

COLLECTION DEVELOPMENT AND INFORMATION ACCESS POLICY



DEFINITIONS

Items - are defined in the same way as books in the *Library Act 1939*, that is as 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.

Collection - means the totality of items which the Library either owns, or which have been subscribed to or to which links have been created.

Collection Development - means the process by which the Library's collection and information services are developed, maintained and evaluated.

Deselection - means the process by which items are removed from the Collection.

LEGISLATIVE REQUIREMENTS

NSW Library Act 1939

PURPOSE/OBJECTIVES

The objective of the Library is to provide an information service that meets the needs of the people of Liverpool. The Library will utilise its knowledge of the community and input from customers and staff to create a collection and information service that is well maintained, up-to-date and attractive. The Library will make the most effective use of available funds to acquire items and services covering a wide range of subject areas and recreational interests in a variety of formats including print, multimedia and electronic.

The purpose of this policy statement is to provide a guide for staff, elected representatives and the people of Liverpool to
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what they can expect to find in the Library and inform them about the principles upon which the Collection is developed and managed.

It is also intended to defend freedom of information and protect against censorship, to identify responsibility for collection development and provide staff with consistent guidelines for development and maintenance of the collection and information services.

POLICY STATEMENT

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Multiple Copies

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Customer Feedback

Access

The Library's catalogue provides customers with the ability to locate the library items they want by author, title and subject. The current branch location and availability of the item is displayed on the catalogue record. The Collection is generally shelved in subject order according to the Dewey Decimal Classification (DDC) scheme. Fiction titles are shelved alphabetically by author name. Signs indicate high interest areas and shelf labels indicate the range of DDC numbers covered on each shelf, or the range of authors covered.

The catalogue is available at the City and branch libraries, as well as on the Internet through the Library's website myLibrary. Items can be made available at any branch at no cost. Customers may at no cost place a reserve on any lending item that they wish to loan. Please refer to the *Library Membership and Lending Policy* for more information on loan conditions.

Freedom to Read and View

The Library recognises the democratic right of individuals to freely pursue their own information interests, and their right to unrestricted access to information. The Library acknowledges that the content of some library items in, or accessed from, the Library may offend some members of the community. No library items are restricted or censored in any way due to any controversy about the author, subject matter, or intended audience. Powers of censorship are vested in state and federal governments and it is not the role of public libraries to practice censorship. Parents and guardians have responsibility

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for guiding the reading, listening, and viewing choices of children in their care.

Any information which is not included in the catalogue and is accessed by customers through the public Internet at a library site does not constitute part of the Collection and is therefore not the subject of this policy. Please refer to the Library's *Public Access Internet Policy* in such a case.

Selection Criteria

Generally, items selected for inclusion in the Collection must satisfy one or more of the following criteria:

- Level of customer demand or anticipated demand
- Popularity of an author, book or subject
- Cost - assessment of value for money
- Appropriateness for the Library and to the community
- Appropriate format
- Clarity of the text
- Accuracy of information
- Currency and relevancy of information
- Customer requests and 'Suggestions for Purchase'
- Prospective major national and international award winners
- International items are judged on their appeal and relevance to Australians
- Syllabus support items
- Appeal to current 'popular culture'
- Durability
- Physical presentation including quality of illustrations, photographs, charts, tables and diagrams
- Use of reference tools such as indexes and tables of contents.

Selection Methods and Tools

For most areas of the Collection, items are selected by commercial library suppliers from selection profiles which are compiled by library staff. These profiles are based on the selection criteria detailed under Selection Criteria in this document, and any specific conditions which apply to a particular part of the Collection as specified in Collection Description in this document. Library staff have the option of not accepting an item selection made by a supplier if it is not considered suitable for purchase. Order plans are also utilised, in which specialist suppliers create packages of titles specifically for use by public libraries.

For some areas of the Collection, especially where items from specialist suppliers are sought, it may not be practical to utilise selection profiles or order plans. In these cases selections may also be made using one or a combination of the following methods:

- Supplier catalogues/websites
- Supplier/bookshop visits
- Community book selection meetings.

In some cases, where a particular author or an item which is published periodically is sought, a standing order will be placed for any new publications relating to that author or publication.

Customer Suggestions For Purchase

Customers may request that the Library purchase a particular item or items related to a particular subject. Suggestions may be made via an online form on myLibrary, or given to staff at any Library branch. All suggestions for purchase are assessed using the same selection criteria as applied to other items and as such are not automatically purchased for the Collection.

Collection Evaluation

Members of the Information Services Team are responsible for evaluating the use of the Collection on an ongoing basis to determine how well the Collection is meeting customer needs. The following techniques are utilised in evaluating the use of the Collection when appropriate:

- Compiling statistical reports on loans of items - how frequently is a particular item, or items related to a particular subject area loaned?
- Surveys of item use such as recording the reference books which are re-shelved by staff on a daily basis
- Customer opinions, obtained through surveys and customer feedback forms
- Monitoring the types of information requested by customers
- Analysis of inter-library loan requests and customer suggestions to identify possible 'gaps' in the Collection.

Deselection Criteria

Deselection refers to the process of removing items from the Library's Collection to ensure that the Collection remains relevant and useful to the community.

The following questions are generally asked in assessing whether an item should be deselected 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 and has the item been recently used?
- Is the topic no longer of current interest?
- Is a new edition available?

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- Is the format still the most appropriate format?
- Physical condition: is the item in a worn-out or damaged condition?

Members of the Library's Information Services Team together with branch staff are responsible for the ongoing deselection of the Collection. All staff can make the decision to discard an item from the Collection where the physical condition of the item is deemed to be beyond repair. Selection staff may be informed of deselected items through the production of reports from the Library's computerised management system.

Items deselected from the Collection can be offered to community groups and organisations or disposed of appropriately.

Responsibility for Selection

Ultimate responsibility for selection rests with the Manager Library Services, who delegates responsibility for coordinating the selection process to the Coordinator, Information Services*. Selection is carried out in practice by specialist staff as designated in the following collection description, or by staff delegated by those specialists.

*an exception to this is Heritage and Family History items, for which responsibility for coordination rests with the Heritage Services Coordinator.

Collection Description

The Collection is made up of the following areas:

Adult Fiction

Adult Non-fiction

Audio-Visual

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Community Information
Corporate Information Service (CIS)
English Learning
Family History
Heritage - see separate document
Higher School Certificate (HSC)
Indigenous
Junior Fiction
Junior Non-fiction
Large Print
LAW (including Legal Information Access Centre (LIAC))
Magazines
Multicultural
Newspapers
Reference
Web resources
Youth

The following is a description of each Collection area, including the staff position responsible for selection decisions made in that area. Each description also includes any factors in addition to or which differ from the general statements made previously in this document regarding the Collection as a whole. All collection areas are shelved separately unless stated otherwise.

ADULT FICTION

Collection Development Librarian

A recreational collection that contains a wide range of adult fiction books.

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ADULT NON-FICTION

Collection Development Librarian

Includes both recreational and information and curriculum support items covering a wide range of subjects, in book, book with CD, and DVD formats.

AUDIO-VISUAL (ADULT)

Collection Development Librarian

Comprises the following:

- Fiction and non-fiction audio books on CD and MP3
- Compact discs (music) - a wide range of music styles including recordings of major works by recognised composers and performers, shelved by category e.g. rock, classical, easy listening
- DVDs - movies* (both current release and classic), documentaries and informational/instructional** items.
- *MA rated movies will be clearly labelled and restricted to borrowing by those holding an adult card. "R" rated movies will not be acquired
- **DVD recordings are generally preferred to be of at least 20 minutes duration Those of shorter duration are considered if the informational content is not otherwise available
- Books with CD are interfiled with non-fiction books.

AUDIO-VISUAL (JUNIOR)

Young Peoples Librarian

Fiction audio books

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Non-fiction audio books on CD are interfiled with non-fiction books

Compact discs (music) which are shelved in the adult CD area with 'Junior' label

CD-ROMs (for use with PCs) - informational/instructional

DVDs - recreational and informational items

COMMUNITY INFORMATION

Local Information Librarian

Provides information on services, programs, activities and facilities in the Liverpool community. The Library is a member of the DataDiction LINCS service (Local Information Network for Community Services), a cooperative network comprising a large number of local councils and other government organisations.

Information is collected, added, indexed, and updated on the LINCS database on an ongoing basis. All entries are reviewed at least once a year. Entries will be removed from the database when the service either no longer exists or has repeatedly failed to respond to written, telephone and email requests for updated information.

Selection criteria

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

Selection methods and tools

Local papers (Champion & Leader)

Pamphlets, flyers and commercial guides

Interagency meetings

General public (word of mouth)

Internet

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Community networking
Chamber of Commerce
Community service providers
Public notice boards
Community workers
Councillors and Council staff

Access

An online database is available through myLibrary.

CORPORATE INFORMATION SERVICE (CIS)

Corporate Information Librarian

The Corporate Information Service (CIS) provides research and library services to Liverpool City Council staff. The Collection aims to provide a range of up-to-date reference, management, and government resources including print items, web resources, and online databases with an increasing focus on electronic based services.

Access

The CIS Collection is interfiled with the Reference Collection at the City Library.

ENGLISH LEARNING

Access Services Librarian

Formats include books, DVDs, videos and kits (book with CD, DVD or Video).

Provides items to assist those who wish to improve their English language and numeracy skills for everyday life and in the workplace.

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Also includes Deafness Resources which provides items to support the deaf community and students of sign languages. Deafness Resources materials are interfiled in the non-fiction collection.

FAMILY HISTORY

Heritage Services Officer

Provides non-lending resources for the study of family history, with a focus on records from Australia and in particular from NSW. Records that include a Liverpool component are given the highest priority. Formats include books, newspapers, magazines and journals, oral histories, family histories, maps and plans, microforms, video, audio and multimedia products, and digitized resources.

Access

All items are located at the Liverpool Regional Museum and are available for viewing during Museum opening hours.

Deselection

Items are generally to be retained permanently.

Items may be deselected from the Collection if they duplicate items already held or if they are in very poor condition, beyond economic repair.

Deselected items may be reallocated to the lending collection if deemed appropriate.

HERITAGE

Heritage Services Coordinator

See separate document

HSC (Higher School Certificate)

Collection Development Librarian

Includes non-fiction support items comprising books and DVDs (predominantly subject study guides) for students preparing for a broad range of subjects in the Higher School Certificate (HSC) examination.

INDIGENOUS

Collection Development Librarian

Information Services Librarian

Young Peoples Librarian

The Indigenous Collection contains a wide range of books and DVDs, both fiction and non-fiction, relating to Aboriginal and Torres Strait Islander culture at both adult and junior levels. A selection of reference (not for loan) items are also included. Indigenous items are shelved separately at the City Library, but are interfiled at each branch library.

JUNIOR FICTION

Young Peoples Librarian

Includes print and digital items, magazines, board books and books without text.

Access

There are two categories based upon age: Easies (birth to 7 years) and Junior Fiction (7 to 12 years)

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Items of special use for children learning or practicing reading are collected as 'Junior Readers' and are categorised into three groups:

E1 (Beginning Readers); E2 (Emergent Readers); E3 (Practicing Readers).

JUNIOR NON-FICTION

Young Peoples Librarian

Provides information for children's study and recreation needs in the form of books, CD-ROMs and digital information, for children aged from 5 to 12 years. Textbooks are included if they are the only available content.

Selection criteria

Suitability to target age group's reading and cognitive ability.

LARGE PRINT

Collection Development Librarian

Includes both fiction and non-fiction books in large format print. Non-fiction large print items are interfiled with the general non-fiction collection.

LAW (including Legal Information Access Centre)

Information Services Librarian

Aims to provide up to date and accurate plain language Australian legal resources for the general community and students. It includes print and audio-visual items, web resources, pamphlets and online databases. There are reference (not for loan) and loan items.

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Access

The Collection is shelved separately at the City Library and interfiled at the branch libraries

The reference and lending collections are shelved separately at the City Library

The Find Legal Answers Tool Kit is shelved in its own stand

The 'Hot Topics' series is shelved separately at the City Library and interfiled at the branches

The pamphlet collection is shelved separately at the City Library

The City Library has a larger collection - the Find Legal Answers Tool Kit is kept at each branch library

Selected high use reference items are kept in closed reserve at the City Library

Online databases are available through myLibrary and the Internet.

Selection criteria

Core resources are selected by the State Library of NSW Legal Information Access Centre (LIAC).

Reallocation

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

MAGAZINES

Collection Development Librarian

Information Services Librarian

Comprises popular magazines for loan covering a wide range of subjects, and a reference collection of current affairs and technical magazines which are not for loan. Also not for loan are a selection of 'lounge' magazine titles for recreational reading within the Library.

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Deselection

The following retention periods apply to lending magazines:

- 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.

Access

Lending magazines:

Titles of magazines held vary at each branch

All loan magazines are shelved in alphabetical order by title within subject groupings.

Reference periodicals:

Reference periodicals are shelved in DDC order and are not for loan

Back issues are bound each year and kept for up to ten years.

MULTICULTURAL

Multicultural Services Librarian

Contains adult and junior fiction and non-fiction, audio-visual items, music CDs, magazines and newspapers in languages other than English.

The Library aims to provide local multicultural communities with a wide range of items with a focus on the largest community groups and most used languages.

Access

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The widest range of multicultural items is available at the City Library, with selected language collections at branch libraries. The decision to include a language collection at a branch is based on the perceived need in the surrounding area. It is not intended to replicate the range or size of the City Library Collection at the branches.

Each language group is shelved individually in alphabetical order.

Through myLibrary the Library offers electronic access to community language newspapers published overseas, and to other multicultural websites.

Customers can request additional items in a range of community languages from the State Library of NSW or other public libraries via the inter-library loans service.

The Library may allow bulk loans of community language items to other public library services.

Selection methods and tools

The public are invited to attend community book selection meetings which are held periodically for the most popular languages. Resource suppliers present items which members of the public can recommend for purchase by the Library.

The Ezyplik book selection online voting system is used for selection of items from supplier listings.

Deselection

Set retention periods apply to community language newspapers and magazines as follows:

- Newspapers: 2 weeks
- Magazines: monthly titles 12 months; fortnightly titles 6 months.

NEWSPAPERS

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The Library acquires local newspapers and a selection of popular metropolitan newspapers in English language.

Branch libraries receive a smaller range of newspaper titles than the City Library.

Refer to Multicultural for information on newspapers in languages other than English.

Access

Newspapers are not for loan.

Formats

Print

Online

Local newspapers and *The Sydney Morning Herald* are available on microfilm.

Deselection

Set retention periods apply to newspapers as follows:

Age	5 weeks
Australian	3 months
Courier Mail	5 weeks
Daily Telegraph	3 months
Financial Review	2 months
Guardian Weekly	6 months
The Land	6 months
Sun Herald	4 months
Sunday Telegraph	4 months
Sydney Morning Herald	3 months
Weekly Telegraph	4 months

REFERENCE

Information Services Librarian

Provides a range of up-to-date reference (informational) resources for use within the Library only, comprising books, pamphlets, Australian telephone directories, CD-ROMs, eBooks, databases (subscription and non-subscription) and websites. Incorporates LAW (Legal Information Access Centre) and druginfo @ your library (Di@YLL) items.

Access

Smaller reference collections are kept at each branch library

Adult and junior reference collections are interfiled

Indigenous Collection reference items are shelved separately at the City Library, but are interfiled at each branch library

LAW reference items are shelved separately at the City Library, with the smaller Find Legal Answers Tool Kit available at branch libraries

Di@YLL (druginfo at your local library) reference resources are shelved separately at the City Library, but are interfiled at branch libraries

Selected high use reference items may be kept on closed reserve (available on request)

Selected online services are available at the City Library with a smaller range of services available at branch libraries.

Remote access is also available for most databases

Selection criteria

CD-ROM format should enhance the value of the product over the print equivalent, and may be preferred for space-saving reasons.

Deselection

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.

Some older reference books are kept in Stack (restricted access) when their content is considered valuable to the Collection - these items are available on request. Selected yearbooks are kept for 10 years.

WEB (INTERNET) RESOURCES

Virtual Librarian

Designated staff select World Wide Web (web) resources for inclusion in the Library's catalogue and as part of the Internet resources database available through myLibrary. The Virtual Librarian is responsible for the provision of customer access to these resources.

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.

Access

Access to selected web resources is provided through the Library catalogue which allows web resources to be located by subject, title and author.

The Internet resources database on myLibrary allows web resources to be browsed and searched. Web resources can be browsed through a number of topic and level views, such as Reference, Heritage and Children's.

Website links will be checked on a regular basis by specific software.

Formats

Websites

Electronic journals and other online publications

Selection Criteria

Web resources are evaluated according to their credibility, quality and usefulness in supporting the needs of customers.

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 advantage of electronic access is that the Library is able to provide customers with access to a wide range of newspapers at lower cost. In addition, the time delay for the delivery of paper copies is reduced.

Responsibility for selection

Staff responsible for areas of the Collection will locate and submit suitable websites relevant to that area for inclusion in the database.

Deselection

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.

YOUTH

Young Peoples Librarian

Youth Services Officer

Collection Development Librarian

Includes fiction and non-fiction books, graphic novels and magazines for age group 12-19 years.

Access

Graphic novels and magazines are shelved in the.space youth area. Youth fiction has a designated shelving area. Non-fiction is interfiled with junior and adult items.

FORMATS

The Library's Collection features a range of formats: hardback and paperback books, newspapers, magazines and periodicals, CD-ROM, large print books, audio books (CD or MP3), music CDs, microfilm and microfiche, DVDs, captioned videos, pamphlet files and online information services.

The Library's ability to acquire new information formats is limited by the available budget. Consideration is given to new information formats when there is sufficient customer demand. Before deciding whether to acquire information in new formats, a number of questions are considered, including:

Is the format durable and suitable for frequent use?

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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?

DONATIONS

Any item which the Library adds to its Collection must be prepared for use by being catalogued and processed. As these tasks are carried out by the Library's resource suppliers, and not in-house, donated items cannot be added to the Library's Collection and therefore cannot be accepted.

Financial gifts and bequests are welcome.

EXCLUSIONS

The Library does not generally acquire textbooks that directly support educational courses. The Library aims to primarily acquire items that support study in such courses. Highly technical items are therefore normally excluded. As the Library Service has a limited budget, high cost items are generally not selected.

Items selected for the Library collection must be suitable for library use in terms of their size, durability and compatibility with Library technology.

MULTIPLE COPIES

Multiple copies of items may be acquired in popular subject areas and by popular authors, and also in response to customer demand in the case of a number of reservations being placed for a particular title.

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INTER-LIBRARY LENDING

The Library can expand the scope of its Collection by providing on request an inter-library loans service which enables items held by other public library services to be made available to the Library's customers, in particular in the case of items which the Library cannot purchase due to unavailability, high cost or unsuitability for Library use. A charge applies for this service. The lending library may impose special loan conditions on items obtained on inter-library loan and a fee may be charged by the lending library additional to the Liverpool Library fee. The customer is required to pay these fees. Items from the Library's Collection will be conditionally loaned on request to other library services for use by their customers.

CUSTOMER FEEDBACK

Feedback on the Library's Collection can be given through 'Tell Us What You Think' forms available from service points at any library branch.

AUTHORISED BY

Liverpool City Council

EFFECTIVE FROM

1 July 2012

DEPARTMENT RESPONSIBLE

Library Services

REVIEW DATE

July 2014

THIS POLICY HAS BEEN DEVELOPED AFTER CONSULTATION WITH....

Information Services Team

ATTACHMENTS

REFERENCES

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