LIBRARY COLLECTION MANAGEMENT POLICY

DATE ADOPTED: 27 AUGUST 2019

VERSION: 2.0

POLICY OBJECTIVES

The objectives of this policy are to:

- To inform the community of the library's collection management principles

- To ensure regular analysis of resources, subscriptions, usage and demographic information

POLICY SCOPE

This policy documents the processes for developing and managing the Maitland City Library collection. It is a tool for responding to community needs and expectations, including why materials and formats are selected. The policy ensures equitable access to collections and provides for a diverse range of resources to meet the changing needs of the community.

POLICY STATEMENT

The Maitland City Library Collection Management Policy provides a framework for the selection, evaluation and maintenance of library collections.

1 SELECTION

1.1 SELECTION MECHANISMS

Maitland City Library uses a variety of methods to select resources that best fit collection needs. Methods include:

- Reviewing journals, newspapers and online sources

- Publishers' catalogues and websites

- Standing orders

- Customer requests

- Focus and/or reference groups

- Visits to local retail outlets

- Best-seller listings

- Award winners

- Staff suggestions

- Interlibrary loan requests

1.2 SELECTION PRINCIPLES

The Library's aim in applying the following selection criteria is to provide an organised, accessible collection of resources in a variety of formats that meet the learning and leisure needs of the Maitland community.

Principles used in making selection decisions include:

- **Subject matter**
  Suitability of the resource is considered in terms of subject, style, accuracy and reading level. Priority is given to material that is popular, as well as being relevant to the current lifestyle and trends of the Maitland community. Australian content is given special consideration.

- **Quality**
  Resources should be well-presented, whether print, digital or audio-visual. Clarity, organisation and quality of content are important. Poorly constructed and self-published material should be avoided. Digital formats are not version-specific and are accessible from a wide range of platforms and devices.

- **Potential use**
  Library staff use their knowledge of trends and community expectations, as well as historical data to anticipate demand and identify potential usage of new resources, including print, digital and audio-visual.

- **Relation to the collection**
  Consideration is given to how the resource will strengthen the Library's collection and takes into account format, storage and availability from other sources.

- **Bibliographic considerations**
  Reputation of the publisher/author/creator, format of the publication, authenticity of the information and published reviews of the resource are important considerations in the selection process.

- Cost

  The cost of a resource is considered relative to other resources of similar format and content. Consideration is given to anticipated demand and usage, as well as available funds.

- Duplication

  Material will be duplicated according to the following criteria:

  - Demand (short term and projected long term)

  - Format

  - Price

  - Availability from other sources

1.3 DONATIONS

Acceptance of donations at Maitland City Library is dependent on their suitability to the selection criteria stated in this document. Generally, donated items suitable for inclusion in library collections must:

- Meet basic selection guidelines

- Be published material in demand

- Be an appropriate format for public library usage

- Be in robust condition ready for loan

1.4 EXCLUSIONS

Maitland City Library does not collect the following categories of material:

- Expensive or rare items inappropriate to a public library collection

- Ephemeral material, including brochures, pamphlets and posters unless they have significance to the local area

- Superseded formats

- Items difficult to manage due to their physical limitations

- Items prohibited by law (eg pornography)

- Advertising material for commercial interests

- Old, out-of-date or fragile items, unless specifically acquired for the City's local studies collection

- Items unavailable through standard or appropriate specialist suppliers

2 COLLECTION EVALUATION

To ensure consistency, each aspect of the collection is examined at a set time throughout the year ensuring the entire collection, including subscriptions, is evaluated over a 12 month period. Items may be withdrawn from stock at any time they are no longer suitable for loan.

The effectiveness of library collections is evaluated through the analysis of the following performance data:

- Usage (print, digital and audio-visual)

- Turnover rate (loans divided by number of items in collection)

- Acquisitions per capita per annum

- Expected use (% of whole collection compared to % of total loans)

- On shelf/on loan ratio

2.1 DESELECTION PRINCIPLES

Deselection of library material is undertaken as part of ongoing collection management to ensure that library collections are relevant, reliable and reflect the changing needs and interests of the Maitland community.

It is the responsibility of library branch team leaders to monitor the condition, relevance and coverage of individual collections to ensure they are up-to-date, accessible and meet continuing demand. Subscriptions for serials and digital resources are reviewed on an annual basis. Items are removed or cancelled on the basis of the following criteria:

- No longer relevant to community needs

- Low usage levels

- Obsolete and dated material

- Superseded by a new format, edition or better title on the topic

- Lack of discernible literary or topical merit

- Damaged or poor physical condition

- Duplicate copies no longer in demand

- Lack of adequate storage and availability through reciprocal borrowing or interlibrary loan

- Excessively duplicated material is already held

If a physical item in poor or damaged condition is considered to have continuing value to the library collection, a replacement copy will be purchased. If the title is no longer available for purchase, it will be mended or preserved as required.

2.2 REALLOCATION TO THE LIBRARY'S STACK COLLECTION

Items considered for relocation to the Stack Collection require assessment by the branch team leader prior to reallocation. An item may be relocated to the Stack Collection where the following conditions are met:

- Intrinsic value based on relevance to the local area, authorship, content or publication

- Format and condition suitable for long term storage

- Demand too low for open shelving where more relevant stock should appear

- Complete series or other items not available via interlibrary loan

2.3   DISPOSAL OF WITHDRAWN STOCK

Books in fair physical condition are offered for sale at the biennial Maitland City Library book sale. Items not sold or donated to institutions such as schools and aged care facilities, may be offered to recognised charitable organisations. Those materials in poor condition are recycled.

The Library does not sell withdrawn items from the collections to individuals, businesses, groups or associations.

2.4   REPLACEMENT PRINCIPLES

Items lost, not returned or deselected from the collection may be replaced if they meet standard selection criteria, are in print or readily available for purchase in another format, or if they form part of a series of which the Library holds most titles.

3   COLLECTION ACCESS

Maitland City Library supports the UNESCO Public Library Manifesto, which states that:

Freedom, prosperity and the development of society and of individuals are fundamental human values. They will only be attained through the ability of well-informed citizens to exercise their democratic rights and to play an active role in society. Constructive participation and the development of democracy depend on satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information.

3.1   ACCESS PRINCIPLES

Most collections of Maitland City Library are available for loan to all library members.   Access may be restricted on the basis of preservation and value (for example, historic material not for loan) or permanent access to key resources (for example, local studies collection).

Access to the Maitland City Library collection is underpinned by the principle of ALIA's *Statement on free access to information*, which states that freedom can be protected in a democratic society only if individuals have unrestricted access to information and ideas. The Library has a responsibility to support and sustain the free flow of information and ideas by:

- Asserting the equal and equitable rights of individuals to information regardless of age, citizenship, political belief, physical or mental ability, gender identity heritage, education, income, immigration and asylum seeking status, marital status, origin, race, language, religion or sexual orientation;

- Adopting an inclusive approach in developing and implementing policies regarding access to information and ideas that are relevant to the library and information service concerned, irrespective of the controversial nature of the information or ideas;

- Ensuring that individuals have access to information from a variety of sources and agencies to meet their needs and that an individual's information needs are met independently of location and an ability to pay;

- Catering for interest in contemporary issues without promoting or suppressing particular beliefs and ideas;

- Protecting the confidential relationships that exist between the library and information service and its clients;

- Resisting attempts by individuals or groups within their communities to restrict access to information and ideas while at the same time recognising that powers of censorship are legally vested in state and federal governments;

- Observing laws and regulations governing access to information and ideas but working towards the amendment of those laws and regulations which inhibit library and information services in meeting the obligations and responsibilities outlined in this Statement.

3.2   COPYRIGHT

The Library plays a role to play in controlling, as well as facilitating access to the increasing number of local and remote digital information resources. Maitland City Library promotes respect for copyright and intellectual property and will defend copyright works against piracy, unfair use and unauthorised exploitation, in both the print and the digital environment.

3.3   CENSORSHIP

Maitland City Library seeks to provide the Maitland community with a balanced library collection while responding to a broad range of customer needs. The Australian Library and Information Association's (ALIA) *Free access to information statement* serves as a guideline for public attitudes to censorship. The critical elements include:

- Material cannot be selected or rejected on moral, political, racial, religious, sexist or other sensitive grounds alone;

- Material cannot be rejected on the grounds that its content may offend some sections of the community whatever pressure may be brought to bear by individuals and groups;

- Material for adult collections should not be limited because of the possibility that materials may inadvertently fall into the hands of children. Monitoring the reading of persons under the age of 18 years rests with parents and guardians;

- Library regulations state that a parent or guardian is required to take responsibility for a child's borrowing;

- Complaints about material purchased are assessed according to ALIA's *Free access to information guidelines.*

3.4   COMPLAINTS

Complaints about Library resources are managed by the branch team leader, and referred to the Senior Librarian Branch Support Services if required. Assessment of complaints about library resources is based on ALIA's *Free access to information statement* and the International Federation of Library Associations and Institutions (IFLA) *Statement on Libraries and Intellectual Freedom.*

3.5   CUSTOMER SERVICE CHARTER

The Customer Service Charter describes the standard of service provided in all Maitland City Library branches. The Library is committed to the provision of services, resources and programmes that are responsive to customer needs and welcomes ideas and suggestions that will improve customer services. Views regarding the Library Service are referred to relevant library staff or the Coordinator Libraries.

Key areas include:

- Resources held in Library collections will be clearly signed and easily located

- Requests for resources will be updated and communicated regularly

- Continual assessment and development of Library collections to meet the needs of customers shall be conducted

POLICY DEFINITIONS

ALIA	Australian Library and Information Association
IFLA	International Federation of Library Associations and Institutions
UNESCO	United Nations Educational Scientific and Cultural Organisation
Stack collection	Compact, offsite storage of resources that have continuing or intrinsic value to the Library's collection but insufficient usage to warrant open access storage
Standing order	Commission placed with selected library suppliers to supply authors, titles or series as they are published. Standing orders streamline acquisition processes for popular material and result in better discounts and quicker supply of stock.

POLICY ADMINISTRATION

BUSINESS GROUP:	Culture Community and Recreation
RESPONSIBLE OFFICER:	Manager Gallery and Libraries
COUNCIL REFERENCE:	Council Meeting – 27 August 2019 – Item 11.3
POLICY REVIEW DATE:	Three (3) years from date of adoption
FILE NUMBER:	86/20
RELEVANT LEGISLATION	• NSW Library Act 1939 • NSW Library Regulation 2018
RELATED POLICIES / PROCEDURES / PROTOCOLS	• UNESCO Public Library Manifesto • ALIA Statement on free access to information 2015 • ALIA Statement on copyright and intellectual freedom 2018 • IFLA Statement on libraries and intellectual freedom 2015 • Maitland City Library Customer Service Charter • Maitland Libraries Strategy to 2024 • Maitland City Library Local Studies Plan • State Library of New South Wales Living Learning Libraries

VERSION	DATE APPROVED	DESCRIPTION OF CHANGES
1.0	13.09.11	New policy adopted
2.0	27.8.19	Update of terms, including: • digital used rather than electronic • biennial book sale rather than annual • position titles eg Senior Librarian Branch Support Services • relevant legislation and related protocols, policies and plans