

Policy: **Library Collection Development**

Code: **08LR02**

Reviewed/ Revised: **15/02/2022**

Date of Next Review: **February 2024**

Policy Owner: **Senior Librarian**

Target audience: **Faculty, Library users**

PURPOSE:

This policy describes the criteria we use to select resources and some aspects of the process.

SCOPE:

This policy covers all information materials selected for addition to the library collection, including purchases and donations.

DEFINITIONS:

N/A

POLICY STATEMENT:

As an ongoing process we select the best available information materials in EAHM's subject areas in order to develop a collection that meets international standards of excellence for hospitality and tourism degree-granting institutions. To achieve this, we seek to follow best practice for collection development in the academic library world and to continually evaluate both our collections and the collection development process.

Library collection development goals

- To support current and planned EAHM academic programs as they develop in the next five years, by compiling the best core collection of hospitality, tourism and business information resources in the region, including material at various levels and in diverse formats (See Appendix A).
- To support the teaching of EAHM courses and Faculty research in a wide range of hospitality- and tourism-linked areas.
- To help students develop skills in time management, studying, exam-taking, seeking, evaluation and presentation of information, career planning and other personal development skills that will contribute to their success both at university and in their work, family and community endeavors throughout their lives.
- To support the trainers in EAHM academic Faculty, Centre for Research & Innovation, and the Professional Training & Development Department in the development and teaching of specialized short courses.

Specific objectives

- To have an electronic and print book collection of at least 50,000 non-fiction titles directly related to our core areas of hospitality, tourism and business / management, including a strong sub-collection suitable for the master's program and the specialisations that will soon be introduced.
- To subscribe to about 100 print magazines, journals and newspapers that are not available online or not available in our subscription databases or are deemed to be of greater academic value in print format.
- To have a strong, diverse collection of electronic resources (including journals, articles databases, and books), with particular emphasis on the journal literature.
- To put systems and software in place to organize and make our electronic resources more interactive and accessible.

We will acquire between 1,000 and 1,500 new print and electronic books, and videos per year. As our provision of electronic resources grows, we will cut back on print journal subscriptions, and by far the largest percentage of expenditure will be for electronic resources by 2022.

Selection tools

- Books in Print (LIRN)
- Dawson Enterbooks <http://www.enterbooks.com/>
- Book reviews in hospitality, tourism and management periodicals
- Publishers' catalogues and pre-publication notices
- Publishers' and distributors' websites (to be bookmarked and scanned at least quarterly for new titles in our subject areas (see the list in the Library procedures manual or use <http://www.acqweb.org/pubr.html#alph>)

On an ongoing basis, the librarians involved in selection will seek and consult online reviewing tools for academic libraries, such as the following:

- RCL web (Resources for college libraries) <http://www.rclweb.net/>
- Academia (book review source for academic librarians) <http://www.ybp.com/acad/index.html>
- Educational Media Reviews Online <http://libweb.lib.buffalo.edu/emro/search.asp>

RESPONSIBILITY:

Collection development is a responsibility shared by Faculty members and designated library staff members.

Faculty members are encouraged to suggest titles for purchase and are furnished with publishers' catalogues and website addresses to facilitate the process.

Suggestions from students are always given serious consideration and titles are added if they fulfil the collection development criteria outlined below.

Library staff at the Librarian level and above are all expected to take an active part in selection. Subject areas may eventually be allocated based on an individual librarian's educational background.

Conjointly, the Acquisition Librarian and the Public Services Librarian are responsible for approving all orders in accordance with the agreed guidelines in this policy. They also have the responsibility of ensuring that the collection development budget is committed and spent in accordance with financial year deadlines and policies.

The librarians are also responsible for ensuring that the policy is reviewed regularly and kept up-to-date.

IMPLEMENTATION OF THE POLICY:

The policy is implemented as part of the library's selection and procurement procedures.

Collection development calendar

Budget approval	around March
50% resources budgets committed	end of July
100% resources budgets committed	end October
110-115% resources budgets committed	end December

We over-commit because there is always a percentage of under-supply when books go out of print or cannot be supplied within one year. The idea is to over-commit just enough to ensure the whole budget is spent.

The librarian before the end of each term invites the faculty member to submit a list of publications and textbooks required for the upcoming term. Faculty will submit the references of publications to the librarian and the Dean for approval.

Selection criteria

Priorities

First priority (core collection)

- Items in EAHM program subjects (see comprehensive list at the end of this policy)
- Items listed as required or suggested reading on current syllabi.
- Items requested by Faculty for teaching or research.
- General reference works covering a broad range of subjects and “general knowledge”

Second priority

- Items on subjects related to *planned* EAHM courses
- Items on career choice, study skills and personal development
- Items for EAHM short courses and specialized training

Third priority

- UAE and the Gulf region, including contemporary economic, social and political situation, fiction and literature, history and biography
- General interest items, including fitness, nutrition, self-help, sports, hobbies, biographies
- Titles on subjects not in the curriculum, for reference, recreation and general knowledge, e.g. psychology, Buddhism

General criteria

The following criteria will be taken into consideration when deciding whether an item should be added to the collection--

- **Relevance** to the curriculum subjects, and the other priorities listed above
- **Quality:** known academic publishers (e.g. university presses) or reputable specialists (e.g. CABI, Taylor & Francis, etc. in hospitality) are preferred. Items that have been favorably reviewed in subject journals or general reviewing tools are preferred. Authoritative and “classic” authors are preferred.
- **Level:** the level must be appropriate for the use. If for example an item is being purchased to support a first year course, the level will differ from a book purchased for dissertation or master’s students. We select at a range of levels, from vocational to post-graduate and professional, aiming the level at the curriculum level of the subject.
- **Currency:** As a general rule, we will collect the most up to date titles in our subject areas. In hospitality and tourism, it will also be our aim to collect retrospectively, that is, we will purchase older materials that are considered by experts to be essential to a core collection. For example, we will ensure that all the titles on lists compiled by experts (e.g. via Trinet) will be purchased if they are still in print. In business and management, although currency is very important, we will also collect the classics—works of the gurus, works that have been very influential, etc.
- **Current collection:** the number of items on the same subject that are already in the collection must not be excessive for the use. In hospitality and tourism, we will buy almost everything published by the key publishers, but in business and other subject areas we should assess our current holdings. Are they up to date? Do they include the latest thinking?

How many titles do we already hold for a particular sub-topic, e.g. presentation skills? We are aiming for core collections in business and management and other non-hospitality areas, not comprehensive ones.

- **Requests:** Faculty (in particular) or student requests are given high priority if they fall within our subject mandate
- **Cost:** if a title is needed and meets the other criteria, we will purchase it regardless of cost. However, a book that is more than AED 700 should be considered carefully and alternatives sought if possible.

Specific criteria

Languages

English will be the predominant language of the EAHM collection. We will only actively seek non-English materials in support of language courses. For example, in addition to materials designed to teach grammar, pronunciation, etc., we will purchase a small number of fiction or high interest non-fiction titles, or subscribe to magazines, to help students acquire fluency in the main languages taught. At this time, these languages are French, German, Spanish and Arabic.

Occasionally we will purchase materials in languages other than English, if we feel that they contain information of exceptional value that cannot be found in the English language.

Levels

- Undergraduate, post-graduate and professional level materials are purchased in support of teaching and research, and for degree students. This is our main focus for acquisition during the period under consideration.
- To a lesser extent, vocational and general public levels are purchased, to appeal to a wide range of language competencies and reading habits.
- A limited number of graded readers and simplified non-fiction items on management and hospitality topics will be collected for the use of students of the Centre for Emiratization and EFL programs.

Formats

General policy

The EAHM Library actively seeks materials in our subject areas in these formats—

- Print books
- E-books and electronic reference sources
- Print periodicals
- Electronic periodicals and databases of periodical articles
- DVDs; if a DVD of an important title is not available then we will purchase the video version
- CD-ROMs; if the item is not available on CD we will purchase audio cassettes
- Video streams subscription

At this time the EAHM Library does not collect these formats—

- Microforms
- Maps other than those in atlases
- Music recordings and music videos
- Computer software
- Videogames

Other format considerations--

- For most print books we prefer paperback to hardback.
- When possible we avoid spiral-bound and ring binder format, as pages easily go missing and the items do not stand up well on the shelf
- We avoid "pocket book" format (non-standard sized items) unless highly relevant and unavailable in other formats
- We prefer web-based electronic resources to those on CD-ROM or DVD.

Periodicals

Journals

The EAHM Library aims to provide access to all major journals in hospitality and tourism, either in print format or electronically via subscription databases. For back issues, which are not well-covered by the aggregating services, we will rely on our Institute of Hospitality Education Membership Scheme subscription, British Library and Ingenta. Because of the expense, we will only consider buying back runs in print format for high-demand titles not covered by our databases.

Subscription databases like Emerald, Proquest and EbscoHost Business Source Premier will provide access to sufficient journals on management and business subjects for our current needs. At the request of Faculty members, we will subscribe to print journals on curriculum subjects that are not covered by our subscription services.

We will not purchase print subscriptions to titles that are available in our subscription databases.

Magazines

We will subscribe to a selection of magazines on hospitality and tourism topics, that are not covered in the subscription databases or in some cases that are more suitable in print format (e.g. Art culinaire, any magazine with a highly visual focus, on for example restaurant design, etc.).

Priority will be given to those titles judged to be the top magazine resources in the field, according to industry experts. We will also aim to cover a wide spectrum of topics within hospitality and tourism. Serious consideration will be given to suggestions from Faculty.

In addition, we will subscribe to a selection of business and general magazines. Business magazines will be chosen to support current curricula, and will include titles of local interest whenever possible (Gulf marketing, etc.).

A small selection of general magazines is provided as supplementary material for courses (e.g. Economist, Newsweek), as well as for entertainment, personal development and to encourage the habit of reading. These items will be chosen to appeal to a wide audience.

Newspapers

We will subscribe to one daily local newspaper (at this time Gulf News). Many foreign newspapers are indexed in our subscription databases. However, Faculty suggestions for

print additions will be considered seriously. If a newspaper has relevance to at least two courses in the current curriculum and if at least one lecturer plans to assign readings from it, we may subscribe (e.g. Financial Times).

Electronic resources

Electronic format is preferred for:

- Journals, both in our key subject areas and to provide diversity in subject coverage that is lacking in our very focused print collection
- Reference resources

- Company and industry reports
- WTO statistics and reports

We will also acquire books in electronic format, primarily in business and management subjects. We will prefer collections to individual titles for cost reasons, but we will choose collections with care, aiming for

- maximum flexibility, e.g. those with a trade-in policy
- maximum relevance, e.g. with as many titles as possible that are related to our curriculum subjects, and are at the appropriate level
- currency, e.g. a high proportion of the collection titles published in the last 5 years

We will carefully weigh the relative advantage of perpetual access vs subscription options for each electronic resource acquired.

Whenever possible we will subscribe to the electronic version of an individual journal title rather than the print version, unless the electronic version is significantly more expensive. We will avoid duplication of print and electronic subscriptions, taking into consideration both our individual subscriptions and our aggregated database services.

Institutional Repository

The Learning Resource Centre also acts a repository for EAHM's faculty and students' research. The institutional repository promotes long-term, secure preservation and dissemination of digital copies of theses, dissertations and faculty research work. Currently, the EAHM community has access to the materials through the Students and Staff Information Portal. As we move towards a more open future for academic research output, we will make EAHM's institutional repository available and accessible via the Internet in order to raise EAHM's profile, to increase visibility, dissemination and use of scholarly research.

DVDs and videos

We collect DVDs and videos for

- Our curriculum subjects
- Training and short courses
- Language learning

We will make a concerted effort to find good quality DVDs on world heritage sites, travel to various countries and regions, culture, as well as on curriculum business and management subjects, and hospitality and tourism. Our priority is to develop a strong multi-media collection in support of our academic curricula; however, we will also purchase to support training done in other EAHM departments.

Fiction films (i.e. feature films) will be purchased occasionally if they are of excellent quality and have some relevance to our region, or some link with hospitality and tourism. A small collection of French-language films will be purchased for language learners, possibly to be supplemented in future with Spanish and Arabic titles.

At this time, no systematic attempt will be made to develop a collection of feature films for recreation.

Additional resource types

The following non-book materials will also be collected

- Government documents
- UN World Tourism Organization reports (in electronic form)
- Menus (realia)
- Promotional pamphlets from Jumeirah properties and other hospitality-related companies (minor)
- Anything else deemed relevant by Faculty or visiting experts

Multiple copies

As a general rule the Library will purchase only one copy of a book, report or DVD. Occasionally, in response to a Faculty demand, we will purchase two or three copies of a specific title because it is on a reading list or required for the reserve collection. Multiple copies of textbooks will not be kept in the collection as students are expected to have and bring to class their own copies.

Donations

The Library rarely accepts donations, except in the following cases:

- An item or items donated by a subject expert who recommends them in support of specific courses
- Current inspection copies donated by Faculty
- Fiction (if we don't keep it, we can donate it to Jumeirah colleague libraries)

We do not accept donations of student textbooks.

Evaluating the collection

We will evaluate the collection as an ongoing process involving a number of tools and methods. We will

- Benchmark the collection against those of the libraries of other universities with hospitality and tourism programs. This will be done systematically by the Library Director, at least once a year using different universities as models.
- Use lists of core texts or journals compiled by experts, e.g. the list of hospitality and tourism journals rated by Chris Ryan and colleagues; the Trinet list of books recently circulated.
- Measure use of the collection on a regular basis, at least annually.
- Solicit feedback from Faculty and visiting Faculty as to how well the collection supported their needs during the semester/course. There will be an official mechanism to request feedback from visiting Faculty, as appropriate. Full-time Faculty will be consulted as part of the selection process.
- Monitor articles ordered from the British Library and act on trends, e.g. if a particular journal is in demand. On-going.

ASSOCIATED DOCUMENTS:

N/A

MENTIONS:

N/A

DATE OF NEXT REVIEW:

This document should be reviewed by **February 2024**.

POLICY APPROVALS RECORD

Policy Name: **Library Collection Development**
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Reviewed/ Updated	Details of Amendment
09/2009	
30/09/2012	
31/07/2014	
31/07/2015	
31/07/2016	
31/07/2018	
26/02/2020	
15/02/2022	- Steps for faculty procurement added

APPENDIX A - Subjects currently collected

1. Hospitality

- Hotel management, all aspects
 - Front office
 - Housekeeping
 - Biographies or autobiographies of/by hotel managers, others with a hospitality connection
- Food & beverage management
 - Cookbooks are purchased sparingly, and only at the request of a Faculty member. Prefer books about cooking techniques, cost-cutting measures, menu planning, food presentation, etc.
 - Biographies and autobiographies of/by chefs, restaurant managers, etc
 - A selection of restaurant guides for travelers, e.g. Michelin guides etc.
- General hospitality management
 - Accounting
 - Revenue management
 - Service operations management
 - IT in hospitality
 - HR management in hospitality
 - Marketing and promotion
 - Facilities management
 - Real estate valuation
 - Asset management
 - Customer care in hospitality
 - Eco-friendly hotels and restaurants
 - Events management
 - Hotel directories, e.g. Four Seasons— contact details for the hotels around the world

2. Tourism

- Types of tourism, e.g. ecotourism, etc.
- Tourism in specific places
- IT in tourism
- Tourism statistics and analysis
- Tourism planning
- Destination management
- Consumer behavior in tourism, marketing and promotion of tourism
- Travel agency management
- Airport management
- Heritage sites, including not only management but description of sites from around the world (include lots of pictorial works, videos)
- National parks management and description
- A selection of travel guides on countries from all continents and regions of the world (no attempt should be made to have something on every country, just a selection). Be sure to keep this collection up to date; weed every couple of years and replace older editions. Buy from a wide range of the travel book series, including Frommers, Lonely planet, Budget, etc.
- Autobiographical travel writing, including the most prominent current authors— Pico Iyer, Paul Theroux, as well as the classics from this region: Lawrence, etc.
- Sports & leisure management
- Business & management Confidential

3. **General management – first time manager, principles of mgt, etc.**

- E-commerce
- Marketing
- Consumer behavior
- Cross-cultural marketing
- Digital marketing
- Human resources
- Staff training & development
- Motivation
- Recruitment, interviewing
- Staff appraisal
- Talent management; succession planning
- Leadership
- Teamwork
- Customer service and satisfaction
- Quality control and benchmarking
- Business continuity planning
- Corporate strategy
- Service operations management
- Cultural issues in management
- Doing business in [a particular country] type of books
- Entrepreneurship
- Career development
- Business etiquette and attire
- Time management
- Presentation skills
- Project management
- Facilities management
- Architecture and interior design; interior decorating
- Accounting and financial management
- Manuals for software for office and business purposes
- A selection of the classics by management –gurusll
- Biographies by prominent businesspeople (e.g. Richard Branson)
- Economics
- Micro- and macroeconomics
- Popular treatment of economics, e.g. Freakonomics, The earth is flat
- Tourism economics

4. **Languages**

Curriculum languages

For the languages taught at the EAHM, even on an occasional basis (currently French, Spanish and Arabic, German, Mandarin), keep in stock small collections of grammar, vocabulary/idioms, speaking, writing and reading guides, especially those for self-learning. Include several book/CD sets in each language, but prefer different titles rather than duplicates of one title. Include materials at all skill levels but include more beginner, pre-intermediate and intermediate materials than the higher levels.

Keep in stock at least one English – [language], [language] -- English dictionary in each of the languages. Purchase a small number of reference works on idioms, verbs, grammar rules for each language.

For French and Arabic, which are currently the only mandatory languages, purchase a small number of high interest fiction books, some hospitality titles in French and Spanish, and subscribe to one general interest periodical each (like Paris match).

Other languages

For all the major world languages, keep in stock one or two book / CD teach-yourself sets. Include

- Russian
- Japanese
- Mandarin Chinese, other dialects? Cantonese?
- Spanish
- Italian
- French
- Portuguese
- Arabic
- Indonesian / Malaysian
- Hindi etc.

Books for English learners

- How to books for the TOEFL and IELTS tests

Keep in stock one or two grammar and vocabulary guides for the above languages. Prefer Teach Yourself type treatment. Seek out interesting software and CDs for language learning, e.g. Asterix CDs.

Keep in stock one English – [language], [language] -- English dictionary in each of the languages above.

5. Geography and culture

- Travel guidebooks for specific countries and regions
- A selection of guidebooks like Zagat
- A selection of DVDs on countries, heritage sites, etc.
- Atlases and economic atlases
- A selection of items, including “coffee table books”, on the UAE and other Gulf countries
- A selection of travel narratives, such as those by Pico Iyer and Paul Theroux.
- Cultural studies, including
 - Theoretical works
 - Cultural comparisons
 - Culture as a management issue

6. Study skills

- Exam skills
- General college success
- Time management
- Presentation skills
- Learning styles
- Note-taking
- Academic writing
- How to books for post-graduate application tests, e.g. GRE, GMAT
- Career planning

7. Research methods

- Quantitative
- Qualitative
- Mixed
- Interviewing techniques
- Survey techniques
- Focus groups
- How to analyze data

- How to use SPSS
- How to write an undergraduate dissertation or thesis

8. Reference

We will maintain an up to date collection of key general reference titles, including language and subject dictionaries, subject encyclopedias, almanacs, yearbooks, books of records, statistical works, handbooks, UN reports, biographical dictionaries, directories. We will not purchase print copies of comprehensive general encyclopedias like Britannica, preferring instead to subscribe online.

We will make every effort to find and acquire local and regional reference items (in English) of relevance.

We will consider purchasing or subscribing to electronic reference sources like xrefer, if they provide substantially more information than is already available free on the web or in our print collection.

Copies of student textbooks will not be kept in reference. If necessary, one copy of a current textbook may be placed in the Reserve collection, to be moved to the circulating collection when the semester ends.

As many as possible of our reference items will be on a standing order list, and new editions will be added according to an established schedule (see the policy on standing orders).

9. Fiction

We do not buy fiction for the collection, except in these cases

- a small collection of fiction by authors from the region or about the region
- a small collection of current best sellers to encourage development of the habit of reading
- a small collection of fiction in French and Spanish, for language practice
- a small collection of good quality fiction films, especially those with a regional aspect, e.g. the films of Iranian director [Samira Makhmalbaf](#), and films with dialogue in French and Spanish