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## Collection Management Policy

### Document Control

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### Introduction

This policy provides the framework for the development and management of Whitehorse Manningham Libraries (WML) collections to ensure alignment with community requirements. The document outlines professional and organisational principles; the processes of selection, acquisition, evaluation and de-selection. It is subject to financial investment in collections, and the building and information technology infrastructure available.

### Policy Context

This Collection Management Policy supports the vision, mission, values and strategies of the Whitehorse Manningham Regional Library Corporation Library Plan 2017-2021.

### Community focus and stakeholder engagement

WML is committed to engaging with the community and other stakeholders in the development of a customer-driven collection. Consultation methods include:

- Borrower suggestions for purchase encouraged; online and in-person opportunities offered
- Borrower material selection days
- Detailed community survey of users and non-users. Measures included satisfaction with and perceived importance of library collections
- Bi-annual customer satisfaction survey. Measures include library collection satisfaction
- Consultation with local subject matter experts
- Staff knowledge of local communities needs

- Formal customer feedback mechanisms including physical and electronic communication options
- Current use/turnover: statistics extracted from The Library Management System identify library material that is increasing or decreasing in popularity as well as reservation waiting list
- Environmental scanning: in order to anticipate trends in the community, collection specifications include the monitoring of key sources which create demand e.g. television and print media, films, book launches etc.

## **Principles of collection management**

The following principles underpin the Collection Management Policy:

- Responsive to community needs and demand
- Intellectual freedom to read reflected in a diverse range of views, subjects and genres
- Fair and open access.

The Collection Management Policy draws on a wide range of standard professional documents listed in the References section of this document.

## **The Collection Management Process**

### **Selection & Acquisition**

#### **Selection mechanisms**

Library collection material is selected using a combination of the following:

- Profiling - supply in response to detailed specifications developed by library staff. Profile specifications are continuously monitored to optimise the alignment with library needs and adherence to annual budget
- Standing orders- standing orders are titles automatically ordered prepublication in predefined quantities. Standing order lists are reviewed on an ongoing basis by staff and are modified to suit the demands of borrowers and budget availability
- Borrowers' suggestions- requests from the community are considered in accordance with the selection criteria and either purchased or borrowed via Inter-Library Loan if available.
- Online selection – supplier websites are used by professional library staff to select and order new release material
- Physical selection- items are selected from material physically dropped at the library by suppliers. “Drop-off” material is limited to format-specific collections, including picture books and board books
- Stock requests- library staff identify required specific titles or areas of the collection in their branch to be purchased, either new release items or replacement copies.

#### **Selection criteria**

Together with the annually reviewed Profile Parameters and Standing Order lists suppliers/selectors use the following criteria in choosing materials:

- Relevance and current community demand
- Currency and accuracy of content
- Publication date
- Authority and reputation of author, publisher, producer or illustrator
- Relationship and importance to the entire collection
- Suitability of format
- Quality of presentation appropriate to the content and audience
- Significance of subject matter, permanence or timeliness of subject
- Price and availability

Where all other selection criteria are equal, resources published or produced in Australia will be purchased.

The following material will not be acquired:

- Self-published works unless they have significant local relevance
- Adaptations and abridgements, except where such an edition is deemed to meet specific user needs, e.g. literacy, children's classics
- Textbooks or curriculum-based materials, except when they meet the selection criteria and have an appeal to a community broader than those undertaking specific formal education courses. Generally, the provision of prescribed textbooks and curriculum-related material is the responsibility of each educational institution
- Very specialised, technical or academic publications
- Materials prohibited by law
- Rare or second-hand material.

## **Acquisition**

### **Procurement**

All Corporation procurement activities are undertaken in accordance with the principles outlined in the Whitehorse Manningham Libraries Procurement Policy.

As library collection material expenditure exceeds the minimum spend threshold, it is a requirement of the Local Government Act that expenditure is undertaken by public tender.

Victorian library services have similar requirements for materials, cataloguing and end processing ensuring there are advantages in collaborative tender arrangements, including aggregated purchasing power that the Library Corporation may not have if acting alone.

WML participates in a joint tender of Supply of Library Collection Material and is committed to purchasing the vast majority of material from suppliers nominated in the tender. Only specialist or exclusive material is purchased outside these arrangements. Where possible, suppliers deliver items already catalogued and end-processed to our specifications, removing the requirement to do this in-house.

### **Donations**

Donations are accepted with the understanding that they will be added to the collection only if appropriate and needed. Donations will be subject to the same selection criteria as other items considered for acquisition. If they are not needed because of duplication, poor condition, or dated information, the library will dispose of them as it sees fit. As donations are seldom new, particular attention is paid to the following:

- Items must be in excellent physical condition with intact binding, pages clean and unmarked, with no yellowing.
- Nonfiction must have a publishing date within the previous two years unless the work is of permanent value or a standard work in that field.

Individual copies or short runs of periodicals and newspapers are not accepted.

Donations, once accepted into a collection, will be treated in the same manner and be subjected to the same regulations and procedures as any other item in the collection.

Generally, donations will not be recognised in any particular way.

All donations become the property of the library and may be disposed of either through the library book sales or by other appropriate means. The Corporation reserves the right to dispose of material it does not need to recognised social or civic organisations. Unsolicited donations may be rejected and if unable to be collected by the sender, may be returned COD.

## **Access & Shelf life**

### **Access**

The Library makes its collection accessible by:

- providing knowledgeable, friendly and helpful staff
- housing collections in public areas and/or via the website, except when restricted due to legal requirements
- providing collections in a wide range of formats
- providing a live online catalogue offering 24/7 service
- providing reservations and a courier service between libraries
- purchasing multiple copies of items in line with demand and within budgetary constraints
- rotating nominated collections between libraries
- 'floating' nominated collections - items in a floating collection do not permanently belong to one library branch - if an item is borrowed from one library and returned to another, the item remains where it has been returned
- collections at individual branches which reflect the interests, borrowing patterns of the local catchment area and the size of the building.

### **Film and Literature Classifications**

Public libraries have a duty to include in their collections a representative selection of materials which meet the basic selection criteria on topics of interest to their users, including materials covering a range of opinions and controversial subjects. Material prohibited by law is not made available.

The Office of Film and Literature Classification classifies all DVDs and computer games. A sign explaining these is displayed at each branch near the relevant collections. The rating classification is included on the cover of the item and in the catalogue record. G, PG, and M ratings are recommendations only. The MA 15+ and R ratings are legally restricted. The library also buys R (restricted) rated DVDs if they are considered significant works and are in demand. The library management system enforces the following borrowing regulations:

MA 15+

Children under 15 may not borrow unless in the company of a parent or adult guardian.

R 18+

Restricted to adults 18 years or over. An adult card presented by an adult must be used. In the case of books they are stored in the closed access Stack, cannot be put on public display and must be issued to an adult patron immediately on collection from the desk.

Print material will not be excluded from adult collections on the grounds that it is not suitable for children. Other than for material rated MA 15+ and R, it is the responsibility of parents or guardians to make the decision on what is suitable reading, listening and viewing for the individual child.

### **Objections or Complaints Regarding Resources**

If a patron has an objection to a particular title held by the library, or they consider the title is not suited to the particular collection (e.g. Junior Fiction), the matter can be discussed in the first instance with the Branch Manager or the senior staff member on duty. They will provide the patron with the opportunity to read relevant sections of the Collection Management Policy and the ALIA Statement on Free Access to Information.

If the matter cannot be resolved, the patron may submit a written request for re-evaluation of library material. Submissions will be considered by the library's Resources Group. The Group's recommendation will be enacted and communicated to patron.

### **Collection maintenance and evaluation**

The Library's collections are its major material asset. Maintaining the integrity of this asset is an essential part of the Collection Management Policy and requires the same professional attention as the original selection. Maintenance includes regular assessment of the physical condition of items as well as the appropriateness of their content and categorisation.

Collection maintenance, including weeding, is undertaken by trained professional staff utilising principles outlined in this Collection Management Policy and in accordance with library collection maintenance guidelines. Information gained from weeding collections is one tool used to redress weaknesses and maximise strengths of collections.

Collections must be kept current and with a turnover rate appropriate to the nature of the material. Each item must earn its place on the shelves by its popularity or by its inclusion as an item contributing to the overall balance of the collection.

### **Discard and disposal**

Through the regular program of evaluation, items will be identified for removal from the collection. Library materials are removed from the shelves for one or more of the following reasons:

- The item is in such poor condition that it cannot be repaired
- The item is worn out and can be replaced with other copies or more recent material, or where the information content is more adequately covered by other titles already in the collection
- The item contains dated or superseded information
- The item is a duplicate purchased to satisfy initial heavy demand
- The item no longer meets transient popular needs
- The item has not circulated in a given period of time (depending on the nature of the item and subject matter). These items may be relocated to another branch, depending on estimations of projected demand at another branch
- The item is damaged, with pages cut out or defaced.

The following will also need to be considered for audio visual collections:

- age and usage of items
- physical condition (e.g. visible scratches/cracks)
- feedback from users regarding clarity of sound or picture
- missing parts or loss (e.g. part of talking book set)
- obsolescence of format
- inability to be repaired cost effectively
- missing cover or sleeve notes.

All items discarded from collections will be disposed of appropriately. Discarded items will not be put aside for individuals. Items deemed suitable for sale will be sold via the ongoing book sale tables or via the Friends of the Library book sale, or may be offered for sale to suitable community groups. Other items not suitable for sale will be recycled.

## **Whitehorse Manningham Libraries Collection**

### **Fiction- Print**

Fiction collections comprise traditional Fiction Collections arranged and accessed by author, and Genre Collections which are grouped by type of fiction. WML seeks to provide a wide range of fiction of all types, including books suitable for preschool children, beginner readers, young independent readers, young adults and adults. Fiction collections consist of high interest, popular, bestselling and enduring works in all genres and formats to involve all ages and encourage the love of reading for pleasure. The collection is regularly refreshed with new editions of classic and contemporary titles.

### **NonFiction- Print**

The collection encompasses a broad range of human knowledge, interests and culture. It comprises books for both adults and children with reading levels ranging from the most basic up to that of an undergraduate level. The collection scope is intended to provide only supplemental materials for individuals pursuing formal educational programs. The emphasis is on acquiring current, accurate, wide-ranging material suitable for the general, non-professional reader. Identified standard works suitable for public libraries are also acquired. Works on new and emerging subject areas are sought out. In areas of contention or controversy, a balance of viewpoints is provided where the other criteria can be satisfied.

### **Large Print**

Large Print format collections are provided at every branch in the region to meet the needs of patrons who are more comfortable with this format than standard print. The library has established standing orders with large print publishers and attempts to achieve a wide coverage of titles. However, the selection of large print titles can be restricted by the availability of published titles in this format.

The primary focus of this collection is on fiction titles where demand is highest and on a smaller collection of nonfiction, particularly biographies, histories and other subjects where demand is demonstrated and titles are available. In order to maximise the number of titles that can be purchased, duplicate copies are kept to a minimum. To maximise usage of this collection and to provide a wider range of titles across the Region, items in the Large Print collection are rotated around the branches through an automated stock rotation process.

General selection criteria apply with particular emphasis on clarity and size of type. Weight and size of an item may also be a consideration for this format. Indication of patron demand from the library's Outreach Service is also considered when developing and maintaining this collection.

### **Magazines and Newspapers**

A wide range of periodicals is purchased to provide information on current events and on recent developments in particular areas of knowledge, as well as to cater for recreational and general reading. They provide a current, topical collection that complements and supports the lending monograph collection.

Satisfaction of patron demand is a high priority for periodical selection. This format is often used for recreational reading but a range of titles offering both information and entertainment will be sought. Subscriptions are assessed annually.

Newspapers play an important part in the dissemination of current information. A range of newspapers is provided throughout the Region, with at least one National and one Victorian daily newspaper at each branch, as well as all relevant local newspapers.

Permanent retention of newspapers is the responsibility of the State Library of Victoria; WMRLC will keep local papers permanently for Local History purposes.

### **Local History & Genealogy**

Local History refers to all events, people, geography, fauna, transport, commerce and industry, public services and social factors both past and present in the cities of Whitehorse and Manningham.

These collections are periodically reviewed as part of the normal collection management procedures. The collections are intended to complement but not duplicate the collections of local Historical Societies.

A separate Local History database, consisting of the catalogued Local History collections of the library, and the four local Historical Societies, makes information about these combined resources available to anyone via the Internet.

Genealogical collections support library users engaged in tracing their family history. Resources may include: indexes to birth, death and marriage records, directories, gazetteers, electoral rolls, rate books, census, cemetery records, shipping records. These are provided in different formats: hard copy; microfiche and online databases.

Increasingly, this type of information is sourced from the Internet, either from free sites or pay-for-use or subscription sites. The Library's aim is to offer core or standard resources without attempting comprehensive coverage. Purchases will be made with reference to resources available at other sites for more specialised research.

### **Community Languages Other than English (LOTE)**

The Community Language collections of the Library support the aims of the Corporation in supplying access to materials in those languages most appropriate to the communities within the region in the following circumstances:

- Where a language group is 1% or more of the total population of Whitehorse and Manningham, magazines and newspaper titles will be acquired
- Where a language group is 3% or more of the total population of Whitehorse and Manningham, book collections will be established

Demographic data produced by the Australian Bureau of Statistics (ABS) is used to establish the size of language groups, and will be monitored for changes.

### **English Literacy**

This collection is aimed largely at independent learners who do not have English as a first language and who are engaged in improving their English language skills and competency. The collection contains fiction, nonfiction, audio visual, online and mixed media items.

## **Digital Collections**

A range of downloadable, streaming and online resources are available for recreational reading and listening, life-long learning and informational needs. These include eBooks, eAudiobooks, music, databases, magazines, local and global newspapers, genealogy, language and literacy resources.

Criteria used when considering downloadable and online resources for the collection are: ease of use; content quality; price of print versus electronic; authority; accuracy; frequency of updating; anticipated demand; remote access capability and licensing and usage restrictions.

## **Audio Visual**

The Audio Visual Collections aim to provide listening, viewing, recreational and instructional material to complement and support the print collections. They also support the special needs requirements of the community and encourage library use by people who are not traditional library users.

Operating in a rapidly changing society, it is important to demonstrate flexible attitudes toward changes in formats and styles of expression. The development of new formats and the consequent decline in production of other formats makes the careful evaluation of the viability of individual collections necessary. New formats will be acquired when:

- sufficient variety of items is available for purchase
- the level of resource funding is sufficient
- there is demonstrated demand.

A wide variety of formats are provided including DVDs, talking books and music compact discs. These collections reflect the diverse interests and needs of the library's patrons and are aimed at all ages.

## **Reference**

The Reference Collection is composed of non-circulating materials designed to provide quick access to factual information in core subject fields. It aims to meet the general informational needs of local communities in a range of levels. Although the print Reference collection currently remains one component of our Information Service provision, ongoing usage and relevance of print reference material will continue to be reviewed in light of the increasing volume of information available in electronic format via online databases and free Internet resources.

## References

- Australian Library and Information Association (ALIA)- Statement on public library services
- Australian Library and Information Association (ALIA)- Statement on free access to information
- Australian Library and Information Association (ALIA)- Statement on information literacy for all Australians
- Australian Library and Information Association (ALIA)- Statement on Online Content Regulation
- Australian Library and Information Association (ALIA)- Library and information services for people with a disability
- Australian Library and Information Association (ALIA)- Libraries and information services and Indigenous peoples
- Australian Library and Information Association (ALIA)- Statement on libraries and literacies
- Australian Classification Board- Guidelines