Libraries – Collection Management Procedure

Contents

1   Administrative procedure purpose

The purpose of this procedure is to provide guidelines to staff and customers about:

- the process to manage library collections on behalf of the community.
- the process for informing the community about how we manage the collections.

It is acknowledged that any legislative requirement which affects Council will take precedence over Council's policies and procedures.

2   Scope

This procedure applies to the library collection which supports the informational and recreational needs of the community by:

- Providing a range of resources in various formats;

- Providing popular, bestselling material as well as enduring works;

- Meeting the changing needs of the City and population growth;

- Providing equal and equitable access to information for all;

- Being accountable and relevant.

We aim to provide a diverse collection of library materials to meet the lifelong learning, informational and recreational needs of our community. These materials are in print and non-print forms.

We aim to provide materials to customers which are not held in our libraries by participating in formal state-wide and national networks.

We recognise the benefits of providing current information in digital forms, and provide customers with access to a range of online content such as ebook, eaudiobooks and emagazines which can be accessed 24/7.

We recognise the changing needs of our customers and aim to anticipate these changes and to flexibly respond to reader's suggestions through the materials we provide in our collections.

3   Definitions

Collection Management Policy	means a document to guide collection development
Collection Development	means the selection, acquisition, management and maintenance of resources in order to meet the needs of the customers and the aims and objectives of the library service.

4 Background Information

The City of Onkaparinga provides library services to a community of over 170,000 residents, as well as visitors and non-resident workers. These services are provided through six libraries, situated at Aldinga, Hub (Aberfoyle Park), Noarlunga, Seaford, Willunga, and Woodcroft. An outreach service is also available.

Three of the city's libraries (Hub, Noarlunga and Seaford) are joint use libraries, with a strong emphasis on supporting the educational needs of their users. The Selection and Access Policy for Teaching and Learning Materials for Aberfoyle Park High School is available on request.

5 One Card

Through the One Card consortium, City of Onkaparinga customers have a greater access to library materials available from SA public libraries across the state.

Our aim is to continue to provide a high quality, attractively presented, usefully organised informational and recreational collection in a range of media that is current, relevant and responsive to needs of the whole community.

We are bound by the rules that govern the consortia and there will be titles on the library catalogue that will be not available for customers to borrow and may not be able to be added to our library collection.

6 Procedure

6.1 Basic criteria for selection

Materials selected for inclusion in the City of Onkaparinga Libraries are considered in terms of the following criteria. Detailed selection profiles reflect the requirements of our collection and the need to satisfy known and anticipated demand. The importance and application of each of the following will vary from one collection to another.

The criteria are as follows:

- currency of material and information
- date of publication
- reliability of the content
- appropriateness to the needs and interests of the community
- reputation and significance of author, publisher, or illustrator
- cost of the item
- sustainability of format
- importance of the subject to the balance of the collection
- Australian content
- availability of materials at other libraries
- suitability of subject, style and reading level for the intended audience.

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6.2   Selection

The majority of new material is purchased through electronic selection lists provided monthly from Public Library Services (PLS) through the BlueCloud Acquisitions module. PLS manages the contracts with a range of library material supply vendors. New material is generally ordered three months prior to publication to ensure that we receive our materials close to publication date.

Selection staff are experienced in the process of selecting new material for customers and use a variety of aids and tools to assist in selecting material, including:

- reviewing journals and newspapers
- publishers' catalogues
- library suppliers' promotional material
- bookshop visits
- recommendations from staff and library customers
- standing orders
- e-lists, such as bookseller alerts.

6.3   Recommendations and requests by customers

Customers are encouraged to request items to be added to the collection. These suggestions are considered subject to the selection criteria outlined above. Materials are purchased where budget permits and if the requests meet the library's priorities. Customers are informed of the reason a request is not purchased via notes attached to their library card on the Symphony database.

6.4   Popular and high demand materials

We aim to provide customers access to high demand titles within a reasonable time frame, while ensuring the library budget also provides for the diverse needs of the community. We therefore purchase multiple copies of popular items. To enable this to happen, the following minimum copy to reservation ratio is used. The ratio is different for the format of the item.

Adult fiction = 1 copy for every 4 holds

Adult non fiction = minimum 1 copy for every 10 holds
(This is subject to review for some items)

Audio visual, such as DVDs and music CDs = minimum 1 copy for every 15 holds (This is subject to review for some items)

We also have an express loan collection which contains a range of new, bestselling releases to meet customer demand. This collection is called Top Reads. These titles cannot be reserved by customers and have a heavily reduced borrowing time.

6.5   Broad range of views

The library aims to provide materials which demonstrate the range of community views in all subjects. Controversial material which has been allocated to the two Department of Education and Children's services joint use locations is treated

appropriately with no access available to this material by students attending these schools.

It is the responsibility of parents or guardians, rather than library staff, to make a final decision as to what is suitable reading for their child.

The library subscribes to the principles expressed in the 'Statement of freedom to information' produced by the Australian Library and Information Association (ALIA). (Appendix 1).

For customer complaints regarding materials within the library's collection see Section 8.7 of this policy.

6.6   Donations

The library welcomes donations that meet the selection criteria. The library reserves the right to dispose of material that does not meet the selection criteria. These donations are often sold in book sales, with the funds used to improve the libraries.

6.7   Inter library loans

Items that are not available within the City of Onkaparinga library's collection nor through the OneCard network may be obtained from another library as a short term loan.

Items that are requested on inter library loan from libraries that are not a South Australian public library may incur a charge as per the council's fees and charges. This charge covers the postage to return items, and the fee is outlined in the Councils Fees and Charges.

7   Collections

7.1   Adult non fiction

The purpose of the non fiction collection is to meet the cultural, information, recreational and lifelong learning needs of the community and to broadly support the learning being undertaken by secondary students and general post secondary courses.

The scope of the collection is of current and popular material in broad subject areas, covering subjects of high interest and emerging issues. Material must be published in the past 2 years. The Adult Non Fiction selection profile guides the selection of material.

The Adult Non Fiction collection is aimed at the general non-professional reader but also broadly supports the curriculum taught at the 3 joint use partners.

7.2   Adult fiction

The fiction collection provides recreational reading material, and also includes major works of literature. The collection includes classics, contemporary literature,

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Document Set ID: 4788445
Version: 2, Version Date: 21/01/2019

bestsellers, award winners, and popular titles. There is an emphasis on recently published material and fiction by Australian authors.

Multiple copies of popular authors are purchased.

7.3 Large print

The aim of the large print fiction and non fiction collection is to provide books to customers who prefer large print or are unable to read standard print. This collection includes popular fiction in a wide range of genres and high demand non fiction. This collection supports the special needs requirement of the community including the outreach service.

Publishing trends for large print titles may mean that some titles will never be published in this format.

7.4 Audio books

The Audio Book collection aims to provide access to a wide range of titles in a spoken word format for Adults, Youth and Children. CD and MP3 audio is the preferred format of purchase.

The collection includes current material and selected classics in unabridged audio format. Some audio titles have restricted purchasing rights and these titles are usually not available through our usual Australian sources.

7.5 DVDs and Blu-rays

This collection aims to provide access to a range of current and classic titles to accommodate a wide viewing interest. However due to budgetary constraints it is not possible to purchase all titles that customers request or replace damaged and lost titles.

DVDs and Blu-rays are purchased through reputable Australian suppliers and not through overseas online or auction sites. We aim to purchase DVDs which have a Region 4 or Region free zoning and Blu-rays with Region B to ensure compatibility with Australian equipment. DVDs and Blu-rays must be classified by the Australian Classification Board.

Priority is given to Australian content and contribution, dramatisation of novels and plays, classics and award winners, general interest titles and those released through ABC/BBC and SBS. Children's titles have a focus on early learning.

We may purchase a representation of new release, 'blockbuster' movies, but on the whole will not purchase titles on or close to release date.

We will not attempt to collect or keep all episodes in a long running series and if damaged we may not replace the title or disc.

Non fiction DVDs must be released in the past 2 years to ensure that the content is relevant and current.

7.6 Music

The music collection aims to cater for a broad and diverse range of music interests which covers all age groups. The balance between genres will reflect the relative levels of demand.

7.7 Digital Collections

A range of downloadable and online resources are available.

Downloadable collections include ebook and eaudiobooks with an emphasis on popular, high interest, bestselling and enduring works. Some titles may not be available in eBook format due to licencing restrictions. Also included is an emagazine collection.

Online resources include genealogy databases, such as Ancestry Library edition and Find My Past

The aim of this collection enhances the print collection with current and reputable information in a broad range of resources and subject areas. The resources allow customers to access reputable information either remotely or outside normal library opening hours.

Access is limited to registered library customers.

7.8 Children's Picture books

This collection is aimed at children from 0–6 years old. The collection includes board books, stories without words, stories to be read to children, concept books and simple stories. Emphasis is on quality illustrations and text with an appropriate mix of text and illustration to tell the story.

7.9 Children's Easy readers

This collection is aimed at beginner reader particularly children aged 7–9 although reading interests and levels may vary. All types of stories are included with the emphasis on short stories with large clear type and illustrations to enhance the story. Included are the graded readers which assist children in the development of literacy skills.

7.10 Children's fiction

This collection is aimed at children between the ages of 8–12, although reading ages and interests may vary. All types of fiction are included with a focus on recent and popular material. Classic authors and award winning titles are included.

All titles are judged on their individual merits. No titles are excluded because of any particular bias against an author or subject matter.

It is the responsibility of parents or guardians, rather than library staff, to make a final decision as to what is suitable reading for their child.

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7.11 Children's non fiction

The children's non fiction collection aims to provide access to general information on a broad range of topics. The collection aims to assist with a child's learning in various topics and to supplement the school curriculum. A variety of levels are included to meet differing age and reading levels. The focus is on up to date and relevant information.

All titles are judged on their individual merits. No titles are excluded because of any particular bias against an author or subject matter. It is the responsibility of parents or guardians, rather than library staff, to make a final decision as to what is suitable reading for their child.

7.12 Youth fiction

This collection aims to meet youth recreational reading interests. The youth collection is aimed at the 12–17 year olds, although reading interests and levels may vary. All themes, issues and genres are included as appropriate to the age group. Paperback is the preferred edition for this collection.

The collection has a strong emphasis on Australian contemporary and popular authors and series as well as international and award winning authors.

All titles are judged on their individual merits. No titles are excluded because of any particular bias against an author or subject matter. It is the responsibility of parents or guardians, rather than library staff, to make a final decision as to what is suitable reading for their child.

7.13 Youth non fiction

The aim of the youth non fiction collection is to provide access to information in a broad range of subjects which supplement the school curriculum. The preference is for current Australian content.

The youth non fiction collection is interfiled with the adult non fiction collection.

7.14 Graphic novels

The aim of this collection is to provide access to illustrated novels as a popular alternative to the traditional novel. This collection encompasses junior, teenage and adult material.

It is the responsibility of parents or guardians, rather than library staff, to make a final decision as to what is suitable reading for their child.

7.15 Periodicals/magazines

Periodicals purchased for the collection aim to meet the recreational and informational needs of the community. General, popular and specialist periodicals to reflect customer needs and preferences.

Magazine subscriptions and suggestions for titles are reviewed on an annual basis, usually in March for the next financial year.

Magazine titles will be kept for only 2 years. This is to reflect currency of information.

All copies are available for loan including the current issue.

7.16 Newspapers

The newspaper collection provides access current and topical information. A range of local and interstate papers is purchased, with titles differing at each library location. Newspapers are for in library use only.

Back issues are retained for a maximum of a fortnight, with some branches retaining issues for a week. Alternatively hardcopies or microfiche copies are available at the State Library of South Australia.

7.17 Languages other than English

The aim of this collection is to provide members of the community with core library materials in targeted community languages. Material that is available in this collection is sourced from the state wide collection available to South Australian Public Libraries. The library is able to access other titles on a stock rotation process.

Languages available in the collection represent local community languages, with priority given to Chinese, Polish and German. Other languages are available to place on hold through the One Card consortia or as an Inter Library Loan request.

Collections are established in response to Australian Bureau of Statistics Census 2016 'languages spoken at home' statistics and customer demand.

7.18 Local History

The library aims to develop a special collection of resources which relate to the changing history of the local area. Materials with regional significance for the City of Onkaparinga as a whole are retained at the Noarlunga Library. Local history collections are maintained at the Aldinga, Hub and Noarlunga libraries. The resources held in each location reflect the community of that region. Refer to the Local History Collection Management Policy for more detailed information regarding the collecting of material.

The collection and retention of materials complements the collection held by the State Library of South Australia and the collections in adjoining regional areas.

Photographs of significance are available to view on the library catalogue. Photographs in copyright will be collected on the understanding that every effort will be made to obtain the photographer's and/or copyright owner's permission

Included in the collection are publications of relevant historical societies, local family history groups and local community groups, journals of relevant professional bodies, such as oral history, genealogy, library and archivist associations.

7.19 Toys and Sporting Equipment

Toy libraries are available at the Hub, Seaford and Woodcroft libraries. The collections aim to promote children's learning and development by making appropriate games and toys more widely available to children and young families. For purchases and cataloguing of toys, the library uses a guidance manual developed by the Toy Libraries Association of South Australia 'Toy library handbook'.

Sporting equipment collections are located at Aldinga, Hub, Seaford and Woodcroft libraries. A range of sporting equipment is available for loan.

7.20 Eco collection

The aim of the eco collection is to create an accessible, visible collection of ecologically themed materials that cross formats and Dewey areas. The collection is located at Woodcroft library. Subjects covered include:

- environmentally aware house building and maintenance
- sustainable gardening
- recycling and waste management
- up cycling
- green cleaning
- making makeup
- preserving
- sustainability and self-sufficiency

The Collection includes a variety of formats, such as books, kits and DVDs.

7.21 Parenting collection

The aim of the parenting collection is to provide access to information to parents on a wide range of subject areas, ranging from birth to 10 years. In addition to this collection, parenting kits are available for loan.

7.22 Memory Hub

The objectives of the memory hub are to:

- create an accessible, informative and interactive hub for people with dementia, their families, carers and care workers to visit in the community
- increase general knowledge of brain health in the community
- provide appropriate activities for people with dementia to enhance and maintain memory.

The collection is located at Noarlunga and Seaford libraries.

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Subjects covered include:

- Alzheimer's and other dementias
- Prevention of dementia
- Memory loss
- Brain health
- Brain training

The Collection includes a variety of formats, such as books, DVDs, reminiscence kits, games and puzzles.

8   Collection Maintenance

8.1   Repair or replacement

All damaged items are assessed to determine if they can be repaired, replaced or discarded. The criteria used for assessment is:

- currency of information
- existing subject coverage within the collection
- cost of repair versus replacement
- availability of replacement
- number of copies of the same title within the collection
- demand for the title and/or material in that subject
- availability of updated, revised or current material.

8.2   Collection maintenance

Collection maintenance includes the removal of material which is no longer relevant to the collection, is seldom used, or is worn out. This is commonly known as 'weeding'. Weeding is the process through which a decision to remove material from the collection is made. Weeding is an ongoing process which aims to ensure that the collection is current, accessible, in good physical condition and relevant to the community.

The following factors are considered when withdrawing a title from the collection:

- physical condition — dirty, worn, damaged items are withdrawn and popular titles are replaced where possible

- circulation history — titles which have not been borrowed in at least the 2 years prior are considered for withdrawal

- currency of information — date of publication is used as an indicator for subjects where currency is important, such as travel guides, computer books, and health materials

- obsolescence — books about topics and people that are no longer relevant
- superseded content or editions
- availability of other format which may better serve the same purpose
- amount of similar material available in collection
- using of the discard age for adult non fiction items listing to ensure the currency of non fiction titles.

8.3   Disposal of weeded items

Materials that have been removed from the collection are:

- incorporated into a book sale
- given to a recognised social or civic organisation
- disposed of using environmentally friendly recycling methods.

Requests by individuals for particular library resources are not able to be accommodated.

8.4   Collection promotion

To maximise the potential of the collections, promotion and marketing is essential through

- A user friendly, accessible and interactive website and library catalogue
- Staff trained in reader development
- New book promotions through Facebook and promotional screens in libraries
- Accurate and readable shelf signage
- Brochures which highlight new releases and upcoming releases
- Height appropriate shelving and face out displays.

8.5   Collection evaluation

The collections are evaluated for their effectiveness by using a variety of methods to ensure that all collections meet the needs of the community.

We analyse the performance of our collections through the analysis of performance statistics as well as customer and staff feedback. Analysis of the collection is through the following methods:

- circulation (loans)
- stock held
- age of collection reservations per item copy
- acquisitions and discard rates
- turnover statistics for all collection genres

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- user satisfaction through customer feedback
- staff assessment through the identification of gaps or weaknesses, specific identification of areas.

8.6   Stocktake

A stocktake of the collection at each location is undertaken on an ongoing basis with all collections checked within every three years.

8.7   Feedback

We welcome feedback from library customers regarding items in the collection. Where possible all requests for review of an item within the collection will be submitted in writing using the 'Request for review of library materials' form. All requests will be evaluated by the Noarlunga collection management team.

While we respect customer's views on the suitability of materials in the collection, we also recognise the broad spectrum of public opinion, and seek to provide a collection which informs the community about a range of areas, and represents the diverse views in our community. If the original decision to purchase the item still meets the selection criteria, the title in question will remain on the shelves. If the criticism has merit, the title will be reassigned to another collection, location or withdrawn. All written complaints will be responded to in writing. The final decision rests with the Team Leader Collection Management.

9   Relevant legislation and references

ALIA Statement on free access to information
(http://www.alia.org.au/policies/free.access.html)

10   Document control

Author (to whom changes are to be recommended):		
Position	**Name**	
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Stakeholders (audience – engagement groups):		
Library staff		
Library Team Leaders		
Library collection management staff		
Library customers		
Reviewed by:		
Position	**Name**	**Date reviewed**

Team Leader Libraries		Helen Walkden	21/01/2019
Approved by (document owner):			
Position / Group	**Name**	**Approval date**	**Approval ECM number**
Manager Libraries	Judi Cameron	21/01/2019	ECM 4788445
Current version:			
Current version number	**Release date**	**Review cycle**	
V 1.0	21/1/2019	Review every 4 years from the Approval date Risk calculation: Consequence rating- Minor Likelihood rating- Unlikely Overall risk rating- Low	
History:			
Date	**Author**	**Version**	**Nature of change**
		V	
Related documents: **(internal documents that need to be reviewed when this document is amended)**			
Title of document			**Document number**
Nil			
Document location:			
Published location			**Original in ECM**
Coolnet [and public website]			ECM 4788445