



Collection Development Strategy

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The Role of the Library

Mission Statement and Corporate Objectives of Great Lakes Council
The Great Lakes Council has as its vision to be a:

A leader in the provision of infrastructure and services which sustain and enhance the natural environment and achieve a quality lifestyle for residents and visitors¹.

Its mission statement is to:

Provide governance which is:

- *Effective*
- *Efficient*
- *Socially Just*
- *Transparent*
- *Visionary²*

The corporate objectives of Great Lakes Council contain a further commitment to:

To manage a range of quality infrastructure and services which enhance community wellbeing³.

Library Mission Statement

Under this umbrella Great Lakes Library Service has developed its own mission statement, embedded within the Library Strategy (2002):

The library will endeavour to meet the community's need for information, education, culture, leisure and social interaction through the provision of an efficient and adequately resourced network of library services.⁴

There are many aspects to Library service provision that must be managed appropriately to achieve this goal, one of the most critical being the development of the Library collection. In order to do best manage the collection it is important to have a current collection development strategy.

¹ Great Lakes Council, *Draft Great Lakes Council Strategic Plan*, 2004

² Ibid

³ Great Lakes Council, *Management Plan 2004-2007*, 2004

⁴ Great Lakes Council, *Library Strategy*, 2002.

The Purpose of a Collection Development Strategy

A collection development strategy is a critical tool in assisting the library to shape its collection to meet the community needs inherent within the broad framework defined above. Such a strategy should serve the following purposes:

- To provide a clear picture of the scope and depth of the existing collection;
- To identify the strengths and weaknesses of the collection as it relates to the Great Lakes community;
- To identify all significant factors, both internal and external, that impact on the development of the collection;
- To identify the range of formats information is available and provide a framework for the most effective way of integrating these formats to provide the best service for library patrons;
- To serve as a guide for the introduction of materials, both on and offsite, into the library collection, as well as assisting with the maintenance of the existing collection;
- To provide guidance in regard to access issues, as they relate to the collection;
- To inform the public of the library's collection strategy in all areas;
- To provide Great Lakes Council with a thorough understanding of the role the library plays and the way in which it endeavours to meet its community's needs;
- To assist in the development of funding priorities and alternatives.

Clearly, such a strategy must compliment and draw from the library's overarching strategy. On this basis the Library Strategy and its underpinning series of marketing plans have and will continue to play an important role in the development of the Collection Development Strategy. As the Library's strategy grows and changes, this document must also change to meet these new expectations.

Note that the more common description for a document such as this is a Collection Development Policy. The term "strategy" has been substituted for "policy" because it implies the more fundamental planning that should be involved with such an important document. Conversely, the word "policy" carries the impression of a prescriptive work. Whilst there will be such an element within this document the Strategy also incorporates the deeper influences on the Library service.

Executive Summary

Great Lakes Library Service has a population of 34,000 that is growing at 2% per annum. This population has a strong aged presence. 1 in 4 residents are aged 65+, with this expected to rise to 1 in 3 by 2026. In addition there is a healthy presence of younger people with 17.3% aged 14 and under.

Such a profile ensures the community will be regular library users and this is reflected in the fact that the Great Lakes Library Service has the highest stock turnover in NSW.

In the provision of an adequately tailored collection to meet community needs there are factors that limit the Library's ability to do so. The strategy cannot resolve these issues but identifies their impact on the service. These are:

- Collection size – Industry standards indicate that a library should hold 2 items per resident. The Great Lakes Library Service collection falls below this minimum standard. The reasons for this lie in a limited budget and a high withdrawal rate due to the wear and tear related to the highest stock turnover rate in NSW;
- Building size – at present the Library is constantly challenged to find floorspace to house the collection the community requires. Efforts are being made to determine how further shelving can be introduced in to the Library;
- Staffing – the low staffing level (Great Lakes Library Service has the highest loans per staff member in NSW) means that the Library struggles to process materials rapidly. Similarly, the inclusion of web sites within the Library catalogue is not feasible at present due to staffing levels. There is also a need for a Housebound and Youth and Children's Services Librarian;
- Opening Hours – the Forster Central Library has some of the most limited opening hours in NSW for a Central Library. This reduces the ability of key sectors in the community (e.g. school-aged children and working residents) from accessing the collection.

Special mention must be made of the difficult financial position the Library finds itself in. With \$70,000 being cut from the bookstock budget in the past two years great pressure will be placed on the existing collection. A strategy needs to be developed to address the shortfall in funding towards the collection.

The management of the collection requires that the environment within which the collection develops be defined. This Strategy provides such structure in regards to:

- Collection Access Issues – in essence the Library provides free and equitable access to patrons within the community. Further more, it places no restrictions on stock other than those prescribed by censorship authorities;
- Selection Criteria – the Strategy outlines the criteria by which stock can be assessed for inclusion. It outlines current selection methods. Note that due to budget constraints there is no longer funding for patron input;
- Weeding – the Strategy outlines the criteria used for weeding of stock. It also identifies disposal mechanism, including the use of booksales;
- Donations and multiple copies – the Library's position on donations and multiple copies is provided within the Strategy;
- Online Collections – links on the webpage and online databases are identified as an important part of the collection. Reference is also made to the potential for inclusion of links within the library

catalogue. The principles of free public Internet access and free email usage are also included. Public access to the Internet has increased significantly;

- Inter-Library Lending Resources – is covered by the Strategy. It identifies the obligation on Council to include holdings on the nation's *Libraries Australia* database. It also clarifies the relationship between the Central Library and the branch libraries;
- Literacy and Multicultural – at present there is little pressure on the Library to expand into languages other than English (LOTE) simply because of low levels of demand. There is a role for the establishment of a literacy collection, but again pressure is not high in this area;
- Disability – the Strategy identifies the services currently made available to disabled patrons. There is reference made to seeking further funding to upgrade equipment;
- Collection Layout for Non-Fiction and Fiction Material – reference is made to the concept of genre grouping of fiction and subject grouping of non-fiction. Steps have been taken down the genre grouping path but it has not been adopted universally. Subject grouping of non-fiction will be considered over time for suitability and practicality;

In addition to these guidelines the Strategy provides a breakdown on how the collection is currently funded, with specific reference to grant and Section 94 income as well as the normal bookstock budget.

The broader strategic issues have been identified above. The latter part of the publication focuses on specific collection structure. It is not intended to go into detail in this summary but it is worth noting that:

- Adult fiction contributes 30.3% of the loans and represents 27.6% (17,780 items) of the collection;
- In order of stock turnover (excluding DVDs) collections with over 10 loans per item per year are:
 - Electronic games (21 loans per item per year);
 - DVDs (20.5 loans per item per year);
 - Magazines (12.6 loans per item per year);
 - Music CDs (11.2 loans per item per year);
 - Videos (10.9 loans per item per year).
- There has been a growth in new collections, with DVDs launched in 2004 and Graphic Novels launched in 2005;
- Pamphlets are being recognised as a bona fide collection, though there is no intention of incorporating them into the catalogue;
- The Junior and Youth collections have amongst the lowest turnover, though this has increased since 2001. Modifications to the Library layout have probably played a part in this. These modifications will continue into the future also thanks to grant funding;
- A separate Indigenous collection has been established;
- A Strategic Plan has been developed for the Reference collection;
- The video collection is gradually being phased out to be replaced by the DVD collection;
- Books-on-CD are becoming a more prominent format of talking book. A grant application has attracted additional funding to the collection.
- In 2007 grant funding will be sought to increase the male-related content of the collection.

The Strategy concludes with objectives to be achieved covering the needs within the publication.

Background

A History of Great Lakes Library Service

The library needs of the Great Lakes Council area were originally met through a range of community libraries situated throughout the Council area. In the case of Forster-Tuncurry this community library was housed in the local high school. It was staffed by the local school's teacher librarian, a library assistant and many volunteers. Volunteers solely staffed the community libraries in other centres.

After much debate, Great Lakes Council elected to come under the NSW Library Act in 1985. As a result of this commitment a new central library was built and opened in 1989. The actual opening of the Library had been delayed for some time as a result of a fire that occurred in the Great Lakes Council building. This fire destroyed most of the Library's books, which had been housed in the Council building until the new Library was complete. Library staff had to reconstruct the entire collection, working from rented office space.

Community libraries existing within other population centres of the council area were then invited to join the Library, and as a result Bulahdelah, Nahiack, Hawks Nest and Stroud became a part of the larger Library service. Later a further Library access point was opened in North Arm Cove.

The Library has continued to grow since its official opening 16 years ago. Starting with 3,000 volumes and 3,029 members, Great Lakes Library Service has grown to 19,658 borrowers (approximately 60% of the population are registered borrowers) and 64,566 items, as at July 2006.

The system still operates out of six centres across Great Lakes, but in 2003 the Library service point in Hawks Nest was closed down and a new fully staffed branch library opened in Tea Gardens.

Demographics of the Great Lakes Region

Recent Australian Bureau of Statistics⁵ estimates place the population of Great Lakes Council in 2003 at 33,576, with an average growth rate of around 2.1%. This makes it one of the fastest growing regions in NSW. By June 2006 the estimated population, based on the above growth rate, would be in the order of 35,700 residents.

The population of the region has continued to show remarkable growth, swelling by 40% from the period covering 1986 to 1996. From 1998 to 2003 the population has grown 11%, and there are strong indications this will continue well into the future. Centres such as Tea Gardens are currently growing at an annual rate of close to 10%. As of the last census in 2001, 81.7% of the population was located in urban centres, with the remaining 18.3% living in rural centres. Whilst the population has grown in these rural centres, it has not done so at the same rate as the urban centres, and as a result the proportion of people residing in rural localities has declined slightly from 20.7% to 18.3% over the period 1991 to 2001⁶.

Demographic data reveals that Great Lakes has a high representation of older people⁷. 25.5% of our population is aged 65 years and over, twice the state average, with our median age of 44 years for our residents being the highest in New South Wales⁸.

However, it would be wrong to think of the community as comprising of only older people. Again, the latest demographic data shows that 17.3% of the population are aged 14 years and under⁹. It is true

⁵ Australian Bureau of Statistics, *Regional Statistics NSW: 2004*, 2004.

⁶ Great Lakes Council, *Great Lakes Population 2001 Census Summary Information*, 2004.

⁷ Australian Bureau of Statistics, *Regional Statistics: New South Wales: 2004*, 2004.

⁸ Australian Bureau of Statistics, *1996 Census of Population and Housing*, 1997.

that this representation has dropped from 18.88% in 1999, but it still represents a significant proportion of the community, and is not hugely different from the State percentage of 20.16%, which has also dropped from 20.56% in 1999. Table 1 provides the most recent estimates of age breakdown for Great Lakes.

Table 1: Age Breakdown of Great Lakes Residents as of 2002¹⁰

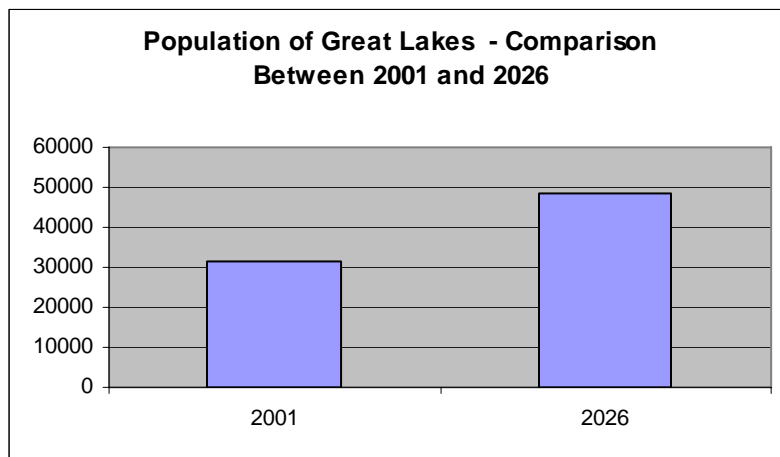
Age Range	Total Numbers	Great Lakes (%)	N.S.W. (%)
0-4	1537	4.67	6.5
5-14	4153	12.62	13.66
15-19	1800	5.47	6.88
20-24	1073	3.26	6.85
25-34	2752	8.37	14.71
35-44	4001	12.16	15.18
45-54	4208	12.79	13.44
55-64	5030	15.29	9.86
65+	8374	25.5	13.18

There is a low level of representation in the region of ethnic groups, with 87% of the population born in Australia and only 3% of the population being born in non-English speaking countries. 1.7% of the population speaks a language other than English at home. 2.7% of the population is Aboriginal or Torres Strait Islander¹¹.

Future Growth of the Great Lakes Region

The Hunter Valley Research Foundation (HVRF) has made predictions on the shape of the Great Lakes community for the year 2026. They estimate that the community will grow 48,300 by that time (see Figure 11).

Figure 1: Estimated Resident Population of Great Lakes in 2001 Compared to 2026.



This is a growth of 55% over the 25-year period that, in itself, presents challenges. However, the implications for the Library become even more significant when the age breakdown of this growth is taken into consideration.

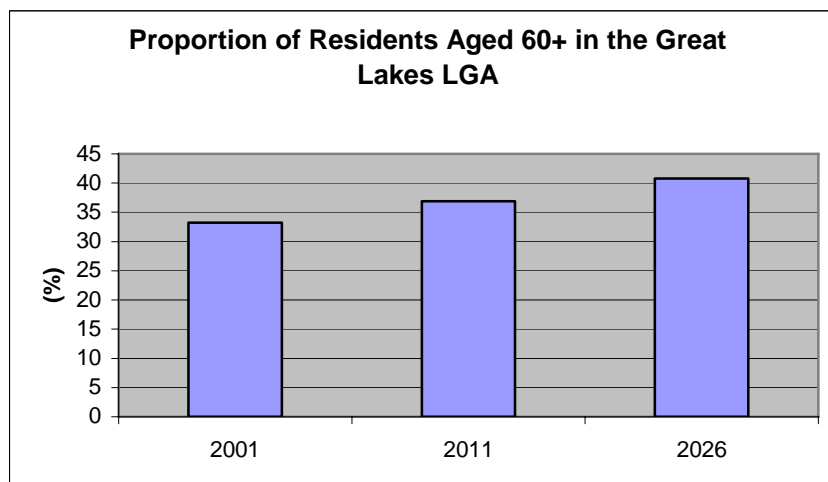
Figure 2 draws from data provided by the HVRF in their economic overview of the area.

⁹ Australian Bureau of Statistics, *Regional Statistics: New South Wales: 2004*, 2004.

¹⁰ *Ibid.*

¹¹ Australian Bureau of Statistics, *2001 Census of Population and Housing*, 2003.

Figure 2: Estimated Proportion of Residents Aged 60+ in the Great Lakes LGA for 2001, 2011 and 2026



Note that this data relates to residents aged 60 and over, so will naturally be higher than the proportion aged 65 and over. However, the trend remains valid. By 2026 the HVRS estimates that proportion of residents aged 60+ will have risen from 33% to over 40%.

What we see is strong population growth, with the emphasis being placed on a steadily aging community.

Customer Usage and Profile

Since its opening 16 years ago the Great Lakes Library Service has consistently been the busiest, or second busiest library in New South Wales, a fact that is readily confirmed through the latest available statistics taken from the State Library of New South Wales¹². The details are given in Table 2 and reveal the following:

- The Library had the greatest loans per person in rural New South Wales (and the third highest in NSW) at 12.93 issues per person, compared with a state average of 6.85 issues per person;
- Staff at the Library issued 38,440 items each in 2004/05, the highest rate in NSW. This compares with the State average of half that level at 19,292 items per year;
- Each item in the Library is borrowed, on average, 7.15 times a year, the highest stock turnover rate in NSW. The State average is less than half this rate (3.39 issues per item per year);

Table 2: Lending Statistics Comparison Between Great Lakes and NSW¹³

	Great Lakes	N.S.W.
Loans per Capita	12.93	6.85
Loans per Staff Member	38,440	19,292
Issues per Item	7.15	3.39

This level of patronage is reflected through other sources of information. 19,658 residents hold library membership – an estimated 55% of residents belong to the Library, making 113,000 visits to Forster Library and 23,000 visits to Tea Gardens Library in 2005.

¹² State Library of New South Wales, *Public Library Statistics 2004/2005*, 2006

¹³ *Ibid.*

The latest community survey (1998) found 75% of the population of Great Lakes rated the Library as important or highly important to them. Only 10% rated the Library as of below average importance¹⁴.

Table 3 provides information on the age range of the library borrowers. The data reveals a particularly low level of membership for children under the age of 9, with less than 4% of members being in this range. In defence of this low figure it is likely that many child users are being borrowed for on their parent's cards. It must be stressed that the Library is committed to the children and youth of the region and is actively undertaking programs to increase patronage from these sectors.

Another group that has low membership is the 25-29 year olds. This figure must be considered in light of the fact that at the time of the 2001 Census this age group only represented 3.7% of the community. Clearly, the Great Lakes area struggles to hold or attract people of this age range. Not surprisingly a significant proportion of the Library borrowers are in the older age groupings, with 34% of members being aged 60 years and above.

Table 3: Age Range of Great Lakes Library Members as at July 2006.

Age Range	No. of Borrowers	% of Membership
0-9	636	3.2
10-14	1541	7.8
15-19	1518	7.7
20-24	1123	5.7
25-29	698	3.6
30-39	1888	9.6
40-49	2585	13.1
50-59	2568	13.1
60-64	1470	7.5
65-69	1443	7.3
70-79	2367	12.0
80+	1642	8.3

Clearly there is strong representation of the aged in the community, though there is reasonable to high representation across most age brackets.

Gender also plays a part in Library service provision, as Table 4 demonstrates.

Table 4: Gender of Library Members by Age

Age Range	No. of Male Borrowers	No. of Female Borrowers	Ratio Females to Males
0-9	324	311	0.96
10-14	697	825	1.18
15-19	671	843	1.26
20-24	440	683	1.55
25-29	218	479	2.20
30-39	500	1386	2.77
40-49	743	1842	2.48
50-59	845	1723	2.04
60-64	517	591	1.14
65-69	575	861	1.50
70-79	1093	1274	1.17
80+	743	890	1.20
total	7415	12183	1.64

¹⁴ Great Lakes Council, *Community Survey*, 1998.

The data is taken directly from the Library database and is accurate as of July 2006.

What the above demonstrates is that the representation of male borrowers within the library membership is significantly lower than the female equivalent. This is particularly the case in the 25-59 years age range.

In an effort to address this issue the Library participated in a male library user satisfaction survey in 2005. This survey identified interest in a range of collection areas e.g. travel. The specific topic suggestions and general reading interests of the respondents are included in Appendix 8.

The intention is to address these needs. Funding will be sought to achieve this aim and these interests will be incorporated in to general selection practices.

Factors Effecting the Development of the Library Collection

No matter what efforts are undertaken to shape the Library collection to the needs of its community there will be constraints that limit this ability. These constraints should be acknowledged within the collection development framework, and resolution of the issues should be actively sought and catered for in the future planning of the collection development.

Collection Size

Collection size is critical to the health of the collection. It is literally necessary to have a sheer volume of volumes. Long term recommended standards are 2 items per capita, and this goal is imbedded in the Great Lakes Council Policy Register (Library – Section 5). In order to achieve this goal it is necessary to have adequate purchasing power and retention of items on the shelves. For a number of years the library struggled to purchase new items at a sustainable level, but efforts when then made to redress this in the budget. Unfortunately, due to financially difficult times this increase was frozen in the 2004/05 budget. This was followed by an effective cut in budget of \$20,000 in 2005/06 and a further cut of \$50,000 in the 2006/07 budget. This has left the basic bookstock budget at \$54,000 in 2006/07.

As well as grappling with the challenges of securing an adequate bookvote for new items the Great Lakes Library Service is confronted with having the most heavily borrowed stock in NSW. The latest comparative statistics for public libraries in NSW in provided in Table 5.

Table 5: Stock Usage Statistics¹⁵

	Great Lakes	N.S.W.
Turnover of Stock	7.15	3.39
Discards as a Percentage of Total Stock	13.02	9.51
Age of Library Material		
% Purchased in Last 5 Years	63.86	114.76
% Purchased in Last 10.5 Years	125.01	89.21

The direct observation that can be made from the above is that the bookstock of the Great Lakes Library Service wears out more rapidly than for less heavily borrowed collections and that this worn material has to be withdrawn from circulation.

As a consequence of the lending pressures and the restricted budget for collection development the size of the collection is below minimum standards, as can be seen in Table 6 below.

Table 6: Items Per Capita¹⁶

	Great Lakes	Standard	N.S.W.
Turnover of Stock	1.9	2.0	2.5

One of the central objectives of the Library must be to address this stock level. In light of the recent budget cuts the collection will certainly spiral in to decline if additional funding is not injected to the collection purchasing area. Funding needs to be sourced both to increase the existing collection and to make sure that a collection size of 2 items per capita can be maintained.

¹⁵ State Library of New South Wales, *Public Library Statistics 2004/2005, 2006*

¹⁶ *Ibid*

Building Size

Housing stock is always a challenge for any library and Forster is no exception. There is no doubt that the Library needs increased floorspace. The original Library was constructed with a commitment to review the building and its capacity to meet the community's needs after 10 years of Library operation. This review was undertaken and a Section 94 Plan was adopted by Council. This Plan carries through until 2015 and would see expansion of the Library commencing around 2007/2008. This Plan has subsequently been updated. It makes provision for a total floorspace for Forster-Tuncurry of 2050 m². This Plan is to run until 2040. It is intended that serious progress be made on this in the next 2-5 years.

In the interim steps will be taken to incorporate more shelf space into Forster Library.

Staffing Levels

Staffing levels affect the ability of the Library to provide a service to meet customer needs. According to the latest statistics this Library system processes 38,440 loans for each employee, compared with a state average of 19,292, making the Library staff the busiest in New South Wales¹⁷. With this kind of pressure the Library has only limited capacity to do more than provide a basic service. Areas where this staffing does impact on collection development are:

- There is strong evidence of need for a housebound service. If a staff member were appointed to this position it would result in demand for and a growth in the large print and talking book collections;
- The Library currently does not put holdings of stock on the *Libraries Australia* database. This has largely been driven by a concern of increased demand for Inter-Library Loans. This concern remains, though the Library is looking at reviewing this situation;
- The development of an offsite collection is currently on hold whilst staffing levels in the technical services area remain static;
- Book processing times are longer than ideal.

Opening Hours

Currently, the central Library is only open one evening past 5:30 p.m. (until 6:30 p.m.) and from 10 a.m. until 1 p.m. on Saturday. The branch service points are also open with restricted hours, though there has been a significant expansion of the hours of access available to Hawks Nest/Tea Gardens residents with the opening of the new Library in Tea Gardens. The Library has one of the lowest levels of opening hours in the state. Clearly, these hours prejudice against working people. Consequently, the Library has developed a collection with a strong recreational reading bias that caters for those who can reach the Library during work hours. This is not to say that the Library should not have a good recreational reading collection, but rather that the opening hours have biased its development.

These opening hours marginalise a second group within the community. School aged children are often unable to reach the Library immediately after school due to transportation issues or commitment to sporting activities. Similarly, sporting commitments can impact on the ability to visit the Library on Saturday mornings. The lower usage rates of the junior collection can, in part, be attributed to the restricted hours of access and has clearly played a part in shaping the collection in the past.

A report has been presented to Council on opening hours. This report recommended the Library be open on Sunday afternoons. As a result of the low staffing levels it would be necessary to provide additional staff funds to allow this to occur. Council acknowledged the benefit of opening on a Sunday but determined that at this point in time the cost does not justify the extension of hours. The Library will continue to pursue this avenue until such a point in time when an extension of hours attracts the necessary funding to make it a reality.

¹⁷ State Library of New South Wales, *Public Library Statistics 2004/2005, 2006.*

Collection and Information Access Principles

Great Lakes Library Service respects the rights of individuals to pursue their own interests. For this reason, the Library service will leave the role of censor with the appropriate State and Federal bodies. The Library will ensure that items prohibited by law are not be purchased for the Library collection. Parents and guardians are responsible for the suitability of library materials or information accessed by their children.

The Library also supports the principle that material and information within its collection should not discriminate against library users on the grounds of age, sex, race, religion, national origin, disability, economic condition, individual lifestyle or political or social views.

In taking this egalitarian position Great Lakes Library Service supports the statements made by the Australian Library and Information Association regarding equality of access and service. These statements can be found in Appendices 2 - 7.

In developing its collection the Great Lakes Library Service will ensure that it complies with the Library Act of 1993 and the Local Government Act of 1993.

The Library is also committed to ensuring that the collection meets the reasonable expectations of its public. To achieve this Great Lakes Library Service recognises the standards set by the Australian Library and Information Association¹⁸. These standards will be incorporated into the development of constitute collections in the Library as well as the book collection as a whole. Most importantly, the Library recognises the need to have a target level of items within the collection. Drawing from these standards Great Lakes Library aims to maintain a collection level at a minimum of 2 items per member of the public.

At this point in time it is estimated that the Library currently holds approximately 1.9 items per capita. As mentioned above efforts are being made to redress this and it must be stressed that the Library has not compromised the quality of its collection to inflate this figure. Consequently, even though stock levels have dropped below the target rate, usage rates and stock turnover still remain at enviable levels.

¹⁸ Australian Library and Information Association, *Towards a Quality Service: Goals, Objectives and Standards for Public Libraries in Australia*, 1990.

Sources of Income

Funding for bookstock comes from three sources, the general Council budget, grant funding and Section 94 contributions.

Council Budget: In 2005/2006 the general budget had the following provision for bookstock:

Literacy Resources	\$9,000
Library Purchases – books	\$100,000
Library Purchases – LIAC	\$3,300
Library Purchases – Reference	\$5,000
Periodicals – Forster	\$13,500
Periodicals – Branches	\$4,000

This gives a total ordinary bookstock budget of \$134,800, of which \$17,500 is allocated to magazines and \$8,300 to the Reference collection. This has dropped from \$148,500 in 2004/05. It is expected that a further \$50,000 or more will be removed from the budget in the 2006/07 financial year.

The general Council budget is the primary source of income.

Grant Funding: The Library receives Local Special Projects funding each year. In recent year's this has been as high as \$30,000. This is used to target specific projects. In relation to collection development it has been utilised to establish new collections. For example, since 2000 the project funding has established the Playstation collection and is in the process of creating a Graphic Novel collection.

In addition to this regular source of funding the Great Lakes Library Service can also apply for Special Purpose grants each year from the Library Council of NSW. This can be focused on the establishment or expansion of specific collections. Since 2000/2001 this has been used as a means to establish a DVD collection, expand the books-on-CD collection and enhance the large print and literary aspects of the collection.

Section 94: The Library has a Section 94 plan in place for bookstock. This is based upon purchasing 2 items per capita for each new resident attracted to the area via residential development. In theory this can generate up to \$30,000 per annum, though the financial year of 2005/06 is likely to generate a much lower level of income – something in the order of \$10,000-\$15,000. As a result of the unreliability of this source of income it is no included in considerations as a regular source of income.

Selection

Criteria for Selection

Stock selection must be in keeping with the role the Library plays in its community. Bearing this in mind material will be evaluated on the basis of a combination of the following criteria:

- Existing or predicted customer demand;
- Importance of the material to the collection;
- Cost of the item;
- Currency of the information;
- Authenticity of the information;
- Quality of the production;
- Significance of the work;
- Part of a series;
- Format.

Current Selection Methods

Great Lakes Library Service uses a variety of methods to select the material that best fits the collection needs. These methods are given below:

- **Standing orders** – in recent years the Library has committed around 70% of its available funds to a standing order program, though this is likely to drop to 60% with the impact of budget restrictions. This program identifies all the key authors that would be purchased in a given year and the number of copies of each volume that would be purchased and pre-orders them. This attracts a good discount and ensures all authors of note are purchased.
- **Visits from booksellers** – these are limited to around half a dozen in a given year and only booksellers that provide a suitable combination of quality stock relevant to the community and attractive discounts are included in the program. This has resulted in more efficient use of staff time and has meant that the Library is able to purchase more extensively from limited visits rather than restricting spending because a high number of visits. The latter situation had resulted in spending being limited more to core items resulting in a tightly focussed collection. Now the breadth of the collection has been expanded as selection staff are able to spend more freely during any given visit.
- **Publisher's catalogues** - The Library will purchase items from catalogues, though this is done on a smaller scale.
- **Visits to local retail outlets** – this is predominantly a response driven mechanism.
- **Customer suggestions** – In the past the Library has allocated up to \$8,000 per annum to purchase items based on suggestions from the public. Unfortunately, this arrangement had to be curtailed due to budget constraints.
- **Bestseller listings** – Bestseller lists are monitored and appropriate items are purchased.
- **Staff suggestions** – Staff may identify gaps in the collection.
- **Journal and newspaper reviews** – Feedback from journal and newspaper reviews may result in the purchase of additional items.
- **Inter-library loan requests** – if there is evidence through inter-library loans from the public that there is a gap in the collection this may result in the item being purchased.

Library Patron Input

Prior to budget constraints the Library provided two mechanisms for customer input:

- Suggestion For Purchase forms – These forms were available at the circulation desk and customers were encouraged to make stock suggestions;

- Public noticeboard/suggestion board – This board gives Library patrons the opportunity to suggest general improvements in all aspects of the Library service. It is common to receive overall collection suggestions as well as requests for changes/improvements for Internet access.

The Suggestion Board still operates and provides some broad input. In better financial times it is intended that the *Suggestions for Purchase* arrangement be re-instigated.

Naturally, all suggestions are subject to the selection criteria given above.

Weeding

The objective of weeding a collection is to maintain its currency and its relevance to the public and to ensure the collection can be housed in the facilities available. To achieve this items are weeded using the following criteria:

- The material is obsolete;
- It is in poor physical condition;
- It is no longer of relevance to the community;
- It has low usage levels;
- Storage considerations.

Whilst duplication of items can be a consideration in weeding material, if multiple copies do meet the stock selection criteria they should be retained.

If an item is still considered to be of value to the collection then a replacement copy should be purchased if the existing copy qualifies for discarding. If the item is no longer available for purchase then the item should be re-evaluated to determine if weeding is appropriate.

Great Lakes Library Service has an active weeding program both for its branch service points and the central collection, which involves culling the total collection on an annual basis.

Weeded items will be disposed of either through library booksales or direct discard.

Donations and Multiple Copies

Donated Material: A donated item will be evaluated using the same criteria as those applied to items to be purchased. The condition of the items donated will also be taken into account in the evaluation process. Great Lakes Library Service is always happy to receive donations but it reserves the right to deal with such items in a professional and reasonable manner. Donated items will be evaluated by Technical Services staff and then either added to the collection, included in Library booksales or dealt with in any other appropriate manner.

Self-published material that is donated will be subject to all the selection criteria with particular emphasis being placed on authenticity.

Any donations that have a strong appearance of promoting particular political party or views, and especially if these could generally be considered extremist in content, will not be accepted as donations.

Donated items will not be accepted if the donor places restrictions on the final disposition of the items involved.

Multiple Copies: Reasonable and timely access to desired items is an essential feature of a library service. For this reason it is appropriate, where the need arises, to purchase multiple copies of an item. The Library does this for popular fiction items in a pre-emptive fashion, through the use of standing orders for popular writers.

This process is very successful but it does require continuous monitoring. If demand for an item is unexpectedly large then additional items will be purchased. This condition extends to non-fiction items, though these are treated with some caution, considering the often transitory nature of the demand for them. An exception here would be an item of such a nature and importance that the Library has a lending copy and a reference copy. As a general rule, if borrowers are likely to wait for more than two months to obtain a reserved item once it has entered the system the Library will purchase an additional copy of it.

Online Electronic Collections

For the purposes of this strategy an offsite collection will be defined as data of an electronic nature that is held outside the Great Lakes Library Service, but to which the Library has access. There are three forms of online data: 1) Links to sites via the website 2) Access to online databases 3) Links to online data via the library catalogue.

Links via the Website

The Library now has an extensive range of links to various online sources through its Library links page (<http://www.greatlakes.nsw.gov.au/Library/links.htm>). The Reference and Information Services Librarian monitors the content of this page.

It is important to have website links structured to maximise accessibility. On this basis, the Library has committed to the following:

- A flat hierarchy so that a visitor to the website is able to get to a desired location within three steps/selections of links;
- Subject heading for groups that are transparent for the public and follow, as much as possible, the same subject structure for the print collection.

Online Databases

The Library provides free online access to a range of databases provided by the NSW.net scheme of which the Great Lakes Council is a member. The databases can be found at <http://www.nswnet.net/libraries/>.

The Library subscribes to two online databases, for collection control and Inter-Library loans purposes. These are *Online Dewey* and the *Libraries Australia*.

With advances in access to other library systems catalogues it is possible that in the future demand for holdings information from *Libraries Australia* may drop. This will be reviewed as developments in this area progress.

There is no immediate intention to subscribe to other databases as the evidence indicates demand is comparatively low. This does not mean that the Library will be excluding these resources from its collection permanently, but rather that the situation should be monitored. If a need arises the Library will take the costs into consideration when formulating its budget.

Links via the Catalogue

It is feasible for the Library to place links to offsite data within its Library catalogue. This is something that the Library will continue to review, but the reality is that the current workloads of staff are likely to preclude any significant movements in this area. To develop a meaningful offsite collection sufficient professional staff would be required to ensure a structured and accessible collection. Failure to do so will deny the public access to these growing resources.

Criteria for Selection

It is essential that online links, whether via the web or the catalogue, be subject to appropriate selection criteria, given below:

- Existing or predicted customer demand;
- Importance of the material to the collection;

- Currency of the information;
- Authenticity of the information;
- Significance of the work;
- Cost of accessing the site;
- Presentation of the site;
- Licensing arrangements;
- Speed with which useful information can be derived from the site.
- Information that council wishes to add to the site should be subjected to these same criteria.

Selection Methods

Selection methods for offsite material will incorporate the following:

- Journal and newspaper reviews;
- Staff suggestions (both within the library and from other library sources);
- Customer suggestions;
- Publisher's catalogues.

Weeding

Offsite material will also require weeding to ensure the collection remains appropriate. This would be done using the following guidelines:

- The material is obsolete, or the site is not updated regularly enough;
- The authenticity of the site becomes questionable;
- It is no longer of relevance to the community;
- A site containing richer information is available as a replacement;
- A cheaper similar source of information is available.

Free Access to the Internet and Other Online Databases

In keeping with the ALIA "Statement on Free Library Service for all" (Appendix 3) the Library will provide free public access to the Internet. Such access will also be provided to other databases that it draws upon. This should be qualified by recognising that in some instances the Library may, for financial reasons, elect not to provide open access, but rather, search on individual's behalf. It is also possible that the Library may be in a position whereby it can only provide database access, for licencing reasons, within the Library building.

The library placed great emphasis on improving public access to the Internet. The library currently provides the following access:

- Forster Internet – 8 general, 1 genealogy, 1 fast access, 1 disability access and 1 word processing PC;
- Tea Gardens Internet – 2 general, 1 word processing
- Bulahdelah – 1 general

- Nabiac – 1 general
- Stroud – 1 general, 1 word processing

At present North Arm Cove does not provide Internet access, largely because of the comparatively low demand for this Library service point.

Free E-mail Access

This is a highly debated topic in public libraries. Provision of e-mail access is an issue that has arisen as interest in the Internet has grown. The question has been asked as to whether or not libraries should provide e-mail access. This strikes at the very core of the role of the Library. If a Library sees its role as purely the provision of information then the place of e-mail in this scheme is limited.

Conversely, if the Library sees one of its roles as being an environment in which the community can interact then e-mail is an electronic extension of this principle. The public certainly see this as a central function of the Library. A recent survey of patrons of ten library systems throughout NSW found that *“The social aspect of the outing seems to be as, if not more, important as the ability to obtain reading material”*¹⁹.

What was apparent from the survey was that the Library meets a range of patron needs above and beyond lending items. On the grounds that libraries serve an important social interaction role the Great Lakes Library Service does provide free e-mail access.

Practically, it is not even a simple matter to manage e-mail access. As more online e-mail sites become available the ability to bar or limit such access becomes problematic and inconsistent.

Filtering Access to Websites

The Great Lakes Library Service does not screen/filter its Internet access on the basis that such systems have a propensity to limit access to legitimate sites. Recognising that there is an issue of access by minors to inappropriate web sites the Library does require parental signatures for minors to access the web. In addition the Library believes that locating the Internet PCs in a public area also places constraints on the risk of inappropriate access occurring.

Internet Training

A feature of accessing electronic data sources as compared to print based information is that unless patrons have a suitable level of expertise in using these medium the data effectively becomes inaccessible. This is particularly relevant to the ageing community, which has demonstrated a need for access to Internet training. Whilst it is true that there are training bodies available to provide such training there is strong demand for introductory level training. The Library is prepared to consider providing such training if adequate staffing is available to do so. A fee may also be associated with such training.

¹⁹ Cox , Eva, *A safe place to go: libraries and social capital*, University of Technology, Sydney, 2000.

Inter-Library Resources

Increasingly, library services are looking to support each other through the sharing of resources. This process, which has been driven by rising costs and the continued increase in the number of items published, works at a number of different levels.

Reciprocal Borrowing Rights

A cooperative network exists within New South Wales to which the majority of libraries belong. As a result of this network members of the public are able to access collections of other library systems outside their own through the presentation of a library card from their usual place of residence.

Inter-Library Loans

Great Lakes Library Service is part of a network of New South Wales libraries that enables each participating library to borrow from and lend to others within the network. Such a service is a cornerstone to the sharing of resources and enables libraries to provide a collection outside their walls. Central to the effectiveness of this service is a database of stock holdings. Such a database exists in the form of *Libraries Australia*. Currently, Great Lakes Library Service does not place its holdings on this database, though it does obtain material for its own borrowers through this system. The Library recognises that this raises legitimate questions of equity and that it is acting in a parasitic fashion. Current staffing levels within the Library preclude offering a service to support external requests for items. The Library continues to investigate avenues to resolve the staffing issue so that this matter may be addressed at some future stage.

It must be stressed that the public of the Great Lakes Library Service do not place a heavy demand on the inter-library loans service, though there has been an upwards trend in this area. In 2001 the Library processed only 112 Inter-Library Loan requests. By 2006 this had risen to 215.

As part of the Library's effort to incorporate more public input into the process of stock selection items request for inter-library loan will be favourably viewed for direct purchase if the item is still commercially available. Naturally, such items will still be subjected to the appropriate selection criteria.

New South Wales State Library Collection

The State Library of New South Wales has an excellent collection of material in a wide range of formats that it makes available to public libraries of New South Wales free of charge. This collection is a great support to public libraries in general and enables Great Lakes Library Service to satisfy requests for specific items, as well as providing bulk loans of foreign language materials and items in non-book formats.

Central Library and Branches

Great Lakes Library provides a service to its residents through a wide range of service points. These are:

- A fully staffed Central Library at Forster, holding 40,204 items
- A fully staffed branch library at Tea Gardens, holding 10,199 items;
- A library service point at Bulahdelah holding 2,459 items;
- A library service point at Nabiac holding 4,932 items;
- A library service point at North Arm Cove holding 1,722 items;
- A library service point at Stroud holding 2,646 items.

Such a multiplicity of collections presents the scenario of duplicating stock. The Library system has shied away from this option because of the cost implications. Great Lakes Library Service does

purchase multiple copies of items, but this is done only in regard to popular material to meet a general need and expectation across the whole Library system. The branch stations have sufficiently low levels of usage that a representative slice of the collection is sufficient in each. Naturally, selection of stock sent to branches is shaped as best as possible to meet any differences in clientele between the branch and the central library.

Also, as a result of the lower levels of patronage at the branches no steps have been undertaken to specialise collections, other than in consideration of local demand.

To support this arrangement, Great Lakes Library Service offers an effective reserves and inter-branch transfer system.

In order to ensure there is an adequate flow of titles through the branch collections the library service has developed a stock rotation system. Approximately each quarter the branch service points receive an injection of titles from holdings at the Forster Central Library. This system does not regularly apply to Tea Gardens (with some targeted exceptions), which receives a high level of new titles. All branch service points also receive new stock.

Recognising that access to information at a branch system can be challenging at times the Library has installed free public access Internet points into all the Library branches, with the exception of North Arm Cove. These access points enable branch staff to obtain information rapidly without necessarily having to go through the central Library at Forster.

In view of budget challenges collection service point at the various locations are under review. This review includes the frequency of stock rotations.

Literacy

The Library supports the concept of improving literacy in the community, but it recognises the difficulties in achieving this. Up until the year 2000 the Library held a literacy collection, which received remarkably low patronage and was filled with outdated material. After significant consideration this collection was removed from circulation. The Library has some concerns over establishing a "Literacy" collection as this may isolate people who have literacy problems and encouraged a feeling of inadequacy. In order to address this matter further the Library is seeking to modernise its overall collection and encourage all residents, included those who are marginalised by the print medium, to make better use of its services.

If, in future, there is strong evidence for the establishment of a special collection this will be investigated, but any move taken will be designed to build self-esteem rather than a sense of isolation. One move that has been taken towards increasing the relevance of the library to print-challenged residents is to establish a graphic novels collection. This is a highly visual medium and appeals to a very broad range of ages.

Multicultural Services

Australian Bureau of Statistics data reveals that those speaking languages other than English at home represent only a small group in the community, constituting 1.7% of the population in the Great Lakes area²⁰. For this reason there has been little demand for languages other than English (LOTE) collections and the Library meets what demand there is through the Multicultural Services Collection available at the State Library of NSW.

²⁰ Australian Bureau of Statistics, *2001 Census of Population and Housing*, 2003.

Disabled Services

The Library recognises that a significant proportion of its users may have some form of disability that makes use of the traditional collection difficult. For this reason the Library provides access to the following collections and services:

- Large print texts for the vision impaired;
- Books on cassette for those learning to read or who have problems with print;
- Books on CD for those learning to read or who have problems with print;
- DVDs and videos for those who prefer the visual medium;
- Access to the Special Needs Collection of the State Library;
- A rudimentary housebound service, which involves public delivery of items selected by a staff member.

The Library also possesses equipment (a scanner, Ruby OpenBook software, special keyboard, trackball mouse, ergonomic furniture, closed-circuit television) that enables disabled members of the public to access information from the print medium. In addition, the facility can provide improved access to both computer software (through ZoomText) and the Internet (through WebFerret software). The Internet PCs at all the branches now also include trackball mice, touchscreens and ZoomText software.

Thanks to a donation from Rotary the Library also now provides a new talking book scanner

The Library does offer a form of Home Library service, but staffing levels limit this availability. The Library recognises that an expanded housebound service would prove popular, but it would only be able to achieve this through some form of additional staffing. This is an area that the Library will be giving particular attention to as it develops its services.

New Formats

In recent years there has been great pressure on the Library to develop new collections. In the past five years this has seen the creation of a Playstation collection, a books-on-CD collection, a DVD collection and a graphic novels collection.

The challenge for the Library lies in the fact that demand for existing collections largely remains high, which places significant pressure on the bookstock budget.

In an effort to manage such demands certain collections are being reviewed in relation to receiving new material. In the case of the video collection no new titles are being purchased. In the 2006/07 budget a decision was also made to cease purchasing books-on-tape, for financial reasons. The injection of grant funding towards a books-on-CD collection has lessened the impact of this move.

Collection Layout for Non-Fiction and Fiction Material

It is traditional for a collection to follow the Dewey Decimal system for non-fiction and strict alphabetical order by author for fiction. However, the Library is investigating the possibility of grouping fiction by genre and non-fiction by broad subjects. Such moves have only been considered in light of a shift towards such an arrangement in bookshops and some public libraries on the basis of customer demand.

At this stage the genre system for fiction materials has been implemented at Stroud and Tea Gardens Libraries and has generally met with public approval. The process may be extended to other branches, but this will continue to be monitored. The same applies to the Forster Central Library, with the implications for such a change being significant.

The question of grouping non-fiction materials will also be investigated. This is particularly relevant to Forster Library, which has a substantial non-fiction collection. As such an undertaking is likely to be labour-intensive and such deliberations will be taken with due consideration.

Conspectus

The concept of resource sharing leads ultimately to the concept of a Distributed National Collection. This DNC would be an *“aggregation of all collections in Australia which are recorded in generally accessible databases and are accessible, either in person or via inter-library loan document supply to users with bona fide reasons for access.”*²¹ Central to such a DNC is a conspectus, which enables information about library collections to be recorded in a relatively standardised way.

Whilst the Great Lakes Library Service recognises the theoretical merit of a conspectus the reality is that such an approach is time consuming, a fact that is reflected in the dearth of smaller library systems that have undertaken it. For this reason, the Library service does not intend to produce a conspectus, though this decision will be reconsidered whenever the Collection Development Strategy is reviewed. Having taken this position, reference has been made in the following collection analyses to the standard collection definitions developed by the National Task Force for Conspectus Standard Collection Definitions. These definitions are given in Appendix 7.

²¹ Warringah Shire Library Service, *Collection Development Policy*, 1991

Adult Non-Fiction Collection

Description

Adult non-fiction is the most diverse collection within the Library. The collection serves both the recreational and information seeking needs of the community and should contain both current, popular material and essential information in the appropriate subject areas. During 2005/6 there were 47,461 items borrowed from the adult non-fiction collection, accounting for 10.8% of the total circulation. Overall, during this period, adult non-fiction stock was lent at the rate of 3.5 issues per item.

As of June 2006 the collection currently contains 13,695 items and represents 21.2% of the total stock.

Responsibility for Selection

The Manager - Library Services and the Reference and Information Services Librarian select new material for this collection. The Technical Services Librarian may also select adult non-fiction items from catalogues.

Target Groups

This collection must be able to meet the general information needs of the community and should dovetail with the junior non-fiction, reference and magazine collections. There is neither the demand nor sufficient funding to purchase tertiary education material, other than within the scope of other target group needs. The exception to this is in the area of library science.

Under these conditions, the library identifies the following target groups for the adult non-fiction collection:

- General public seeking recreational reading;
- School students;
- School libraries must be the primary source of curricula in the community, with the public library collection acting as a secondary source;
- text books will be purchased, where appropriate;
- material for students will be shaped by local demands;
- whilst school-centred material within the adult non-fiction collection will be aimed at secondary level students, there is the recognition that some works will contain material appropriate to primary school work;
- Independent learners;
- Hobbyists;
- People seeking information to meet a specific need;
- Library science students.

Scope

The aim is to develop a collection that covers all subject areas at an appropriate level for its public. In terms of a conspectus, this would be minimal with varying degrees of coverage (see Appendix 8).

There are notable exceptions to this process. The Library has developed, and will continue to develop a good collection of library science materials to meet the learning needs of its staff. Local history and genealogical material, which will be dealt with later, is also collected to a greater depth. In general, material with an Australian content is given preferential treatment.

The Library is well aware of the significant proportion of collection usage that it receives through recreational readers and that is reflected in the breadth of the collection in areas such as biographical works.

Formats

- Hardcover and paperback print.
- Audiovisual language collections.

Supporting Collections and Resources

Magazines: The Library has developed an excellent magazine collection that is aimed at hobbyists and borrowers seeking information of a transient nature. This includes such areas as sport, home decoration, fashion, current affairs, popular science, computing, craft and gardening. With such an extensive collection available less pressure is placed on collecting this material in the non-fiction collection.

Reference: Non-fiction material of a nature that is not suitable for lending, but appropriate to the Library collection, should be included in the reference collection, presuming it meets the appropriate selection criteria. In particular, material that is of a unique and/or expensive nature would be better suited in this collection.

Pamphlet collection: This contains topical information. The material contained within it can be freely removed from the Library and is provided by external sources. It is a fluid collection.

Junior non-fiction: This collection should meet the needs of those seeking information at a less complex level than that contained with the adult non-fiction collection.

DVDs and Videos: The DVD collection is steadily growing and contains material relevant to non-fiction needs. The video collection is no longer being supported, but it still contains relevant non-fiction material.

Local Information: Material in this collection covers both current information on the community and its services and local history. Demographic data and information on community services will be housed in the reference collection. Material of a local history nature is catalogued separately, and located at the end of the adult non-fiction collection.

Genealogy: This collection comprises a mixture of print, microfilm, microfiche and information stored on PCs and/or CD-ROMs. Along with genealogical information the collection also contains the local newspaper on microfilm. This collection is not for loan.

Online collection: This material should support those seeking highly current information or works either unavailable in print format or outside the selection criteria for the onsite collection.

Additional Selection Conditions

- Nil.

Weeding

Weeding is the responsibility of the Technical Services Librarian. All stock will be assessed by the weeding criteria above. If an item is unborrowed for 700 days (2 years) then it is reviewed. If there is sufficient other stock on the subject then it is withdrawn. If there is insufficient stock the item is assessed for its relevancy. If it is still relevant to the collection then the item is retained. If an item is deemed to be in too poor a condition to remain on the shelves an assessment is made to determine if its presence within the collection is warranted. If this proves to be the case a replacement copy will be sought.

Future Plans

As the magazine collection develops this will give the adult non-fiction collection the opportunity to improve the quantity and quality of its material used by independent learners and those seeking specific information.

The availability of information on the Internet will be assessed to determine if certain materials now purchased in print form should be provided electronically.

The Library now has certain sections of the collection sponsored by local business. Consequently certain areas will receive additional funding for their enhancement.

The Library has now moved indigenous material into a separate collection, much like Biographies. This was done after community consultation, particularly with the indigenous community.

It is noteworthy that adult non-fiction loans appear to be declining somewhat. This is despite a growth in the collection. This trend needs to be monitored as there appears to be no change in current practice that has driven this. It is interesting to note that the decline in no-fiction borrowing has been matched by a growth in usage of non-print media.

The Library is seeking to improve the male-oriented content of the non-fiction collection in a targeted fashion and will seek grant funding to expedite this.

Reference Collection

Description

The reference collection consists of material that is designed to satisfy patrons seeking specific information or to redirect them to an appropriate source. Items that qualify for the reference collection must contain information that the Library would be expected to provide at all times. For this reason items in this collection cannot be borrowed. It should also contain the most-up-to-date authenticated material available, within the appropriate selection criteria.

As of June 2006 there were 2,451 items in the reference collection, representing 5% of the collection.

The reference collection includes a number of smaller, highly specific collections.

- Statistics: The Great Lakes Library Service is a member of the Australian Bureau of Statistics (ABS) library extension program, and it therefore carries selective material produced by this body. Much of this ABS collection became available online in 2002, greatly expanding its scope;
- Legal: The Library also provides legal information, though no advice, through an arrangement with the Legal Information Access Centre (LIAC);
- Health: In 1999 the Reference Service took responsibility for a Drug and Alcohol Awareness Kit. The health aspect of the collection was further enhanced with involvement in the Drug Information @ Your Local Library ([DI@YALL](#)) collection and referral network.

In 2000 the Junior Reference collection was incorporated into the Adult Reference Collection in order to facilitate access to stock. This situation has been monitored and has been well accepted by both patrons and staff.

Reference collections within the branch stations are monitored through the topics requested at each location and the Reference and Information Services Librarian shapes each reference collection to meet the needs of the branch station's constituents.

Certain material selected for the reference collection at the central Library will be relocated to a branch station once more up-to-date material is purchased for the central Library. No reference material will be relocated to the branch stations if the age of the information it contains would normally result in the item being weeded.

Increasingly, the reference collection has turned to the online environment for support material. There is also much useful and relevant material contained within the pamphlet collection.

In 2005 the Reference and Information Services Librarian developed a Strategic Plan for the Reference service. This has been included in Appendix 8.

Responsibility for Selection

The Reference and Information Services Librarian selects new material for this collection.

Target Groups

The nature of the reference collection is such that it caters for borrowers seeking answers to specific questions. As a result of smaller specialist collections within its scope the reference collection also caters for narrow target groups.

- General public seeking specific information.
- Primary and secondary students.
- General public seeking legal information.

- General public seeking medical information.
- General public seeking statistical information.
- Council staff and Councillors.
- Seekers of Community information.

It must be stressed that the reference collection is not designed to satisfy the needs of in depth researchers.

Scope

Material within the reference collection should either fill a gap within the other non-fiction collections, or augment material contained within them. Generally speaking this results in the collection containing key works on a topic. Consequently the scope is likely to be minimal though items within the collection should be central and defining texts for a given topic. It must be acknowledged that in general, material with an Australian content is given preferential treatment.

As a result of the Library's commitment, several collections go beyond this minimal level. Such collections, given below would be classified as basic according to the conspectus standard collection definitions (see Appendix 7), with the exception of local information that will be collected at a level at least equivalent to Intermediate augmented.

These collections cover:

- Australian statistical data;
- Australian legal information;
- Information relating to drug use;
- Information on the local community.

Formats

- Hardcover and paperback print.
- Booklet style.
- Online databases.

Supporting Collections and Resources

Adult and junior non-fiction: Items of a recreational reading nature should be catalogued in these collections. Similarly, items that are of such a nature that borrowing them is the only meaningful way that they can provide information should also be located here.

Local Information: Material in this collection covers both current information on the community and its services and local history. Demographic data and information on community services will be housed in the reference collection, along with the bulk of the local history material. Access to Great Lakes Council information is increasingly becoming available on the web, as is much of the demographic information. Duplicate copies of a number of the local history works are also kept within the non-fiction collection.

Genealogy: This collection comprises a mixture of print, microfilm, microfiche and information stored on PCs and/or CD-ROMs. Along with genealogical information the collection also contains the local newspaper on microfilm. This collection is not for loan.

Online collection: This material should support those seeking highly current information or works either unavailable in print format or outside the selection criteria for the onsite collection. Reference website links are identified by the Reference and Information Services Librarian.

Pamphlet collection: This contains topical information. The material contained within it can be freely removed from the Library and is provided by external sources. It is a fluid collection.

Additional Selection Conditions

Usage of the collection cannot be monitored through lending statistics. For this reason, customer suggestions and reviews play an important role in the development of the reference collection. Considering the interrelation between the reference and the non-fiction collections within the library, it is appropriate to use information on non-fiction borrowing in developing the reference collection selection process.

Guidelines based on the key elements of a core Reference collection can also play a part in shaping the reference collection.

Weeding

Weeding is the responsibility of the Reference and Information Services Librarian. Because of the timely nature of the material contained within the reference collection, it is critical that it is weeded at least annually. If in doubt, items should be temporarily removed from the collection and professional advice sought. Furthermore, professional advice that indicates that an item should be removed from the collection will be acted upon immediately.

Currently, space considerations play an overly significant role in the weeding process.

Future Plans

At one stage emphasis was placed on developing a CD-ROM collection for Reference material but increasingly the Internet and access to online databases have replaced the CD-ROM format. Now databases are accessed directly over the Internet. In particular the Links page on the Library website and the online databases available through NSW.net lay a critical role. It is certainly true that such databases (or Internet access) can provide a reasonable alternative to the print medium and this trend is expected to increase into the future. Having said this, it is also likely that demand for print based material in areas such as the World Book Encyclopedia is like to also remain high resulting in the need to maintain the existing print collection whilst integrating new online databases.

At present the Library does not subscribe to online databases other than holding membership with NSW.net and *Dewey Online* and *Kinetica* (for collection maintenance and Inter-Library Loans purposes). As indicated in an earlier section this is because the demand does not justify the cost involved. Should demand arise there is potential for the subscription to online databases.

The Reference and Information Services Librarian has developed a Strategic Plan for the Reference Service (Appendix 8). This will add further structure to the collection and provide additional direction on budgetary needs.

Pamphlets

Description

This collection contains pamphlets, and similar ephemera. It is the only collection in the library from which patrons can take material with the express intention of never returning it.

Selection methods predominantly involve material turning up at the Library and staff determining whether it should be incorporated into the collection. Selection is predominantly done in a reactive fashion (i.e. material is rarely sought out for inclusion).

The intention of the pamphlet collection is to provide access to topical information that may not be available in any other format.

Whilst having no real limitation to material that it could contain the pamphlet collection does have a strong emphasis on:

- Legal (as part of the Legal Information Access Centre (LIAC) program that the Library is part of;
- Cancer information (In 2004 the Library participated in a pilot project run by the Cancer Council of NSW. This resulted in the Library now housing a permanent collection of pamphlets on cancer topics).

Pamphlet materials are not catalogued making the size of the collection difficult to determine. This is compounded by the fluid nature of the content. For this reason, statistics on collection size and stock movement are not included.

Responsibility for Selection

The Reference and Information Services Librarian selects new material for this collection. Owing to the nature of the LIAC and Cancer Council collection material that arrives at the Library has already been selected by external experts in these fields.

Target Groups

The pamphlet collection serves both targeted information seekers and browsers. Because of its broad nature it can meet the needs of a wide range of community segments, as well as provided depth in specific areas.

- General public seeking specific information;
- Primary and secondary students;
- General public seeking legal information;
- General public seeking medical information;
- Seekers of Community information;
- General public browsing.

Scope

Material within the reference collection should either fill a gap within the Reference and other non-fiction collections, or augment material contained within them. Owing to the nature of the material and the method in which it arrives, it is not feasible or relevant to focus too heavily on the nature of its scope. Having said this, there is a strong focus on legal and medical materials.

Formats

- Pamphlet.

Supporting Collections and Resources

Reference: Non-fiction material of a nature that is not suitable for lending, but appropriate to the Library collection, should be included in the reference collection, presuming it meets the appropriate selection criteria. In particular, material that is of a unique and/or expensive nature would be better suited in this collection.

Adult and junior non-fiction: Items of a recreational reading nature should be catalogued in these collections. Similarly, items that are of such a nature that borrowing them is the only meaningful way that they can provide information should also be located here.

Local Information: Material in this collection covers both current information on the community and its services and local history. Demographic data and information on community services will be housed in the reference collection, along with the bulk of the local history material. Access to Great Lakes Council information is increasingly becoming available on the web, as is much of the demographic information. Duplicate copies of a number of the local history works are also kept within the non-fiction collection.

Online collection: This material should support those seeking highly current information or works either unavailable in print format or outside the selection criteria for the onsite collection. Reference website links are identified by the Reference and Information Services Librarian.

Additional Selection Conditions

Usage of the collection cannot be monitored through lending statistics. Rather the rate at which items are taken from the Library is used to indicate areas of need. Additional copies of popular pamphlets will be sought if available.

Generally, selection is more of a passive nature. That is, the Reference and Information Services Librarian reviews, for inclusion, material that arrives at the Library rather than actively seeking pamphlets.

Weeding

Weeding is the responsibility of the Reference and Information Services Librarian. Because of the timely nature of the material contained within the pamphlet collection, the collection should be weeded at least quarterly. If in doubt, items should be temporarily removed from the collection and professional advice sought. Furthermore, professional advice that indicates that an item should be removed from the collection will be acted upon immediately.

Currently, space considerations play an overly significant role in the weeding process.

Future Plans

The pamphlet collection is exhibiting steady growth and there is a need to provide further pamphlet stands to meet this need, though the question of where they can be housed presents real challenges. The success of involvement in projects with LIAC and the Cancer Council is apparent and there is good reason to consider involvement in similar projects by other organisations, should they arise. The main proviso at this point would have to be floorspace permitting.

Junior Non-Fiction Collection

Description

The junior non-fiction collection provides access to non-fiction material of a less complex level than that contained within the adult collection. Like its counterpart it is a diverse collection that serves both the recreational and information seeking needs of its clientele. During 2005/06 5,477 items were borrowed from the junior non-fiction collection accounting for 1.2% of the total circulation. Overall during 2005/06, junior non-fiction stock was lent at the rate of 1.9 issues per item.

As of June 2006 the junior non-fiction contains 2,844 items, representing 4.4% of the collection. There appears to be a downwards trend in usage of this collection.

Responsibility for Selection

The Manager-Library Services and the Reference and Information Services Librarian select new material for this collection.

Target Groups

This collection must be able to meet the general information needs of its clientele and should dovetail with the adult non-fiction, the reference and the magazine collections.

Under these conditions, the Library identifies the following target groups for the junior non-fiction collection:

- School age and older pre-school age children seeking recreational reading;
- School students;
- text books will be purchased, where appropriate;
- school libraries must be the primary source of curricula material in the community, with the public library collection acting as a secondary source;
- material for students will be shaped by local demands;
- whilst school-centred material within the junior non-fiction collection will be aimed at primary level students, there is the recognition that some works will contain material appropriate to secondary school work;
- Independent learners;
- Hobbyists;
- People seeking information to meet a specific need.

It should be noted that the target groups for the junior collection are largely of the same nature as those for the adult collection. This is appropriate, as there should be no real age distinction for the needs that an individual has though, naturally the depth will vary.

Pre-school age children are largely catered for from the easy reader collection, with appropriate basic non-fiction, educational works being included in that collection. However, it is recognised that older pre-school age children may have an appropriate desire to borrow items from the junior non-fiction collection.

Items aimed at parents raising children will be included in the adult non-fiction collection.

Scope

The aim is to develop a collection that covers all subject areas at an appropriate level for its clientele. In general, material with an Australian content is given preferential treatment.

Formats

- Hardcover and paperback print.

- DVDs and Videos.

Supporting Collections

Adult non-fiction: This collection should meet the more complex needs of those seeking factual information. It is recognised that some overlap between this collection and the adult collection is inevitable. Such an overlap should encourage children to move from one collection into another.

Magazines: The Library has developed an excellent magazine collection that is predominantly aimed at hobbyists and borrowers seeking information of a transient nature. However, magazines within the collection should also appeal to older children and youth, particularly in the area of sport and fashion.

DVDs and Videos: The DVD collection is steadily growing and contains material relevant to non-fiction needs. The video collection is no longer being supported, but it still contains relevant non-fiction material.

Reference: Non-fiction material of a nature that is not suitable for lending, but appropriate to the Library collection, should be included in the reference collection, presuming it meets the appropriate selection criteria. In particular, material that is of a unique and/or expensive nature would be better suited in this collection.

Online collection: This material should support those seeking highly current information or works either unavailable in print format or outside the selection criteria for the onsite collection.

Additional Selection Conditions

Considering the significant role project and assignment work plays in the usage of the children's collection Australian material will be viewed most favourably, as will material whose layout provides information in a manner suitable to such work.

Weeding

Weeding is the responsibility of the Technical Services Librarian. All stock will be assessed by the weeding criteria above. If an item is unborrowed for 700 days (2 years) then it is reviewed. If there is sufficient other stock on the subject then it is withdrawn. If there is insufficient stock the item is assessed for its relevancy. If it is still relevant to the collection then the item is retained. If an item is deemed to be in too poor a condition to remain on the shelves an assessment is made to determine if its presence within the collection is warranted. If this proves to be the case a replacement copy will be sought. Note that in the case of usage based weeding, importance within the collection will play a greater role as currently important item may not receive the usage they merit. This is reflection of the currently low patronage of the collection. As the service and collection is promoted amongst youth and children it is hoped that higher usage rates will be achieved.

Future Plans

The junior non-fiction section receives the least patronage of all the major collections within the Library. This indicates a trend away from normal print non-fiction and a general drifting away from the Library service. The appointment of a Children's and Youth Services Librarian at some future point would play an important part in addressing the latter problem. In relation to the trend towards non-print material the Library is developing access to these resources through an increase in the number of access points to such media.

Pre-school age learning books are now incorporated into the easy reader collection. The good response to this move should see it maintained into the future. Similarly, children's DVDs and videos are now located in the general children's DVD and video collection.

Local Information

Description

The Library holds a significant amount of information that relates to the local community. This material covers both current information on the region, services within it and local historical data. The local newspaper is kept on microfilm, though this is housed within the genealogy collection. Material produced by Great Lakes Council falls within the scope of this collection, and is held both in print and online formats.

Print material covering local information is located both within the reference and adult non-fiction collections. Statistical, Council and community services information is located within the reference area along with the bulk of the local history material. Access to Great Lakes Council information is increasingly becoming available on the web as is much of the demographic information. Duplicate copies of a number of the local history works are also kept within the non-fiction collection.

Some local material is housed in the compactus in the library's work area, largely for space reasons.

Responsibility for Selection

This will now fall under the role of the Reference and Information Services Librarian, with the involvement of the Manager Library Services. The Family History Advisory Group provides vital input into the development of the collection.

Target Groups

The nature of local information is such that it plays both an informative and recreational reading role.

- General public seeking specific local history information across all age groups;
- Patrons seeking local history material for recreational purposes;
- General public seeking information on Great Lakes Council;
- General public seeking information on local services;
- General public seeking statistical information;
- Primary and secondary students;
- Council staff and Councillors;
- Community groups/organisations seeking statistical data and information produced by Great Lakes Council;
- Business community seeking statistical data and information produced by Great Lakes Council.

Scope

Great Lakes Library Service should be considered as a primary source for local information. For this reason the collection should strive to be comprehensive. As defined by the taskforce for the development of an Australian conspectus, such a collection would include as far as possible, all significant works of recorded knowledge on this field (see Appendix 7). An exception to this is ephemeral material, which the Library does not have the staff or space to devote to collection. In reality the collection level is closer to intermediate augmented.

The collection will largely be confined to the Great Lakes local government area, but is recognised that local history often crosses these boundaries. For this reason, local history material from surrounding local areas will also be considered for purchase though not to a comprehensive degree. This material will be collected at a basic level.

Formats

- Hardcover and paperback print.
- Microfilm.

- Online database.

Supporting Collections

Reference: To some degree local information is a sub-set of the reference collection, however, the reference collection also provides material such as telephone books and comparative demographic statistics that are of relevance to the local information collection.

Genealogy: This collection comprises a mixture of print, microfilm, microfiche and information stored on PCs and/or CD-ROMs. Along with genealogical information the collection also contains the local newspaper on microfilm. This collection is not for loan.

Online collection: This material should support those seeking highly current information or works either unavailable in print format or outside the selection criteria for the onsite collection. Increasingly, offsite material will contain current local information.

Forster-Tuncurry Historical Museum: This establishment, whilst not being part of the Great Lakes Library Service, is an important source of both local artefacts and ephemeral material.

Additional Selection Conditions

- Nil.

Weeding

Both the Reference and Information Services Librarian and the Technical Services Librarian are involved in this process as this material spans the reference and adult non-fiction collections. Great Lakes Council material will be weeded upon input from appropriate personnel within the Council.

Future Plans

The Library will continue to comprehensively collect local information. As information increasingly becomes available electronically these resources will be provided online.

It is intended to promote the Library service actively within Council. This may result in an increased amount of information that council will make available to the public through the Library and the Council homepage.

Efforts are currently being made to index the Great Lakes Advocate, a publication that spans, under several titles, the past 50 years. This is an exhaustive project that currently relies on the support of volunteers. It is hoped that over a number of years the entire newspaper will be indexed, making it a vital and accessible source of local information.

There is much photographic material of a local content, but the Library has no intention at this stage of digitising this material. The central reason for this is that the bulk of the material is in the possession of the Forster-Tuncurry Historical Society. However, even if the material was in the possession of the Library there simply would not be sufficient staffing to undertake this.

Genealogy

Description

This collection is designed to support family historians undertaking research. The Family History Advisory Group plays a vital role in the promotion and development of this collection, as well as providing a skilled service in accessing data. The collection is not for loan.

Responsibility for Selection

The development of this collection is largely driven by advice from the Family History Advisory Group. These volunteers not only identify needs within the collection, they provide some funds to continue its development. At present the Library allocates around \$1,500 to this collection and the vast majority of purchases made from these funds come directly from suggestions from the Advisory Group.

Microfilmed copies of the Great Lakes Advocate are also housed in the collection and purchased from the \$1,500 budget.

As at June 2006 there were 858 items in the microfilm collection.

Target Groups

The genealogical collection is one of the most customer-focused collections in the Library. It is aimed specifically at members of the public seeking family history material either of a local or broader nature.

Scope

This collection, by its specialised nature has been collected at some depth. General works on genealogy are collected at a basic level, but collection of works relating to local family history occurs at least at an intermediate augmented level. The library will endeavour to collect significant local genealogical material that falls outside the Great Lakes local government area but still is sufficiently close to be considered local.

Formats

- Hardcover and paperback print.
- Microfilm.
- Microfiche.
- CD-ROM.
- Internet access.

Supporting Collections

Reference: Some of this collection may provide support to genealogy, though predominantly this will be local information.

Local Information: Local history material from this collection is a vital support to the genealogy collection. The bulk of this material is housed in the reference area, however, duplicate copies of a number of the local history works are also kept within the non-fiction collection.

Offsite collection: Increasingly family history material is becoming available on the internet. Purchasing for this collection must be continually reviewed in light of this.

Forster-Tuncurry Historical Museum: This establishment, whilst not being part of the Great Lakes Library Service, is an important source of both local artefacts and ephemeral material.

Additional Selection Conditions

- Nil.

Weeding

The importance of historical data to the genealogy collection is such that little stock qualifies for weeding. This does not mean that there are no factors that result in the culling of material. As items become available in different formats weeding of some stock may occur.

A significant issue for the genealogy section is lack of space. This increasing problem may have an impact on the weeding of materials, however, it is hoped that the space issue can be resolved not to the detriment of the genealogy collection.

Weeding is driven by advice from the Family History Advisory Group.

Future Plans

There has been a substantial expansion of the collection in the past three years and the Library now houses a significant proportion of State Archives material. There has also been a marked growth in Internet access points so that genealogical databases can be readily accessed. There is expected to be increasing emphasis placed on obtaining information online.

The Family History Advisory Group continues to obtain access to more data in a CD-ROM and online format. This material is in addition to information housed within the collection.

The genealogy section is housed in a poor location, with little available space. The Library is looking at much-needed extensions and the question of re-housing the genealogy collection will be incorporated into this.

The Family History Advisory Group is also in the process of developing a genealogical index to the Cape Hawke Advocate and the Great Lakes Advocate.

Adult Fiction

Description

This collection is predominantly for recreational reading purposes, however, it should also contain those works of literature that the community deems important for retention and/or further study. The Library has a smaller collection of items, classified as Paperbacks, which has been included within this section.

During 2005/06 133,566 items were borrowed from the adult fiction collection accounting for 30.3% of the total circulation (10,051 of these loans were from the Paperback section, which represented 2.3% of loans). Overall, during 2005/06, adult fiction stock was lent at the rate of 7.5 issues per item (6.6 for Paperbacks).

As of June 2006 the adult fiction contains 17,780 items (1,526 Paperbacks), representing 27.6% of the collection (2.3% of the collection is Paperback).

The Adult Fiction collection represents the largest single collection in the Library service. This reflects the leisure-based reading style of the population.

There has been a slight drop in lending of fiction material in the past two years but this has been more than offset by a growth in usage of the Large Print collection. This probably indicates the ageing of the population.

Responsibility for Selection

Selection for adult fiction falls under the responsibilities of the Technical Service Librarian. A standing order system is also used to supplement fiction material selected by this staff member. Authors to be included in the standing order are reviewed on an annual basis.

Suggestions by the public previously played an important role in the development of this collection. Suspension of the suggestions program for budgetary reasons has limited this input.

Target Groups

- General public;
- Patrons studying texts.

Scope

Adult fiction is collected to cover all genres. Australian material, recognised classics and award winning titles are given preferential treatment and popular authors are purchased, often in multiple copies through a standing order system. Multiple copies are likely to be spread throughout the entire Great Lakes Library Service.

Formats

- Hardcover and paperback print.

Supporting Collections

Large Print: This material is largely fiction and contains both titles duplicated from the adult fiction collection and also unique holdings of works.

Young Adult Fiction: This contains material of a slightly younger reading age than the adult works. However, it must be recognised that there will be overlap between these collections.

Graphic Novels: This is a new collection that is currently being developed. It contains material of high image content. It will be aimed at both young adults and junior readers.

Junior Fiction: Generally speaking, there should be little in common between these collections, though older readers may wish to access material from this collection on occasions.

Talking Books: This collection is a significant support to the fiction collection and provides members with access to fictional works in a different format. This may contain titles duplicated from the adult fiction collection, as well as unique holdings of works.

Additional Selection Conditions

The Library stocks its material classified as Paperbacks through library donations. For this reason the material available to select from is limited. However, as mentioned previously all donations are subjected to the same selection criteria as purchased items.

Weeding

Weeding is the responsibility of the Technical Services Librarian. Weeding is undertaken using the guidelines outlined earlier in this strategy, with the following additional criteria:

- If an item has had no turnover for 12 months then it is automatically reviewed for retention and culled if there are no grounds, as outlined in the selection process, for keeping the item;
- If multiple copies exist they are reviewed on the basis of demand. If there is low level of usage, the item is evaluated to determine if it is relevant to the Library deposit stations. If so the duplicate item or items are moved, if not then, the items will be withdrawn from stock, if there are no other grounds to keep the item. Obviously, the item in the poorer condition is culled in preference;
- Items that are deemed to be important to the collection will be retained even if demand for them is low.

Future Plans

Because of the high demand for purchasing popular fiction there has not been a great emphasis in the past on purchasing works of literary merit. This was addressed through the use of grant funding in 2003/04. Material of a more literary bent is now being steadily incorporated into the collection.

Grouping fiction titles by genre is currently being given serious consideration. It has been undertaken in Stroud and Tea Gardens and has met with an overall positive response. Forster Library has the potential to be the next site identified for this undertaking.

Large Print

Description

The only distinction between material in this collection and the adult fiction collection is the size of the print. For this reason the collection largely mirrors the adult fiction in regard to collection development. Material in this collection is also predominantly for recreational reading purposes however, it should also contain those works of literature that the community deems important for retention.

During 2005/06 there were 62,513 items borrowed from the large print collection accounting for 14.2% of the total circulation. Overall, during 2005/06, large print material was lent at the rate of 9.5 issues per item, making it one of the most heavily used collections in the Library.

As of June 2006 the large print collection contains 6,557 items, representing 10.2% of the collection.

The collection has been separated into fiction and non-fiction, on the basis of a customer suggestion.

Responsibility for Selection

Selection for adult fiction falls under the responsibilities of the Technical Services Librarian. A standing order system is used for fiction material, which is reviewed on an annual basis.

This particular collection is under high demand. It is recognised this collection needs to be regularly supplemented. Ideally, this can be done when special large print offers are made available.

Target Groups

- Patrons whose eyesight cannot cope with normal print;
- The general public.

Scope

Large print is collected to cover all genres, including non-fiction works, with Australian material being given preferential treatment.

Formats

- Hardcover and paperback print.

Supporting Collections

Adult Fiction and Non-Fiction: Material in both these collections supplement the large print stock, though it is of little relevance to visually impaired readers.

Talking Books: This collection is often a natural progression from the large print for patrons with deteriorating eyesight. It contains original titles as well as duplicates of those in both the adult fiction and large print.

Additional Selection Conditions

Nil

Weeding

Weeding is the responsibility of the Technical Services Librarian, and follows the same guidelines as the adult fiction.

Future Plans

Greater usage of this collection would be made if a Home Library Service position were developed. There is a clear need for this in the community and it is hoped that when viable Council will appoint such a position.

Young Adult Fiction

Description

This collection is for recreational reading purposes and may also contain classic works that are important for retention and/or further study.

During 2005/06 5,781 items were borrowed from the young adult fiction collection accounting for 1.3% of the total circulation. Young adult fiction stock was lent at the rate of 3.9 issues per item.

As of June 2006 the collection contains 1,479 items, representing 2.2% of the total stock.

Previously young adult fiction was housed in two separate locations depending on whether or not stock was hardback or paperback. In recent times this has been interfiled. Whilst there has been the occasional complaint regarding finding items it is clear that the lending rate is increasing (up from 3.48 issues per item in 2001).

Responsibility for Selection

Selection of material for the young adult fiction falls under the responsibility of a Senior Library Assistant in the Technical Services Section. The Library has now introduced a standing order system for popular authors and series.

Target Groups

- Young adults (approximately 12 years and older);
- High school students.

Scope

Young adult fiction is collected to cover all genres. Australian material, recognised classics and award winning titles are given preferential treatment.

Formats

- Hardcover and paperback print, though predominantly paperback.

Supporting Collections

Junior Fiction: This collection contains material of a younger reading age than the young adult fiction (approximately 7-12 years of age), though it is recognised that there should be significant cross-patronage between these two collections as children progress through the reading levels.

Adult Fiction: This collection contains material for an adult reading age. As with the junior fiction it is recognised that there will be use made of this collection by young adults as they advance towards an adult reading level. Some adult patronage of the young adult collection may also occur.

Talking Books: This collection provides members with access to young adult fiction works in a different format. This may contain titles duplicated from the young adult fiction collection, as well as unique holdings of works.

Graphic Novels: This is a new collection that is currently being developed. It contains material of high image content. It will be aimed at both young adults and junior readers.

Additional Selection Conditions

In the light of public concern over items contained within the collection, items that are widely recognised as legitimate young adult fiction works and that are seen as relevant to the collection and the young adult community will be purchased.

In general, new young adult material will be purchased in a paperback format, reflecting the apparent reading trends of this sector of the community.

Weeding

Weeding is the responsibility of the Technical Services Librarian, and follows the same guidelines as the adult fiction. As with stock selection, in answer to public concern, items recognised as legitimately part of the collection and relevant to the collection and the young adult community will be retained, until such time as the item loses its relevance.

Future Plans

The young adult collection does have one of the lower levels of patronage in the library, but stock turnover has increased. This is likely to relate to a better collection layout, the introduction of new furniture, more titles purchased and a more comfortable reading area being provided. The new furniture was introduced in 2005 and appears to have had a positive impact on loans.

The presence of new graphic novels collection is likely to have had an impact on the lending of the young adult fiction collection. This is not of concern as total lending between the two collections is notably higher than for the previous young adult fiction lending (a growth of 63% on 2001 lending patterns).

It is recognised that youth do not generally like to be located in the proximity of the children's area. It is not feasible to address this in the current facility but it should be given consideration in constructing any new Library space.

Graphic Novels

Description

This collection has only recently been established and was launched in August 2005. Statistics on this collection are, therefore, based on only 10 month's worth of data.

During 2005/06 3,555 items were borrowed from the graphic novel collection accounting for 0.8% of the total circulation. Graphic novel stock was lent at the rate of 8.9 issues per item. This is certain to rise as full-year data becomes available.

As of June 2006 the collection contains 401 items, representing 0.6% of the total stock.

The intention is that it will meet the needs of junior through to adult borrowers who are seeking a more image-based format. It is expected that the main users of the collection will be youth.

It will also have an appeal for print-challenged library users.

Responsibility for Selection

Selection of material for the graphic novels falls under the responsibility of the Technical Services Librarian.

Target Groups

- Older children (8-12 years);
- Young adults (approximately 12 years and older);
- Adults.

Scope

Australian titles given preference. Well known works. Limited materials that have a strongly Japanese style.

One of the aims of the collection is to attract reluctant readers to the Library and provide them with a stepping stone to other collections.

Formats

- Graphic novel.

Supporting Collections

Young Adult: This collection contains material of an older reading age (approximately 12 years and upwards).

Junior Fiction: This collection contains material of a younger reading age than the young adult fiction (approximately 7-12 years of age).

Adult Fiction: This collection contains material for an adult reading age. As with the junior fiction it is recognised that there will be use made of this collection by young adults as they advance towards an adult reading level. Some adult patronage of the graphic novel collection may also occur.

Talking Books: This collection provides members with access to young adult fiction works in a different format.

Additional Selection Conditions

Nil

Weeding

Weeding will be the responsibility of the Technical Services Librarian, and follows the same guidelines as the adult fiction.

Future Plans

The collection will be established using grant funding and donations. Following this initial burst there will be a continually limited flow of new titles into the collection.

Junior Fiction

Description

This is a recreational reading collection that may also contain classic works. It also includes paperbacks and texts designed to aid children in learning to read as well as graphic texts.

In 2005/06 there were 9,641 items were borrowed from the junior fiction collection, which accounted for 2.2% of the total circulation. Junior fiction stock was lent at the rate of 4.0 issues per item.

As of June 2006 the collection contains 2,428 items, representing 3.8% of the total stock.

There has been a decline in loans of the junior fiction material. This is likely to be due to the move towards non-print and graphic novel material. Total lending for junior, graphic novel and young adult lending has actually risen over recent years.

Responsibility for Selection

Selection of material for the junior fiction falls under the responsibility of a Library Officer in the Technical Services Section. The Library has now introduced a standing order system for popular authors and series.

Target Groups

- Primary school aged children (aged 7-12 years).

Scope

Junior fiction is collected to cover all genres. Australian material, recognised classics and award winning titles are given preferential treatment and popular series are purchased, in multiple copies where the need is identified, through a standing order system.

Formats

- Hardcover and paperback print, though predominantly paperback.
- Graphic novels were originally part of this collection but are now being treated separately.

Supporting Collections

Young Adult: This collection contains material of an older reading age (approximately 12 years and upwards), which it is expected that the younger readers will migrate to as their reading age advances.

Graphic Novels: This is a new collection that is currently being developed. It contains material of high image content. It will be aimed at both young adults and junior readers.

Easy Readers: Material in this collection is for pre-reading age (approximately 0-5 years old), and beginner readers (approximately 5-7 years of age). Users of this collection will migrate to the junior collection as they develop their reading skills.

Talking Books: This collection provides members with access to junior fiction works in a different format.

Junior DVDs and Videos: This collection is now well established and proving very popular.

Junior Kits: This collection is a significant support to the junior fiction collection and provides children with access to fictional works in a different format. This may contain titles duplicated from the junior fiction collection, as well as unique holdings of works.

Additional Selection Conditions

This collection has, as a central tenet, the aim to encourage children to participate in the reading process. For this reason books designed to help children to learn to read are included in the collection.

Should public concern arise over material suitable for the collection, items that are widely recognised as legitimate junior fiction works and that are seen as relevant to the collection and the junior community will be purchased.

The Library recognises there is a preference for paperback material.

Weeding

Weeding is the responsibility of the Technical Services Librarian, and follows the same guidelines as the adult fiction. As with stock selection, in answer to public concern, items recognised as legitimately part of the collection and relevant to the collection and the junior community will be retained, until such time as the item loses its relevance.

Future Plans

The junior collection, like the young adult collection, receives relatively low patronage. This collection is also not large, but it is current and appealing, so problems with the usage of the collection lie beyond simply greater levels of stock.

As with the young adult area there is a great need to encourage children to use the service. The Library has identified the need for a focus effort in this area and is hopeful, in the long term, of appointing an employee with responsibility for this important segment of the community. In the meantime, efforts are being made to promote the service to the children's community. Additionally, the Library is pursuing funding to increase the range of its opening hours, which should then make the service more accessible to children.

Recognising the preference for the paperback format the Library has migrated its entire junior collection to paperback spinners.

Easy Readers

Description

This is a collection aimed at introducing young children to the reading experience.

In 2005/06 28,711 items were borrowed from the easy reader collection, representing 6.5% of the total circulation. Easy reading stock was lent at the rate of 8.1 issues per item.

As of June 2006 this collection contains 3,547 items, representing 5.5% of the total stock. Demand for this collection continues to grow.

Responsibility for Selection

Selection of material for the easy readers falls under the responsibility of a Library Officer in the Technical Services Section.

Target Groups

- Young children (aged approximately 0-5 years);
- Beginner readers (aged approximately 5-7 years of age);
- Parents seeking to introduce their children to the reading environment.

Scope

This collection includes board books for first readers, picture books for non-readers, learning books e.g. alphabet, and counting items and simple readers for children beginning the reading process. Australian material, popular authors, recognised classics and award winning titles will be purchased preferentially.

Formats

- Hardcover and paperback print.
- Board books.
- Toys, puzzles, posters and games are excluded.

Supporting Collections

Junior Fiction: This collection caters for the next stage of the reading process (approx. 5 to 12 years).

Talking Books: Provides members with access to junior fiction works in a different format.

Junior DVDs and Videos: This collection is now well established and proving very popular.

Junior Kits: This collection is a significant support to the junior fiction collection and provides children with access to fictional works in a different format. This may contain titles duplicated from the junior fiction collection, as well as unique holdings of works.

Additional Selection Conditions

Should public concern arise over material suitable for the collection, items that are widely recognised as legitimate young children's works and are seen as relevant to the collection will be purchased.

Weeding

Weeding is the responsibility of the Technical Services Librarian, and follows the same guidelines as the adult fiction. As with stock selection, in answer to public concern, items recognised as legitimately part of the easy reader collection and relevant to it and its users will be retained, until such time as the item loses its relevance.

Future Plans

Nil

Magazines and Newspapers

Description

Magazines are publications issued in successive parts at regular intervals and which have an indefinite lifespan. Reference material is excluded from this definition. Newspapers are purchased on a non-lending basis. Publication regularity ranges from weekly to quarterly.

During 2005/06 48,027 magazines were borrowed from the collection, which accounts for 10.9% of the total circulation. Magazines were lent at the rate of 12.6 issues per item. This makes the magazine section one of the most heavily collections in the library service.

As of June 2006 the collection contained 3,807 items, representing 5.9% of the total stock. There are over 130 titles in this section, making it one of the larger magazine collections in country New South Wales.

Unfortunately, due to budget constraints it is certain that this collection will undergo a reduction in size.

The Library provides public access to 9 newspapers/newsletters, 5 of which are local.

Responsibility for Selection

A Library Officer in the Technical Services Section, in conjunction with the Manager Library Services, selects item for the magazine collection.

Target Groups

- General public of all ages;
- Hobbyists;
- Independent learners;
- People seeking information to meet a specific need;
- School students seeking current information for assignment purposes;
- People seeking highly current information (especially, users of the newspaper collection).

Scope

The collection is shaped to contain popular magazines. Magazines with a broad scope such as current affairs, are collected, as are magazines on specific topics, as long as they prove popular. Preference is given to magazines produced in Australia, though popularity is the driving factor.

This collection is designed to support the adult non-fiction collection, in such a fashion that non-fiction works in areas such as gardening and cooking can be purchased less intensively in the adult non-fiction collection.

Increasingly, there has been demand for magazines aimed at the youth market. Consequently, the Library now purchases a number of these titles.

Formats

- Magazine and newspaper.

Supporting Collections

Adult Non-Fiction: This collection provides patrons with access to material covering similar topics to the magazines, but generally in a more in-depth and structured fashion.

Junior Non-Fiction: This collection provides access to material that may be used in preference for school assignments.

Additional Selection Conditions

Items are evaluated for regularity and their reliability. If an item has an irregular, or unclear production frequency or if it does not appear to be sufficiently established then it will not be selected.

More than one magazine on a topic may be purchased, but this will be on the basis of demand. No more than one copy of any title will be held at the central Library, though popular titles may be replicated at the deposit stations.

Weeding

Weekly magazines are culled nine months after purchase and monthly titles after 12 months, with some titles that do not date being retained for up to 18 months. Quarterly magazines are kept for up to 2 years. Weeding is done on a quarterly basis.

Titles are reviewed every six months. If each issue is borrowed less than 10 times a year then it is reassessed for suitability. If an item averages six times a year or less then it is axed from the collection, unless there is some over-riding basis for retention.

Titles that receive regular defacement may be withdrawn from the collection.

Future Plans

The magazine collection is the most popular collection in the Library, largely as a result of a focus that is placed on retaining only high demand titles. This section has been strongly encouraged over the years and has developed into a well-rounded collection that appreciated by the public. The library has every intention of continuing to support this area, with emphasis on growth in the junior and youth areas.

DVDs

Description

This is one of the newest collections in the Library. It was launched in March 2004 courtesy of a grant from the Library Council of NSW. The collection contains material of an informative and/or entertaining nature for all age ranges. There is a strong emphasis on purchasing children's DVDs also.

During 2005/06 28,390 DVDs were borrowed from the collection, which accounts for 6.4% of the total circulation. Magazines were lent at the rate of 20.5 issues per item. As of July 2006, 66% of DVDs were on loan, second only to the electronic game collection for popularity.

There are 1,387 DVDs in the collection, which represents 2.2% of the collection.

Responsibility for Selection

The Technical Services Librarian, is responsible for the selection of items within this collection.

Target Groups

- Members of the public of all ages;
- Hobbyists;
- Print challenged patrons;
- HSC students;
- Independent learners;
- People seeking information to meet a specific need.

Scope

This collection will comprise two sections, adult and junior, and the intention of this collection is to meet the needs of all ages. The subject matter within the collection will primarily be of an informative and/or entertaining non-fiction nature. Exceptions to this are videos for young children that may be fictional in nature but are designed to encourage these children to use the Library, classical productions such as Shakespeare and Jane Austen, movies that may be studied for the HSC (e.g. The Truman Show) and titles of a lasting and/or significant nature.

Formats

- DVD

Supporting Collections

Video Collection: Though the video collection is being phased out it still retains titles relevant to patrons needs in this area.

Adult Non-fiction: This provides patrons with material of a similar content but in a print format.

Junior Fiction: As with adult fiction users can obtain information in a print format from the junior non-fiction.

Easy Readers: Young children being introduced to the library service can interchange between the DVD and print medium.

Talking Books: This collection provides members with access to junior fiction works in a different format.

Junior Kits: This collection is a significant support to the junior fiction collection and provides children with access to fictional works in a different format. This may contain titles duplicated from the junior fiction collection, as well as unique holdings of works.

Electronic Games: For those using DVDs for entertainment the electronic games present another non-print format. This is a smaller but very popular collection.

Additional Selection Conditions

Fictional material is not generally collected, with the exception of those listed in the Scope section above.

Weeding

In theory, DVDs are weeded using a similar process to the adult fiction, however, considering the newness of the collection and its popularity poor usage is virtually irrelevant and items are weeded on the basis of wear. It is certainly true that DVDs do suffer significantly from scratching and breakage. The Library has purchased a DVD cleaning machine, though this does not succeed in recovering all items.

Future Plans

Demand remains high for this collection and the Library will continue to purchase new titles on a monthly basis. Previously 15 new titles of mixed adult and junior material were purchased each month but due to budget constraints this has been reduced to 10 new titles a month in 2006/07.

Videos

Description

This collection contains material of an informative and/or entertaining nature for all age ranges. In recent years it has been superseded by the DVD collection and the Library no longer purchases videos, except in rare one-off situations. In truth, there is very little material now being produced on video.

During 2005/06 9,454 videos were lent, accounting for 2.2% of the total circulation. Borrowings occurred at a rate of 10.9 issues per item.

As of June 2006 there were 867 items in the video collection, representing 1.3% of the collection.

Responsibility for Selection

Items are no longer selected, except on rare occasions.

Target Groups

- Members of the public of all ages;
- Hobbyists;
- Print challenged patrons;
- Independent learners;
- People seeking information to meet a specific need.

Scope

This collection comprises two sections, adult and junior, and the intention of this collection is to meet the needs of all ages. The subject matter within the collection is primarily of an informative and/or entertaining non-fiction nature. Exceptions to this are videos for young children that may be fictional in nature but are designed to encourage these children to use the Library, and classical productions such as Shakespeare and Jane Austen.

Format

- Video.

Supporting Collections

DVDs: This collection is now superseding the video collection. It offers broader scope and now exceeds the video collection in size.

Adult Non-fiction: This provides patrons with material of a similar content but in a print format.

Junior Fiction: As with adult fiction users can obtain information in a print format from the junior non-fiction.

Easy Readers: Young children being introduced to the library service can interchange between the video and print medium.

Talking Books: This collection provides members with access to junior fiction works in a different format.

Junior Kits: This collection is a significant support to the junior fiction collection and provides children with access to fictional works in a different format. This may contain titles duplicated from the junior fiction collection, as well as unique holdings of works.

Electronic Games: For those using DVDs for entertainment the electronic games present another non-print format. This is a smaller but very popular collection.

Additional Selection Conditions

Items are no longer purchased.

Weeding

In theory, videos are weeded using a similar process to the adult fiction, however, in practice poor usage is virtually irrelevant and items are weeded on the basis of wear.

Future Plans

Though this remains one of the more active collection within the Library, DVDs have now replaced this medium and so this collection will gradually shrink as items are no longer replaced. It is feasible that within 2-3 years the collection will have completely disappeared.

Talking Books (Books-on-Cassette and CD)

Description

This collection includes adult fiction and non-fiction titles, both abridged and unabridged, and children's books on tape and CD.

During 2005/06 15,676 talking books were lent, accounting for 3.6% of the total circulation, resulting in each item, on average, being borrowed 7.1 times.

There are 2,221 items in the Talking books collection, representing 3.4% of the collection. Books-on-CD now represent the major growth in the talking book area.

This collection is central to the Library's limited Home Library Service. New talking books generally pass through the Home Library Service collection first, meaning that new titles may take some months to appear on the normal lending collection shelves.

Responsibility for Selection

Material currently purchased through a standing order system, sporadically via catalogues and seller visits. Stock selection in this area falls under the responsibility of the Technical Services Librarian.

Target Groups

- Children;
- The general public;
- Travellers;
- Those who have problems in reading the print medium.

Scope

Popular works for adults, both of a fiction and non-fiction content. Popular children's works, such as known performers and writers as well as nursery rhyme materials.

Format

- Books-on-cassette
- Books-on-CD

Supporting Collections

Junior Kits: These kits contain book and cassette combinations for junior aged readers, or those who wish to use them for literacy purposes.

Large Print: Users with vision problems are able to utilise both large print and the cassette collection.

Graphic Novels: This is a new collection currently being developed. It contains material of high image content that may appeal to those that have problems with the print medium. It will be aimed at both young adults and junior readers.

Additional Selection Conditions

The Library has unabridged titles on standing order, and sporadically purchase abridged titles.

As a result of budget constraints and the growth in demand and production of books-on-CD the Library no longer purchases books-on-cassette, though the collection will be maintained for a number of years.

Weeding

The material is now included on the standing weeding schedule and is the responsibility of the Technical Services Librarian.

Future Plans

The demand on this collection is likely to remain high as the population ages. Every effort will be made to expand this collection, though it is well recognised that the cost of these items is substantial.

The Library submitted a successful grant application in 2004/05 and this has injected 330 new books-on-CD titles into the collection.

Greater usage of this collection would be made if a Home Library Service position were developed. There is a clear need for this in the community and it is hoped that when viable Council will appoint such a position.

Junior Kits

Description

This collection caters for children of the ages 5 to 12. It contains tape and text items.

During 2005/06 1,680 kits were lent, accounting for 0.4% of the total circulation, resulting in each item, on average, being borrowed 2.8 times.

There are 596 items in the kit collection, representing 0.9% of the collection. This is one of the smaller collections in the Library and clearly has limited appeal to the general public.

Responsibility for Selection

Material is currently purchased both through a standing order system and sporadically via catalogues and seller visits. Stock selection in this area falls under the responsibility of the Technical Services Librarian.

Target Groups

- Children from 5 to 12 years;
- Juniors seeking assistance in developing reading skills.

Scope

The collection contains tape and text combinations of popular junior fictional works.

Formats

- Tape and text combinations.

Supporting Collections

Talking Books: The children's talking books will have virtually the same audience, though does not have the additional instructive nature that a combined book and tape arrangement does.

Graphic Novels: This is a new collection that is currently being developed. It contains material of high image content. It will be aimed at both young adults and junior readers. The graphic novel collection will also present readers who are wishing to develop their reading skills with an attractive option.

Additional Selection Conditions

Nil

Weeding

Material is weeded using the same criteria as the adult fiction, though consideration will be given to material that merits retention in spite of lower usage levels.

Future Plans

This collection will continue to be supported and the recent introduction of a standing order system is hoped to increase circulation. Generally, demand for this collection has not appeared high, thus its relatively small size.

Music CDs

Description

This collection has been revamped in recent years and has seen a surge in popularity. Material caters for all ages. The collection is divided into a number of categories based on the music style.

During 2005/06 32,530 items were lent, representing 7.4% of total loans, with each item being borrowed, on average, 11.2 times, making it one of the more popular sections of the Library.

There are 2,901 items in the music collection, which represents 4.5% of the total stock.

Responsibility for Selection

The bulk of the material is purchased through standing orders, which are topped up on occasions, when finances are available. This falls under the responsibility of the Technical Services Librarian.

Target Groups

- General public of all ages.

Scope

This section of the library contains popular music for a wide variety of tastes. Currently the music collection is divided into the following categories:

- Classical;
- Rock;
- Jazz;
- Country and Western;
- Children's;
- Relaxation;
- Traditional;
- Gospel;
- Instrumental;
- Alternate;
- Easy Listening, which contains all material that does not fit into the other categories.

Formats

- CDs

Supporting Collections

Nil.

Additional Selection Conditions

Music is selected through a standing order system, which incorporates the purchasing of best selling CDs. This is the responsibility of the Technical Services Librarian.

Weeding

The collection follows the same weeding process as the adult fiction, however, with much of this collection it is so popular that the essential weeding criterion is simply condition of the items. Storage space is currently presenting significant problems.

Future Plans

The Library must seek to increase storage options for this collection. Additional shelving has been allocated in 2005/06 and 2006/07. The only long-lasting solution will occur when a larger Library presents increased floorspace.

To aid people seeking specific song titles all music CDs now have such titles included in the Notes field. It is intended to continue this practice.

CD-ROMs

Description

The Library has a small collection of CD-ROMs that are for public lending. The collection is not considered a major one for the Library and receives a limited injection of material. Despite its small size it receives steady patronage, largely driven by CD-Rom associated with computing magazines. In 2005/06 the CD-Rom collection, which was quite dated, received a substantial cull. There is an intention to inject new titles in to this collection, but budget constraints are likely to limit or remove this capability.

In 2005/06 1,099 items were lent, representing 0.3% of total loans, with each item being borrowed, on average, 6.6 times.

There are 166 items in the CD-Rom collection, which represents 0.3% of the total stock.

Responsibility for Selection

Generally material for this collection comes directly from computing magazines. On occasions new titles are purchased outside this scope. Suggestions for such titles may come from a range of areas including IT, Reference and Technical Services sections.

Target Groups

General public of all ages, generally seeking information, though the CDs may be used for entertainment and education.

Scope

The collection aims to be informative, educational and/or entertaining. At this stage it does not include game playing CDs.

Formats

- CD-ROMs.

Supporting Collections

Reference: Provides a more in-depth and up-to-date range of informative material for those seeking specific data.

Adult and Junior Non-Fiction: Again, gives access to a greater range of information in the print format.

Electronic Games: For those using CD-Roms for entertainment the electronic games present another non-print format. This is a small but very popular collection.

Online Collection: Those seeking information may also resort to databases on the Internet.

Additional Selection Conditions

At this point in time it is not intended to purchase CD-Rom computer games.

Weeding

Weeding occurs when a CD-ROM is too old to run on current technology, it is superseded by more advanced programs on CD-Rom, if it develops a fault or if it is deemed to be no longer popular.

Future Plans

It is difficult to forecast the longevity of this collection as technology has a tendency to become outdated. A classic example of this is DVDs vs. videos. The Library will continue to maintain this collection whilst ever it is apparent that there is reasonable demand for it. Once new data storage media are adopted by the wider community the Library will look to developing a collection in that format.

Electronic Games

Description

The Library established a Sony Playstation collection in 2000. Originally this was a PS1 collection, which has now migrated to a PS2 collection. This was done as a result of public demand and it is hoped that the collection will encourage usage of other services within the Library.

In 2005/06 7,117 items were lent, representing 1.6% of total loans, with each item being borrowed, on average, 21 times per year. This makes it the most popular collection in the Library.

The collection holds 339 items, representing 0.5% of total stock.

No new titles are currently being purchased as a result of concerns raised by industry suppliers with the State Library of NSW. Until these matters are resolved the collection will stay in stasis

Responsibility for Selection

This falls in the area of Library Officers in the IT and Technical Services section, with some input from the Manager Library Services.

Target Groups

- General public of all ages.

Scope

The collection aims to be entertaining. At this stage it does not include other game playing formats (e.g Nintendo, X-Box, PC games). This has been done simply for budgetary reasons.

Formats

- Playstation games.

Supporting Collections

CD-Roms: Some CD-Roms have been collected for entertainment purposes. These could compliment to Electronic Games collection.

Additional Selection Conditions

Playstation games come with a variety of age ratings (e.g. PG, M 15+, MA 15+). The Library will purchase across these ranges, but preference is given to material that is accessible to the widest possible range of patrons.

The vast bulk of Playstation games selected are PS2.

Demo discs from Playstation magazines are also included in this collection.

Weeding

Demand is so high that weeding on the grounds of usage is totally irrelevant at the moment. At present stock is weeded by condition only. As the collection ages we can expect that material will be weeded on the basis of usage also.

Future Plans

With the apparent demand for this material the Library will continue to purchase steadily in this area. Preferred format will also be monitored and if there is obvious pressure to move to a new format this will be given serious consideration, budgetary constraints permitting. As indicated above, at present all new purchases have been placed on hold. Budget constraints have also played a part in this.

Objectives

For this publication to have a meaningful strategic direction it is essential that it generate objectives that can be reflected in the library's overall Management Plan. Such objectives are provided below. It is true that this may have appeared also in other publications or have been previously identified in earlier Management Plans, but this strategic publication brings together under one roof those objectives that impact directly, and indirectly, on the management of the collection.

Adoption of Strategy: That the Collection Development Strategy is presented to Council for adoption in August 2006.

Bookstock budget: That a plan for at least a basic level of collection maintenance be presented to Council as soon as possible (preferably by August 2006).

Books-on-CD: That the additional books-on-CD material purchased through a successful grant application be integrated in to the general collection by December 2006.

Staffing: There are staffing implications implicit throughout the Strategy. Council will be informed, through the Library Committee, on an annual basis of the staffing needs of the Library.

Opening hours: That the Library Committee is regularly informed of the opening hour needs of the library service.

Larger building: That the Library Committee is regularly informed of the building needs of the library service. In particular, efforts will be made to resolve the issue of the site or sites for future library services to the Forster-Tuncurry community.

Standing orders: That a standing order plan is developed each year by August.

Suppliers: That a suite of preferred suppliers is created by August each year.

Weeding: That aged and dilapidated stock is weeded from the collection, with the entire central library collection being reviewed in a 12-month period.

Booksales: That at least two booksales are conducted in Forster each year and a further sale is held at Hawks Nest/Tea Gardens. As an alternative to a booksale discussions will be pursued with the local Rotary club in Forster to determine if other options are available.

Holdings on Libraries Australia: That the Library commence placing holdings on *Libraries Australia*. To be done by December 2006.

Literacy material: That literacy material be considered for a grant application. This is potentially a long-term objective and so provision is made for this objective to be achieved by 2009.

Male Collection Content: That grant funding be sought to expand the collection in key identified areas to meet the interests and needs of male library users and potential users. This to be done by February 2007.

Appendix 1

Breakdowns of loans, stock and stock turnover for the entire collection. Figures based on 2003/04 and 2005/06.

Collection	Loans (05/06)	Loans (% (05/06)	Loans (% (03/04)	Stock (05/06)	Stock (% (05/06)	Stock (% (03/04)	Loans per item (05/06)	Loans per item (03/04)
Adult Non-Fiction	47,461	10.8	14.6	13,695	21.2	22.8	3.5	4.24
Reference	N/A	N/A	N/A	2,451	3.8	3.4	N/A	N/A
Junior Non-Fiction	5,477	1.2	1.5	2,844	4.4	4.5	1.9	2.73
Adult Fiction	133,566	30.3	32.1	17,780	27.6	28.4	7.5	7.9
Large Print	62,513	14.2	13.8	6,557	10.2	10.1	9.5	11.12
Young Adult	5,781	1.3	1.6	1,479	2.3	2.2	3.9	4.62
Graphic Novels	3,555	0.8	N/A	401	0.6	N/A	8.9	N/A
Junior Fiction	9,641	2.2	2.7	2,428	3.8	3.6	4.0	4.24
Easy Readers	28,711	6.5	5.7	3,547	5.5	5.1	8.1	7.9
Magazines	48,027	10.9	11	3,807	5.9	5.8	12.6	12.62
DVDs	28,390	6.4	N/A	1,387	2.2	1189	20.5	N/A
Videos	9,454	2.2	3.6	867	1.3	1.8	10.9	12.95
Talking Books	15,676	3.6	3.4	2,221	3.4	3.4	7.1	6.9
Junior Kits	1,680	0.4	N/A	596	0.9	0.1	2.8	N/A
Music CDs	32,530	7.4	7.7	2,901	4.5	4.1	11.2	13
CD-Roms	1,099	0.3	0.6	166	0.3	0.5	6.6	13.5
Electronic Games	7,117	1.6	2	339	0.5	0.5	21.0	23

Appendix 2

Statement on free access to information

Object

To promote the free flow of information and ideas in the interests of all Australians and a thriving culture and democracy.

Principle

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

Statement

There are several different levels at which the free flow of ideas can be impeded. At the societal level, legislative bodies of all kinds are expected to consider the legal and regulatory frameworks they put in place to support the free flow of information and ideas about the interests and concerns of citizens. At the institutional level, library and information services are expected to encourage the free flow of information and ideas within the scope of their roles and responsibilities. At the individual level, citizens are expected to make informed decisions in exercising their rights and responsibilities.

The Australian Library and Information Association believes that library and information services have particular responsibilities in supporting and sustaining the free flow of information and ideas including:

1. asserting the equal and equitable rights of citizens to information regardless of age, race, gender, religion, disability, cultural identity, language, socioeconomic status, lifestyle choice, political allegiance or social viewpoint;
2. adopting an inclusive approach in developing and implementing policies regarding access to information and ideas that are relevant to the library and information service concerned, irrespective of the controversial nature of the information or ideas;
3. ensuring that their clients have access to information from a variety of sources and agencies to meet their needs and that a citizen's information needs are met independently of location and an ability to pay;
4. catering for interest in contemporary issues without promoting or suppressing particular beliefs and ideas;
5. protecting the confidential relationships that exist between the library and information service and its clients;
6. resisting attempts by individuals or groups within their communities to restrict access to information and ideas while at the same time recognising that powers of censorship are legally vested in state and federal governments;
7. observing laws and regulations governing access to information and ideas but working towards the amendment of those laws and regulations which inhibit library and information services in meeting the obligations and responsibilities outlined in this Statement.

Related documents

Article 19 of the United Nations Universal Declaration of Human Rights

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

Article 19 of the International Covenant on Civil and Political Rights

[http://www.unhcr.ch/refworld/refworld/legal/instrume/detent/civpot_e.htm].

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

Date of adoption: October 2001

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

Appendix 3

Statement on libraries and literacy

Rapid social change, the emphasis on lifelong education, the increasing rate of technological development and the movement towards an information-based society are factors which suggest, as never before, that literacy is an essential instrument for effective participation in society.

The illiterate person can be substantially disadvantaged. It is essential to democratic processes of government that citizens have the skills and opportunities to inform themselves on matters of community and national interest and participate in the decision-making process.

The scope for access to information resources is growing and will be increased enormously as communications technology becomes more sophisticated. Nevertheless, the communications media of the foreseeable future will continue to assume the user's capacity to read and understand the written word.

The Australian Library and Information Association believes that:

1. primary responsibility for information services to students rests with the institution at which the student is enrolled;
2. all libraries should acknowledge their responsibility for servicing educational goals in a variety of institutional and social contexts, in particular the responsibility held by public libraries as agencies for supporting and supplementing education within their communities;
3. the traditional functions of librarians include the collection, organisation, promotion and dissemination of printed and audio-visual communications media. The exercise of these functions implies concern for those who lack the skills necessary to make appropriate use of communications resources. This concern is also a natural outcome of libraries' educationally-oriented role; and
4. in addition to recognising the link between literacy and effective citizenship, the library profession is dedicated to fostering in all people a lifetime habit of purposeful educational and recreational reading for the enjoyment, stimulation and delight it brings.

Australian Library and Information Association
Amended 1996

Adopted 1979

Appendix 4

Statement on libraries and Multiculturalism

For the purpose of this policy, multiculturalism relates to the cultures and languages of all ethnic and linguistic groups resident in Australia.

The Australian Library and Information Association believes that:

1. All libraries should reflect the multicultural nature of Australian society in the collections and services;
2. Libraries should provide collections and services which reflect the multicultural nature of their client groups;
3. All members of the Australian community should have access to library materials and services which will meet their needs, regardless of their language, cultural background or country of origin;
4. Libraries have an important role in informing and educating the community about the many cultures which make up Australian society;
5. Libraries have an important role in assisting all Australians to achieve competency in English whether as a first or second language;
6. All members of the Australian community should have access to library materials and services in languages other than English whether this be for the purposes of language and culture maintenance or for language learning.
7. The research collections of Australian libraries must recognise the importance of providing materials for current and future research relating to the ethnic minorities of Australia and should therefore acquire and preserve material from appropriate countries and in appropriate languages.

The Association recognises that library services for ethnic and linguistic minorities are inadequate and that few libraries currently provide a suitable range of cultural studies materials. It calls on librarians in all types of libraries to ensure that due priority is given to this aspect of their services.

Funding authorities at all levels are urged to provide adequate resources to develop and maintain balanced collections and services in all types of libraries.

Australian Library and Information Association
Amended 1988, 1994, 1996

Adopted 1984

Appendix 5

Statement on library services for people with disabilities

The Australian Library and Information Association believes that all people have the right of access to library services, equipment and materials (both specialised and non-specialised) to meet their needs for information, inspiration, education and recreation.

The Association supports the objectives of the Disability Discrimination Legislation (1992) and related legislation of the states and territories to ensure that services provided to people with disabilities offer equal opportunities and further the integration of people with disabilities in the community and complement services available generally to people in the community.

The Association supports programs and formal courses in library and information sciences that will strengthen and expand the delivery of library and information services to people with disabilities.

The Association encourages federal, state, territory, regional and local authorities to provide adequate financial support to enable libraries of all types to offer the specialised services, materials and equipment needed by people with disabilities at a level no lower than those provided for the remainder of the community.

The Association supports efforts to ensure that library and information services complement the services to people with disabilities provided through government and voluntary sponsored programs and by agencies concerned with direct support to people with disabilities.

The Association promotes the universal application of building standards [in particular Australian Standard (1428-1993)] which will ensure maximum ease of access to library buildings for people with disabilities.

The Association supports efforts by libraries, voluntary and other agencies and commercial producers in ensuring that people who cannot use conventional library materials have maximum access to the materials and equipment they require.

The Association supports efforts by libraries, government and voluntary agencies in ensuring that appropriate arrangements are made and standards established for the production of materials for people with special needs.

The Association is concerned to ensure that copyright law provisions do not unnecessarily hinder access by people with disabilities to copies of materials in special formats.

The Association supports efforts by libraries, government and voluntary agencies to ensure that adequate numbers of trained staff are available to provide services for people with disabilities.

NOTE: The World Health Organisation (1980) defines disability as 'the consequence of impairment of functional performance and activity'. It is the lack of non-conventional library services and facilities which forms a handicap for people with disabilities rather than their disability providing the handicap.

Appendix 6

Statement on public library services to young people in Australia

The Australian Library and Information Association believes that all young people should have access to free public library services which provide materials and resources to meet their informational and recreational needs.

The term *young people* comprises both children and young adults. The term *children* for the purposes of this document is understood to refer to children aged from birth to twelve years inclusive. The term *young adult* for the purpose of this document is understood to refer to young people aged from thirteen to eighteen years inclusive.

This statement highlights the basic requirements of library service for young people and determines future directions of those services. It should be read in conjunction with *Towards a quality service: goals, objectives and standards for public libraries in Australia* [ALIA 1992].

The Association recommends that all public libraries:

1. Establish and maintain an accessible, well-balanced collection of material for young people:
 - by providing material on a wide range of subjects in a variety of formats for differing age levels and abilities;
 - by making this collection accessible to those of different ethnic backgrounds, those with disabilities and others with limited community resources, [for example, pre-schoolers];
 - by providing a well-balanced selection of current material which reflects the diverse interests of young people;
 - by maintaining the collection with regular reassessment, the discarding of old stock and replacement of standard titles.
2. Appoint specialist staff responsible for the co-ordination, management and operation of services for young people who should:
 - be eligible for Associate (professional) membership of ALIA;
 - be committed to developing knowledge of young people's material by wide reading, in-service training and networking and attendance seminars;
 - be considered as part of the senior management team;
 - liaise with other individuals and groups concerned with children's education, health and welfare at local, state and federal level.
3. Establish, develop, maintain and promote relevant services for young people:
 - by designing and implementing specific programs and activities for young people based on their needs and interests;
 - by serving the child as an individual and catering for those who have limited access to other community resources.
4. Establish a separate budget allocation for young people's materials and that:
 - this allocation should reflect the percentage of young people in the community and the diversity of their backgrounds, library use patterns and potential use;
 - staff responsible for service to young people should be responsible for management of the budget.

Library service to young people should be developed in response to: changing demographic data, funding implications, changing trends in the community and in concepts of library service, research development, client needs and yearly performance analysis.

Appendix 7

National Task Force on Conspectus Standard Collection Definitions

Level 0 Out of Scope

The library does not collect in this area.

Level 1 Minimal

A collection for which few selections are made beyond introductory/very basic material.

Level 1a Minimal with Uneven Coverage

Few selections are made and there is uneven representation of a subject.

Level 1b Minimal with Even Coverage

Few selections are made but key authors, some core works, or a spectrum of views are represented.

Level 2 Basic Information

A collection of up-to-date material which serves to introduce and define a subject and to indicate the varieties of information available elsewhere. It may include dictionaries, encyclopaedias, access to appropriate bibliographic databases, standard and significant works, handbooks, manuals, films, sound recordings and a few popular or major serials. A basic information collection can support general inquires, school and some undergraduate instruction, and information at a popular level, but is not sufficiently intensive to support advanced undergraduate courses.

Level 2a Basic Information Introductory

The emphasis at this level is on providing resources which introduce and define a subject. A collection at this level includes basic reference sources and explanatory works, such as textbooks; historical descriptions of the subject's development; general works devoted to major topics and figures in the field; and selective major magazines. This level is sufficient to support clients attempting to locate general information about a subject or students enrolled in introductory level courses.

Level 2b Basic Augmented

At this level, basic information about a subject is provided on a wider range of topics and with more depth. There is a broader selection of basic explanatory works, historical descriptions, reference sources and magazines that serve to introduce and define a subject. This level is sufficient to support students in basic courses as well as supporting the basic information needs of clients in public and special libraries.

Level 3 Intermediate

A collection containing a broad range of resources adequate to support undergraduate and most graduate instruction, sustained independent study, work based interests or specialised inquiries; that is, adequate to impart and maintain a knowledge of a subject in a systematic way at less than research intensity. It includes a wide range of basic works in appropriate formats, the fundamental reference sources and bibliographic works, a significant number of classic retrospective materials, complete collections of the works of more important authors, selections from the works of secondary writers, a selection of representative journals, and access to appropriate databases.

Level 3a Intermediate Introductory

A collection at this level provides resources adequate for imparting and maintaining knowledge about the primary topics of a subject area. It includes a broad range of basic works in appropriate formats, classic retrospective materials, all key journals on primary topics, selected journals and seminal works on secondary topics, the fundamental reference sources and bibliographic works and access to appropriate databases. The collection is adequate to support undergraduate instruction, as well as most independent study and work-based needs of the clientele of public and special libraries; it is not adequate to support postgraduate courses.

Level 3b Intermediate Augmented

A collection at this level provides resources adequate for imparting and maintaining knowledge about the primary and secondary topics of a subject area. The collection includes a significant number of classic retrospective materials; a substantial collection of works by secondary figures; works that provide in depth discussions of research, techniques and evaluation; the fundamental reference sources and bibliographic works and access to appropriate databases. The collection is adequate to

support all undergraduate and most postgraduate coursework, as well as the more advanced independent study and work-based needs of the clients of public and special libraries.

Level 4 Research

A collection containing both current and retrospective resources, with historical material retained. Such a collection supports postgraduate and independent research and includes the major published source materials required. It includes all important reference works, a wide selection of specialised monographs, a very extensive collection of journals and immediate access to bibliographies, abstracting and indexing services in the field, materials containing research findings and non-bibliographic databases. The collection will provide materials in all appropriate formats and languages, including original materials and ephemera.

Level 5 Comprehensive

A collection which includes, as far as is reasonably possible all significant works or recorded knowledge (publications, manuscripts, other forms) in all applicable languages, for a necessarily defined and limited field. This level of collecting intensity is one that maintains a special collection; the aim, if not the achievement, is exhaustiveness.

What do you like reading?

Fiction	Non-Fiction	Newspapers	Magazine	
5	3	1	2	12-18
3	2	1	2	19-25
2	5	1	2	26-45
13	11	6	9	46-60
42	29	10	12	60+
65	50	19	27	Total

Are you interested in borrowing?

Fiction	Non-fiction	Music	Videos	DVDs	Talking books	Playstation	CD-Roms	
5	3	2	1	3	2	1	2	12-18
2	3	2	1	2	0	0	0	19-25
3	4	4	5	5	2	2	0	26-45
14	14	7	5	10	2	1	2	46-60
43	29	16	8	14	4	0	3	60+
67	53	31	20	34	10	4	7	Total

How do you Choose

Books

Browse	Recommendations	Subject of int.	Promotions	Fave author	Reviews	Online book pages	
1	2	5	0	3	2	0	12-18
2	1	3	0	2	0	0	19-25
4	3	5	0	2	1	0	26-45
3	7	13	4	11	5	0	46-60
20	15	40	0	32	9	0	60+
30	28	66	4	50	17	0	Total

Appendix 8

National

What would you like to see more of in libraries?

12-18 year olds

Comics like JTHM

Books that teens can get interested in

Youth books (non-fiction and fiction) for us

19-25 year olds

Journals

Fishing

26-45 year olds

More sport magazines

Military books, DVDs

Military modelling magazines

Music CDs

Fortean Times

Story reading to kids. Saw this in Forster. Great for kids

46-60 year olds

CDs, videos, DVDs

Naval stories, sailing stories, fish identification book

Graphic novels and DVDs

More books on religions other than Christianity

Update travel books

Cycling mags

More DVDs

Travel magazines

Business management/accountancy

Reading/learning activities for children

Computers

What would you like to see more of in libraries? (Cont.)

60+ years

Non-fiction on current affairs

Jazz and classical nights

Music DVDs (Jazz)

Recognised authors of past decades

Support

Support

Historical novels

Large print

Historical (World War)

More books by authors such as John Cleary, Dick Francis, John Francombe etc.

Support

Support

More books in general

Support

More mystery books

Support

More DVDs on music and TV series and less on sport

More sporting subjects

More up-to-date information on trades (building) relevant to Australian standards

More legal books

SF fantasy

Grouping

General books	18
Support	6
DVDs	6
Sporting	4
Magazines	4
Military	4
Graphic novels	2
Youth material	2
CDs	2
Children's activities	2
Fishing	2
Travel	2
Non-Christian religions	1
Business	1
Computers	1
Current affairs	1
Jazz/classical nights	1
Historical fiction	1
Adventure	1
Mystery	1
Naval/sea	1
Large print	1
Building info	1
Legal	1
SF/Fantasy	1

Reference Services Strategic Plan 2005-2010

Background information

Great Lakes Library Service operates over an area of 3375.82 km² serving a population of 32897. The main centre of population is in Forster-Tuncurry with the next largest centre at Hawks Nest-Tea Gardens. In addition there are a number of smaller centres.

The library service is delivered through a main library at Forster, a branch library at Tea Gardens and smaller collections at Bulahdelah, Nahiack, North Arm Cove and Stroud. Staff are employed at Forster and Tea Gardens while volunteers operate the smaller branches.

The demographics of the area reveal a high proportion (25.4%) of people aged 65 and over. There is also an increasing number of young people in the region with 22.76% being aged 19 and under. Most of the people have an English speaking background. The median weekly income for Great Lakes Council is \$202. This is considerably lower than the State average of \$298. There is a high level (10%+) of unemployment in the area. The Great Lakes region is a very popular tourist destination and this has an impact on the types of enquiries received at the library.

The Reference Collection

The Reference collection consists of materials designed to satisfy patrons seeking specific information rather than for consecutive reading. The collection should provide access to up-to-date, comprehensive materials and information sources. Items in the reference collection contain information that the library would be expected to provide at all times. For this reason items in this collection are for use in the library only. Junior and adult reference material are interfiled so that all the reference resources are in the one location.

As of July 2005 there were 2099 items in the collection representing 3.3% percentage of the collection.

The collection needs to be authoritative and where possible have an Australian emphasis. Items in the collection should reflect the needs of all age groups and enhance the existing non-fiction resources in each library. Titles included may not strictly adhere to the perceived notion of 'reference books' eg. Baby names, DIY titles etc. could be included if likely to be accessed on a regular basis by library staff. Collections in each library are to reflect the population size of each community and any particular local requirements eg. fishing, agricultural or business needs, and the availability of electronic options.

Information should be collected in the most appropriate format. Usefulness, not format, should be the deciding factor in the acquisition of material for the Reference Collection. While there will be an increasing demand for digital solutions, the need for traditional book resources will remain.

The Great Lakes Library Service to have a 3-tier reference collection –

- A main central collection at Forster. This includes several special collections – Legal Information Access Centre (LIAC) collection, Drug Information at your library collection ([Di@yll](#)), Family history research material, Cancer Council information and a small local history collection.

- a medium sized collection at Tea Gardens and
- a very small core collection at Bulahdelah, Nahiack, North Arm Cove and Stroud.

10% of library's annual bookvote should be allocated to reference collection. Of this 10% should be allocated to junior reference material.

Reference and Information Services

The Great Lakes Library Service Strategy identifies 7 major roles for the library. Four of these – independent learning centre, reference library, community information centre, and facilitator of access to electronic resources, directly impact on Reference and Information Services.

Provision of reference and information services is one of the primary roles of the public library. Goals of the reference and information services are:

- To deliver quality, cost effective information services to the public, to council staff, and to the business community;
- To provide accurate and timely answers to most information requests using resources available at or through the library;
- To assist patrons in the use of library resources and in the development of research strategies;
- To provide efficient referral and effective follow through on questions that cannot be answered adequately at the library;
- To keep the community well informed about the reference services and resources available from the library.

The Reference and Information services staff at Forster provide ongoing support to the branch libraries. This is essential as volunteers operate most of the branch libraries. In addition the library links page provides access to a number of useful websites to help people access reliable information.

With the new Council website people can email the reference librarian asking for information and it seems likely that more and more information requests will be received by email.

Objectives:

1. Reference librarian to visit all branch libraries at least once a year to assess reference resources and provide training in the use of various resources.
2. Reference librarian to arrange quarterly training sessions for Information Desk staff at Forster library. Training to include required LIAC training each year.
3. In order to maintain a current and up-to-date collection, underused and outdated materials will be removed on a regular basis with ongoing and annual weeding.
4. A collection of web links that cater for the information needs of the library community will be maintained with quarterly reviews.
5. To maintain awareness of relevant new Internet sites and to ensure they are added to our library links.
6. To conduct a minimum of 2 promotional activities each year eg Law Week, Seniors Week, Drug Information, Cancer Council resources

7. To undertake quarterly surveys for Public Libraries Evaluation Group.
8. Attendance at annual LIAC forum.
9. Attendance at annual state Reference Services training day.
10. To attend Reader's advisory services training provided by the State Library and then train other staff.

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