in-time” alternative is available?

This, of course, begs a question. Is a “just-in-time” model really available to libraries? Do we really have the option of abandoning the idea of a permanent collection altogether and instead becoming a real-time, by-the-drink operation that responds immediately and effectively to patrons’ expressed needs?

The answer is no. Not yet. For one thing, we don’t want our patrons to have to talk to a librarian in order to get what they want. One of the beautiful things about a modern library is that you can browse around in it to your heart’s content — we don’t want to go back to the service-counter mode of librarianship, one that requires patrons to supplicate the library staff in order to get what they need. For another thing, our budgets are limited and patrons’ desires are potentially unlimited. If we don’t ration our materials budgets, but leave them at the real-time mercy of the demanding hordes, the money will disappear before everyone’s needs have been met. One virtue of traditional collection development is that it distributes the materials budget in a rational way.

But what if we started moving in that direction? What if we shrunk our idea of the collection until it resembled only a hard core of essential titles, titles that we have good reason to believe will get significant use, and thus freed up more of the materials budget to respond to real needs in real time? This would reduce the amount of money we waste on materials no one continued on page 52

<http://www.against-the-grain.com>
ATG Interviews Patrick C. Kindregan
Associate Director, Better World Books, www.betterworldbooks.com

by Jack Montgomery (Western Kentucky University) <jack.montgomery@wku.edu>

ATG: Patrick, how did you come to work with Better World Books?

PK: I heard about Better World Books from a college friend, Dustin Holland (our current Director). Dustin was recruited in 2004 to jump start the Better World Books' Library Discards and Donations Program. I continually followed the incredible progress of the program, and in early 2005 word from Dustin that he was interested in speaking to me about joining the library team. In early April, I attended the ACRL conference in Minneapolis to learn more about Better World Books and the library industry. My new career officially started two weeks after the conference.

ATG: Can you tell us a little bit about the company's history, its founder and it's overall business philosophy?

PK: The Story — Better World Books began with a single book drive at the University of Notre Dame in 2001. Organized by recent graduates, the book drive benefited the Robinson Center for Literacy in South Bend. Drop boxes placed on campus were soon full of books that would otherwise have been wasted, thrown away in dumpsters, or hauled off to landfills.

Those recent graduates who ran the book drive, Christopher "Kreece" Fuchs and Xavier Helgesen, along with another of their college friends, Jeff Kurtzman, realized two important things with that first book drive. First, there was a huge market for unwanted textbooks to be sold online. Second, college students and members of the community were more interested than ever in making a difference. These three friends seized on the opportunity and began to work spreading literacy locally, nationally and around the world. They founded the social venture that is now Better World Books. Their company began to convert unwanted, wasted books into funding for non-profit literacy partners.

The Cause — Worldwide Literacy. One-seventh of the world's population is illiterate (nearly 900 million people). Over 2.6 billion people in the world live on less than $1 per day. BWB is committed to breaking the cycle of poverty and dependency through promoting literacy and education around the globe "one book at a time." BWB's core non-profit partners include: Books for Africa (www.booksforafrica.org); Room to Read (www.roomtoread.org) and The National Center for Family Literacy (www.familylit.org). Better World Books has contributed over $750,000 in total funding to over 38 literacy partners.

In addition to active book drives on over 600 campuses nationwide, Better World Books has expanded our business model to include libraries and secondhand stores. Since the program's inception in late 2004, over 500 libraries across the U.S. have partnered with Better World Books to drive and...