MELBOURNE LIBRARY SERVICE

COLLECTION MANAGEMENT POLICY

2016-19

Reviewed annually
CONTENTS

1. INTRODUCTION ............................................................................................................ 2
2. POLICY FRAMEWORK ................................................................................................. 2
3. COLLECTION PRINCIPLES ......................................................................................... 2
4. OUTCOMES .................................................................................................................. 4
5. ACCESS ........................................................................................................................ 4
6. COMMUNITY AND STAKEHOLDER ENGAGEMENT ................................................. 5
7. COLLECTION MANAGEMENT - SELECTION ........................................................... 5
8. COLLECTION MANAGEMENT – DESELECTION ....................................................... 7
9. DISPOSAL OF DESELECTED ITEMS ......................................................................... 7
10. EVALUATION .............................................................................................................. 8
11. PROMOTION ................................................................................................................ 8
12. THE COLLECTION ..................................................................................................... 9

APPENDIX 1. ASSOCIATED DOCUMENTATION ............................................................. 12
APPENDIX 2. GUIDELINES FOR CONDUCTING A BOOKSALE ................................. 14
COLLECTION MANAGEMENT POLICY

1. INTRODUCTION

The Collection Management Policy is one of the key strategic documents which underpins the management and development of the collections of Melbourne Library Service (MLS). The Collections Strategic Framework 2016-19 focusses on the collection as a significant community asset which needs to be managed effectively. The purpose of the Collections Strategic Framework is to provide collections which meet community demand in a financially accountable and sustainable way within an asset management context. The Collection Management Policy sets out the policy principles and guidelines for collection practice. Both documents are key planning tools and work effectively together. Both documents are reviewed on a regular basis so that they maintain relevance to our community.

MLS aims to provide a comprehensive collection of print, non-print and digital resources which meet the current and future informational, recreational, educational and cultural needs of the community of Melbourne. The library service will respond to public demand for contemporary popular materials in print 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 dramatically and formats rapidly become obsolete. Continuous training in information technology and the use of digital resources becomes essential as information and digital literacy becomes more complex. Knowledge and access to an expanding world of resources is essential in this context and a traditional print-based collection needs to be managed alongside digital resources.

2. POLICY FRAMEWORK

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

- ALIA Statement on Free Access to Information
- ALIA Statement on Information Literacy for All
- ALIA Statement on Online Content Regulation
- UNESCO Public Library Manifesto
- Australian Classification Board Guidelines.

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

3. COLLECTION PRINCIPLES

The following principles underpin the Collection Management Policy:

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

We respond to community demand by focusing our purchasing on new and popular adult, junior and young adult fiction and non-fiction, picture books, audio-visual, magazines, audiobooks, large print and online and digital material. We will provide free access to all material to all people regardless of gender, age, disability, ethnic origin or economic status.
We will provide a collection which reflects the spectrum of community views

MLS recognizes 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. MLS will provide unfettered access to information unless there is legal prohibition. MLS is guided by relevant legislation including the Australian Classification Board’s guidelines. 

MLS supports the principle of free access to information as set out in the Australian Library & Information Association (ALIA) Statement on Free Access to Information

Children’s use of Melbourne Library Service

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 MLS 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.

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

MLS 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 a Second Language materials
- the commitment to provide excellent service to people of all sexualities, gender identities and sex identities
- 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.

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

Online resources and downloadable content are an integral part of the library’s collection. Providing access to resources in a wide variety of formats ensures access for persons of all ages and abilities. eBooks, eAudiobooks, eMagazines, downloadable films and music collections will continue to grow and the MLS advocates for access to new and popular materials. Access to collections and resources will underpin Council’s vision to be the world’s most sustainable city. This includes less reliance on printed resources and greater access to electronic resources where possible.

We will actively encourage community participation and feedback

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

We are committed to Reader Development across all areas of the collection

Reader Development starts with the reader and the reading experience. It helps readers develop the confidence to expand their reading choices. Reader development means active intervention to
increase people’s confidence and enjoyment of reading; open up reading choices and offer opportunities for people to share their reading experience.1

Our aim is to make our collections – physical and digital – as reader-centered as possible to enable our borrowers to discover more books by browsing. The ways we do this include: emphasis on face out display, ‘zoning’ of our adult and junior nonfiction collections into bookshop style subject areas, targeted reader-centered displays and curated content on our digital platforms.

We will evaluate the effectiveness and success of the library collections through analysis of performance data
Item turnover (loans divided by the number of available items), customer suggestions and holds 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.

We measure the success of the collection by analysing the following:
- Turnover statistics for all collections
- Circulation (loans)
- Online/digital usage
- Stock held
- Age of collection
- Acquisition and discard rates.

4. OUTCOMES

MLS aims to provide:
- Collections that are comprehensive, while also reflecting the needs of specific communities
- Balanced range of resources that cater for the communities of Melbourne, based on current demographic data
- Collections in high demand formats including digital
- Popular best-selling as well as classic and enduring works
- Resources in a variety of formats in order to meet the needs of specific groups
- Resources relating to the local area
- Collections catering to a wide range of ages and interests
- Value for money in purchasing decisions
- Resources which are current and relevant to library users.

5. ACCESS

MLS makes its collection accessible by:
- providing knowledgeable, friendly and helpful staff
- offering well-designed, well-signposted and accessible buildings
- conveniently located libraries with generous opening hours
- providing a web enabled online catalogue offering 24/7 service
- providing sophisticated online resource discovery options
- providing reservations and a courier service between libraries
- purchasing multiple copies of items in line with demand and within budgetary constraints

1 http://www.openingthebook.com/
• offering free access to digital resources at libraries and via the library website
• maintaining a clean and accurate database
• Contributing records to Libraries Australia and Trove
• Contributing to the Interlibrary Loans system across Australia.

6. COMMUNITY AND STAKEHOLDER ENGAGEMENT

MLS has a commitment to engaging with the community in the development of collections and uses a range of community consultation mechanisms:
• Suggestions for the purchase of library materials are actively encouraged and reviewed in line with budget and policy guidelines
• Library users provide feedback via a formal feedback form
• Members of the community are welcome to comment and provide feedback on the Collection Management Policy available on the library website
• Focus groups are used for specific collections.

7. COLLECTION MANAGEMENT – SELECTION

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

MLS 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.

7.1 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.

7.2 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, non-fiction such as travel guides 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 MLS collections specifications within each profile. Generally library staff will review lists before the final purchasing decision is made.
Requests from library users
MLS encourages recommendations for items not already in the collection. Items will be purchased where appropriate, in line with selection criteria (see 7.3) 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 then these items are purchased.

7.3 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 Languages Other than English (LOTE) 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 and audio-visual items will be considered.
- Availability of funding and library space
- Availability of materials to build a viable collection
- Literacy needs and demand of a particular ethnic population
- Literacy culture of a particular ethnic population.

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).

7.4 Donations
MLS does not accept donations with the exception of items relevant to Local History.

7.5 Controversial resources
MLS 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 adults or young adults or junior.
MLS upholds the “Statement on free access to information” produced by the Australian Library and Information Association (ALIA).

7.6 Inter-library loans
MLS obtains items for library users on interlibrary loan (ILL) from other libraries in Australia. See policy on ILL – DM#4587871

8. COLLECTION MANAGEMENT – DESELECTION

8.1 Responsibility
The Coordinator Resources and Reader Development has overall responsibility for the development and implementation of collection management guidelines. The Collection Management Maintenance 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.

8.2 De-selection 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 ie. The item is worn, soiled, damaged or in poor physical condition
- Circulation of the item ie. 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 reallocate to that collection
- The availability of other copies in the collection
- Online availability ie. 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 key driver for deselection. Some library materials are lost whilst on loan to customers and these are managed through the MLS Loans Policy -DM#4175364-MLS Loans Policy

The library service is unable to notify customers when particular library materials are being withdrawn from the collection.

9. DISPOSAL OF DESELECTED ITEMS

The City of Melbourne Asset Management Policy (DM #8344440) and Non Current Assets process (DM #6080726) describe 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 MLS 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. (Disposal and sale of council assets to staff – 13 May 2015).

Library materials withdrawn from the collection are disposed of as follows:

Sale
This is the principal means of disposal for discarded library materials withdrawn from the library collection. The sale of these library materials is conducted through periodic sales held in Council venues across the city. Library staff will organise and supervise the sale as appropriate. Please see Appendix 2 for Guidelines on Conducting a Booksale.

Donation
As a second disposal preference, MLS 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 by the Director, City Communities.

Recycling
Some library materials weeded from the collection due to heavy wear and tear, damage, or missing parts, and not suitable for sale or donation, will be recycled. This method of disposal is to be used if sales or donating items is not viable. Non-print library materials weeded from the collection due to damage, wear or missing parts, will be destroyed.

10. EVALUATION

MLS evaluates its collections by a variety of means including performance data, community feedback and staff assessment.

The success of the library’s collections can be measured by:

Turnover statistics for all collections *
- Circulation (loans)
- Online/digital usage
- Age of collection
- Acquisition and discard rates
- Delivery time from supplier to shelf
- User satisfaction through surveys and informal feedback
- Achieving outcomes of the Collection Strategic Framework.

* 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 given period. In general, very high and very low turnover rates indicate potential problems which need to be addressed.

11. PROMOTION

To maximise the potential of all collections, the library promotes its collections through:
• a user-friendly, accessible and interactive website and catalogue
• staff trained in reader development
• book lists and new book promotions
• accurate and readable shelf signage
• height appropriate shelving and face-out displays.

12. THE COLLECTION

The collection is developed, managed and maintained to reflect the needs and requirements of the community. As well as physical items, we will 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
MLS seeks to provide a wide range of high interest, popular, bestselling and enduring works in all formats (physical and digital) and fiction genres including items suitable for pre-school children, beginner readers, young independent readers, young adults and adults. The collection is regularly refreshed with new editions of classic and contemporary titles. 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
MLS seeks to provide current nonfiction collections for enjoyment, leisure and recreational reading, life-long learning pursuits, 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 may be purchased. Efforts will be made to fill any obvious or reported gaps in the collection’s coverage. MLS will not purchase course text books unless these have some value to the wider community. In meeting the needs of students for nonfiction material, MLS aims to support rather than duplicate material held in school libraries. It is anticipated that the nonfiction collections at all libraries will be zoned (reader centric/bookshop-style approach) by 2017.

Picture Books
Picture books, board books for babies and toddlers and books for beginner and emerging readers constitute some of the most important collections which ensure children develop life-long reading habits. Learning about and enjoying books from a very early age leads to improved literacy skills and encourages the pleasure of reading. Emphasis will be on physical collections however appropriate digital collections will be added if available.

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

**Audio-visual**
MLS aims to maintain 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 audio-visual collections, in both physical, downloadable and streaming formats. In particular the DVD collection will have an emphasis on classic films, award-winning and critically acclaimed films, Australian-made films, films that support cultural diversity and identity and television series screened on public broadcasting stations. Console and online educational and recreational games are important learning and teaching tools for young people. Sustainability and the popularity of new formats will determine when these formats will be acquired. The Library uses the Australian Classification Board’s guidelines for films and computer games. [http://www.classification.gov.au/Pages/Home.aspx](http://www.classification.gov.au/Pages/Home.aspx)

**Graphic Novels/Comics**
The MLS graphic novel/comic collection provides popular titles that serve informational and recreational reading interests of children, young adults and adults. Graphic novels/comics are books which contain collections of sequential graphic art containing a single story, individual short stories or a set of interrelated stories. A variety of formats are acquired with quality, popularity and interest factors taken into account. A selection of series titles is included according to interest with an emphasis on Manga. The format of graphic novels and comics have proven to be dynamic and visual in their nature thus supporting young people who may demonstrate difficulty with reading due to such factors as low literacy or dyslexia. Comics/graphic novels have proven to be a great introductory pathway for resistant readers into the realm of other text-based works.

**Hot Pick Collection**
The Hot Pick Collection consists of a selection of very popular, recently published and in demand books and DVDs. There are specific restrictions on loans and reservations for this material.

**Languages other than English**
MLS provides collections of fiction and non-fiction books, CDs, DVDs and magazines in languages other than English. Current languages held are Chinese, Hindi, Indonesian, Japanese, Korean and Vietnamese. Our policy is to monitor demand for this type of material and to adjust the collection accordingly. Where it is deemed not viable to establish a collection, other print resources such as newspapers may be offered as well as promoting relevant online resources.

**Language Learning Collection**
The Language Learning Collection supports all stages of language learning from beginners to advanced, with particular emphasis on beginners to intermediate. A feature of the collection is an emphasis on books accompanied by CDs or DVDs. This acknowledges that language learning is enhanced with the combination of listening, watching, reading and writing. Graded readers are acquired where available, often with an accompanying compact disc. Other recreational reading items include dual language items and fiction for advanced students. Selected magazines in appropriate languages are acquired to provide current and accessible reading material for students. The emphasis is on popular culture and current affairs.

**ESL (English as a Second Language)**
The ESL collection caters for students of English language learning, as well as for adult literacy and numeracy students. The collection includes a wide range of ESL course books.
City of Melbourne publications

MLS seeks to capture all City of Melbourne (CoM) publications to include in a Corporate Library Collection, currently housed on Level 9 of CH2. It contains current and historical publications of the City of Melbourne. CoM Departments are asked to supply FOUR copies of their publications to MLS. TWO are catalogued for the Corporate Library Collection (one LOAN copy and one NOT FOR LOAN copy) and TWO are forwarded to the State and National Libraries to fulfil Legal Deposit legislative requirements. The Corporate Library collection is for use by CoM staff and items can be requested by the general public for loan (if LOAN copy) or for reference (if NOT FOR LOAN) at our branches. NOT FOR LOAN items in the Corporate Library collection will be periodically archived to the CoM off-site archive as per CoM archiving procedure. LOAN copies will remain in the Corporate Library Collection.

Local History
The aim of the Local History collection is to provide a range of materials reflecting the richly diverse heritage of the City of Melbourne. The library aims to acquire, describe and preserve resources relating primarily to the City of Melbourne. The collection consists of books, theses, photographs, newspapers, maps, journal articles, ephemera, manuscripts, rate-books, audio and videotapes, microform, microfiche and CD-ROMs. Artifacts (realia) are not normally collected. Each branch of MLS houses a collection of local history materials which reflect the history of the local area and its people. There are plans to digitise a wide range of local history resources. For further detail see the Community Heritage and Local History Collection Development Policy. DM#9020964

Community Created Content
MLS 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/content will include all work (physical and online) developed by the library through its own programming/activities or in partnership with other Council 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.

APPENDIX 1. ASSOCIATED DOCUMENTATION

Australian Library and Information Association (ALIA) Statement on Public Library Services


ALIA) Statement on Free Access to Information


ALIA Statement on Information Literacy for all Australians


ALIA Statement on Libraries and Literacies


ALIA Library and Information Services for People with a Disability


ALIA Libraries and Information Services and Indigenous peoples


ALIA Statement on Online Content Regulation


Australian Classification Board Guidelines


UNESCO Public Library Manifesto

http://www.unesco.org/webworld/libraries/manifestos/libraman.html

International Federation of Library Associations (IFLA) and Institutions Statement on Libraries and Intellectual Freedom

http://www.ifla.org/faife/policy/iflastat/iflastat.htm

IFLA internet manifesto and guidelines


http://www.ifla.org/publications/the-glasgow-declaration-on-libraries-information-services-and-intellectual-freedom

IFLA/UNESCO Multicultural Library Manifesto
http://www.ifla.org/publications/iflaunesco-multicultural-library-manifesto

IFLA Trend Report
http://trends.ifla.org/

APPENDIX 2. GUIDELINES FOR CONDUCTING A BOOKSALE

- Library staff to ascertain date of booksale, staff member/s responsible and if marketing will be a requirement.
- Library staff to designate discarded items which are appropriate for sale.
- Library staff will set-up the sale – trolleys, tables, cash handling processes etc.
- After the sale (it may be the next business day) two delegated library staff will count the cash.
- If sale is conducted on a regular basis i.e. booksale trolley, funds can be added to the cash register at the time of purchase.
- The amount will be put through the library register as Book Sale.
- Library will report on the amount raised.