



Title: Library Services – Collection Management

Category: Operating – Service Design – Library Services

Key words: Collection development, collection management, access, materials, selection, Fiction, Non-Fiction, Junior, Community Language, Audio-Visual, Magazines, Newspapers

File number: L-33-62

Policy owner: Director of Corporate Services (Library Services)

Authorisation: Adopted March 2008 by Director of Corporate Services

Review date: March 2009

Modification history: Updated July 2006

Related legislation and guidelines:

- New South Wales Library Act 1939 as amended
- Library Regulation 2000
- Local Government Act 1993
- Copyright Act 1968 as amended
- [Statement on Public Library Services](#)
- [Access to information in New South Wales public libraries](#)
- [IFLA/UNESCO Public library manifesto](#)

Related procedures : City of Canterbury Library - Selection Profile

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1 Purpose

This policy statement is intended to outline the principles relating to collection management for the City of Canterbury Library.

1.1 Background

Library Overview

Canterbury City Council's Library Service is one of the oldest free public library services in the Sydney metropolitan area. The libraries are located at Campsie, Earlwood, Lakemba and Riverwood and are one of the most popular of all Council services. At Campsie, the Central Library is open seven days and five nights a week providing the greatest opportunity for everyone to make use of the facilities.

The types of materials available for loan include books in a number of languages for all age groups, DVDs, videos, compact discs, large print books, learning-English materials, magazines in a variety of languages, and toys.

The Library provides services for all members of the community with targeted services being provided to the following:

- Councillors and Council staff
- People from Culturally and Linguistically Diverse backgrounds
- People who are housebound
- People with disabilities
- Pre school children
- Youth
- Students, including primary, secondary and tertiary students

As of June 30, 2007, the Library had 47,273 registered members. 35,515 are adult members, 3,511 are classified as Young Adult (aged 13-17 years) and 9,731 are children aged 0-12 years.

People from Culturally and Linguistically Diverse backgrounds comprise over 50% of the library's total membership. Library membership reflects the demographics of the area with 20.4% Chinese, 10.1% Arabic, 5.4% Korean, 4.8% Vietnamese and 2.5% Greek members.

Collection Overview

- The Library's collections totalled 184,227 items as of June 30, 2007 and 730,606 items were circulated in the 2006/07 year. During this period 16,000 new items were acquired.
- At current acquisition levels and an average discard rate of 10% per annum, stock numbers will decrease in the next few years; however the age of stock will improve as a result of an active and well managed de-selection strategy.

1.2 Rationale

Given the diversity of the Canterbury area, a well developed and regularly reviewed collection management policy is essential to ensure community needs are met. The following factors deserve particular consideration in the creation of both policy and profiles:

People from Culturally and Linguistically Diverse backgrounds

The Library is important to those members of our community who have special needs, or whose native language is not English. As a result, special materials need to be selected with those segments of the community in mind.

As 43.6% of Canterbury City residents were born in a non-English speaking country, this has a major impact on budgetary expenditure and collections held within the Library. Of those born overseas, the main countries of birth at the time of the 2006 Census were China, Lebanon, Greece, Vietnam, Italy and Korea. The library holds collections in all these languages as well as Spanish. By their very nature, such collections are expensive, and the cataloguing of non English collections is an additional cost as they are far more costly to catalogue than their English counterparts.

Aged and Disabled

The most significant increase in population between the 2001 and 2006 Census occurred in the 50-54 year and over 70 age groups. The 50-54 year age group increase went from 10.5% to 11.3% and for the over 70 age group from 9.2 to 9.7%.

Canterbury City has consistently higher percentages of people with profound, severe and moderate disabilities when compared with the Inner West - 33.6% of those with a moderate, severe or profound disability in the Inner West are Canterbury City residents (11,681 people).

To meet the needs of aged and disabled members of our community, targeted collections and facilities include Large Print Books, Talking Books and Assistive Technology to access electronic resources.

Children and Youth

Preschool and primary age children form an extremely important part of the library's clientele. 17.7% of Canterbury's population is under the age of twelve. Fostering a love of books and reading is crucial to building an educated and responsible population. Junior materials have an important role in the collection.

The presence of 29 Primary Schools and 15 High Schools locally also means that the student population comprises a significant proportion of the Library's clientele. 2006/07 statistics show that 28.8% of Library members are aged under 18.

While the Library does not attempt to duplicate the services provided by school libraries, there is a strong need for the Library to include materials supplementing the educational needs of students. Students require access to a broad range of reference materials as well as general interest periodicals and newspapers, non-fiction books and access to electronic resources. The reference collection must include a variety of encyclopedias, dictionaries, collections of literary criticism and other reference tools geared to their age level and subject interests.

In addition to traditional methods of delivery, the Library must respond to the growing need to deliver information resources electronically on a 24 hour, seven days per week basis.

Local Government

Finally, the Library, as part of the Corporate Services area of Canterbury City Council, is responsible for providing reference and information services to local government. Developing a collection of materials that will provide Council staff and elected Councillors with the information they need to provide services to the City is a major goal.

2 Objectives

2.1 Policy objectives:

- To ensure the Library's collection meets the needs of the people of Canterbury
- To provide a guide to customers about what they can expect to find in the Library and inform them about the principles upon which selection are made
- To set down the parameters of the collections
- To support freedom of information
- To provide a basis for the most effective use of available funds
- To ensure that all parts of the collection are up-to-date, attractive and well maintained
- To identify responsibility for collection development and provide staff with consistent guidelines for development and maintenance of the collections.

2.2 Collection Aims and Objectives

- To provide popular and contemporary material including both fiction and non-fiction in a wide range of formats.
- To provide resources for informal education by the provision of broadly based information and reference services.
- To provide reference services and in-house research collections for formal education at primary and secondary school level.
- To provide more in-depth research collections for Canterbury's Local History.
- To provide a local government information service to elected councillors and staff.

- To provide services and collections which encourage and promote the joys of reading in children and help foster research skills.
- To provide both adult and children’s material in a variety of languages to meet the needs of the city’s Culturally and Linguistically Diverse population.

3 Scope

This policy statement is intended to inform Library and Council staff, elected representatives, the people of Canterbury and well as colleagues in other libraries of the strategies and tools for managing the Library’s collections.

The policy applies to the following collections – specific inclusions, exclusions and criteria are expanded within the City of Canterbury Library Selection Profile:

- Adult Non-Fiction
- Adult Fiction
- Large Print
- Paperback
- Audio-visual
- Junior – Non Fiction , Fiction, Junior Readers, Picture Books and Young Adult Fiction
- Graphic Novels
- Community language
- Learning English
- Magazines
- Newspapers
- Reference
- Local History
- Family History

4 Definitions

The City of Canterbury Library or the library

Refers to all branches of the library service (Campsie, Earlwood, Lakemba, Riverwood & the Home Library Service).

Books and library materials

Books, library materials, library resources and items are used interchangeably in this policy to refer to all information formats. They are used broadly to reflect the definition of books in the Library Act 1938 as being periodicals, newspapers and any other printed matter such as maps, music, manuscripts, pictures, photographic plates and films and any other matter or thing whereby words, sounds or images are recorded or reproduced.

Child

Refers to those people aged 0-12.

Collection

The term collection traditionally refers to the total number of library materials, including books, journals, magazines and other materials which the library owns. In terms of a 21st century public library this includes books, newspapers, talking books, CD-ROMS, DVDs and compact discs. For the purposes of collection management within our libraries, it is also used within this policy to refer to online electronic resources which are not physical assets of the library.

Collection management

Collection management, at times referred to as *collection development* is the process by which informational, educational, recreational and cultural resource materials are developed to meet the needs of the people of Canterbury. Along with purchasing of new material, it involves the ongoing evaluation of the existing collection and information services to ensure that they are meeting the needs of customers.

Electronic resources

Electronic and digital publications available via a computer are generally referred to as electronic resources or online information resources. These electronic resources include CD-ROMs, e-books, and online information sources such as subscription based full-text databases and web resources. Web resources or remote electronic publications are usually stored on computers not located in the Library. The Library selects and provides access to some of these electronic publications.

Journals / Magazines / Periodicals / Serials

Journal - a periodical collection of articles or other material such as reports, proceedings, or transactions issued by a society, an organization, or an institution. Generally not available for loan, and located within Reference collections

Magazine - a periodical publication for general interest such as news, current events, and popular material. See Journal

Periodicals - publications issued in successive parts at regular intervals, including journals, magazines and newspapers. Current periodicals are ones that have arrived recently within the last six months to two years. Bound periodicals are back issues which have been sent to the bindery, covered with a binding, and placed in the stacks. See also Serials.

Serials - publications issued at regular intervals—daily, weekly, monthly, quarterly, annually, or biennially – and are generally intended to be continued indefinitely. Serials include Periodicals as well as annual publications, proceedings, and transactions.

Reference collection

The Reference collection is a selection of materials such as encyclopedias, dictionaries, almanacs, directories, or statistical sources as well as periodical indexes, and subject bibliographies that can be consulted for bibliographic or factual & statistical information and are useful for answering questions. Reference materials can not be removed from the library.

Young Adult

Refers to those people aged 13-17.

5 Principles

A high standard of collection management to best meet the needs of our community is achieved by:

- Balancing collections to reflect the needs and interests of the community.
- Maintaining collections in appropriate proportions to meet this purpose.
- Ensuring collections cover all subjects, in a variety of formats and languages, and from a variety of points of view.
- Ensuring the needs of special groups and individuals (e.g. the aged, those with literacy problems, the disabled, those from a non-English speaking background) are reflected in the collections.
- Regular analysis of stock and circulation statistics necessary to match collection usage with buying policy.
- Continual use of the area's demographic and geographic profile is critical in stock selection and collection development.
- Resource sharing with other libraries.
- Identifying the needs and problems of non-users or potential users in the area and developing facilities and services to meet these needs.

6 Procedures

6.1 Materials Selection

6.1.1 Criteria for selection

Materials selected for the collection must meet one or more of the following criteria:

- Customer demand
- Currency of information
- Popularity of an author
- Suitable format and physical quality of material
- Reasonable cost
- Appropriateness for the library and to the community
- Accuracy and reliability of information

Textbooks may be purchased in the following circumstances:

- When they are the best authority available
- When they cover high demand subject areas which cannot be supplied adequately through regular sources
- As a curriculum support to students at all levels

Additional criteria for works of imagination (fiction, drama and poetry) include:

- Representation of a significant genre or national culture
- Originality
- Literary quality
- Strength of characterisation and plot
- Sustained interest
- Authentic reflection of human experience

6.1.2 Criteria for new and emerging formats

- Usefulness
- Quality
- Relevance within the scope of the collection
- Authority
- Currency
- Frequency of updating

The Library will consider:

- the impact of any new format on equipment, staff, storage and space
- community demand
- ease of use
- reliability of access
- durability for library use
- suitability for direct customer use
- availability of starting and continuing funding
- capability for downloading information
- any consequent reduction or replacement of print or other format materials

6.1.3 Selection Methodology

Selection is carried out using a range of resources including:

- Selection by suppliers using profiles created by the library service
- Reviews in journals and newspapers
- Publisher catalogues
- Library supplier promotional literature
- Standing orders
- Suggestions from staff and library customers
- Visits from booksellers
- Visit to shops (including CDs and DVDs)
- Internet
- Community selection meetings

6.1.4 Monitoring Collection Use

Collection use is monitored by:

- Borrowing statistics. These are a useful indicator of use and demand for the borrowing collection.
- In-library use. In the Central Library in particular there is an enormous amount of in-library use of both books and magazines that is not reflected in the borrowing statistics.
- Electronic resource statistics. Statistics on the use of electronic databases will also be recorded.
- Enquiry statistics. Records of in-depth reference enquiries made at the Central Library and branch libraries are kept and these are useful for monitoring the sorts of subjects on which information is wanted and whether or not it was available. Lists are also kept of subjects for which no information could be found and attempts made to buy in those areas.
- Reserves, Inter Library Loans and purchase suggestions. These provide an opportunity for selectors to monitor requested titles and consider them for purchase.

6.1.5 Suggestions and requests by customers

Library users are encouraged to suggest the purchase of any item which is not in the Library's collection. The library gives a high priority to satisfying user needs expressed in this way but the criteria for selection are still applied.

6.1.6 Donations

The Library accepts donations of books in pristine condition that meet the basic selection criteria. Material of local historical significance or written by local authors is particularly welcome. The Library reserves the right to dispose of the material it does not need to recognised social or civic organisations or through its book sale table. Unsolicited donations may be rejected.

6.1.7 Controversial material

The public library has a right and a duty to keep on its shelves a representative selection of books which meet selection criteria and which are not prohibited by law, including books covering a range of opinions on controversial subjects. Under no circumstances will material be excluded from the adult collection on the basis that it is not suitable for children. It is the responsibility of parents, rather than library staff, to make a final decision on what is suitable reading for the individual child.

6.1.8 Non Inclusion

- Materials censored by the government.
- Requested material that is out of date, too expensive, published in an unsuitable format, or where there are suitable alternative titles in stock on the subject.
- Items of a highly technical or highly specialised nature that are unlikely to be widely used, or those items fulfilling a one-off technical request, will be borrowed on inter library loan if possible.

6.2 Collection Maintenance

Continual revision, evaluation, discarding, replacement, repair and relocation are essential to maintain a well balanced, current and functional collection.

6.2.1 De-selection

The main criterion for discarding items from the lending collection is lack of use. The following factors are also important:

- Obsolete and/or inaccurate material
- Subject area no longer of current interest
- Poor physical condition
- Other books on the subject, or duplicate copies already in the collection
- Titles which are part of a multi-volume set or series should not be individually withdrawn

6.2.2 Frequency of discard

Discarding is an ongoing collection management tool for each collection area. Stock withdrawal should be an ongoing program as the total stock size, with the exception of community language collections, is to remain constant.

6.2.3 Retention

- Seminal works
- Local studies material
- Care should be taken when discarding Australiana

6.2.4 Disposal of withdrawn stock

- Last copies of material in good physical condition are offered to appropriate libraries
- Other material may be offered for sale at the Library's book sale table.
- Material in poor physical condition is recycled

7 Responsibilities

- Senior library staff (Library Manager, Co-ordinators, Team Leaders) and branch librarians are responsible for implementing this policy consistently across all locations of the library.

8 Complaints

All requests for a review of a selection decision should be put in writing. Such requests will be evaluated by senior library staff.

- Any written complaint / appeal about materials section will be evaluated by a minimum of three people – one team leader, one co-ordinator and the Manager of Library Services.
- If the original decision is still considered to conform to the selection criteria, the item in question will remain on the shelves. If the criticism is considered valid, the item will be reassigned to another collection or withdrawn.
- After complaints are assessed, the concerned reader will be notified in writing as to the outcome of that decision.
- Any assessment of complaints about controversial material is done using the Library Council of NSW policy statement Freedom of Collection and Access for Local Government Libraries and the ALIA policy statement on Freedom to Read as the basis for decisions.
- If the customer remains unsatisfied, they may write to:
Mr. Jim Montague
General Manager,
Canterbury City Council
PO Box 77
CAMPSIE NSW 2194