



# COLLECTION DEVELOPMENT POLICY 2018-2022

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*"I love my library. It has provided me with free access to a large variety of books and magazines over many years that I would not have been able to afford. I have the opportunity to read anything from fiction to self-help books, cookery books to 'How to do' books. I would never be without a book because of the library" (Yarra Plenty Regional Library User Survey 2017).*

Related policies and procedures	Collections Strategic Framework and Asset Plan 2018-2022 Stock Management Guidelines Debt Recovery Policy
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Yarra Plenty Regional Library services the diverse communities of Banyule, Nillumbik and Whittlesea. The Library Service seeks to provide free access to dynamic collections which meet the informational, cultural and entertainment needs of the community and reflect the Library’s goals. Providing collections continues to be an integral part of what libraries are and do.

The Collection Strategic Framework and Asset Plan 2018-2022 is the umbrella framework for YPRL’s collections by articulating a strategic direction underpinned by four focus areas: Current and relevant collections; Optimised access; Curated collections and Ensured sustainability.

## PURPOSE OF THE COLLECTION DEVELOPMENT POLICY

This Policy provides guidelines for the management of Yarra Plenty Regional Library (YPRL) collections to ensure alignment with community requirements and to meet the goals of the Yarra Plenty Regional Library Plan and the Collection Strategic Framework and Asset Plan. The Policy informs the community and guides the staff about professional and organisational collection principles and the processes and accountability for selection, acquisition, evaluation and de-selection. As the community grows and changes, the library will be flexible and reassess and adapt its collections, formats and technology to reflect new and emerging areas of interest. This policy will be reviewed annually and formally updated every four years in line with the Strategic Library Plan.

## SCOPE OF THE COLLECTION

Our collection supports the informational, recreational and life- long learning needs and demands of our diverse communities by:

- providing collections and resources which encourage and promote life-long learning and a love of reading for all ages,
- providing collections and resources which support informal learning,
- providing free and equitable access to information for all,
- providing a range of material in a variety of formats,
- providing material complementary to library services and programs,
- supporting the creation and sharing of local content and stories,
- providing 24/7 access to collections by growing the eLibrary digital offerings,
- providing popular, bestselling material as well as enduring works,
- meeting the changing needs of the communities of Banyule, Nillumbik and Whittlesea,
- being accountable and relevant,
- curating and tailoring collections to each branch or service point’s communities,
- providing collections in community languages based on demographic analysis and demonstrated interest.

## **PRINCIPLES OF SELECTION**

### **We will purchase items that our library patrons want**

We respond to community demand by focusing our purchasing on new and popular adult fiction and non-fiction, picture books and easy starters, junior and teen fiction, audio-visual and online material in physical and digital formats. The emphasis is on a current lending collection rather than the retention of items just in case of future demand. We also aim to provide a collection which is complementary to our services, programs and match identified community needs.

Item turnover (loans divided by the number of available items), customer suggestions and holds levels are monitored closely, triggering purchase of new items and additional copies of high demand items. In addition to user demand, selections based on detailed specifications, provide depth to the existing collections.

### **We will provide a collection which reflects the spectrum of community view points**

YPRL has a right and a duty to include in the collection a representative selection of materials which meet selection criteria on topics of interest to its library patrons, including items covering controversial subjects, providing they are not prohibited by law. YPRL is guided by relevant legislation including the Australian Classification Board's guidelines.

<http://www.classification.gov.au/Pages/Home.aspx>

YPRL supports and appreciates each individual library patron's right to access information though the content may be controversial or unacceptable to others.

### **Parents and caregivers are responsible for their children's use of the library**

Materials for children and young people are intended to broaden their vision and widen their interests, support recreational reading, encourage and facilitate reading skills, supplement their educational needs and stimulate their love for literature and reading. While the library takes every care in allocating resources to appropriate areas of the library, the reading and viewing activities of children and young people under 18 are the responsibility of their parents or caregivers who can guide the selection of appropriate materials in overseeing their own children's development. Selection will not be inhibited by the possibility that materials may inadvertently come into possession of children.

### **We provide informational, recreational and cultural materials in the media of the day**

Separate guidelines for physical or digital formats are not provided. It is understood that the changing nature of technology and variations in formats of library materials is a continuum of life.

## **We collect and preserve material which is unique to Banyule, Nillumbik and Whittlesea**

We source materials which document the past as well as the present. Collections reflect the local culture and history as well as local social, economic, cultural and political aspect of the region.

## **OUR COLLECTIONS**

### **Non-Fiction**

This collection encompasses a broad range of human knowledge, interests and culture; information and factual material which will assist individuals in their life-long learning needs and recreational pursuits with an emphasis on current information. This collection will support and complement library services and programming.

The demand for school support material has significantly reduced and therefore the collection reflects the interest in recreational non-fiction reading. Non-fiction in subjects of interest also cater for many reluctant readers who struggle with fiction reading.

### **Fiction**

Fiction collections consist of high interest, popular, bestselling and enduring works in all genres and formats to involve all ages and encourage the love of reading for pleasure.

Fiction publishing is becoming more cross-generational, in particular between teen and adult materials. Many cross-generational authors will be located in the adult fiction collection. Popular, on-trend fiction, graphic novels and comics will continue to be sourced to attract the teen reader.

The importance of maintaining the integrity of fiction series will be continued and where possible, replacement copies will be procured.

### **Picture books and Easy Starters**

Picture books, board books for babies and toddlers and books for beginner and emerging readers are one of our most important collections. Learning about and enjoying books from a very early age leads to improved literacy skills and encourages the pleasure of reading.

### **Languages other than English (LOTE)**

LOTE collections are developed by user demand with the supply of popular, high interest books, magazines and audio-visual materials.

The following determinants are used for establishing new LOTE collections:

- 1,000 residents speaking that language as their major language at home
  - 1,000 – magazines and newspapers will be sourced
  - 5,000 – popular books and AV as well as magazines and newspapers
- availability of funding and library space
- availability of materials to build a viable collection

- literacy needs and demands of a particular ethnic population
- literacy culture of a particular ethnic population.

Australian Bureau of Statistics (ABS) data is used to establish the size of language groups and is monitored for changes and projections. Where it is deemed not viable to establish a collection, other print resources such as newspapers may be offered as well as promoting relevant digital resources.

A LOTE strategy, to be devised, will review all languages held and apply methodology for maintaining and /or retiring collections where demand for that language has waned.

## **English Language Support**

This collection is aimed at community members who do not have English as their first language or are native speakers but with limited literacy levels and are engaged in improving their English language skills and competency. The collection includes high interest/low vocabulary readers, abridged popular fiction, dictionaries and grammar books, International English Language Testing System (IELTS) and Occupational English Test (OET) workbooks and manuals.

## **Magazines**

Magazine collections are tailored to community needs and are reviewed annually. The print collections are unique to each branch as these collections do not float. The physical and digital magazine collections comprise general interest magazines that provide insight into popular culture, news, and current trends e.g. home improvement, sports, arts, crafts, collectables, hobbies, music, travel and business. Popular children's and young peoples' magazines are also provided. The print magazine industry continues to decline in particular with mainstream titles, although indie magazine publishing is experiencing resurgence.

## **Newspapers**

The Library provides print and digital newspapers. The print newspaper industry also continues to decline. Newspaper offerings will be reviewed regularly with a view to procuring digital equivalents when possible. Issues of the Region's Leader local newspapers have been archived to 2016 and are kept as a part of the Local History collections at Diamond Valley, Mill Park and Ivanhoe.

## **Audio-visual collections**

This collection includes DVDs; Audiobooks on CD; MP3 Audiobooks and Music CDs. Technology dictates the format, currency and popularity of various media. Despite the availability of streaming services, DVDs continue to generate high usage. Music CDs are scheduled to be retired from the collection by June 2021. Once the market determines the non-availability of a particular format, the library will deselect these items according to deselection guidelines, and the format will be discontinued within 2 years.

The Library uses the Australian Classification Board's guidelines for films. See Appendix 3.

## **eLibrary collections**

Digital and online resources include genealogy databases; online current and historic newspapers; literacy and educational games; language learning; career and resume assistance. Criteria used when considering downloadable and online resources for the collection include: Ease of use; Authority; Frequency of up-dating; Anticipated demand; Remote access capability; Licensing and usage restrictions.

## **Local Authors**

In order to support, encourage and foster access to local talent, the library will procure materials published by local authors. The materials may be independently published or from a small press. The library will not accept unpublished materials or unbound transcripts. Material content must be consistent with our collection specifications, profiles and standards. Items in this collection will be catalogued as “Local” with the appropriate LGA.

## **Local History and Genealogy collections**

The Library connects communities past and present with their history and heritage and plays a role in preserving the local history of its area and making this material available for our communities.

At least one branch per Local Government Area (Diamond Valley, Eltham, Ivanhoe and Mill Park Libraries) houses a collection of local history materials which includes newspapers, books, photographs, council minutes, local government publications, mostly in print form. These items reflect the history of the local area (past and present boundaries) and its people. The collection is complemented by digitised images, catalogued websites, a local history blog and the Wikinorthia website. Items are for use in the library only, however, we do procure circulating copies of recently published titles related to the local history of our region.

A genealogy collection is held at the Ivanhoe Library. Print material is supported by digital and online subscriptions.

## COLLECTION SELECTION

### Responsibility

The Manager Knowledge and Information is responsible for developing and managing the collections. Our library suppliers select new library material using the following methods:

#### Profiles

Detailed specifications reflect the requirements of our collection and the need to satisfy known and anticipated demand. All items are ordered prepublication. The selection process is stringently monitored to ensure the specifications are being followed and interpreted correctly.

#### Standing orders

Standing orders are titles automatically ordered prepublication in predefined quantities. Standing order lists are reviewed annually by staff and are modified to suit the demands of borrowers and budget availability.

#### Patrons' suggestions

Suggestions made by library users for items not held in the collection are considered for purchase. Each suggestion is assessed for inclusion in the collection in accordance with current specifications and profiles. The majority of suggested requests are purchased. Suggestions from the community may be submitted online using the Suggestions for Purchase Form.

#### Stock requests

Library staff identify specific titles or areas of the collection in their branch that need immediate attention. Items are then ordered and / or added to the profiles.

#### Warehouse and Bookshop buys

This relates to the procurement of some of our LOTE material. Co-operative purchasing of LOTE material is also included.

### Selection Criteria

Together with the annually reviewed Profiles and Standing Order lists suppliers/selectors use the following criteria in choosing materials:

- Relevance and current community demand
- Popular interest
- Currency and accuracy of content
- Publication date
- Contemporary significance
- Enduring value
- Readability and style
- Extent of publicity and promotion
- Significance of subject matter, permanence or timeliness of subject
- Local interest (author or subject)
- Relationship and importance to the entire collection
- Circulation of similar materials
- Quality of presentation appropriate to the content and audience

- Suitability of format
- Price and availability
- Reviews in the professional and popular media
- Professional or literary reputation of the author, publisher or producer
- Textbooks which are prescribed for study are not normally purchased but may be included where they are the most appropriate material available.

Where all other selection criteria are equal, material published or produced in Australia will be purchased.

The following material will not be procured:

- Self-published works unless of a significant local relevance
- Textbooks or curriculum based materials except when they meet the selection criteria and have broad community appeal. Generally, the provision of textbooks and associated material is the responsibility of each educational institution
- Specialised technical or academic publications
- Materials prohibited by law
- Rare or second-hand material unless of local historical significance.

## Replacements

Titles missing or withdrawn from the Library's collection are not automatically replaced. The decision to replace items is based on the following criteria:

- The item is still available for purchase
- Availability of other copies or editions in the collection
- Community interest/ongoing demand
- Adequacy of coverage in the subject area
- Cost and availability
- Usage of previous copy/ies

## Controversial material

Material is allocated to its most suitable collection and will not be withdrawn from the Young Adult or Adult collections if deemed to be unsuitable for young children. It is the responsibility of parents or care-givers to supervise the reading of children in their care. Selection will not be inhibited by the possibility that materials may inadvertently come into possession of children. YPRL supports and appreciates each individual library user's right to access information though the content may be controversial or unacceptable to others.

## Donations

Donations are not encouraged unless the material is particularly noteworthy or of local importance. We do also not accept donated items as replacements for items which have been lost by a patron.

## Complaints

If a library patron has an objection to a particular title held in the library or if they consider the title is not suited to the particular collection (e.g. Junior Fiction), the matter can be discussed in



the first instance with the Branch Manager or the senior staff member on duty. The Collection Development Policy and ALIA Statement on Free Access to Information will be provided.

If the matter cannot be resolved, the patron may submit a written complaint which will be evaluated by the Manager Knowledge and Information. The result of the evaluation will be communicated to the patron.

The library is only obliged to withdraw material that has been recalled by publishers due to legal requirements or material deemed illegal by Australian Classification (Department of Communications and the Arts).

## **ACQUISITION AND PROCUREMENT**

Collection Procurement activities are undertaken in accordance with the Yarra Plenty Regional Library Procurement Policy. In July 2005, YPRL moved to a supplier aided selection and complete shelf ready model for all English language items. We are currently in our third cycle of contracts. These contracts are due to expire in June 2020. The contracts are awarded for a period of 3 years with an optional two years with extensions for years four and five approved by the Board. It is anticipated that work to prepare for the fourth cycle of contracts will commence in January 2020. LOTE collections are purchased via Procurement Australia or Purchase Orders.

## **COLLECTION MANAGEMENT**

### **Responsibility**

The Manager Knowledge and Information is responsible for the development and implementation of collection management guidelines. The Stock Management Guidelines are updated every two years and outline how the collection is to be managed. Branch staff are responsible for maintaining the collection using the Library Management System and CollectionHQ tools.

### **Criteria for deselection**

The following criteria are used for de-selecting stock:

- Damaged items or items in poor condition
- Items where information is deemed to be out-of-date or misleading
- Number of copies in the collection
- Relevance to the needs and demands of the community
- Insufficient usage
- Updated edition availability

### **Disposal of deselected items**

Deselected materials remain the property of the Library until disposal decisions are implemented. Material is disposed in the following priority order:

- Materials still deemed to be of value to the collection (e.g. Local history) will be re-allocated to the appropriate collection/branch

- Staff will choose appropriate material to be donated to organisations within the community e.g. Large Print items to Aged care facilities
- Staff will choose appropriate material to be sold in their branch book sales
- All deselected items that do not fit the above criteria will be disposed of through the paper recycling system

We do not remove materials from the collection for the purpose of selling them.

## COMMUNITY CONSULTATION

We acknowledge the importance of having input from our communities in developing library collections. We use the following methods of consultation:

- **Surveys:** The Library User Survey, Nexus survey, Book club patron survey and Collections surveys are conducted on a regular basis to elicit responses from library patrons regarding their wants and needs, likes and dislikes regarding library services, collections, programs and services;
- **Staff knowledge:** Library staff, through their daily contact with library patrons, develop understanding and insight into the needs of their communities. Staff participate in selection specification reviews based on this feedback as well as a rotating roster to decide on library patrons' suggestions for purchase;
- **Website and Social Media:** The Library's website encourages library patrons to submit reviews and rate items they have read, watched or listened to. These reviews are an important tool for selection choices as well as promoting titles for other library patrons. Our social media platforms play an integral role in promoting collections and stimulating interest within the community;
- **Current use/turnover:** The Library Management System and CollectionHQ identify library material that is increasing or decreasing in popularity. This is used to identify over or under invested collections. The Collection Asset Plan Strategic Framework 2018-2022 articulates strategies to deal with under and over performing collections;
- **Environmental scanning:** In order to anticipate trends in the community, collection specifications include the monitoring of key sources which create demand e.g. television and print media, forthcoming activities, films, book launches etc.

## COLLECTION PROMOTION AND ACCESS

Promotion, marketing and optimised access to maximise the potential of collections is essential. We do this by providing:

- a user friendly, accessible and interactive website
- 24/7 online service
- knowledgeable, friendly and helpful staff
- staff trained in reader development
- collections in a wide variety of formats
- holds functionality and a courier service to deliver items between branches
- multiple copies of items in accordance with demand
- booklists and new book promotions
- new collection launches

- accurate and readable shelf signage
- height appropriate shelving and face-out displays
- Social media i.e. blogs, tweets and Facebook posts.

## **COLLECTION EVALUATION**

We evaluate the effectiveness and success of the library collections through analysis of performance data and community and staff feedback. We measure the success of the collection by analysing the following:

- Turnover statistics for all collection genres
- Circulation (loans)
- Online/digital usage
- Stock held
- Age of collection
- Acquisition and discard rates
- Delivery time from supplier to shelf
- User satisfaction through internal /external surveys
- % of items borrowed within the first year
- Achieving outcomes of the Collection Asset Plan Strategic Framework

# APPENDIX 1 - Australian Library and Information Association (ALIA) STATEMENT ON FREE ACCESS TO INFORMATION

## *ALIA objects addressed*

*To promote the free flow of information and ideas in the interests of all Australians and a thriving culture and democracy*

## *Principle*

*Freedom can be protected in a democratic society only if its citizens have unrestricted access to information and ideas.*

## *Statement*

*There are several different levels at which the free flow of ideas can be impeded. At the societal level, legislative bodies of all kinds are expected to consider the legal and regulatory frameworks they put in place to support the free flow of information and ideas about the interests and concerns of citizens. At the institutional level, library and information services are expected to encourage the free flow of information and ideas within the scope of their roles and responsibilities. At the individual level, citizens are expected to make informed decisions in exercising their rights and responsibilities.*

*The Australian Library and Information Association believe that library and information services have particular responsibilities in supporting and sustaining the free flow of information and ideas including:*

1. asserting the equal and equitable rights of citizens to information regardless of age, race, gender, religion, disability, cultural identity, language, socioeconomic status, lifestyle choice, political allegiance or social viewpoint;
2. 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;
3. ensuring that their clients have access to information from a variety of sources and agencies to meet their needs and that a citizen's information needs are met independently of location and an ability to pay;
4. catering for interest in contemporary issues without promoting or suppressing particular beliefs and ideas;
5. protecting the confidential relationships that exist between the library and information service and its clients;
6. 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;
7. 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.

## APPENDIX 2 - UNESCO Public Library Manifesto

**Freedom, Prosperity and the Development** of society and 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.

The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups.

This Manifesto proclaims UNESCO's belief in the public library as a living force for education, culture and information, and as an essential agent for the fostering of peace and spiritual welfare through the minds of men and women.

UNESCO therefore encourages national and local governments to support and actively engage in the development of public libraries.

**The Public Library** is the local centre of information, making all kinds of knowledge and information readily available to its users.

The services of the public library are provided on the basis of equality of access for all, regardless of age, race, sex, religion, nationality, language or social status. Specific services and materials must be provided for those who cannot, for whatever reason, use the regular services and materials, for example linguistic minorities, people with disabilities or people in hospital or prison.

All age groups must find material relevant to their needs. Collections and services have to include all types of appropriate media and modern technologies as well as traditional materials. High quality and relevance to local needs and conditions are fundamental. Material must reflect current trends and the evolution of society, as well as the memory of human endeavour and imagination.

Collections and services should not be subject to any form of ideological, political or religious censorship, nor commercial pressure.

The following key missions which relate to information, literacy, education and culture should be at the core of public library services:

1. creating and strengthening reading habits in children at an early age;
2. supporting both individual and self-conducted education as well as formal education at all levels;
3. providing opportunities for personal creative development;
4. stimulating the imagination and creativity of children and young people;
5. promoting awareness of cultural heritage, appreciation of the arts, scientific achievements and innovations;

6. providing access to cultural expressions of all performing arts;
7. fostering inter-cultural dialogue and favouring cultural diversity;
8. supporting the oral tradition;
9. ensuring access for citizens to all sorts of community information;
10. providing adequate information services to local enterprises, associations and interest groups;
11. facilitating the development of information and computer literacy skills;
12. supporting and participating in literacy activities and programmes for all age groups, and initiating such activities if necessary.

**The Public Library** shall in principle be free of charge. The public library is the responsibility of local and national authorities. It must be supported by specific legislation and financed by national and local governments. It has to be an essential component of any long-term strategy for culture, information provision, literacy and education.

To ensure nationwide library coordination and cooperation, legislation and strategic plans must also define and promote a national library network based on agreed standards of service. The public network must be designed in relation to national, regional, research and specific libraries as well as libraries in schools, colleges and universities.

**A clear policy must be formulated**, defining objectives, priorities and services in relation to the local community needs. The public library has to be organized effectively and professional standards of operation must be maintained.

Cooperation with relevant partners - for example, user groups and other professionals at local, regional, national as well as international level - has to be ensured.

Services have to be physically accessible to all members of the community. This requires well situated library buildings, good reading and study facilities, as well as relevant technologies and sufficient opening hours convenient to the users. It equally implies outreach services for those unable to visit the library.

The library services must be adapted to the different needs of communities in rural and urban areas.

The librarian is an active intermediary between users and resources. Professional and continuing education of the librarian is indispensable to ensure adequate services.

Outreach and user education programs have to be provided to help users benefit from all the resources.

## APPENDIX 3 – AUSTRALIAN CLASSIFICATION BOARD GUIDELINES

### LENDING FILMS AND PLAYING COMPUTER GAMES – LIBRARY GUIDELINES

#### Who classifies films and computer games?

The Australian Classification Board classifies films and computer games so that members of the community can make decisions about the type of material they choose to watch or play. The Classification Operations Branch in the Attorney-General's Department provides Secretariat support for the Board and Review Board.




#### How do I know which films and computer games will suit which ages of student?

Films and computer games are classified into either advisory or legally restricted classifications. Anyone can watch films and play games that are classified G, PG and M. If a film or a computer game is classified MA 15+ the content is considered to be strong enough to impose restrictions on students who are under 15 years. R 18+ films are for adults. There is no R 18+ classification for computer games. Some educational films and games may be exempt from classification.


Each classification carries a classification marking which can be used to help decide on the suitability of a film or computer game for their students.

Consumer advice is also provided with films and computer games. The G category does not usually carry consumer advice. These are phrases next to the classification symbol which provide extra information about the content of the film or computer game. The phrases indicate the strongest classifiable elements contained in the film or computer game.

#### ADVISORY CLASSIFICATIONS – G, PG, and M

	<p>This classification is for a general audience. There may be some films and computer games in this category that are of no interest to children and young teenagers.</p>
	<p>Material in this classification might upset, frighten, or confuse children and young teenagers, and an adult may be required to provide guidance.</p>
	<p>This classification is recommended for people who are 15 years and over. <b>It is not against the law</b> to lend this material to younger people, however, this category is more suited to mature audiences because the films and computer games may contain themes and scenes which require a mature perspective.</p>

## THE RESTRICTED CLASSIFICATIONS– MA 15+ and R 18+

 <p>MA 15+ RESTRICTED</p> <p>Not suitable for people under 15. Under 15s must be accompanied by a parent or adult guardian</p>	<p>This classification is also suited to people who are 15 years and over.</p> <p>Material in this classification is stronger than the M classification.</p> <p>This classification is <b>legally restricted</b>. The restrictions apply to persons who are under 15 years. If people under 15 years want to borrow these films or computer games they must be accompanied by a parent or adult guardian.</p>
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### What is the difference between M and MA 15+?

Both of these classifications can be seen by people who are 15 years or older. However, material classified MA 15+ is legally “restricted”. This restriction means films or games classified MA 15+ can only be borrowed if:

- (a) the person is 15 years or older, or
- (b) the person under 15 years is accompanied by a parent or legal guardian.

### What does guardian mean?

The legal definition of “guardian” is not identical across State and Territory jurisdictions. You should clarify the meaning of guardian with your policy department or governing body.

 <p>R 18+ RESTRICTED</p> <p>Restricted to 18 and over</p>	<p><b>This classification applies only to films.</b></p> <p>The material in this classification is for adult audiences.</p>
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A detailed description of each classification is contained in <http://www.classification.gov.au/Pages/Home.aspx>