



**CITY OF MELBOURNE LIBRARIES**

# **COLLECTION POLICY**

**2022–25**

### **ACKNOWLEDGEMENT OF COUNTRY**

*The City of Melbourne respectfully acknowledges the Traditional Owners of the land, the Wurundjeri Woi Wurrung and Bunurong Boon Wurrung peoples of the Eastern Kulin and pays respect to their Elders past, present and emerging.*

*We are committed to our reconciliation journey, because at its heart, reconciliation is about strengthening relationships between Aboriginal and non-Aboriginal peoples, for the benefit of all Victorians.*

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## 1. INTRODUCTION

The Collection Policy is the key strategic document underpinning the management and development of the collections of City of Melbourne Libraries, CoML. It focusses on the library collection as a significant community asset.

The purpose of the Collection Policy is to provide a framework for developing collections which meet community demand in a financially accountable, sustainable way within an asset management context. It sets out the policy principles and guidelines for collection practice and is a key planning tool. It is reviewed regularly so that it maintains relevance to our community.

CoML aims to provide a comprehensive collection of print, non-print and digital resources which meet the informational, recreational, educational and cultural needs of the Melbourne community. The library service will respond to public demand for contemporary popular materials in physical and digital formats while balancing this with the need to collect and retain materials of long term significance.

In a rapidly changing global environment, libraries need to be able to predict trends with accuracy as user needs change and formats become obsolete. Continuous training in technology and the use of digital resources is essential as information and digital literacy becomes more complex. Knowledge and access to an expanding world of resources is vital in this context and a traditional print-based collection needs to be managed alongside digital resources.

The Collection Policy draws on a wide range of broader documents including:

- [City of Melbourne Future Libraries Framework](#)
- [City of Melbourne Innovate Reconciliation Action Plan 2021–23](#)
- [State Library of Victoria Collection Strategy, 2020-24](#)
- [National Library of Australia – Collecting Direction and Focus](#)
- [Aboriginal and Torres Strait Islander Library, Information and Resource Network \(ATSILIRN\) Protocols for Libraries, Archives and Information Services](#)
- [APLA-ALIA standards and guidelines for Australian public libraries](#)
- [ALIA statement on public library services](#)
- [ALIA statement on free access to information](#)
- [ALIA statement on information literacy for all Australians](#)
- [ALIA statement on online content regulation](#)
- [Australian classification guidelines](#)
- [IFLA/UNESCO public library manifesto](#)

Current research and the collection policies of other public libraries were also considered in the development of this policy.

### 2. COLLECTION PRINCIPLES

#### ***2.1 We will purchase items that our borrowers want***

CoML responds to community demand by focusing our purchasing on new and popular physical and digital material. We will provide free access to all material to all people.

#### ***2.2 We will provide a collection which reflects the spectrum of community views***

CoML recognises that access to information and ideas through books and other formats is a basic human right. The collection includes a representative selection of materials on topics of interest to its readers, including controversial subjects, providing the items are not prohibited by law. CoML will provide access to information unless there is legal prohibition. CoML is guided by relevant legislation including the [Australian Classification Board's guidelines](#).

CoML supports the principle of free access to information as set out in the [Australian Library and Information Association \(ALIA\) Statement on Free Access to Information](#).

#### ***2.3 We provide accessible collections, in line with our commitment to leaving no one behind***

CoML makes its collection accessible to all by offering free access to physical and digital resources, not charging overdue fines and providing free reservations.

We provide conveniently-located, well-designed, accessible buildings with generous opening hours. Our staff are knowledgeable and are trained in customer service and reader development.

We provide a 24-hour service by offering a digital library, a user-friendly online catalogue and app.

We maintain an up-to-date and accurate online catalogue and contribute bibliographic records to Libraries Australia and Trove. We also contribute to the Interlibrary loans system across Australia and maintain a digitisation program of Local History collections.

#### ***2.4 We support early literacy and the development of a love of reading***

Children and young people have access to an age appropriate range of materials. The choice of materials aims to reflect and broaden their vision and interests, support recreational reading, encourage and promote literacy, supplement their educational needs and stimulate their love of literature and reading.

While CoML takes every care in allocating resources to appropriate areas of the library, the reading and viewing activities of children and young people under 18 are the responsibility of their parents or caregivers who can guide the selection of appropriate materials in overseeing their children's development.

#### ***2.5 We embrace the full diversity, educational background and reading abilities of the local community and therefore will always seek to select materials of varying complexity***

CoML supports:

- information literacy and lifelong learning.
- the right of people to have access to materials in the language of their choice.
- the acquisition of English as an another language materials.
- the commitment to provide excellent service to people: of all sexualities and gender identities; of all cultural backgrounds and identities; and of all abilities.

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- the educational needs of students of all ages, however text books and curriculum related materials are provided only where these materials also serve the general public or where they provide information not otherwise available.

### ***2.6 We represent and celebrate Aboriginal cultural values through our collections***

CoML commits to consulting, in an appropriate and ongoing manner, with relevant Aboriginal communities in regard to the development and management of collections. CoML commits to providing Aboriginal collections that are culturally safe.

Through our selection criteria, we will make every effort to balance the collection and prioritise and amplify Aboriginal voices. The library will also consult with stakeholders at a local, state and national level to ensure appropriate description, cataloguing and classification of relevant items in our collection. CoML also acknowledges Aboriginal cultural and intellectual property.

### ***2.7 We provide informational, recreational and cultural materials in the media of the day***

The eLibrary is an integral part of the library's collection. Providing access to collections in a wide variety of formats ensures access for people of all ages and abilities. Digital collections will continue to grow and CoML advocates for access to new and popular materials.

### ***2.8 We will actively encourage community participation and feedback***

Library users are encouraged to make requests and recommendations for items that are not already in CoML collections and to comment generally on any aspect of the collection. The collections survey will inform the review of specifications, profiles and collection layout and management.

### ***2.9 We are committed to reader development across all areas of the collection***

Reader development starts with the reader and the reading experience. Reader development aims to: increase people's confidence and enjoyment of reading; open up reading choices; offer opportunities for people to share their reading experience; and increase wellbeing.

Our aim is to make our physical and digital collections as reader-centred as possible in order to enable our borrowers to discover more books by browsing. We do this with: an emphasis on face-out display; 'zoning' of our adult and junior nonfiction collections into bookshop-style subject areas; targeted reader-centred displays; and curated content on our digital platforms, library catalogue and app.

### ***2.10 We will evaluate the effectiveness and success of the library collections through analysis of performance data***

CoML evaluates its collections by a variety of means including performance data, community feedback and staff assessment. Customer suggestions and reservation levels are monitored closely, triggering purchase of new items and additional copies of high demand items. In addition to customer suggestions, selections based on detailed specifications provide depth to the existing collections.

The success of the library's collections is measured by:

- Turnover rate\*
- Loans
- eLibrary usage
- Age of collection
- Acquisition and discard rates
- Delivery time from supplier to shelf

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- User satisfaction through surveys and informal feedback
- Achieving outcomes of the strategic collection priorities.

\* The turnover rate for a collection is calculated by dividing the total collection number by the total number of loans for that collection in a year. In general, very high and very low turnover rates indicate potential problems which need to be addressed.

### 3. COLLECTION OBJECTIVES

**Note:** some of these measures may be adjusted due to the impacts of the COVID-19 pandemic.

#### 3.1 Current and relevant collections

**Objective** The collection meets the current and evolving needs of our community.

**Measures:**

- 75% of the collection purchased in the last 5 years.
- Print turnover rate no lower than 5; eCollection rate no lower than 9.
- 95% of new items loaned in the first year of purchase.
- Maintain number of loans of physical items.
- Maintain the number of loans of eBooks and eAudiobooks.

#### 3.2 Accessible collections

**Objective** Improved collection access and discoverability.

**Measures:**

- Increase in % of loans of eBooks and eAudiobooks as a % of total loans.
- New, popular titles purchased in both physical and digital formats.
- Digital collections comprise a minimum 20% of the total collection.
- Enhanced systems and platforms to improve accessibility.
- Significant Local History collections digitised and indexed.

#### 3.3 Community-driven collections

**Objective** The community is at the heart of collection development.

**Measures:**

- Regular engagement and consultation with the community. A collection survey will be conducted every three years.
- City of Melbourne demographic profiles are analysed annually.
- Community language collections accurately reflect the needs of existing and emerging Culturally and Linguistically Diverse (CALD) communities.
- Awareness of publishing trends to anticipate community demand.
- Providing collections which support the literacy and numeracy needs of the community.
- Supporting communities by collecting, curating and sharing local stories.
- Providing timely supply of material in high demand.
- Exploring options for non-traditional library collections.

#### 3.4 Aboriginal heritage and culture

**Objective** The collection represents and benefits Aboriginal people.

**Measures:**

- Listen to, and engage with, Aboriginal people about the library collection in an appropriate and ongoing manner.
- Regular acquisition of Aboriginal collection items, in consultation with relevant stakeholders, where possible or appropriate.
- Regular promotion, via curated displays, of physical and digital Aboriginal collection items. Investigate engaging Aboriginal communities in curation and promotion.
- Develop reporting mechanisms for qualitative and quantitative data on Aboriginal collection items.
- Investigate the development of appropriate subject headings for describing documentation relating to Aboriginal peoples and issues.



### 3.5 Sustainable collections

**Objective** Collections are sustainably managed.

**Measures:**

- Ensuring best value is obtained from available funding.
- Collections are procured in line with the current Procurement Australia contract.
- Annual investment in the collection is maintained at an appropriate level.
- Ensure collection funding is provided at an appropriate level when new libraries are opened.
- Sustainable practices are followed in the acquisition of collection items and in the disposal of deselected material.

### 4. COLLECTION POLICY

#### 4.1 Collection selection

CoML aims to provide library services for all community members and does this by defining who they are, determining their needs and tailoring collections accordingly.

CoML keeps abreast of the changing demographics of the local community and trends in the broader library and global environments. Demographic information, the profile of library users as indicated by the library management system, loans statistics, stock turnover rates, survey results and current trends and priorities assist in collection planning. Feedback on library services and collections is also encouraged.

Libraries need to be able to anticipate trends as user needs change and new formats and technology emerge. New products and technologies will be tested as they enter the marketplace. Regular training in information technology and digital resources is essential for library staff members as their educational role in information literacy becomes more complex.

##### 4.1.1 Responsibility

The Coordinator Resources and Reader Development has overall responsibility for management and procurement of library collections. Specialist staff oversee specific areas of the collection and provide input into procurement practice.

##### 4.1.2 Selection Approach

###### Standing orders

Standing orders are titles automatically ordered prepublication in predefined quantities. Standing order lists are reviewed annually by staff and are modified to suit the demands of borrowers and budget availability. Standing order lists may include adult fiction, children's and young adult series, nonfiction and other items that are regularly updated. Each standing order item or author is ranked according to anticipated demand, thus determining the number of copies to be acquired in the first instance.

###### Selection profiles and supplier assisted selection

Selection profiles are developed by library staff to assist suppliers in selecting the right content in line with CoML collections specifications within each profile. Generally library staff will review lists before the final purchasing decision is made.

###### Requests from library users

CoML encourages requests for items not already in the collection. Items will be purchased where appropriate, in line with selection criteria (see 4.1.3) and budget considerations.

###### Stock requests

Staff members identify specific titles or areas of the collection in their library branch that need attention. Items with very high turnover are often in poor condition and therefore need to be replaced. If still available, these items are purchased.

###### Popular items

CoML purchases multiple copies of popular items based on anticipated demand. Additional copies will be purchased when the ratio of reservations to items is higher than three to one. In general, no more than 50 copies of any item will be purchased.

### 4.1.3 Selection criteria

The following selection criteria are used to determine whether items are purchased. Their importance and application will vary from one collection to another.

- Relevance and current community demand
- Currency and accuracy of content
- Authority and reputation of author, publisher, producer or illustrator
- Suitability of format
- Quality of presentation
- Literary merit
- Suitability for different age levels and audience
- Local interest
- Positive publicity and promotion
- Series already in the collection
- Date of publication
- Cost.

Additional selection criteria apply when establishing Community Language collections.

- If 1,000 residents speak a language as their major language at home then magazines and newspapers will be considered. If there are more than 5,000 residents, popular books will be considered.
- Availability of funding and library space.
- Availability of materials to build a viable collection.
- Literacy needs and demand of a particular cultural group.
- Literacy culture of a particular cultural group.

Additional selection criteria are considered when selecting digital resources.

- Vendor support
- Technical considerations (in particular, authentication)
- Speed of downloading
- Ease of use and availability of usage statistics
- Content availability and coverage (Australian sources)
- Platform
- Contract provisions (limitations of subscriptions).

Additional criteria apply when selecting console and online educational and recreational games. They are considered important learning and teaching tools and beneficial to individual wellbeing. The popularity of new formats and the ability to add the physical item to the lending collection without unacceptable disruption to library operations will determine when these formats will be acquired.

### 4.1.4 Donations

CoML does not accept donations with the exception of items relevant to Local History.

### 4.1.5 Controversial resources

CoML aims to provide a representative collection on all subjects of interest to the community unless items are prohibited by law. Material is allocated to the most appropriate collection for example adult or young adult or junior.

CoML upholds the [Statement on free access to information](#) produced by the Australian Library and Information Association (ALIA).

### 4.1.6 Interlibrary loans

If items are not available in the collection, CoML can obtain them for library users from other libraries in Australia via the [Interlibrary loan](#) service.

## 4.2 Collection deselection

### 4.2.1 Responsibility

The Coordinator Resources and Reader Development has overall responsibility for the development and implementation of collection maintenance guidelines. These guidelines are updated every two years and outline how the collection is to be managed from a maintenance perspective. Branch staff members are responsible for maintaining the collection.

### 4.2.2 Deselection criteria

Weeding is the term used to describe the process by which an item is withdrawn from the collection. Weeding contributes to the collection's currency, relevance, attractiveness and accessibility. The following criteria are considered in the weeding process:

- New edition available.
- Out-of-date or inaccurate information.
- Physical condition of the item i.e. the item is worn, soiled, damaged or in poor physical condition.
- Circulation of the item i.e. the item is little used and is unlikely to be used in the future, or may be better used in another collection or library, in which case, it is reallocated to that collection.
- The availability of other copies in the collection.
- Online availability i.e. the item has been replaced by a digital resource available for access from within the branch library and/or remotely from home.
- Capacity of library spaces.
- Relevance to the needs and demands of the community.

These criteria may not be equally relevant for all collections. For example the Local History collections are exempt from standard weeding decisions.

While items may eventually be sold this is not a driver for deselection. Some library materials are lost whilst on loan to customers and these are managed through the [CoML Loans Policy](#). The library service is unable to notify customers when particular library materials are being withdrawn from the collection.

## 4.3 Disposal of deselected items

The City of Melbourne's [Asset Plan, 2021-31](#) describes the umbrella policies, procedures and responsibility of asset disposal within the Council.

The objectives of these procedures are to describe and define the methods of disposal of library materials weeded from the CoML collections. All library materials identified for disposal from the collection are reviewed and approved for disposal by experienced library staff. Not all library materials removed from the collection are suitable for sale, donation or recycling. Damaged library materials and fragile format non-print materials, including CDs and DVDs, are disposed of.

Council assets will not be sold or given away to members of staff.

Library materials withdrawn from the collection are disposed of in the following ways.

### **1. James Bennett Sustainability Project**

The [James Bennett Sustainability Project](#) is a green initiative created to assist libraries in disposing of all unwanted weeded library material. It responsibly disposes of library books through donations to communities in need and recycling into new products by pulping. A small number of items are sold through online marketplaces such as eBay or Amazon. Any money raised through the sales is given back to the library in the form of a James Bennett content credit.

### **2. Donation**

CoML may opt to donate withdrawn collection items to a state, local government or other government entity or a charitable organisation (that is, a non-profit entity or one that otherwise exists for a public purpose) without the need to go to auction or tender. Potential suitable organisations will be submitted for approval to the Director, Creative City.

### **3. Book sales**

The sale of library materials may be conducted through sales held in Council venues across the city. Library staff will organise and supervise the sale as appropriate.

### **4. Recycling**

Some library materials weeded from the collection are not suitable for sale or donation due to heavy wear and tear, damage, or missing parts. They will be recycled. Non-print library materials weeded from the collection – due to damage, wear or missing parts – will be disposed of.

### 5. THE COLLECTION

The collection is developed, managed and maintained to reflect the needs and requirements of the community. As well as physical items, we provide a range of downloadable, streaming and online resources for recreational reading and listening, life-long learning and informational needs. These include eBooks, eAudiobooks, music, databases, magazines, local and global newspapers, genealogy, and language and literacy resources.

#### **Fiction**

CoML provides a wide range of high interest, popular, bestselling and enduring works in print and digital formats and fiction genres. Classic and enduring contemporary titles are regularly refreshed with new editions. Where demand for particular titles is high, such as in the area of popular fiction, extra copies will be purchased. The importance of maintaining the integrity of fiction series will be continued and where possible replacement copies, either in print or digital, will be procured.

#### **Nonfiction**

CoML provides current nonfiction collections for enjoyment, leisure and recreational reading, life-long learning, information provision and, to a lesser extent, educational support. Physical and digital materials are provided for all age groups. Where demand is high, multiple copies of a title will be purchased. Efforts will be made to fill any obvious or reported gaps in the collection's coverage. CoML will not purchase course text books unless these have some value to the wider community. In meeting the needs of students for nonfiction material, CoML aims to support rather than duplicate material held in school libraries. The nonfiction collections are organised in book shop-style subject areas.

#### **Hot Picks**

Hot Picks consist of a selection of recently published and highly in-demand books. There are specific restrictions on loans and reservations.

#### **Children's collection**

The children's collection consists of board books, picture books, junior fiction, junior graphic novels and junior nonfiction. By providing popular, entertaining, up-to-date, and attractive physical and digital collections for all stages of childhood, the library encourages children to read for recreation, develop reading habits and a lifelong interest in reading.

The board book collection has an emphasis on early development. The picture book collection has a popular focus with an emphasis on helping young readers to progress from board books to more complex reading material. Junior Easy Reader series are designed to support emerging independent readers.

The junior and middle fiction collection has a popular focus and aims to provide recreational reading for primary school aged children who are reading independently or developing towards independent reading. The junior nonfiction collection provides factual texts to junior patrons with an emphasis on attractive presentation.

#### **Large Print**

The Large Print collection provides material for library users who have difficult reading standard print, although the collection is accessible to everyone. It mirrors the fiction and nonfiction collections as far as possible, but is limited due to the small number of titles published in this format. In response to demand, the collection should be comprised predominantly of popular adult fiction of all genres, supplemented by a smaller amount of popular nonfiction.

### **Magazines and newspapers**

CoML subscribes to a carefully selected range of print and digital magazines and newspapers tailored to the community needs at each library. As the currency of information contained in magazines is of primary importance, it follows that print copies will be retained in each library collection for a limited period. The collections comprise general interest magazines and journals that provide insight into popular culture, news, and current trends, for example home improvement, sports, arts, crafts, collectables, music, travel and business. These print collections are enhanced by access to online journals to which CoML subscribes. All print periodical and newspaper subscriptions are comprehensively reviewed annually.

### **Audiovisual collections**

CoML maintains up-to-date collections of audiobooks, CDs, DVDs and console games. Technology dictates the format, currency and popularity of various media. Music, audiobooks and film are important categories in audiovisual collections, in both physical, downloadable and streaming formats. In particular, the DVD collection has an emphasis on the following films: classic; award-winning and critically acclaimed; Australian-made; those that support cultural diversity and identity; and television series screened on public broadcasting stations. The Library uses the [Australian Classification Board's](#) guidelines for films and computer games.

### **Graphic novels**

The CoML graphic novel collections provide popular titles that serve informational and recreational reading interests of children, young adults and adults. The collections include graphic novels and manga. Graphic novels are books which contain collections of sequential graphic art containing a single story, individual short stories or a set of interrelated stories. Manga is a popular Japanese genre similar to graphic novels, read from right to left, and often serialised in magazines then collected in sequenced volumes. A variety of formats are acquired with narrative and artistic quality, relevancy to popular culture and public demand considered.

### **Community languages**

CoML provides collections of fiction and nonfiction books, CDs, DVDs and magazines in community languages. Current languages held are Chinese, Hindi, Japanese, Korean and Vietnamese. The policy is to monitor demand for this type of material and to adjust the collections accordingly.

### **Language Learning collection**

The Language Learning collection supports all stages of language learning from beginners to advanced, with particular emphasis on beginners to intermediate. Graded readers are acquired where available. Other recreational reading items include dual language items and fiction for advanced students. Selected international magazines are acquired to provide current and accessible reading material for language students.

### **English as a Second Language (ESL)**

The ESL collection caters for students of English language, as well as for adult literacy and numeracy students. The collection includes a wide range of print and digital material including ESL course books, English readers and instructional books on topics such as reading, listening, speaking, pronunciation and vocabulary.

### **City of Melbourne publications**

CoML aims to collect all City of Melbourne (CoM) publications to include in a Corporate Library Collection, currently housed on Level 9 of Council House 2. It contains current and historical CoM publications.

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CoM divisions are asked to supply four copies of their hardcopy publications to CoML. Two are catalogued for the library collection and two are forwarded to the State and National Libraries to fulfil Legal Deposit legislative requirements. CoM publications available in electronic format are uploaded to the National eDeposit platform by the Information and Corporate Services team and added to the library catalogue.

The Corporate Library collection is for use by CoM staff and items can be requested by the general public. Some items will be archived to the CoM offsite archive as per CoM archiving procedure.

### **Local History**

The purpose of the Local History collection is to provide a range of materials reflecting City of Melbourne's rich and diverse heritage. The library aims to acquire, describe, preserve and make accessible resources relating primarily to the City of Melbourne. Each library houses Local History materials which reflect the local area and its people. The collection consists of physical and digital media including books, images, maps, newspapers, reports, manuscripts, ephemera, directories, databases and audiovisual material. Artifacts (realia) are not normally collected. A wide range of digitised materials are available through our online digital archive with items added to the collection on an ongoing basis.

### **Community created content**

CoML will provide the products, services, programs, facilities and assistance to enable the community to develop, record and share its creative interests and output. The output and content will include all work (physical and digital) developed by the library through its own programming and activities or in partnership with other CoM departments or community organisations. The facilitation in storing, disseminating and making this content accessible will be dependent on the acquisition of appropriate platforms and/or mechanisms for this to happen.

### **Aboriginal collection**

The Aboriginal collection contains physical and digital fiction, nonfiction, CDs, DVDs, children's and Young Adult material. The library will prioritise materials relating to Aboriginal cultures, histories and current issues written by Aboriginal people. Collections will seek to reflect the diversity, vibrancy, and resilience of Aboriginal culture. The collection will also give a high priority to material that relates to Melbourne and Victorian Aboriginal communities. Where possible and appropriate, we will add relevant Aboriginal Local History material to the library collection and aim to promote Aboriginal culture's status as the oldest living culture on Earth.

Relevant stakeholder groups will be consulted regarding key details such as appropriate ways to house the collection, identify it in the catalogue, any physical identifiers placed on the actual materials, and the content of the collection itself.

### **Young Adult collections**

The Young Adult collection is comprised of titles which are of interest to young people and covers a range of genres, sub-genres and reading levels. CoML provides a wide range of high interest, popular, bestselling and enduring works in print and digital formats in fiction and nonfiction for young adults. Classic and enduring contemporary titles are regularly refreshed with new editions. Where demand for particular titles is high, such as in the area of VCE set texts, extra copies will be purchased. The importance of maintaining the integrity of fiction series will be continued and where possible, replacement copies, either in print or digital, will be procured.



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### **Maker Collection – Technology and Tools**

CoML provides a wide range of technological devices, cables and tools for repairing, life-long learning, professional development, enjoyment, leisure, recreation, and educational support in learning technologies. These items include devices such as microphones, hammers, screwdrivers, cameras, game making devices, educational robotics kits. Where demand for particular items are high, such as a specific device, extra copies will be purchased. Efforts will be made to fill any obvious or reported gaps in the collection's coverage through consultation and evaluation of the collection's use.

## APPENDIX: ASSOCIATED DOCUMENTATION

**Aboriginal and Torres Strait Islander Library, Information and Resource Network (ATSILIRN)**

**Protocols for libraries, archives and information services**

<https://atsilirn.aiatsis.gov.au/protocols.php>

**Australian Library and Information Association (ALIA)**

**Statement on public library services**

<https://www.alia.org.au/Web/Research-and-Publications/Policies/Statement-on-public-library-services.aspx>

**ALIA Statement on information literacy for all Australians**

<https://www.alia.org.au/Web/Research-and-Publications/Policies/Statement-on-information-literacy-for-all-Australians.aspx>

**ALIA Statement on libraries and literacies**

<https://www.alia.org.au/Web/Research-and-Publications/Policies/Statement-on-libraries-and-literacies.aspx>

**ALIA Libraries and information services and Indigenous peoples**

<https://www.alia.org.au/Web/Research-and-Publications/Policies/Libraries-and-information-services-and-Indigenous-peoples.aspx>

**ALIA on online content regulation**

<https://www.alia.org.au/Web/Research-and-Publications/Policies/ALIA-on-online-content-regulation.aspx>

**Australian Classification Board Guidelines**

<http://www.classification.gov.au/Pages/Home.aspx>

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

<https://www.ifla.org/>

**IFLA/UNESCO Public Library Manifesto**

<https://www.ifla.org/wp-content/uploads/2019/05/assets/public-libraries/publications/PL-manifesto/pl-manifesto-en.pdf>

**Victorian Public Libraries 2030 Strategic Framework, State Library of Victoria, 2013**

<https://www.slv.vic.gov.au/sites/default/files/VPL-2030-strategic-framework-summary.pdf>