



Liverpoolcity library

# **Collection Development and Information Access Policy**

**Liverpool City Council**

**2004**

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Liverpool City Library

**Collection Development  
and  
Information Access  
Policy**

Adopted by Council on 10 August 2004

**Liverpool City Council**

**2004**

***A place for everyone  
where people and ideas connect***

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## 1. Background

### 1.1 Introduction

This policy statement is intended to inform Library and Council staff, elected representatives, the people of Liverpool and other libraries of the policies and plans for developing the Library's collection and information services. The aim is to provide to the people of Liverpool a world class Library that meets their needs.

The first collection development policy was issued in 1989. This major review is therefore timely. It takes into account the changes that have occurred within the community, within the environment the Library operates in and the changing nature of information.

The key challenges are:

- To ensure that the Library acquires the library materials and provides access to the information services that the community needs
- To ensure that the collection and information services are marketed effectively to the community
- To provide information to customers in the format and language most convenient to them
- To incorporate off-site e-resources into the Library's collection and information services

The Library's primary commitment is to the people of Liverpool. The collection and information services are developed based upon knowledge of the community, the existing collection and information services, as well as input from customers and staff. This knowledge guides the Library in acquiring a wide range of library materials covering all subject areas and in a variety of formats to meet the needs of customers.

The challenge is to provide customers with access to an integrated collection of resources, including print, multimedia and electronic. In the emerging e-environment the location and ownership of information resources is no longer the critical issue. Rather, it is the ability to provide timely access to information. The Internet provides the Library with the opportunity to develop the collection and information services beyond the walls of the Library. The Library selects websites to meet the needs of customers. By providing access to these websites the Library is providing access to an off-site collection.

The Library has initiated strategies that facilitate an integrated approach to developing on-site and off-site collections. Strategies include:

- Integrating the selection of remote electronic publications into the selection of library resources for the on-site collection
- Establishing selection criteria for determining what resources are better to purchase for the on-site collection as against providing access in the off-site collection
- Participating in co-operative collection development of off-site collections

## 1.2 Purpose of this policy

The specific aims of this policy are:

- To ensure that the Library's collection and information services meet the needs of the people of Liverpool
- To provide a guide to customers about what they can expect to find in the Library and inform them about the principles upon which selections are made
- To set down the parameters of the collection and information services
- To defend freedom of information and protect against censorship
- To provide a basis for the most effective use of the 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 collection and information services
- To increase the involvement and knowledge of the entire staff in collection development and management
- To form the basis for cooperative resource sharing arrangements with other libraries to increase and improve the information resources available to the people of Liverpool

## 1.3 Relationship to strategic plan

The Library's *Strategic Plan* is reviewed and updated on an annual basis, in line with the review of Council's Corporate Plan. The main aim of the strategic plan is to provide direction for the development of the Library.

The Library's vision as articulated in the *Strategic Plan* is -

*A place for everyone where people and ideas connect*

and the Library's mission is -

*To provide a range of services that assists the community to live, learn, work and play by being a focal point for our community, a public space and the gateway to the information services of the World for the people of Liverpool*

The Library's values, as identified by staff, guide the development of the Library's services and underpin the organisational values - *recognition of staff; teamwork - working together; trust/integrity - respect for people; communication; and quality of service*. The Library values:

*Serving our community*

We provide excellence in customer service and aim to provide services that meet the needs of everyone in our community.

*The diversity and individuality of all people*

We are committed to providing equity of access to our services for all individuals and groups within our community.

*The free flow of information*

We are committed to intellectual freedom and the free flow of ideas and information. Access to knowledge is central to the community's standing in the Knowledge Economy and is fundamental to a thriving culture, economy and democracy.

*The professionalism of our staff*

We value the expertise, knowledge and experience of our staff and are committed to equipping them with the skills that they need to provide quality service to our community.

*Forming partnerships*

We are committed to achieving better outcomes for our community by working together with community groups and other service providers.

The Library's objectives, as set out in the *Strategic Plan*, are -

- To provide services that meet the needs of the people of Liverpool.
- To enhance the Library's key role in the promotion and celebration of Liverpool's cultural diversity.
- To provide programs that contribute to the skilling of the community.
- To provide excellent customer service to the people of Liverpool.
- To promote the Library and its services to the people of Liverpool through effective communications.

- To develop partnerships and secure external funding to assist in service improvement.

## 1.4 Definitions

### 1.4.1 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 1939* 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.

### 1.4.2 Collection

The term *collection* traditionally refers to the total number of library materials, including books, journals and other materials, which the Library owns. This policy addresses the ownership of an *on-site* collection and access to an *off-site collection*. The on-site collection and access to an off-site collection has been defined as:

*An on-site collection consists of the resources that a library purchases for client use and houses within the library's four walls, mainly stored on bookshelves. It includes books, newspapers, talking books, CD-ROMS and magazines.*

*An off-site collection consists of remote electronic publications selected by a library for client use; usually stored on computers not located in the library. A library provides access to these electronic publications by including catalogue entries in the catalogue or on a library created Web directory, both with Internet connectivity. Both the catalogue and the Web directory may also be available remotely, to clients within their homes, work places and places of education.*

*The remote electronic publications that a library does not select form part of the information service of a library. Access is facilitated through the Internet search engines and directories.<sup>1</sup>*

### 1.4.3 Collection development

Collection development is the process by which the Library's collection and information services are developed to meet the needs of the people of Liverpool. It also involves the ongoing evaluation of the existing collection and information services to ensure that they are meeting the needs of customers. It includes the

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<sup>1</sup> *On-site and off-site collections: costs and challenges.* in *Australian Library Journal*, vol 48 issue 1 May 1999, pp. 178-188.

planning, selection, acquisition, cataloging and weeding of the Library's collections and online information resources.

#### 1.4.4 Information services

The Library's information services refer to the information services provided, controlled or managed by the Library. The *Guidelines relating to section 10, Library Act* states that information services include:

- *provision of independent access to reference materials for persons who see such information on the premises of the library including assistance in identifying and locating library materials (by any appropriate means) within the library or from other sources.*
- *provision of assistance by library staff in identifying, retrieving, and making available, relevant information (by any appropriate means) in response to requests for information by library clients.<sup>2</sup>*

#### 1.4.5 Online information resources

Electronic and digital publications available via a computer are generally referred to as online information resources or e-resources. These e-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.

### 1.5 Environmental statement

#### 1.5.1 Legislation

The State legislation under which public libraries operate in New South Wales includes the:

- *Library Act 1939 as amended*
- *Library Regulation 2000*
- *Local Government Act 1993*

The following Commonwealth legislation also has implications for the information services provided:

- *Copyright Act 1968 as amended*

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<sup>2</sup> *Guidelines relating to section 10, Library Amendment Act, 1992.* Library Council of NSW, 1993. <http://www.sl.nsw.gov.au/plb/legal/guide.htm> Accessed 11 September 2002.

### 1.5.2 Professional association statements

The statements issued by professional associations like the Australian Library and Information Association (ALIA), articulate and encapsulate the service values and the philosophical basis for public libraries. They include:

#### ALIA policy statements

- *Copyright and intellectual property*  
Adopted October 2001
- *Core values statement*  
Adopted 2002
- *Statement on free access to information*  
Adopted October 2001
- *Guidelines for public library funding*  
Adopted 1999
- *Policy statement on information as a commodity and its importance to economic development*  
Adopted 1996
- *Statement on information literacy for all Australians*  
Adopted March 2001, Amended October 2001
- *Statement on libraries and literacy*  
Adopted 1979, Amended 1996
- *Statement on library and information services and Aboriginal and Torres Strait Islander peoples*  
Adopted 1995
- *Library and information services for people with a disability*  
Adopted 1979, Amended 1986, 1988, 1996, 2002
- *Principles of access to government information*  
Adopted 1999
- *Statement on professional conduct*  
Adopted 2001
- *Interim statement on public library services*  
Adopted 1999
- *Statement on public library services to young people in Australia*  
Adopted 1992

#### Library Council of New South Wales

- *The freedom of collection access for local government libraries*

**International Federation of Library Associations and Institutions (IFLA) and UNESCO**

- *UNESCO Public Library Manifesto* (see appendix 1)  
1994, Revised 1998

**1.5.3 Book vote**

The book vote determines the number of new materials and the range of information formats the Library is able to acquire. The Library's book vote has to cope with increases in average book prices, which continue to increase, and also an increasing range of library and information formats, such as online information resources.

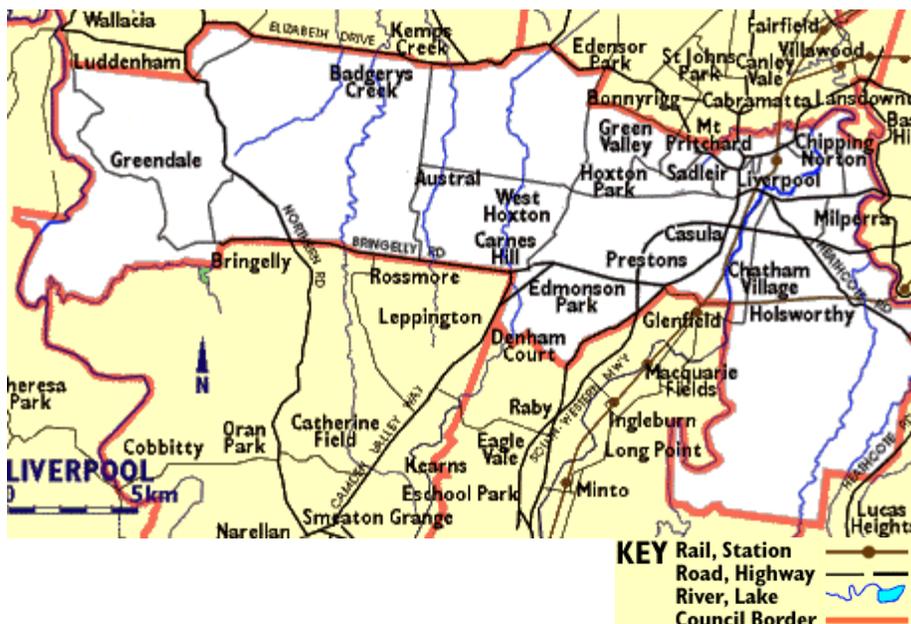
In 1992 the Library acquired 0.2 acquisitions per capita. In 2001/02 the level of acquisitions had declined to 0.12 acquisitions per capita due largely to the dramatic population growth and the funding issues mentioned above.

## 2. Community profile

### 2.1 Liverpool

#### 2.1.1 Geographical description

Liverpool is situated 31 kilometres west of Sydney covering an area of 305 square kilometres.



#### 2.1.2 Demographic characteristics

Liverpool has one of the fastest growing populations in Australia. The 2001 census found that Liverpool has a population of 154,287 people comprising 77,198 males and 77,089 females. This represents a dramatic increase of 28% since 1996 and an increase of 57% since 1991.

Just over 1.3% of the population (2,038) identified as being of indigenous origin.

Liverpool has a diverse multicultural community. Nearly 38% (58,463) of the population were born overseas with a greater number (67,072) being able to speak a language other than English. Of those born overseas the three main countries of birth are Fiji, Vietnam and the United Kingdom. The three most common languages spoken at home other than English are Arabic, Italian and Vietnamese.

The median age of the population is thirty years, compared to 35 years for Australia as a whole.

Liverpool is largely characterised by:

- Two parent families with dependent children (58%)

- Couple families without children (25%)
- Single person households (16%)

When compared to Australia and New South Wales as a whole, Liverpool's population is characterised by:

- A dramatic growth rate
- A younger population
- A higher percentage of people born overseas and speaking a language other than English at home
- Fewer people as a percentage using a personal computer at home
- Fewer people as a percentage using the Internet, either at work, home, or elsewhere

Liverpool is a regional centre for the South-West of Sydney with a large non-resident working population.

### **2.1.3 Economic environment**

Liverpool's unemployment rate is consistently higher than the Sydney and NSW state averages. At the September Quarter 2002, the unemployment rate for Liverpool was 6.2%. This is higher than the rates for Sydney (5.2%) and NSW (6.1%).

Despite this, Liverpool has seen a significant decrease in the level of unemployment over the previous twelve months, as the rate in September 2001 was 8.5%.

### **2.1.4 Surveys**

A community survey conducted by Liverpool Council in 1999 indicated that the Library:

- Is a highly valued community resource
- Had been used by 73.5% of the respondents in the previous twelve months

A library user survey conducted in 2000 indicated that:

- 60% of users were female
- The most common age groups of users were 17-24 years (27%) and 30-39 years (17%)
- The two main reasons for people to visit the Library were "study or projects" (63%) and "recreation, fun and hobbies" (47%)
- Overall, users indicated a high level of satisfaction with current Library services and facilities

## 2.2 User profile

The Library has in the vicinity of 105,000 members, of which about two-thirds are adult members and a third junior members.

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

- Councillors and council staff
- Family historians
- Local historians
- People from a non-English speaking background (NESB)
- People who are housebound
- People with disabilities
- Students, including primary, secondary and tertiary students

### 3. Policy statements on collecting and information access

#### 3.1 Censorship and intellectual freedom

##### 3.1.1 Freedom to read and view

The Library collection is organised and displayed in order to facilitate ease of access to customers. The Library acknowledges that the content of some library materials in, or accessed from, the Library may offend some members of the community. No library materials are restricted in any way due to any controversy about the author, subject matter, or intended audience. The Library also recognises the democratic rights of individuals to freely pursue their own information interests. This view is reflected in the *UNESCO Public Library Manifesto* (see appendix 1) that states that:

*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*

In a similar vein the Australian Library and Information Association (ALIA) *Statement on free access to information* (see appendix 2) states that:

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

Librarians and library technicians operate under a code of professional ethics, articulated in the ALIA *Statement on professional conduct*, which states that:

*people engaged in library and information services are members of a profession committed to intellectual freedom and the free flow of ideas and information*

The *UNESCO Public Library Manifesto* also states that:

*collections and services should not be subject to any form of ideological, political or religious censorship, nor commercial pressures*

The ALIA *Statement on free access to information* states that library and information services should resist:

*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*

In addition, the Library Council of NSW *Freedom of collection and access for local government libraries* states that a public library has

*a role as an unbiased source of recorded knowledge and ideas. It must accept responsibility for providing free access to materials and information*

*presenting, as far as possible, all points of view on current and historical issues, including controversial issues*

Parents and guardians have responsibility for guiding the reading, listening, and viewing choices of their children. The selection of adult materials is not limited by the possibility that children may use the materials.

### 3.1.2 Online resources

Online resources, many of which are available through the Internet, provide access to a wealth of information from around the world. It is an unregulated medium and, as such, some users may find some materials offensive and disturbing. However, as with traditionally published books, powers of censorship are vested in state and federal governments and it is not the role of public libraries to practice censorship.

The *IFLA Internet Manifesto*, attached as appendix 4, articulates the philosophical basis and professional values for libraries providing access to the Internet. It states, in part, that:

*The provision of unhindered access to the Internet by libraries and information services supports communities and individuals to attain freedom, prosperity and development.*

*... access should neither be subject to any form of ideological, political or religious censorship, nor to economic barriers.*

The Library's *Public Access Internet Policy* is contained in appendix 3.

The Australian Broadcasting Authority (ABA), under Schedule 5 of the *Broadcasting Services Act 1992* (the Act), administers a co-regulatory scheme for Internet content. The scheme aims to address community concerns about illegal and offensive content on the Internet. Under the Act certain categories of Internet content are prohibited.<sup>3</sup> If a person wishes to make a complaint it must be lodged with the ABA in writing. Information about how to make a complaint is available through the ABA's website.<sup>4</sup> A person making a complaint needs to state the reason why they think the Internet content is, or may be, prohibited content. In identifying the reason, they should refer to the Office of Film and Literature Classification Board's *Guidelines for the Classification of Films and Videotapes*.<sup>5</sup>

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<sup>3</sup> *FAQs: Regulation and Internet content*. Australian Broadcasting Authority. [http://www.aba.gov.au/internet/faqs/int\\_cont.htm](http://www.aba.gov.au/internet/faqs/int_cont.htm) Accessed 30 August 2002

<sup>4</sup> *Complaints*. Australian Broadcasting Authority. [http://www.aba.gov.au/internet/faqs/int\\_cont.htm](http://www.aba.gov.au/internet/faqs/int_cont.htm) Accessed 30 August 2002

<sup>5</sup> *Guidelines for the Classification of Films and Videotapes*. (Amendment No. 3) Office of Film and Literature Classification Board. <http://www.oflc.gov.au/resource.html?resource=62&filename=62.pdf> Accessed 8 July 2004

### 3.2 Donations

The Library welcomes donations of books, which can be a valuable addition to the Library's collection, especially those relating to Liverpool. Donations of books are added to the collection when they meet the selection and weeding criteria outlined in this policy. Donations that do not meet the selection and weeding criteria are:

- Offered to other public libraries in New South Wales
- Offered for sale to Library customers if in reasonable condition
- Offered to other appropriate outlets, such as local hospitals
- Recycled

The income received from selling books in book sales goes towards the purchase of new books.

Financial gifts and bequests are also welcomed.

### 3.3 Exclusions

The Library does not generally acquire textbooks that directly support educational courses. This is especially the case with classroom resources, many of which are designed for students to write in their answers. The Library aims to acquire materials that complement textbooks.

The decision on whether to purchase new and emerging formats is based upon a number of factors, including:

- The extent of acceptance and uptake within the community
- Cost and budget considerations

### 3.4 Multiple copies

In order to provide a wide range of books to customers multiple copies are not purchased for all titles acquired. Multiple copies of books are generally only acquired in response to customer demand as evidenced by the number of reserves, anticipated popularity and repeated suggestions.

In subject areas where customer demand is extremely high, the Library gives preference to purchasing one copy of several different titles instead of purchasing multiple copies of one title. Through this approach the Library is able to provide customers with more variety and greater choice.

### 3.5 Weeding

Weeding refers to the process of withdrawing items from the Library's collection so as to ensure that the collection remains relevant and useful to the community. It ensures that inaccurate, out-of-date, obsolete, damaged and books no longer used are removed from the collection.

Members of the Library's Information Services Team together with branch librarians are responsible for the ongoing weeding of the collection. All staff can make the decision to discard an item from the collection where the physical condition of the item is beyond repair.

The following weeding criteria are used in assessing whether to discard an item from the collection:

- Currency of information i.e. is the item out of date?
- Accuracy of information i.e. is the information still accurate?
- Circulation history: how often has the item been borrowed (i.e. turnover rate) and has the item been recently used?
- Topic is no longer of current interest
- Availability of a new edition
- Is the format still the most appropriate format?
- Physical condition: is the item in a worn-out and damaged condition?

In some circumstances the decision may be made to reallocate an item to another collection, such as a junior item to the adult collection, or to rotate an item to another branch.

The collection is weeded on an ongoing basis. High priority areas for regular weeding include:

- Computer science
- Law
- Management
- Health and medicine.

Items withdrawn from the collection are:

- Replaced, if it is the last copy, and the topic is still in demand and of current interest
- Offered to other public libraries in New South Wales
- Offered for sale to Library customers if in reasonable condition

- Offered to community groups and organisations
- Recycled

The income received from selling books in book sales goes towards the purchase of new books.

### 3.6 Replacements

Books weeded from the collection due to poor physical condition and lost books will be replaced if they still meet the selection criteria and are still in print.

### 3.7 Retention

#### 3.7.1 Newspapers

Set retention periods apply to the following original copies of newspapers:

- Age 5 weeks
- Australian 12 weeks
- Courier Mail 5 weeks
- Daily Telegraph 12 weeks
- Financial Review 2 months
- Guardian Weekly 6 months
- The Land 6 months
- Sun Herald 4 months
- Sunday Telegraph 4 months
- Sydney Morning Herald 12 weeks
- Weekly Telegraph 4 months

#### 3.7.2 Magazines

The following retention periods apply to magazines:

- Lending magazines are weeded twice yearly
- Weekly publications are kept for six months
- Monthly publications are kept for two years
- Bimonthly and quarterly publications are kept for three years
- A number of reference serials are bound annually and are kept for up to ten years

### **3.7.3 Local studies**

Generally speaking, local studies materials are retained indefinitely. See section 7.3.14.

## **3.8 Public access Internet service**

The Library is committed to increasing the number of available access points to the Internet. The Library also provides organised access to web resources. See appendix 3 for the Library's *Public Access Internet Policy*.

## 4. Collection access and use

### 4.1 Library access

The Library has a central library in Liverpool with branch libraries in Casula, Green Valley, Miller and Moorebank. The central and branch libraries are open as follows:

#### Central Library

170 George Street	Phone:(02) 9821 9444	Monday-Friday - 9:30am-8:00pm
Liverpool 2170	Fax:(02) 9821 9456	Saturday - 9:30am-4:00pm
	Email:lplmail@liverpool.nsw.gov.au	Sunday - 12.00noon-4:00pm

#### Casula Branch

Ingham Drive	Phone: (02) 9601 5740	Mon, Wed, Fri - 9:30am to 5:30pm
Casula 2170	Fax: (02) 9600 6250	Tues & Thurs - 9:30am to 8:00pm
	Email: casstaff@liverpool.nsw.gov.au	Saturday - 9:30am to 12:00noon

#### Green Valley

179-183 Wilson Rd	Phone:(02) 9608 5544	Mon, Wed, Fri - 9:30am to 5:30pm
Green Valley 2168	Fax:(02) 9608 5622	Tues & Thurs - 9:30am to 8:00pm
	Email: grestaff@liverpool.nsw.gov.au	Saturday - 9:30am to 12:00noon

#### Miller

Woodward Crescent	Phone:(02) 9607 7324	Mon-Fri - 9:30am to 5:00pm
Miller 2168	Fax:(02) 9607 7244	Saturday - 9:30am to 12:00noon
	Email: mlrstaff@liverpool.nsw.gov.au	

#### Moorebank

Cnr Nuwarra Rd &	Phone:(02) 9601 6880	Mon, Wed, Fri - 9:30am to 5:30pm
Maddecks Av.,	Fax:(02) 9601 4583	Tues & Thurs - 9:30am to 8:00pm
Moorebank 2170	Email: mbkstaff@liverpool.nsw.gov.au	Saturday - 9:30am to 12:00noon

The Library runs a mobile library, which opens 22 hours per week visiting 23 sites.

The Library provides through the Special Services Library a free housebound service on request to older persons and people with disabilities who are unable to visit the central or branch libraries on their own. The service, which is for residents of Liverpool, makes deliveries to individual homes, nursing homes, and community meeting places. Visits are scheduled on either a fortnightly or monthly basis, depending upon the individual needs of customers.

The Library's eBranch is available 24/7 on the World Wide Web.<sup>6</sup>

<sup>6</sup> ebranch.liverpool.nsw.gov.au

## 4.2 Lending policy

Adults and children may borrow as many items as they choose at any one time, with the following limitations:

- 2 videos per adult borrower, including VHS and DVD formats
- 1 video per child borrower, including VHS and DVD formats
- 2 books on the same subject per customer or customer's family
- 2 music CDs
- 2 CD-ROMs
- 4 magazines of the same title

Items may be borrowed for three weeks, with the exception of videos and Higher School Certificate (HSC) resources, which may be borrowed for one week. Items may be renewed twice, either in person or by telephone, provided the items to be renewed are not overdue and no other customer(s) has requested them.

## 4.3 Collection access

The Library's catalogue provides customers with the ability to locate the library materials they want by author, title and subject. Branch location and circulation status is displayed on catalogue records. The catalogue is available at the central and branch libraries, as well as on the World Wide Web through eBranch. Material from all branches may be accessed via the branch courier delivery service.

Customers may place a reserve on any item that they wish to borrow.

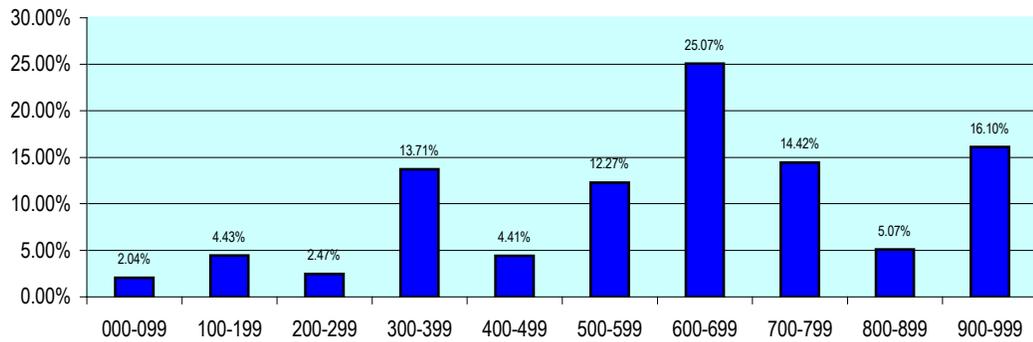
## 4.4 Collection evaluation

The Collection Development Librarian, with the Information Services Team, is responsible for evaluating the use of the collection on an ongoing basis so as to determine how well the collection is meeting customer needs. The following techniques are used in evaluating the use of the collection:

- Circulation history of books, including turnover rate
- In-house surveys such as the daily re-shelving of reference books
- Customer opinions, obtained through surveys and customer feedback forms
- Monitoring information requests to gauge customer needs
- Analysis of inter-library loan requests and customer suggestions so that collection weaknesses can be identified

The catalogue also allows the Library to monitor the use of specific parts of the collection, for example by specific Dewey Decimal Classification (DDC) classes. An index of the ten main Dewey classes is contained in appendix 5. A broad breakdown by the ten main Dewey classes showing circulation as a percentage of total circulation for each class is shown below.

Percentage of Library materials circulated within each Dewey class



The Library is investigating the model of giving preference to e-resources for subject areas with low circulation and where the information dates quickly. This strategy will enable the Library to optimise the use of its book vote, space, staff time and provide better customer service.

## 5. Cooperation and networking

### 5.1 New South Wales public library network

Libraries have a long tradition of cooperating together, especially in the area of information services. The Library is part of the statewide network of public libraries that actively cooperate together for the benefit of their communities. The Library recognises that it can achieve more for its customers through both formal and informal cooperative arrangements with other libraries rather than operating alone.

### 5.2 Inter-library lending

The Library provides on request an inter-library lending service. Inter-library lending services acknowledge that no one library can collect all the published works that its community needs. This service enables materials held by other libraries to be made available to the Library's customers. This is one means by which the Library attempts to make available materials it does not own or which fall outside the scope of this policy. Conditions may be imposed on materials obtained on inter-library loan and a fee may be levied by the lending library. The customer making the request is required to meet this fee. Likewise, materials from the Library's collection are loaned on request to other libraries for use by their customers.

### 5.3 State Library of New South Wales

The Library uses the following State Library services on behalf of customers:

- The Document Delivery Service - for inter-library loans and copies of specific titles, community language materials and special format materials, such as captioned videos
- The State Reference Library for information requests. Customers can also use the *Ask a Librarian* service at: <http://www.sl.nsw.gov.au/ask/>
- Specialised information services such as the Legal Information Access Centre (LIAC) and the Health Information Service (HIS)

### 5.4 Kinetica

The Library is a member of the National Library of Australia's Kinetica service. Kinetica is used to download catalogue records into the Library's catalogue for newly acquired items. The Library adds holdings details to records obtained from Kinetica. Kinetica is also used as a location service for books that the Library does not hold.

## 6. Selection and acquisition

### 6.1 Selection responsibility

Ultimate responsibility for selection rests with the Manager Library Services. The Manager Library Services delegates to the Coordinator, Information Services responsibility for coordinating the selection process. The Collection Development Librarian with members of the Collection Development Committee has primary responsibility for selecting books for the collection. In addition, all staff are encouraged to make suggestions. The Collection Development Committee is convened by the Coordinator, Information Services and includes the:

- Access Services Librarian
- Customer Service Librarian
- Branch Librarians
- Children's and Youth Services Librarian
- Collection Development Librarian
- Collection Services Librarian
- Community Information Librarian
- Corporate Information Librarian
- Information Services Librarian
- Local Studies Librarian
- Multicultural Services Librarian
- Serials Officer

### 6.2 Selection criteria

Selection criteria vary depending upon the type of material to be acquired. **See** section 7.3 *Collections and services*.

Generally, books selected for the collection must satisfy one or more of the following criteria:

- Level of customer demand or anticipated demand
- Currency of information
- Popularity of an author, book or subject
- Cost - assessment of value for money
- Appropriateness for the Library and to the community
- Format

### **6.3 Selection methods and tools**

The following methods are used in selecting books for the collection:

- Library book suppliers
- Local retail outlets, including book shops
- Standing orders
- Catalogues
- Bibliographies
- Reviews
- Pre-publication advice
- Publisher's blurbs
- Customer requests, suggestions and recommendations
- Best seller lists
- Usage and satisfaction surveys
- Auctions, both traditional and online

### **6.4 Customer suggestion policy**

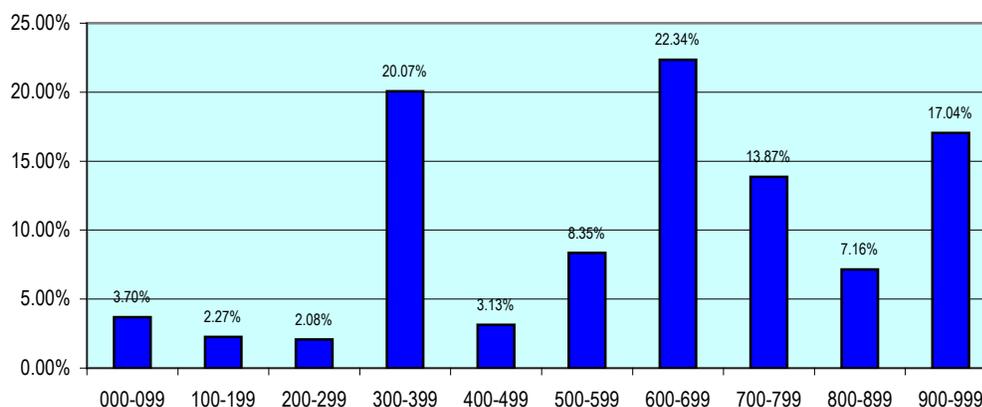
The Library encourages customers to participate in the development of the collection and information services by making suggestions for books to be acquired. This enables customers to request the Library to purchase a particular item or books on a particular subject. Although high priority is given to suggestions made by customers, not all suggested books are acquired. All suggestions are assessed using the same selection criteria as applied to other materials and as such are not automatically purchased for the collection. If they don't meet the criteria the suggested books are obtained, if possible, on inter-library loan from another library.

## 7. The collections

### 7.1 Description of the collection

The Library holds approximately 301,000 items. During 2001/02 the Library acquired nearly 19,000 items consisting of both new acquisitions and donated materials. A broad breakdown by the ten main Dewey classes showing stock as a percentage of total stock for each class is shown below.

Percentage of Library materials within each Dewey class



### 7.2 Formats

The Library does not attempt to meet the information needs of customers with just one format. Depending upon the different needs of customers and the nature of information required, a range of formats is usually appropriate. The Library has collections in the following formats: monographs, both hardback and paperback; newspapers; serials; CD-ROM; large print books; talking books; music compact discs; microforms, both microfilm and microfiche; videos, both VHS and DVD; captioned videos; maps and plans; images, both hardcopy and digital; pamphlet files; manuscripts; and online information services. The Library's ability to acquire new information formats is limited by the available budget and consumer acceptance. Consideration is given to new formats when there is sufficient customer demand.

Criteria for selection of new formats does not differ from the selection criteria outlined in this policy. Before deciding whether to acquire some existing non-book formats and new information formats, a number of other issues need to be considered, such as:

- Is special equipment needed to use the format? If so, is the equipment standardised and readily available?
- Are there any implications for storage and circulation?
- Are there legal or licensing issues that limit circulation?

### 7.3 Collections and information services

The following collections are described in more detail:

- Access service
- Adult fiction
- Adult non-fiction
- Audio-visual
- Community information
- Corporate Information Service (CIS)
- Family history
- Higher School Certificate (HSC) collection
- Indigenous collection
- Junior fiction
- Junior indigenous collection
- Junior non-fiction
- Large print
- Legal Information Access Centre (LIAC) collection
- Local studies
- Multicultural collection
- Professional collection
- Reference
- Serials
- Web resources

### 7.3.1 Access service

#### Scope

The English Workshop Collection is a collection of books and audio-visual materials, which promotes the importance of English language and literacy development to people with special needs.

The Deafness Resources Collection is a collection of books and captioned videos, which provides ongoing support to the Deaf Community and to individual learners of sign languages.

#### Target client groups

- Students and tutors of English-as-a-Second-Language (ESL) and literacy
- Students and tutors of deaf communication (AUSLAN, Signed English)
- Customers with a hearing disability, their families and friends
- Independent learners
- Other libraries through inter-library lending services
- Tourists and visitors

#### Access

- The full range of English Workshop materials and deafness resources is available at the Central Library
- The English Workshop materials are shelved separately to the deafness resources
- All non-fiction materials are shelved numerically by the Dewey Decimal Classification (DDC) scheme
- Other libraries may request items via inter-library lending services

#### Formats

- Books
- Sound recordings
- Videos
- CD-ROMs

#### Complementary collections

- Internal: adult fiction and non-fiction, junior fiction and non-fiction and videos
- External: other libraries

**Selection criteria**

- Wide selection of resources for self-directed or independent learning
- English language course material suitable for students and teachers at various levels from beginners to advanced
- Material supports current teaching methodologies, projects and activities
- Customer and staff recommendations
- Price
- Physical presentation
- Availability

**Responsibility for selection**

- Access Services Librarian
- Staff as delegated by the Access Services Librarian

### 7.3.2 Adult fiction

#### **Scope**

The adult fiction collection is a recreational collection that contains a wide range of adult fiction titles at various levels to meet the needs of identified target customers.

#### **Target client groups**

- General community

#### **Access**

- The adult fiction collection is shelved alphabetically by author family name
- The broadest range of materials is available at the Central Library
- Selected collections are available in the four branch libraries at Miller, Moorebank, Casula and Green Valley. The nature of the collection at a branch will be based on perceived needs in the immediate surrounding area. Branch collections will not replicate the range or size of the Central Library collection

#### **Formats**

- Print: hardback and paperback editions

#### **Complementary collections**

- Internal: large print fiction and talking books
- External: other libraries

#### **Selection criteria**

- Wide selection of contemporary authors
- Some multiple copies of works by popular authors
- Customer requests where available and suitable
- Price
- Physical presentation

#### **Responsibility for selection**

- Collection Development Librarian
- Branch librarians and other staff as deemed appropriate by the Collection Development Librarian are also involved in selection

### 7.3.3 Adult non-fiction

#### Scope

The adult non-fiction collection includes materials that fall into two main categories:

- Information and curriculum support materials
- Recreation and leisure materials

This collection contains a wide range of resources at various levels to meet the needs of identified target clients. The Library does not generally purchase prescribed textbooks, but provides a wide range of support material for students.

#### Target client groups

- General community
- Students
- Local business community

#### Access

- The adult non-fiction collection is shelved in subject order according to the Dewey Decimal Classification (DDC) scheme
- The broadest range of materials is available at the Central Library
- Selected collections are available in the four branch libraries at Miller, Moorebank, Casula and Green Valley. The nature of the collection at a branch will be based on perceived needs in the surrounding area. Branch collections will not replicate the range or size of the Central Library collection

#### Formats

- Print: hardback and paperback editions. Hardback publications are preferable for items expected to receive heavy use

#### Complementary collections

- Internal: junior non-fiction, reference, serials, local studies, family history, audio-visual: kits, audio and video tapes, CD-ROMs, DVDs
- External: Internet and other libraries

#### Selection criteria

- Wide selection of subjects at various levels
- Currency and relevancy
- Customer and staff requests
- Core works in specific subject areas

- Syllabus support material
- Price
- Physical presentation
- Availability

**Responsibility for selection**

- Collection Development Librarian
- Branch librarians and other staff as deemed appropriate by the Collection Development Librarian are also involved in selection

### 7.3.4 Audio-visual

#### Scope

This collection focuses on informational, educational and recreational material. It is not always possible to replace audio-visual material since it is often only commercially available for a short time.

#### Target client groups

- General community
- People with special needs
- Students

#### Access

- Adult fiction video collection is shelved separately and arranged alphabetically by title
- Adult non-fiction video collection is inter-filed with the adult non-fiction books
- Junior videos are shelved in the Children's area
- Adult fiction talking books are shelved separately and arranged alphabetically by author family name
- Adult and junior non-fiction talking books are inter-filed with non-fiction books
- Junior fiction talking books and kits are shelved separately in the Children's area and arranged alphabetically by author family name
- Compact discs are shelved separately
- CD-Roms are shelved separately

#### Formats

Audio-visual materials include video recordings, CD-ROMs, compact discs and talking books on both cassette tape and compact disc. In regards to video recordings, the VHS format is being phased out in preference to the DVD format. VHS videos will only be acquired if there is no DVD video version available and where there is demand.

#### Music CDs

- A wide range of music styles
- Recordings of major works by recognised composers and performers

#### Talking Books

- Popular fiction and non-fiction titles
- Language instruction kits

#### CD-ROMs

- Informational and recreational CD-ROMs
- Indexes and encyclopedias available only for reference

#### Video recordings

- Informational and instructional VHS and DVD videos
- Curriculum support material
- An emphasis will be placed on feature films based on books, both fiction and non-fiction, with less emphasis on current release movies:
  - MA rated movies will be clearly labelled and restricted to borrowing by those holding an adult card
  - Generally “R” rated movies will not be acquired; where they are purchased, they will only be available to customers 18 years and over
- Selected Australian film and television productions
- Selected classics and community language films

#### **Complementary collections**

- Internal: all other Library collections
- External: State Library of New South Wales, Royal Blind Society

#### **Selection criteria**

- Wide selection of resources within each format
- Price
- Video recordings are generally preferred to be of at least 20 minutes duration. Videos of shorter duration are considered if the informational content is not otherwise available

#### **Responsibility for selection**

- Collection Services Librarian
- Staff as delegated by the Collection Services Librarian

#### **Weeding**

- As in the general weeding policy with the exception of video recordings which will be reviewed after 150 loans

### 7.3.5 Community information

#### Scope

Community Information is "information for every day living". It provides information on services, programs, activities and facilities relevant to all people in the Liverpool community. It encompasses information that will:

- Improve the quality of people's lives
- Ensure that people's rights are catered for
- Ensure that individuals and groups have equal access to information without discrimination
- Acknowledge and support existing information networks of individuals and groups within the community
- Promote community activities, services and programs within the community

#### Target client groups

- General community
- Community workers
- Councillors and Council staff

#### Access

Access to community information is provided through:

- An online database available at [www.liverpool.nsw.gov.au/library/ebranch/ebranch.htm](http://www.liverpool.nsw.gov.au/library/ebranch/ebranch.htm)
- A disk version available on request
- Printed directories:
  - a) Full directory (containing a complete list of organisations in the database)
  - b) Subject specific directories that are produced based on monthly usage statistics (e.g. Seniors' services, Health services, Leisure Activities & Facilities, Child Care & Schools)
  - c) Tailored directories produced upon request
- Notice boards available at the Central and branch libraries
- Referral provided through email, telephone and face to face

#### Selection criteria

Consideration is given to including all organisations that provide a service to the Liverpool community.

### **Selection methods and tools**

The following sources and methods are used in identifying organisations to be contacted for inclusion in the database and selecting material for display or dissemination:

- Local papers (Champion & Leader)
- Pamphlets, flyers and commercial guides
- Interagency meetings
- General public (word of mouth)
- Internet
- Community networking
- Chamber of Commerce
- Phone book
- Community service providers
- Public notice boards
- Community workers
- Councillors and Council staff

### **Database management**

The Library joined the DataDiction LINCS service (Local Information Network for Community Services) in 2001. LINCS is a cooperative network comprising a large number of local councils and other government organisations. LINCS is a geographical database. "Ownership" of a record is determined by local government boundaries when dealing with other councils. Healthlink and Disability Information Resource Centre manage health and disability records respectively and they tend to own records in these fields regardless of their geography.

Information is collected, added, indexed, and updated on an ongoing basis. The membership agreement with LINCS database expects all entries to be updated at least once a year.

### **Display management**

Library leaflet display areas and notice boards are managed and maintained by the Community Information Librarian or designated staff at the Central Library and branch libraries. They display information about activities and services of current relevance to the community on a broad range of subjects and topics including education, health, culture and social events. They are monitored and updated regularly.

(See Community Notice Board Guidelines below for more information)

### **Responsibility for selection**

- Community Information Librarian
- Staff as delegated by the Community Information Librarian

### **Weeding and retention**

Entries will be deleted from the database when:

- a) The service no longer exists
- b) The organisation has repeatedly failed to respond to written, telephone and email requests for updated information

Leaflets and posters will be disposed of when:

- a) The service provider no longer exists
- b) The event date has passed

### **Community Notice Board Guidelines**

All items are evaluated by the Community Information Librarian before being displayed on the Community Notice Boards.

The boards are monitored and checked regularly for neatness and currency.

#### Guidelines

- The highest priority is given to notices on education, social and support groups and sport and recreation. Education is broadly defined to mean any information about courses, notice of lectures, cultural exhibitions, meetings, seminars, study and craft weekends, summer courses, etc.
- Local community notices and leaflets as well as notices of Council meetings, competitions, local events, etc. are always displayed
- Notices of cultural events which are not local, including shows, film and other “What’s-on” activities will be displayed where space allows with priority to those not well publicised
- Personal notices such as offers of tutoring, courses, lost animals, text-books for sale, etc. are displayed when space allows for one month only and are prominently dated. No notices about accommodation in any form are accepted
- Display material in other languages must be accompanied by an English translation that clearly identifies the organisation and what they are promoting
- Any request for display of material which is in breach of legislation relating to discrimination, racial vilification, offensive behaviour, defamation and elections will be refused
- No petitions are accepted

- Notices promoting religious philosophies, political or for-profit organisations and events are not accepted

The Library does not endorse or guarantee the accuracy of the information provided by community groups using Library notice boards. The Library retains the right to remove unsuitable material.

### 7.3.6 Corporate Information Service

#### Scope

The aim of the Corporate Information Service (CIS) is to provide research and library services to assist Liverpool City Council staff. The collection and information services of the CIS reflect the needs and objectives of Council.

The collection aims to provide a range of up-to-date reference, management, and government resources including print material, web resources, and online databases. Its vision is to move away from a paper based service to an electronic based service.

#### Target client groups

The CIS serves a closed and specialised group of people with varying research requirements within Council:

- Mayor
- Councillors
- General Manager
- Corporate Management
- Other staff

#### Access

The CIS collection and information services are accessed in three different physical locations. Within these locations, the collection's access and purpose is different.

The main part of the collection is housed within Council both in the administration and central business district buildings. The resources are catalogued and then housed, managed and maintained solely within the Council department. Access to this part of the collection is via the Library catalogue, where library staff are able to search the collection.

The remainder of the collection is housed within the Library. Access to the CIS collection is via the catalogue and the resources are shelved according to the Dewey Decimal Classification (DDC) scheme. Access to selected online databases and web resources is provided through eBranch.

The general public may view the CIS collection in-house at the Central Library.

#### Formats

- Print : books, journals, reports
- Videos

- Online databases
- Web resources

### **Complimentary collections**

- Internal: local studies, adult non-fiction, reference and serials
- External: Internet, corporate library network and other libraries and information agencies

### **Selection criteria**

- Books, web resources, online databases
- Wide selection of government and management related subjects
- Currency
- Price
- Authority – Is the author, publisher reputable in the field of study?
- Format – is it available in print or online?
- Ease of use, whether it's a reference resource or an online database

### **Responsibility for selection**

- Corporate Information Librarian
- Staff as delegated by the Corporate Information Librarian

### **Weeding and retention**

The CIS collection is kept up-to-date and current. Those resources that become unsuitable for the collection are weeded and given to the Local Studies Librarian and Information Services Librarian for consideration.

### 7.3.7 Family history

#### **Scope**

The aim of the family history service is to provide access to a comprehensive research collection for the study of family history. The collection focuses primarily on records from Australia and particularly from NSW. Records that include a Liverpool component will be given highest priority, especially where these records will also be useful for the study of local history.

Overseas records will be purchased, but only where they are useful to a substantial proportion of researchers. Australian records with limited applicability may be purchased, subject to budgetary constraints.

The collection facilitates publications about Liverpool residents, past and present.

#### **Target client groups**

- Family historians
- Liverpool City Council staff and Councillors
- The Liverpool Genealogy Society Inc.
- Local historical groups
- Primary, secondary and tertiary students
- Consultants and professional historians
- General community

#### **Access**

Family History material is available for use only within the Ward Havard Research Centre within the Central Library. Materials are not available for loan, but may be copied in accordance with the Copyright Act.

#### **Formats**

- Books
- Newspapers
- Magazines and journals
- Oral histories
- Family histories
- Maps and plans
- Microforms
- Video, audio and multimedia products
- Digitised resources

Where material inappropriate to the collection is offered for acquisition, it is referred to local complementary collections.

### **Complimentary collections**

- Internal: local studies, corporate information collection, non-fiction, reference and serials
- External: Liverpool Genealogy Society, City of Liverpool and District Historical Society, Liverpool Regional Museum, State Library of New South Wales, State Records of New South Wales, and Australian Archives

### **Selection criteria**

All materials collected must fall within the scope and format criteria already stated.

### **Responsibility for selection**

- Local Studies Librarian
- Other staff may be delegated as appropriate

### **Weeding and retention**

Material is generally to be retained permanently.

Material may be weeded from the collection if it:

- Is outside the scope of the Collection Development and Information Access Policy
- Excessively duplicates material already held
- Is in very poor condition, beyond economic repair

Weeded material is offered to local complementary collections in the first instance before disposal.

### **Disaster recovery**

It is not envisaged that the collection will contain original materials. In the event of a disaster, retrieval of unique local studies material will be given a higher priority than family history material that can more easily be replaced.

### **7.3.8 Higher School Certificate**

#### **Scope**

This collection includes non-fiction material for students preparing for the Higher School Certificate (HSC).

It contains syllabus support material for the broad range of subjects studied for the HSC.

#### **Target client groups**

Students in years 11 and 12 preparing for the HSC examination.

#### **Access**

- The collection is shelved separately and available for 7 day loan.
- A core collection is available at each branch library and the mobile library, with a wider range of material available at the Central Library.

#### **Formats**

- Print: hardback, paperback
- Audio-visual
- Pamphlets
- CD ROM
- Internet

#### **Complementary collections**

- Internal: adult and junior non-fiction collections, reference and CD-Roms
- External: Internet and other libraries

#### **Selection criteria**

- Student and staff requests
- Local high schools/TAFE
- NSW Board of Studies curriculum text lists
- Currency and relevancy
- Price
- Physical presentation
- Availability

**Responsibility for selection**

- Collection Development Librarian
- Staff as delegated by the Collection Development Librarian

**Weeding and retention**

Material that no longer supports the subjects studied for the HSC will be withdrawn from this collection. The items will be transferred to the adult non-fiction collection if they are considered of value to the collection.

### 7.3.9 Indigenous collection

#### Scope

The indigenous collection contains a wide range of resources relating to Aboriginal and Torres Strait Islander culture, covering a wide range of authors and subjects at various levels to meet the needs of identified target clients. The indigenous collection includes fiction, non-fiction and audio-visual materials.

#### Target client groups

- Aboriginal and Torres Strait Islander communities
- Students
- General community

#### Access

- The indigenous collection is shelved in alphabetical order by author family name in the case of fiction, and subject order according to the Dewey Decimal Classification (DDC) scheme for non-fiction
- The broadest range of materials is available at the Central Library
- Selected collections are available in the branch libraries. The nature of the collection at a branch will be based on perceived needs in the immediate surrounding area. Branch collections will not replicate the range or size of the Central Library collection

#### Formats

- Print, including hardback and paperback monographs
- Audio-visual
- Newspaper and journal

#### Complementary collections

- Internal: fiction, non-fiction, reference, LIAC, local studies, pamphlet files
- External: Internet, other libraries and indigenous organisations

#### Selection criteria

- Wide selection of subjects at various levels
- Sensitivity of portrayal of indigenous culture
- Accuracy, currency and relevancy
- Customer and staff requests
- Core works in specific subject areas
- Syllabus support material

- Price
- Physical presentation
- Availability

**Responsibility for selection**

- Collection Development Librarian with the Children's and Youth Services Librarian, the Collection Services Librarian and the Serials Officer
- Branch librarians and other staff as deemed appropriate by the Collection Development Librarian are also involved in selection

### 7.3.10 Junior fiction

#### Scope

This collection is representative of a wide range of fiction types and genres. It reflects the diversity of cultural backgrounds present in the population as well as the variety of interests and reading levels of this age group.

The collection includes 'novelty' format books such as board books, pop-up books and books without text.

#### Target client groups

- Children and young people from birth to seventeen
- Parents and carers

#### Access

- Materials are shelved alphabetically by author family name. The exception is Easies at Central and Miller libraries. These collections are not kept in alphabetical order due to the volume of material and the browsing habits of the customers
- The fiction collection is separated into three categories based upon age:
  - Items in the Easies collection are suitable for children from birth to approximately seven (7) years
  - Items in the junior fiction collection are suitable for children from seven (7) to thirteen (13) years of age
  - Items in the youth fiction collection are suitable for young people from thirteen (13) to seventeen (17) years of age
- Australian authors are identified by a 'kangaroo logo'
- High interest titles are displayed on sloped display shelves
- Material of special use for children learning or practicing reading is collected as 'Junior Readers' and is categorised into three groups
  - E1 – Beginning readers
  - E2 – Emergent readers
  - E3 – Practicing readers
- Junior fiction CD-ROMs are inter-filed with the CD-ROM collection

#### Formats

- Print
- CD-ROMs
- Digital

- Magazines

**Complementary collections**

- Internal: adult fiction and multicultural collection
- External: other libraries and bookstores

**Selection criteria**

- Wide selection of authors and illustrators
- Collection of consistently popular authors and illustrators
- Staff and customer requests
- Prospective national and international award winners
- Collection of recognised classics
- Price
- Physical presentation including text size and placement
- Durability
- Syllabus support materials
- International materials are judged on their appeal and relevance to Australians
- Appeal to current 'popular culture'
- Suitability to target age group and reading ability

**Responsibility for selection**

- Children's and Youth Services Librarian
- Staff as delegated by the Children's and Youth Services Librarian

### 7.3.11 Junior indigenous collection

#### Scope

This section represents a wide range of materials including picture books, fiction and non-fiction. The collection is both a resource centre for indigenous persons and a study collection for people interested in indigenous culture.

#### Target client groups

Children and young people aged from birth to seventeen

#### Access

- Fiction items are shelved alphabetically by author family name
- Non-fiction items are shelved numerically by the Dewey Decimal Classification (DDC) system
- Australian authors are identified by a 'kangaroo logo'

#### Formats

- Print
- Digital

#### Complementary collections

- Internal: fiction, non-fiction, eases, reference, closed reserve and pamphlet file collections
- External: other libraries

#### Selection criteria

- Sensitivity of portrayal of Indigenous culture
- Suitability to target age group's reading and cognitive ability
- The clarity of the text
- The accuracy of the information
- Currency of information
- Customer requests and 'Suggestions for Purchase'
- Prospective major national and international award winners
- Wide selection of contemporary authors
- Collection of consistently popular authors
- Collection of recognised classics and consistently popular items
- Price
- Physical presentation

- Durability
- Syllabus support material
- International materials are judged on their appeal and relevance to Australians
- Appeal to current 'popular culture'

**Responsibility for selection**

- Children's and Youth Services Librarian
- Staff as delegated by the Children's and Youth Services Librarian

### 7.3.12 Junior non-fiction

#### Scope

Non-fiction materials are selected for their current popular value and use, and / or their important subject content.

The collection provides information for children's study and recreation needs.

Textbooks are included if they are the only available content.

#### Target client groups

Children and young people aged from five to thirteen years

#### Access

- Materials are shelved numerically by the Dewey Decimal Classification (DDC) scheme
- Shelf labels 'point out' high interest areas and the range of DDC numbers on each shelf
- Junior non-fiction CD-ROMs are inter-filed with the CD-ROM collection
- Pamphlet files are filed alphabetically at the Level 2 Reader Assistance desk
- Materials labeled as reference are selected for their important subject content. The reference collection provides ready-at-hand materials to answer the widest variety of questions possible and therefore does not go out on loan. The reference collection may also include items to answer specific questions that appear at least annually
- Items in heavy demand are placed on closed reserve, which is kept for in-house library use only

#### Formats

- Print
- CD-ROMs
- Digital
- Pamphlet files

#### Complementary collections

- Internal: adult non-fiction, multicultural non-fiction, videos and indigenous non-fiction collections
- External: other libraries and web resources

### **Selection criteria**

- Suitability to target age group's reading and cognitive ability
- The clarity of the text
- The accuracy of the information
- Currency of information
- Appropriate use of the medium to the content
- Customer requests and 'Suggestions for Purchase'
- Prospective major national and international award winners
- International materials are judged on their appeal and relevance to Australians
- Syllabus support material
- Appeal to current 'popular culture'
- Price
- Durability
- Physical presentation including quality of illustrations, photographs, charts, tables and diagrams
- Use of reference tools such as indexes and table of contents

### **Responsibility for selection**

- Children's and Youth Services Librarian
- Staff as delegated by the Children's and Youth Services Librarian

### 7.3.13 Large print

#### **Scope**

The large print collection includes both recreational and informational materials.

This collection contains a wide range of adult fiction titles, plus a selected range of adult non-fiction titles at various levels to meet the needs of identified target customers.

#### **Target client groups**

- Older people
- Customers with a sight impairment
- Customers who need or desire large print reading material

#### **Access**

- Large print fiction is shelved alphabetically by author family name, and separately from the adult fiction collection
- Large print non-fiction is shelved in subject order according to the Dewey Decimal Classification (DDC) scheme, and separately from the adult non-fiction collection
- The broadest range of materials is available at the Central Library
- Selected collections are available in the four branch libraries at Miller, Moorebank, Casula and Green Valley. The nature of the collection at a branch will be based on perceived needs in the surrounding area. Branch collections will not replicate the range or size of the Central Library collection
- Large print collections are periodically rotated between branches according to the requirements of branch librarians

#### **Formats**

- Print: principally hardback monographs, with some paperback editions

#### **Complementary collections**

- Internal: adult fiction, adult non-fiction and talking books
- External: other libraries

#### **Selection criteria**

##### Fiction

- Wide selection of contemporary authors
- Some multiple copies of works by popular authors

- Customer requests where available and suitable
- Price
- Physical presentation

Non-fiction

- Wide selection of subjects
- Currency and relevancy
- Customer requests
- Price
- Physical presentation

**Responsibility for selection**

- Collection Development Librarian
- Branch librarians, the Special Services Library Operator and other staff as deemed appropriate by the Collection Development Librarian are also involved in selection

### 7.3.14 Legal Information Access Centre (LIAC) collection

#### Scope

This is a reference and lending collection of Australian legal resources. The aim of the collection is to provide up to date and accurate plain language legal resources to the general community.

#### Target client groups

- General community
- Students
- Local business community
- Indigenous community

#### Access

- The collection is shelved separately at the Central Library and inter-filed at the branch libraries
- The reference and lending collections are shelved separately at the Central Library
- The Legal Tool Kit is shelved in its own stand at the Central Library and at the branches
- The Hot Topics are shelved separately at the Central Library and inter-filed at the branches
- The pamphlet collection is shelved separately in its own stand at the Central Library
- Smaller collections are kept at each branch library based on local need. No attempt will be made to replicate the range or size of the Central Library collection at the branch libraries
- Selected high use reference items are kept in closed reserve at the Central Library
- Online databases are available through the Internet

#### Formats

- Print: both hardback and paperback monographs
- Audio-visual is in the lending collection only
- Web resources
- Online databases
- Pamphlets

**Complementary collections**

- Internal: CD-ROMs, adult non-fiction, indigenous non-fiction, online databases and serials
- External: Internet, other libraries and information agencies

**Selection criteria**

- Resources as outlined and selected by the State Library of NSW Legal Information Access Centre (LIAC)
- Currency and relevancy
- Presentation of content
- Price
- Durability and accuracy
- Availability

**Responsibility for selection**

- Information Services Librarian
- Staff as delegated by the Information Services Librarian

**Reallocation**

- Items identified by the State Library of NSW LIAC to be transferred from the reference to the lending collection

### 7.3.15 Local studies

#### Scope

The aim of the local studies service is to provide an accessible and comprehensive research collection for the study of all aspects of the Liverpool local government area, past and present. This is achieved by acquiring, preserving and providing access to a range of locally significant documents. This includes, but is not limited to, documents in the following areas:

- Natural environment and landscape
- Aboriginal heritage
- Social, economic, cultural and political history
- Built and natural heritage

The collection facilitates publications about Liverpool, past and present.

The collection also falls under the *Liverpool City Art, Heritage and Local Studies Collection Policy* (see appendix 6). Under this Policy the stated aim of the collection is *to provide an accessible and comprehensive local studies research collection for the study of all aspects of the City, past and present.*

#### Target client groups

- Liverpool City Council staff and Councillors
- Local historical groups
- Primary, secondary and tertiary students
- Consultants and professional historians
- Local and family historians
- General community

#### Access

Intellectual access to the collection is via the library catalogue, card indexes and photograph database. Digital copies of sections of the collection are made available via the Library's eBranch.

Local Studies material is available for use only within the Ward Havard Research Centre within the Central Library. Materials are not available for loan, but may be copied in accordance with the Copyright Act.

Material may be duplicated for public use, by photography, photocopy or microfilm. Where material has been duplicated, the public will need to obtain approval from the Local Studies Librarian in order to access original materials.

## **Formats**

- Books
- Pictures, including photographs, negatives, prints, paintings and sketches
- Newspapers
- Magazines and journals
- Oral histories
- Community archives
- Council archives (Liverpool and Nepean Councils)
- Family papers
- Maps and plans
- Microforms
- Video, audio and multimedia products
- Ephemera, newspaper and magazine cuttings
- Digitised resources

Realia and artifacts will not be collected for the Local Studies Collection unless these objects bear an integral relationship with documentary material acquired for the collection. Where material inappropriate to the collection is offered for acquisition, it is referred to local complementary collections.

## **Complementary Collections**

### Local - Internal

- Corporate Collection
- Reference Collection
- Non-fiction Collection

### Local - External

- City of Liverpool and District Historical Society
- Liverpool Genealogy Society
- Liverpool City Council Records Section
- Liverpool Regional Museum
- Casula Powerhouse Arts Centre

### State and Federal

- State Library of New South Wales
- State Records of New South Wales

- Australian Archives

### **Selection criteria**

All materials collected must fall within the scope and format criteria already stated. Further, where material of local significance is part of a larger work, the cost of the work and the importance of the material must be taken into account before acquisition.

### **Responsibility for selection**

- Local Studies Librarian
- Staff as delegated by the Local Studies Librarian

### **Priority collection areas**

This assessment is based on the strengths and weaknesses of the current collection and observed patterns of usage:

- Aboriginal heritage
- Ethnic communities
- Pictorial material
- Council archives (by microfilm, digitisation or acquisition of original material)

### **Weeding and retention**

Material is generally to be retained permanently.

Material may be weeded from the collection if it:

- Is outside the scope of the collection development policy
- Excessively duplicates material already held
- Is in very poor condition, beyond economic repair

Weeded material is offered to local complementary collections in the first instance before disposal.

### **Conservation of materials**

Accessibility of the Library's permanent collections for present and future use will be ensured by:

1. Maintaining an appropriate environment that minimises the deterioration of the stock. This includes temperature and humidity control, correct handling of the stock, individual assessment of the extent and type of repairs required and on-going monitoring of the extent of use of key items

2. Actively preserving material in the collection by:
  - isolating items needing treatment and withdrawing them from active use
  - applying appropriate preservation techniques to those items that warrant such treatment as and when possible
  - reformatting material where the extent of use is incompatible with the on-going preservation of the item

### **Disaster preparedness**

Possible disasters, which could affect the collection, include:

- Water penetration/local flooding
- Fire
- Vandalism
- Earthquake

The most likely possible disaster, which could affect the collection, is water penetration/local flooding.

In the case of a disaster, the highest priority for the collection will be preserving unique material relating to Liverpool.

### 7.3.16 Multicultural collection

#### Scope

The Multicultural Collection reflects the diversity of cultural backgrounds present in the local population and addresses the needs of non-English speaking communities. The collection contains adult and junior fiction and non-fiction, audio-visual materials, music CDs, magazines and newspapers.

Highly specialised, academic material is not collected. This is in line with the target client groups for this collection, and the Library as a whole. Such material may be requested through inter-library loan.

The Library aims to provide local multicultural communities with a wide range of materials with special attention given to the largest community groups and most popular and heavily used languages.

#### Target client groups

- Adults and young people living in the Liverpool area who speak a language other than English
- Students from English language courses
- Ethnic community organizations

#### Access

- The full range of multicultural materials is available at the Central Library
- Selected language collections are available in the four branch libraries at Miller, Moorebank, Casula and Green Valley. The decision to include a language collection at a branch is based on the need in the surrounding area. No attempt will be made to replicate the range or size of the Central Library collection at the branches
- Multicultural Collection material is housed separately from the English language collection. Each language is shelved individually
- All items can be accessed on the Library catalogue. The Library's system currently does not provide non-Roman characters
- Through eBranch the Library offers electronic access to community language newspapers published overseas and to other multicultural sites
- Customers can request community language material from the State Library of NSW or other public libraries via the document delivery service
- Other public libraries may request bulk loans of community language material

### **Formats**

- Print: both hardback and paperback monographs
- Newspapers and magazines
- Audio and video tapes
- Compact discs
- Kits (book and tape or CD)

### **Complementary collections**

- Internal: adult non-fiction, English Workshop collection, junior eases
- External: State Library of NSW and other public libraries, including inter-library loans and bulk loans

### **Selection criteria**

- Price
- Availability
- Durability
- Suitability to target multicultural group

### **Selection methods and tools**

In addition to the selection methods and tools outlined in section 6.3, community book selection meetings are also held for the most popular languages.

### **Responsibility for selection**

- Multicultural Services Librarian

In addition, Library customers have the opportunity to recommend material for purchase through the Library's "Community Book Selection Meetings". It is an opportunity to maximise the use of the Library's resources by ensuring that items purchased for the collection are a true reflection of the needs and interests of the community.

This event is part of the Library's ongoing commitment to the development of quality services and collections through consultation with members of the local community.

### 7.3.17 Professional collection

#### **Scope**

The Library has a professional collection of library and information science resources. The aim is to provide staff with a professionally based collection that supports them in their work, studies and professional development.

#### **Target client groups**

- Staff
- Students

#### **Access**

The professional collection consists of items that are available for loan or that are for reference only within the Library.

#### **Formats**

Primarily monographs and serials. Other formats are also selected as required.

#### **Complementary collections**

- Internal: adult non-fiction, reference, serials
- External: other libraries, other information agencies and web resources

#### **Responsibility for selection**

- All Library staff are encouraged to make recommendations to the Collection Development Librarian and Serials Officer

### 7.3.18 Reference

#### Scope

The reference collection is a non-lending collection of resources specifically selected for use within the Library. The aim of this collection is to provide a range of up-to-date reference resources.

#### Target client groups

- General community
- Students
- Local business community
- Indigenous community
- Library staff

#### Access

- The Central Library reference collection includes the Legal Information Access Centre (LIAC) resources collection, CD ROM databases, access to online databases and services, and Australian telephone directories
- Smaller reference collections are kept at each branch library based on local need. No attempt will be made to replicate the range or size of the Central Library collection at the branch libraries
- Adult and junior reference collections are inter-filed. The books are shelved in subject order according to the Dewey Decimal Classification (DDC) scheme
- Indigenous collection reference items are shelved separately at the Central Library, but are inter-filed at each branch library
- LIAC Collection reference items are shelved separately at the Central Library, with the smaller Legal Tool Kit available at the branch libraries
- Di@YLL (drug information at your local library) reference resources are shelved separately at the Central Library, but are inter-filed at the branch libraries
- Selected high use reference items are kept on closed reserve
- Selected online services are available at the Central Library with a smaller range of services available at the branch libraries. Remote access is also available for some databases
- Australian telephone directories are shelved separately

#### Formats

- Print: hardback and paperback
- Pamphlets
- CD-ROMs

- Online databases
- Websites

### **Complementary collections**

- Internal: adult non-fiction, junior non-fiction, local studies, family history, Corporate Information collection, English Workshop collection, audio-visual: kits, audio and video tapes, and serials
- External: Internet, other libraries and information agencies

### **Selection criteria**

- General print collection
  - wide selection of subjects at various levels
  - currency and relevancy
  - presentation of content
  - customer and staff requests
  - core works in specific subject areas
  - syllabus support material
  - price
  - availability
  - durability and accuracy
- CD-ROM
  - content quality
  - price
  - space-saving value over the print equivalent
  - ease of use
  - currency and relevancy
  - CD ROM format should enhance the value of the product over the print equivalent
  - accuracy

### **Responsibility for selection**

- Information Services Librarian
- Children's and Youth Services Librarian
- Staff as delegated by the Information Services Librarian or Children's and Youth Services Librarian

## **Retention and reallocation**

### Stack

- Selected yearbooks are kept for 10 years
- Other reference books are kept in stack when their content is considered valuable to the collection

### Reallocation

- Superseded editions may be transferred to a branch reference collection or the lending collection provided the item is still in good condition and the information is still accurate and current

### 7.3.19 Serials

#### Scope

##### Lending magazines

- Primarily a collection of popular magazines for recreational purposes, the collection aims to cover a wide range of subjects. A small number of community language magazines of general interest are also acquired

##### Reference periodicals

- The Reference periodical collection consists of current affairs publications and technical magazines. This collection supports and supplements the non-fiction collection and the reference collection

##### Newspapers

- The Library acquires the local newspapers and a selection of the most popular metropolitan newspapers
- Newspapers in a wide range of community languages are also acquired

#### Target client groups

- General community
- Students
- Local business community

#### Access

##### Lending magazines

- Central Library and each branch library have collections
- Titles of magazines vary at each branch
- All magazines are filed in alphabetical order by title
- The latest issue of each magazine (with the exception of weekly magazines) is put on display and is not available for loan until the next issue is received
- All weekly magazines are available for loan

##### Reference periodicals

- Reference periodicals are kept at the Central Library and are not for loan
- Back issues are bound each year and kept for up to ten years

## Newspapers

- Newspapers are not for loan
- English language newspapers in hardcopy are filed at the Central Library
- Community language newspapers in hardcopy are filed at the Central Library
- All branch libraries receive a daily copy of *The Sydney Morning Herald* and the *Daily Telegraph*

## Formats

- Print
- Online
- CD-ROM
- Local newspapers and *The Sydney Morning Herald* are available on microfilm
- *The Sydney Morning Herald* is available on CD-ROM

## Complementary collections

- Internal: reference, non-fiction, multicultural, local studies and family history
- External: other libraries (local, national and international), retail outlets and the Internet

## Selection criteria

- Wide selection of subject areas
- Customer requests
- Information needs of the wider community
- Price
- Availability
- Emphasis on providing an Australian edition
- Current recreational trends and interests
- Areas of rapidly changing information

## Responsibility for selection

- Serials Officer, with the Information Services Librarian, the Multicultural Services Librarian and branch librarians
- Staff as delegated by the Serials Officer

### 7.3.20 Web resources

#### Scope

The Library selects World Wide Web (web) resources for inclusion in the Library's catalogue and as part of the Internet resources database available through eBranch. The aim is to identify, describe and make available web resources to meet the informational, educational and recreational needs of customers. Web resources are selected for, and complement, all Library collections.

The aim, where possible, is to select websites in the community languages represented in Liverpool. However, the range of language expertise of Library staff will limit the evaluation of non-English websites. Particular emphasis is placed on the selection of newspapers in community languages.

The Library has no control over linked websites and due to their dynamic nature the Library cannot be responsible for information provided through selected websites.

#### Target client groups

- General community
- Students
- Council staff
- Local business community

#### Access

Access to selected web resources is provided through:

- the Library catalogue
- the Internet resources database available through eBranch

The catalogue allows web resources to be located by subject, title and author.

The Internet resources database allows web resources to be browsed and searched. Web resources can be browsed through a number of topic and level views, such as reference, local studies and children's.

Website links will be checked on a regular basis so as to ensure that records are only provided to active websites.

#### Formats

- Websites
- Electronic journals and other online publications
- Frequently Asked Questions (FAQ) websites

### **Complementary collections**

- Internal: adult non-fiction, junior non-fiction, reference, local studies, family history, audio-visual materials
- External: Other libraries and information agencies

### **Selection criteria**

The selection criteria applied to developing the collection as a whole are used in selecting web resources. Web resources are also evaluated according to their credibility, quality and usefulness in order to support the needs of customers.

Other criteria applied to websites include:

- Authority - is the website a commercial, educational, government, association website? What is the reputation of the author?
- Does the website have its own domain name?
- Content - is the site content accurate, up-dated regularly and verifiable?
- Costs - are any fees required to access the content of the website?
- Accessibility - is the site accessible?
- Design - is the site easy to use and well organised?

Generally, the Library does not select personal home pages.

In applying selection criteria to library resources, an assessment of the most suitable format for the information and expected use is also made. For example, electronic access to overseas newspapers is often preferable to purchasing paper copies. The advantages of electronic access are that the Library is able to provide customers with access to a wide range of newspapers at far lower costs. In addition, the time delay for the delivery of paper copies is removed.

As with all library resources, the Library welcomes customer suggestions for websites to be added. All suggested websites will be evaluated against the selection criteria outlined in this Policy.

### **Responsibility for selection**

All staff are encouraged to locate and submit suitable websites for inclusion in the database. However, the staff member responsible for each particular section of the database will ultimately decide what websites will actually be included.

### **Weeding and retention**

Selected sites are reviewed periodically for access, design and content. If a web resource no longer meets the selection criteria or is inactive, it is removed from the catalogue and Internet resources database.

## **8. Review**

This Collection Development and Information Access Policy is reviewed on an ongoing basis so as to ensure that it continues to meet the needs of the people of Liverpool. A new edition will be issued whenever substantial changes are required to the Policy.

## **Appendix 1: UNESCO Public Library Manifesto**

1994

*English Version*

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

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**

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 users 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 pressures.

### **Missions of the Public Library**

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 from 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.

### **Funding, legislation and networks**

The public library shall in principle be free of charge.

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 library network must be designed in relation to national, regional, research and special libraries as well as libraries in schools, colleges and universities.

### **Operation and management**

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 programmes have to be provided to help users benefit from all the resources.

### **Implementing the Manifesto**

Decision makers at national and local levels and the library community at large, around the world, are hereby urged to implement the principles expressed in this Manifesto.

*The Manifesto is prepared in cooperation with the International Federation of Library Associations and Institutions (IFLA).*

**Latest Revision:** July 16, 1998

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[www.ifla.org](http://www.ifla.org)

## **Appendix 2: Statement on free access to information**

### **Object**

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:

- 5 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;
- 6 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;
- 7 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;
- 8 catering for interest in contemporary issues without promoting or suppressing particular beliefs and ideas;
- 9 protecting the confidential relationships that exist between the library and information service and its clients;
- 10 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;

11 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.

**Related documents**

Article 19 of the United Nations Universal Declaration of Human Rights

<http://www.un.org/Overview/rights.html>.

Article 19 of the International Covenant on Civil and Political Rights

[[http://www.unhcr.ch/refworld/refworld/legal/instrume/detent/civpot\\_e.htm](http://www.unhcr.ch/refworld/refworld/legal/instrume/detent/civpot_e.htm)].

International Federation of Library Associations and Institutions Statement on Libraries and Intellectual Freedom <http://www.faife.dk>.

***Date of adoption:*** October 2001

***Date of amendment:*** Replaces Statement on free library services to all and the Statement on freedom to read.

## Appendix 3: Public Access Internet Policy

### 1. Preamble

The Internet provides a wide range of information resources that is vital for a developing and growing community. Access to the Internet is a key service at the Liverpool City Library.

This Policy document is based on a range of policies, principles and guidelines available in many publicly available documents including the *Public Internet Access Guidelines for Public Libraries* from the NSW MPLA Technology Forum, statements from ALIA, and the *UNESCO Public Library Manifesto*.

The aim of this policy document is to provide an open and clear statement for library staff and users.

#### 1.1. Definitions

“The Library”	The Liverpool City Council Library Service
“Users”	Users of the Liverpool City Council Library Service
“Staff”	Staff at the Liverpool City Council Library Service
“PC”	Personal Computer

### 2. Internet access guideline for parents and children

Parents and guardians are responsible for their children’s access to the Internet. Public libraries have no control over what information is accessible on the Internet and cannot be held responsible for Internet content or its use.

The Library provides a document, *Internet Access Guidelines for Parents and Children*, which assist parents in providing guidance for their children using the Internet.

### 3. Values

#### 3.1. Free access to information

Public Libraries must accept responsibility for providing free access to information sources on the Internet which, as stated in the *Public Internet Access Guidelines for Public Libraries*, is “part of their mission in meeting their widely acknowledged role to meet the information needs of their community”.

#### 3.2. Access to information free of censorship

The Library does not support the use of filtering or censorship technologies for Internet access. Public libraries have a role in promoting the free exchange of different points of view on current and historical issues, including controversial issues.

To protect other users from potentially offensive and harmful material on the Internet, staff may ask Internet users not to display such material on computer screens that are visible in public areas.

### **3.3. Assistance and training**

Staff will provide assistance to Internet users to locate information in a professional manner according to the values and ethics articulated in the ALIA Statement on Professional Conduct.

The Library offers formal Internet training course in its role to promote Internet usage and computer literacy.

Staff are trained to use most of the commonly available Web browsers and Web based applications and may not be able to support many of the specialised and industry-specific applications now available on the Web.

### **3.4. Privacy**

Staff will respect the user's right to privacy when assisting Internet users. However, the Library may provide Internet logs to officers legally empowered to investigate Internet usage where there is reasonable suspicion of illegal use.

## **4. Legal issues**

### **4.1. Existing legislation**

Content provided by the Internet Service at the Library is regulated by State and Commonwealth legislation. The current Acts that apply are:

- Broadcasting Services Act 1992 (Commonwealth)
- Classification (Publications, Films and Computer games) Enforcement Act

### **4.2. Illegal and inappropriate use**

Users must not use the Internet to transmit, use or create material that is

- Illegal or an incitement to break the law
- Slanderous, libelous or defamatory
- Offensive, obscene or pornographic
- Abusive or threatening violence
- Harassment based on sex, race, disability or other protected status

### **4.3. Copyright**

Users are responsible for complying with international and federal laws protecting copyrighted material.

## **5. Conditions of use**

### **5.1. Membership**

The Library prefer users of the Internet Service to be members of the Library but will allow temporary users who accept the stated conditions of use in the Library Membership Application Form.

### **5.2. Junior Internet users**

Users under the age of 16 years must have signed permission from a parent or legal guardian to access the Internet Service in the Library.

### **5.3. Library responsibility**

The Library cannot accept responsibility for information stored on user's floppy disk or user's email accounts held with Web email providers.

### **5.4. Misuse of resources**

Users must not damage Library PC equipment, alter any PC or software settings, or knowingly propagate a computer virus or malicious software. User must not change the security settings that protect the PC operating system.

Users will notify staff immediately if they experience problems with Internet PCs.

### **5.5. Web plug-ins and other Internet applications**

The Library can only support the commonly used web applications such as Acrobat reader and Flash plug-in and cannot provide users with specialised or industry-specific web applications or plug-ins.

The Library will regularly review trends in web technology to assess those applications that are accepted as standard.

### **5.6. Non-Roman fonts**

The Library will install PC fonts for non-Romanised languages for the major non-English speaking communities of Liverpool. Languages not supported can be considered for future installations based on the proportion of users registered with the suggested language.

### **5.7. Infringement of conditions of use**

Users who do not comply with the stated conditions and policies may have their sessions terminated or be denied future access to the service.

## 6. Fees

### 6.1. Council approved

Liverpool City Council approves all fees and charges at the Library.

### 6.2. Printing charge

Printing from Internet PCs will be charged on per page basis.

## 7. Bookings

### 7.1. Advance bookings

Users may book sessions in advance on the Internet PCs at any branch of the Library by phone or in person. Internet PCs will be available for bookings at all branches of the library service.

- 7.1.1. Bookings will be accepted for sessions up to one week (7 days) in advance.
- 7.1.2. Bookings will be limited to 2-hour sessions.
- 7.1.3. Concurrent sessions for the same user will not be accepted. Also, consecutive sessions for the same user will not be accepted.
- 7.1.4. Users will be limited to 2 bookings in a calendar week at a branch.

### 7.2. Booking cancellation

- 7.2.1. Bookings will be held for ten minutes after the scheduled starting time. After this, staff may cancel the booking and the booking fee will still apply.

### 7.3. Finishing time

Users will finish at the specified time, so as not to inconvenience the next user.

### 7.4. PCs reserved for bookings

PCs reserved for bookings only will be available at each branch of the Library.

## 8. Internet PCs

### 8.1. Availability at branches

Internet PCs that do not require bookings will be available at each branch of the Library.

### 8.2. Limited sessions

User sessions for Internet PCs will be limited to a fixed period to ensure fair access to all users. Where available, an electronic session timer will be used.

Staff may extend free Internet PC sessions for users during quiet periods.

## **Appendix 4: The IFLA Internet Manifesto**

Unhindered access to information is essential to freedom, equality, global understanding and peace. Therefore, the International Federation of Library Associations (IFLA) asserts that:

- Intellectual freedom is the right of every individual both to hold and express opinions and to seek and receive information; it is the basis of democracy; and it is at the core of library service.
- Freedom of access to information, regardless of medium and frontiers, is a central responsibility of the library and information profession.
- The provision of unhindered access to the Internet by libraries and information services supports communities and individuals to attain freedom, prosperity and development.
- Barriers to the flow of information should be removed, especially those that promote inequality, poverty, and despair.

### **Freedom of Access to Information, the Internet and Libraries and Information Services**

Libraries and information services are vibrant institutions that connect people with global information resources and the ideas and creative works they seek. Libraries and information services make available the richness of human expression and cultural diversity in all media.

The global Internet enables individuals and communities throughout the world, whether in the smallest and most remote villages or the largest cities, to have equality of access to information for personal development, education, stimulation, cultural enrichment, economic activity and informed participation in democracy. All can present their interests, knowledge and culture for the world to visit.

Libraries and information services provide essential gateways to the Internet. For some they offer convenience, guidance, and assistance, while for others they are the only available access points. They provide a mechanism to overcome the barriers created by differences in resources, technology, and training.

### **Principles of Freedom of Access to Information via the Internet**

Access to the Internet and all of its resources should be consistent with the United Nations Universal Declaration of Human Rights and especially Article 19:

*Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.*

The global interconnectedness of the Internet provides a medium through which this right may be enjoyed by all. Consequently, access should neither be subject to any form of ideological, political or religious censorship, nor to economic barriers.

Libraries and information services also have a responsibility to serve all of the members of their communities, regardless of age, race, nationality, religion, culture, political affiliation, physical or other disabilities, gender or sexual orientation, or any other status.

Libraries and information services should support the right of users to seek information of their choice.

Libraries and information services should respect the privacy of their users and recognize that the resources they use should remain confidential.

Libraries and information services have a responsibility to facilitate and promote public access to quality information and communication. Users should be assisted with the necessary skills and a suitable environment in which to use their chosen information sources and services freely and confidently.

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

In common with other core services, access to the Internet in libraries and information services should be without charge.

### **Implementing the Manifesto**

IFLA encourages the international community to support the development of Internet accessibility worldwide, and especially in developing countries, to thus obtain the global benefits of information for all offered by the Internet.

IFLA encourages national governments to develop a national information infrastructure which will deliver Internet access to all the nation's population.

IFLA encourages all governments to support the unhindered flow of Internet accessible information via libraries and information services and to oppose any attempts to censor or inhibit access.

IFLA urges the library community and decision makers at national and local levels to develop strategies, policies, and plans that implement the principles expressed in this Manifesto.

***This Manifesto was prepared by IFLA/FAIFE.***

*Approved by the Governing Board of IFLA 27 March 2002, The Hague, Netherlands.*

*Proclaimed by IFLA 1 May 2002.*

*Adopted unanimously without dissent or abstentions on Council meeting of the 68th IFLA General Conference and Council, August 23rd 2002, Glasgow, Scotland*

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## Appendix 5: Dewey classes

The ten main Dewey classes are:

000-099	Computers, information, & general reference
100-199	Philosophy & psychology
200-299	Religion
300-399	Social sciences
400-499	Language
500-599	Science
600-699	Technology
700-799	Art and recreation
800-899	Literature
900-999	History and geography

## Appendix 6: The Liverpool City Art, Heritage and Local Studies Collection Policy

### The Liverpool City Art, Heritage and Local Studies Collection Policy

**For:** Adoption by Liverpool City Council

**Prepared by:** Casula Powerhouse Arts Centre, Liverpool City Library and Liverpool Regional Museum

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#### Title

The Liverpool City Art, Heritage and Local Studies Collection Policy.

#### Definitions

- 1.1 *Art*  
Art refers to the application of a human creative skill.<sup>7</sup>
- 1.2 *Acquisition*  
Acquisition means the process by which a book or an object is obtained for the collection.
- 1.3 *The Board*  
The Board means the Board of Management of Casula Powerhouse Arts Centre and Liverpool Regional Museum
- 1.4 *Book*  
Book includes periodical, newspaper and any other printed matter and also includes map, music, manuscript, picture, photographic plate and film and any other matter or thing whereby words, sounds or images are recorded or reproduced.<sup>8</sup>
- 1.5 *City*  
City means City of Liverpool.
- 1.6 *Community*  
Community means all those living in the City of Liverpool.
- 1.7 *Community Cultural Development*  
Community Cultural Development means an issue based community cultural development program that is a synergy between the principles and practices of art, heritage, and community. This definition applies to the Library, Powerhouse and the Museum.
- 1.8 *Council*

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<sup>7</sup> *The Australia Oxford Concise Dictionary*

<sup>8</sup> *Library Act 1939*

Council means the Liverpool City Council.

1.9 *Collection*

Collection refers to the management of books and objects in the Liverpool City Art, Heritage and Local Studies Collection.

1.10 *Collector*

Collector refers to all facilities and employees of Liverpool City Council.

1.11 *Donation*

Donation refers to a book or object given to the collection.

1.12 *Deaccessioning*

Deaccessioning means the permanent removal of a book or object from the collection.

1.13 *Diverse Cultures*

Diverse Cultures means that the City consists of complex, multi-dimensional cultures and ethnic backgrounds.

1.14 *Federal*

Federal means the Australian Government.

1.15 *Heritage*

Heritage means anything that is considered worthy of preservation by Council. This may include natural, built, monuments, books and objects.

1.16 *International*

International means legislated documents that exclude Council, State and Federal Governments.

1.17 *Land Councils*

Land Councils means Gandangarra and Tharawal Aboriginal Land Councils.

1.18 *Library*

Library means the Liverpool City Library

1.19 *Local studies*

Local studies refers to the local studies research collection managed by, and housed in, the Liverpool City Library.

1.20 *Museum*

Museum means the Liverpool Regional Museum.

1.21 *Object*

Object means any medium, excluding books, that is part of the collection.

1.22 *Place*

Place refers to the development of meaning that connects the personal, geographical, and cultural, to the City.

- 1.23 *Policy*  
Policy refers to the Liverpool City Art, Heritage and Local Studies Collection Policy.
- 1.24 *Powerhouse*  
Powerhouse means the Casula Powerhouse Arts Centre
- 1.25 *Provenance*  
The origin and/or subsequent history of the object, book or collection can be thoroughly documented and authenticated.<sup>9</sup>
- 1.26 *State*  
State means the State Government of New South Wales.

## **2. Legislative Requirements**

- 2.1 *Commonwealth*  
Copyright Act 1968
- 2.2 *State*  
The National Parks and Wildlife Act 1974  
Heritage Act 1987  
NSW Local Government Act 1993  
Firearms Act 1996  
Privacy Act 2000  
NSW Library Act 1939  
NSW State Records Act 1998  
NSW Freedom of Information Act 1998

## **3. Purpose**

- 3.1 To provide a rationale, principle and management structure by which Council undertakes to provide, maintain, and attract collections to enrich the art, culture and heritage of the City. This policy will apply to all Council staff and its' facilities.
- 3.2 To provide an accessible and comprehensive local studies research collection for the study of all aspects of the City, past and present.

## **4. Objectives**

- 4.1 To ensure that books, objects and artistic representations of ethnic and cultural diversities of the City are protected, maintained, collected, displayed and available for research in consultation with relevant individuals and communities.
- 4.2 To acquire, preserve and provide access to local studies resources relating to the City.

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<sup>9</sup> National Museum of Australia, Collections Development Policy.

- 4.3 To assist Land Councils in the protection, maintenance and repatriation of objects, sites and facilities.
- 4.4 To identify legal requirements that guides the development and maintenance of Liverpool's art, culture and heritage.
- 4.5 To ensure the collection educates, inspires and entertains.
- 4.6 To provide ethical practices for the risk management of the collection.
- 4.7 To ensure the residents of the City and its environment are served by the collection.
- 4.8 To ensure innovative, high quality research, production and presentation of the collection.

### **Policy Statement**

## **5. Collecting Areas and Priorities**

### **5.1 Art**

The Library, Museum and Powerhouse may acquire artwork made for, or in, Liverpool by local, national and international artists. The Library, Museum and Powerhouse may acquire art works made by artists who have developed and presented, or been involved on public artwork for the City. The Library, Museum and Powerhouse may acquire from the Liverpool City Art Festival, Liverpool City Art Scholarship. The Library, Museum and Powerhouse may also acquire artwork that is recognised as a significant influence to the development of artists from Liverpool. All art acquisition purchases will be recommended to the Board. Purchases over \$25,000 may be subject to Council approval.

### **5.2 Local Studies**

The Library collects, for the purposes of research, study and presentation into all aspects of the City, past and present, books relating to Liverpool.

### **5.3 Books and objects that the Library, Powerhouse or Museum deems as significant are acquired. Formats include:**

- Monographs
- Pictures, including photographs, negatives and prints
- Paintings and sketches
- Newspapers
- Magazines and journals
- Community archives
- Council archives (Liverpool and Nepean Councils)
- Family papers
- Documents
- Maps and plans

- Mircoforms
- Memorabilia
- Oral histories
- Posters
- Natural objects
- Other printed and electronic objects
- Sculptures
- Jewellery
- Video, audio and multimedia products
- Ephemera, newspaper and magazine cuttings.

#### 5.4 Community Cultural Development

The Library, Museum and Powerhouse collect books and objects from issues based Community Cultural Development programs. These programs aim to examine and present the various links Liverpool has to regional, national and international issues.

#### 5.5 Diverse Cultures

The Library, Museum and Powerhouse collect books and objects that examine, reflect, and promote the diverse cultures of Liverpool and be responsive to the contemporary nature of the City either critical or non-critical.

#### 5.6 Donations

All donations to the collection will be promoted and received in accordance with this policy and Council's Pecuniary Interest Policy. The Library, Museum and Powerhouse will accept books and objects by bequest. In the case of a bequest, which while valuable may not comply with the Policy, the Library, Museum and Powerhouse will consult with the estate on the best way to proceed.

#### 5.7 Heritage

The Library, Museum and Powerhouse will only collect books and objects considered worthy of preservation for current and/or future generations.

#### 5.8 Land Councils

The collection may assist in the acquisition and maintenance of the Land Councils' collections. Other areas of indigenous collection priorities will be the Community Cultural Development programs or activities related to the Museum and Powerhouse, the Mil-Pra Aboriginal Education Consultative Group Aboriginal Exhibition & Art Award and any other specified art and heritage exchanges by Council staff. Where necessary, the collection advocates indigenous self-determination and repatriation in respect of cultural heritage matters and indigenous involvement in management of the collection. At all times the policy will act according to the indigenous protocols set out by State and Federal legislation.

## **6. Collecting Practices and Ethics**

- 6.1 Books and objects for the collection are acquired through purchase, copying and donation.
- 6.2 The Library, Museum and Powerhouse will respect the moral rights of the creators of work acquired for the collection in line with Council principles and practices.
- 6.3 The Library, Museum and Powerhouse will consider acquiring, depending upon the terms of the conditions or the length of the embargo, books and objects conditionally or restricted by legislation.
- 6.4 The Library, Museum and Powerhouse may collect books or objects from, or represented in, other collections. This will apply where the owners of that material specifically wish it to be part of the collection and where the books or objects have a high value particular to the collection. Where material inappropriate to the collection is offered for acquisition, it is referred to complementary collections, such as the City of Liverpool and District Historical Society Inc.
- 6.5 The Library, Museum and Powerhouse will not seek to acquire, and will return, material where it has been proven to have been looted, stolen or otherwise improperly gained. The Library, Museum and Powerhouse will keep record of the provenance, where an object is offered for the collection, that, in the view of the Library, Museum or Museum, it would be appropriately located with other organisations, institutions, donors or vendors.
- 6.6 The Library, Museum and Powerhouse undertake the deaccessioning, disposal and repatriation of collection of books or objects in accordance with their deaccessioning and disposal policies. Deaccessioned material is offered to complementary collections before disposal.
- 6.7 The collection will be stored and preserved to National conservation standards. The collection will have a risk management strategy as per Council guidelines.
- 6.8 The Library, Museum and Powerhouse will respect confidentiality if formally requested by the donor or collector. The Library, Museum and Powerhouse will also respect community confidentiality.
- 6.9 The Director of the Museum and Powerhouse and the Manager Library Services are responsible for identifying potential books and objects for the collection as per the Museum and Powerhouse Acquisitions Policy and Procedures and the Library's Collection Development Policy. Recommendations of books and objects for acquisition can be made by the Local Studies Librarian, the curators of the Museum and Powerhouse, and community members.

## **7. Collection Education**

- 7.1 The collection will educate through the interpretation and presentation of books and objects included in a critical, entertaining and inspiring program for the community, researchers and visitors to the City.

- 7.2 The Library, Museum and Powerhouse will seek to resource, develop and promote knowledge of the collection via publications, exhibitions, education programs and public programs.

## **8. Collection Access**

- 8.1 Intellectual access to the collection is provided through a catalogue, card indexes and special format databases, such as the photograph database, unless protected by the Council's confidentiality clause.

- 8.2 Books and objects are only available for use within the Library, Museum or Powerhouse. Materials are not available for individual loan, but may be copied in accordance with the Copyright Act 1968. Books and objects may be duplicated for public use. Where material has been duplicated, the public will not be able to access the original books and objects without permission from the Library, Museum or Powerhouse.

- 8.3 The collection may assist in tourism for the City provided its purpose is in line with the Policy and procedures, through the publicity and promotion of the collection.

- 8.4 The Library, Museum and Powerhouse will create partnerships with individuals and entities to enhance the collection's development, maintenance, profile and resources.

- 8.5 The collection may be loaned to individuals and organisations for the purpose of display or touring exhibitions/events.

## **9. Collections Management**

- 9.1 The Library, Museum and Powerhouse will facilitate a coordinated citywide approach to collections management through a detailed collection management manual including;

- Method for acquiring and disposing of books and objects procedure.
- Handling books and objects procedure.
- Control and accessing items procedure.
- Loan procedure.
- Insurance procedure.
- Conservation procedure.
- Personnel procedure.
- Record keeping procedure.

- 9.2 The Policy recognises that the Director of the Museum and Powerhouse and the Manager Library Services jointly manage the collection.

- 9.3 Where appropriate the Library, Museum and Powerhouse will seek to acquire all intellectual property rights associated with the collected books or objects. The Library, Museum and Powerhouse will conclude a clear agreement with the owners of objects or transferring party on the nature of the acquisition including the status of any intellectual property rights that are associated with the books or objects.

- 9.4 The Library, Museum and Powerhouse will not return collected objects whose title has been clearly obtained by the Library, Museum and Powerhouse for the collection to its former owners.

## 10. Disputes

- 10.1 All disputes arising out of this policy shall be submitted to mediation by qualified mediators.

### Authorised by

Liverpool City Council

### Effective from

TBC

### Departments responsible

Casula Powerhouse and Liverpool City Library

### Review date

14 March 2002

### This policy has been developed in consultation with:

The Board.

The staff of the Library, Museum and Powerhouse.

The Corporate Team, Liverpool City Council

### References

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*Corporate Plan 2000-2003*, Liverpool City Council 200 1/02 Edition.

*2002 Business Plan*, Casula Powerhouse Arts Centre & Liverpool Regional Museum.

*Future Designs. A Proposal for the development of a Cultural Plan for Liverpool City Council*, Liverpool City Council August 2001.

*Places of Imagination: A proposal for the development of a public art strategy and program for Liverpool*

City Council Liverpool City Council, August 2001.

*It 's Our Heritage*, Heritage Review and Development Strategy, Liverpool City Council, 2001.

The Policy acknowledges the benchmarks of:

*Museum Victoria Collection Policy and Strategy Development* (Draft) 2001.

*Collections Development Policy*, National Museum of Australia 1996.

*Powerhouse Museum Collection Development & Research Policy* (Draft) April 2001.

See also:

*The International Council of Museums Code of Professional Ethics* (1986, 2001)

*Previous Possessions, New Obligations: Policies for museums in Australia and Aboriginal and Torres Strait Islander people*, Council of Australian Museums Associations 1993

*National Conservation and Preservation Policy and Strategy* Cultural Ministers Heritage Council, 1998.

National Association for Visual Arts