

# Clarence Regional Library Service

## Collection Management Plan

Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library



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## OBJECTIVES

The mission of the Clarence Regional Libraries is to provide efficient, effective and appropriate library and information services to meet the educational, informational, recreational and cultural needs of the communities of the member councils, and to maintain an up-to-date service embracing changes in technology as they occur.

The purpose of this Collection Management Plan is to provide a summary of the internal policies and procedures and external guidelines that direct the maintenance of a quality collection of library materials for the CRL communities.

The reason for preparing a Collection management Plan is to ensure all relevant documentation is available for reference and consultation and to support all decisions relating to the maintenance of the collection.

## PURPOSES

The purposes of the documents comprising the Clarence Regional Library Collection Management Plan are:

- i) To ensure the Library's collection meets the needs of the residents of the member councils;
- ii) 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;
- iii) To set down the parameters of the collections;
- iv) To support freedom of information;
- v) To provide a basis for the most effective use of available funds;
- vi) To ensure that all parts of the collection are up-to-date, attractive and well maintained;
- vii) To identify responsibility for collection development and provide staff with consistent guidelines for the development and maintenance of the collections;
- viii) To provide popular and contemporary material including both fiction and non-fiction in a wide range of formats;
- ix) To provide resources for informal education by the provision of broadly based information and reference services;
- x) To provide reference services and in-house research collections for formal education at primary and secondary school level;
- xi) To provide more in-depth research collections for Local History research within member councils;

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xii) To provide services and collections that encourages and promotes the joys of reading in children and help foster research skills.

xiii) To provide guidelines and procedures to follow in the case of a disaster that may threaten the safety of staff or the integrity of the collection.

## COOPERATIVE NETWORKING

In addition to the acquisition of materials by the Clarence Regional Libraries, increasingly, Library services are looking to support each other through the sharing of resources. The CRL participates in the following cooperative/networking arrangements:

### National Library of Australia

Libraries Australia Consortium - A national database of library holdings.

### Document Delivery

- A cooperative network within Australia that enables participating libraries to borrow from and lend to others within the network. Customers may request that an item not held by Kempsey Library and Information Service be obtained for them on Interlibrary Loan through the Document Delivery Network of Libraries.

### State Library of New South Wales

The State Library of New South Wales has an excellent collection of items in a wide range of formats that are available for loan free of charge to public libraries within New South Wales. The State Library also acts as a support service by providing public libraries with:

- i) Bulk loans in a wide range of community languages;
- ii) Legal information;
- iii) Staff training;
- iv) Special workshops;
- v) Disability access services;
- vi) Consultancy services

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vii) Guidelines and seminars for assistance in Collection Development, via the website at [http://www.sl.nsw.gov.au/services/public\\_libraries/reference\\_and\\_collection\\_management/Collection\\_management.html](http://www.sl.nsw.gov.au/services/public_libraries/reference_and_collection_management/Collection_management.html)

viii) Regular Stock Quality Health Checks: a practical tool which enables public libraries to undertake an assessment of the relevance, depth and range of collection stock in relation to the communities they serve.; and

ix) Access to discounted online subscriptions through NSW.Net.

### **NSW Public Libraries Association**

The NSW Public Libraries Association represents the concerns of local government libraries in New South Wales to the State and Federal Governments in local government forums and, where appropriate, to other bodies and the wider community. Its specific objectives are to:

- i) Undertake and encourage research and development on matters of interest to public libraries
- ii) To coordinate and encourage cooperative projects; and
- iii) To maintain and develop strategic alliances with other information agencies.

Cooperative projects include:

- i) Libraries Australia Site Licence;
- ii) Home Library Service Network; and
- iii) Audio Read Project.

## **INTERNAL DOCUMENTATION**

### **CRL COLLECTION DEVELOPMENT POLICY (Appendix 1)**

- Details the processes and rationale used for incorporating all materials into the collection, and for deselecting materials.
- Details the background for the rationale used by outlining the population statistics for member councils.
- Describes the general criteria used for selection of materials for the library collections, under the headings of; community demand, content, arrangement and style, format, other and censorship.
- More detailed description of individual collections and the specific criteria used for selection. Collections identified are;
  - Reference

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- Local Studies
  - Non-fiction
  - Adult fiction
  - Large print
  - Magazines
  - Young adult
  - Junior fiction
  - Junior easy
  - Stack
  - Talking books
  - DVD's
  - CD-ROMs (diminishing collection)
  - Online resources
- Defines donations and the criteria used for including these into the collections
  - Defines the 'suggestion for purchase' process
  - Explains the deselection process and the criteria used for deselection of items from the collection
  - Outlines procedures for handling complaints relating to the collection

## **CRL LOCAL STUDIES COLLECTION DEVELOPMENT POLICY (Appendix 2)**

Details the processes and rationale used for incorporating all materials into the local history collections of member councils, and for deselection of materials from these collections.

- Defines the sources of potential works for inclusion in the collection, under the headings:
  - Published works
  - Newspapers and periodicals
  - Pictorial materials
  - Unpublished material
  - Documents / ephemera
  - Maps / plans
  - Oral history
- Defines the number of items of relevance to the collection that are to be purchased and where they are to be located.
- Identifies materials that are not to be included in the Local Studies collections.
- Outlines the different methods used to collect materials for the Local Studies collections.
- Outlines the means of accessing the collection and any restrictions to access that may be imposed.
- Details the criteria and rationale for deselection of any materials from this collection, including describing the categories of materials as;
  - Permanent intrinsic value
  - Permanent informational value
  - Temporary informational value

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- Frequency of deselection
- Defines donations and the criteria used for including these into the collections

## **CRL DISASTER MANAGEMENT AND RECOVERY PLAN (Appendix 3)**

This document details the resources, personnel and procedures that are relevant in the case of a disaster occurring in a CRL library.

- Identifies key staff and emergency contacts
- Details the locations of emergency systems (utilities, fire protection, keys, radios, emergency meeting points) for each library within the member councils, including floor plans.
- Identifies where responsibilities lie for responding and recovery from emergencies, specifically in relation to the collections.
- Outlines priorities for collection salvage procedures for each branch
- Staff emergency procedures are detailed.
- Procedures in the case of threat are detailed
- Procedures in emergencies are detailed under the headings;
  - Fire
  - Toxic events and chemical spills
  - Earthquakes
  - Explosion
  - Power outage
  - Flooding and water damage
- Staff and customer evacuation procedures are detailed
- Procedures for salvaging water damaged materials are described under the categories of each collection format, covering;
  - Books: cloth or paper covers
  - Books: leather or vellum covers
  - Paper: uncoated
  - Paper: coated:
  - Paper: framed or matted
  - Microfiche
  - Microfilm / film
  - Magnetic media: video and audio cassettes
  - Compact discs, DVD, CD-ROM
  - Photographs and transparencies
  - Scrapbooks
  - Vellum and parchment
  - Leather and rawhide
  - Paintings: on canvas
  - Wood
  - Inorganic materials

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## **SAMPLE SUPPLIER SPECIFICATION (Appendix 4)**

This document provides a sample of the specifications for processing purchased library materials, as negotiated with a major library supplier. It illustrates the different physical processing and cataloguing requirements that are applied to each collection. Negotiation of specification documents are an ongoing process in parallel with negotiation of Standing Order authors and profiled author and subject requirements as identified through user requests and interrogation of the CollectionHQ tools.

The specification includes;

- Contact details
- Pricing
- Terms and conditions
- Processing workflows for all relevant collections
- Labelling instructions (spine labels, genres, RFID tags), for all relevant collections
- Detailed cataloguing requirements for all relevant collections, including marc tag formatting
- Materials to be used for protective covering of items

## **EXTERNAL DOCUMENTATION**

### **ALIA STATEMENT ON FREE ACCESS TO INFORMATION (Appendix 5)**

- Supports the inclusion of materials from all subject areas and a range of viewpoints into the library collections, and the availability of collections and resources to all persons.
- Supports the need for confidentiality when dealing with requests for library materials and information
- Identifies the balance between open access and censorship of materials.

### **ALIA STATEMENT ON PUBLIC LIBRARY SERVICES (Appendix 6)**

- Defines the importance of public library services for all communities
- Identifies the obligation of governments to support public libraries
- Details the requirement for libraries to be responsive to community needs and relative legislative requirements.

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## **ALIA STATEMENT ON ONLINE CONTENT REGULATION (Appendix 7)**

- Specifies the need for public libraries and information services to support the right of all users to unhindered access to information of their choice regardless of format
- Outlines the requirement for assisting users with the necessary skills and a suitable environment in which to use their chosen information sources and services freely and confidently.
- Identifies each user's right to privacy and confidentiality.

## **ALIA STATEMENT ON INFORMATION LITERACY FOR ALL AUSTRALIANS (Appendix 8)**

- Describes the importance of information literacy and the role public libraries play in facilitating this for all clients.

## **ALIA STANDARDS AND GUIDELINES FOR PUBLIC LIBRARIES (Appendix 9)**

This 85 page document is an evidence-based guide for the development of public library services in Australia. It uses the National and State Libraries Australasia (NSLA) annual collation of state and territory statistics as its evidence base, and builds on the earlier work on standards and guidelines carried out by the State Libraries of New South Wales and Queensland.

- Standards are quality levels – goals for attainment – and this document presents them at baseline and enhanced service delivery levels.
- Guidelines document best practice and are intended as operational suggestions for improving library performance.
- The document outlines 12 standards and 20 guidelines
- Standards are:
  - Library expenditure per capita per annum
  - Members as a percentage of population
  - Visits per capita per annum
  - Staff ratio for population served
  - Qualified staff ratio for population served
  - Library materials expenditure per capita per annum
  - Items per capita in collection
  - Age of collection (last five years)
  - Circulation (loans) per capita per annum
  - Turnover of stock – loans per volume
  - Provision of Internet computers
  - Satisfaction with library services
- Guidelines are described under the headings of:

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- Library management and operations
- Library buildings
- Staff
- Opening hours
- Library collection
- Information technology
- Information services
- Inter-library loans
- Programs
- Customer service
- Marketing and public relations
- Mobile libraries
- Local studies collections
- Literacy services
- Services for Indigenous Australians
- Services for culturally diverse communities
- Services for people with disability
- Services for young people
- Services for older people
- Home library services

## **LIBRARY COUNCIL OF NSW. LIVING LEARNING LIBRARIES 2013 (Appendix 10)**

This document is an evidence-based guide for the development of public library services, written specifically for NSW public libraries. Written in two parts, it provides a practical basis for comparison among library services, as well as a framework for service assessment and continuous improvement.

- As with the ALIA document (Appendix 9) the first part covers Standards and the second deals with Guidelines
- Of particular relevance to this document are the Collection Standards, covered under the headings of:
  - Expenditure on library materials per
  - Capita
  - Items per capita
  - Acquisitions per capita
  - Age of collection
  - Turnover of stock
  - Circulation per capita
- The intention of providing these standards is to ensure statewide consistency of access to current and relevant collections which meet the needs of the community.
- It also describes Guidelines for Collection Acquisition and Development and Local Studies Collections.

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## **LIBRARY COUNCIL OF NSW. ACCESS TO INFORMATION IN NSW PUBLIC LIBRARIES (Appendix 11)**

- Specifies guidelines for collection development and maintenance in order to meet the information needs and interests of the NSW community, with reference to free and unbiased access, comprehensive and balanced collections, censorship, collection arrangement and monitoring of children's access.
- Specifies the usage of libraries by customers, covering the right for everyone to have access, the access of controversial materials on public computers, not supporting the use of filtering software and the rights and responsibilities of parents in supervising their children within libraries.

## **OFFICE OF FILM AND LITERATURE CLASSIFICATION. INFORMATION FOR LIBRARIES (Appendix 12)**

- Defines the classifications used for films and computers games and recommends the age groups that are suitable for each classification.

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## APPENDIX 5

# ALIA Statement on free access to information

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## 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 believes 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;

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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.

Amended 2007

(Replaced "Free library services to all, freedom to read. Adopted 1971, amended 1979, 1985)

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## APPENDIX 6

# ALIA Statement on public library services

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## ALIA objects addressed

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

To promote and improve the services provided by all kinds of library and information agencies.

## Principle

Freedom of access to public library and information services is essential

- to enable members of the Australian communities, including new residents and emerging communities to participate in all aspects of Australian life, including the democratic process;
- to actively contribute to social inclusion for all members of the Australian community; and
- to enable Australians to contribute to the economic wellbeing of their families and the nation.

## Statement

Each member of the Australian community has an equal right to public library and information services regardless of age, race, gender, religion, nationality, language, disability, geographic location, social status, economic status and educational attainment.

A public library services its community through the provision of access to knowledge, information and works of imagination through a range of resources and services. It does this through access to materials in all formats in order to meet the needs of individuals and groups for education, information and personal development through learning, including recreation and leisure.

Public libraries have an important role in the development and maintenance of a democratic society by giving individuals access to a wide and varied range of information, ideas, opinions, and skills.

The role of public libraries is essential in developing an educated society through programs that improve literacy and information literacy including lifelong learning

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opportunities. Public libraries contribute to economic prosperity by helping people improve their skills and life chances.

Public libraries provide the first point of access for information for the general public and for the public's access to the national and international system of library and information services.

The satisfaction of a person's information needs must be independent of an ability to pay.

Local, state/territory and Commonwealth governments have an obligation to work in partnership to provide agreed public library services to all members of the library's clientele without direct charge to the user.

The Australian Library and Information Association believes that public library services have particular responsibilities to monitor and proactively respond to the changing demographic characteristics and trends of their communities, to consult with their communities and to meet information, learning and recreational needs of an increasingly diverse society. Public library services should ensure that they have policies, guidelines, and procedures in place to respond to and meet relevant legislative requirements.

Amended 2009

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## APPENDIX 7

# ALIA Statement on online content regulation

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## ALIA objects addressed

To promote the free flow of information and ideas in the interest of all Australians and a thriving culture, economy and democracy.

## Principle

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

## Statement

Libraries and information services facilitate and promote public access to the widest variety of information, reflecting the plurality and diversity of society. The selection and availability of library materials and services, including online content and services, is governed by professional considerations and not by political, moral and religious views.

Libraries and information services support the right of all users to unhindered access to information of their choice regardless of format. Access to electronic information resources should not be restricted except as required by law and this basic right should not be eroded in the development of regulatory measures for online information.

Users are assisted with the necessary skills and a suitable environment in which to use their chosen information sources and services freely and confidently. Each user's right to privacy and confidentiality is protected with respect to information sought or received and resources consulted.

In addition to the many valuable resources available on the internet, some are incorrect, misleading and may be offensive. Libraries and information services proactively promote and facilitate responsible access to quality networked information for all their users, including children and young people. They enable library users to learn to use the internet and electronic information efficiently and effectively.

Amended 2002

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## APPENDIX 8

# ALIA Statement on information literacy for all Australians

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## ALIA objects addressed

To promote the free flow of information and ideas in the interest of all Australians and a thriving culture, economy and democracy.

## Principle

A thriving national and global culture, economy and democracy will best be advanced by people who are empowered in all walks of life to seek, evaluate, use and create information effectively to achieve their personal, social, occupational and educational goals. It is a basic human right in a digital world and promotes social inclusion within a range of cultural contexts. (Alexandria Proclamation 2005)

## Statement

Information literacy can contribute to:

- learning for life;
- the creation of new knowledge;
- acquisition of skills;
- personal, vocational, corporate and organisational empowerment;
- social inclusion;
- participative citizenship; and
- innovation and enterprise.

Therefore, as a matter of priority, and at all levels, library and information services professionals embrace a responsibility to promote and facilitate the development of the information literacy of their clients. They will support government, and the corporate community, professional, educational and trade union sectors, and all Australians.

Amended 2006

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