



FRANKSTON LIBRARY SERVICE
COLLECTION DEVELOPMENT GUIDELINES

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1. INTRODUCTION

1.1. *Mission Statement*

The purpose of the Frankston Library Service is to provide a range of high quality accessible library and information services that support and stimulate the development of our community and meet individual information and recreation needs. (The purpose and values of the Library Appendix A).

1.2. *Demographic Profile*

Frankston City is located in the outer southern suburbs of Melbourne. Frankston's resident population was 110,179 (ABS Census 2001) compared with 103,971 in 1996, which represents 3.3% of the total Melbourne metropolitan population. Current estimates put the population at 117,079. According to recently released State Government population forecasts, this population is expected to increase to 131,112 by 2011 at an average annual growth rate of 1.4%.

Population growth of the municipality will be concentrated within the greenfields growth areas of Carrum Downs / Skye and Langwarrin districts, whereas established areas of Seaford and Frankston South may see some small decline.

Most residents are Australian or British born (Australia 73.2%, United Kingdom 9.8%, and New Zealand, 1.9%). The largest ethnic minorities are from Italy (0.8%), Greece (0.8%), Germany (0.5%), China (0.5%) and the Netherlands (0.5%); however none number more than 1,000 people. Between 1996 and 2001, the proportion of population speaking a language other than English at home remained relatively stable in Frankston City.

Frankston has a young population, with over 27% of residents under the age of 17 and 57% under 40 years of age. The age structure of Frankston City in 2001 was represented by large numbers of persons in both young and more mature family age groups, with 72.2% of the population aged 0-49, which is indicative of substantial residential development in the area over a number of decades. The most significant changes in age structure in this area between 1996 and 2001 were in the age groups:

50-59 year olds increased by 2,588 persons;
35-49 year olds increased by 1,360 persons;
70-84 year olds increased by 1,099 persons.

The combination of traditional and non-traditional household types in the Frankston City is indicative of the diverse household structure of the area in 2001. The basis for the mix of household types relates to the broad spread of the population in a number of age groups. The most significant changes in household types experienced between 1996 and 2001 were the total couples with child(ren) which declined from 50.2% to 46.6%; the total one parent families which increased from 17.0% to 19.1%; and the total family households which decreased from 72.8% to 70.7%

The size of Frankston City's labour force in 2001 was 53,380 persons. The total resident labour force remained relatively stable in its proportion of the population between 1996 and 2001. Although the labour force was stable, there was an increase in the percentage of part-time workers, which is in line with the greater casualisation of employment.

The unemployment rate in Frankston City was similar to the Melbourne SD in 2001 at about 7%. The unemployment rate decreased between 1996 and 2001 in Frankston City, while the Melbourne SD also decreased over this period.

In the week leading up to the 2001 Census, 37% of residents in Frankston City accessed the internet. This was a lower rate of Internet usage, relative to other areas in the Melbourne Statistical Division. The most significant locations where people used the internet included 'home only' and 'home and at work'.

The population of Frankston City was heavily concentrated in services employment in 2001, with the largest industries including wholesale and retail trade, education, health and community services and

finance, insurance and business services. Manufacturing was also a significant employer in the area, comprising more than 19% of jobs. A comparison of employment by sector for 1996 and 2001 indicates little change over the five year period in Frankston City.

The Index of Relative Socio-Economic Disadvantage is derived from attributes such as low income, low educational attainment, high unemployment, jobs in relatively unskilled occupations and variables that reflect disadvantage rather than measure specific aspects of disadvantage (e.g., Indigenous and Separated/Divorced). Frankston ranked 9th on the scale out of 31 local government areas which indicates that the area has many low income families, people with no qualifications (56%) and in unskilled occupations. The largest occupations were based on clerical and 'blue-collar' work with a comparatively lesser skill base and returning lower income levels.

1.3. Profile of Library Service

The primary focus for service delivery is the residents of the Frankston City Council area and those who come into City for work, education, recreation and to access services commercial and retail services and facilities. The Library Services comprises a large central library in the Frankston CAD and a branch library, established in May 1994 and rebuilt in 2003, in Carrum Downs. Limited library services are provided from the Council shops located at the Langwarrin Gateway centre and Seaford Shop. Victoria's first rail side library service was opened in 2004, operating at Frankston Station two mornings a week.

Hours of opening for the Library Service total 107 hours, Carrum Downs being open for 44 of these. Hours are spread across seven days to enable access by different groups within the community.

In the 2003-2004 year, circulation for Frankston totalled 1,070,032. The Carrum Downs branch achieved 146,826 loans which accounts for 16% of the total circulation. Circulation was 9 loans per capita; with the total library membership reaching 67,653. The library was visited 430,963 times during the year with an extra 35,892 visits being logged to the website. A number of valuable online databases are offered to our members from the website.

Acquisitions per capita were .25 with the standards minimum being 1.5. Audio visual made up 29% of the total acquisitions for the year. The total collection has increased by 14,986 items to a total of 190,820 and achieves a turnover rate of 5.65. Reference enquiries have increased to a total of 51,339.

The number of PCs provided by the Library is 28 with internet accessed through broadband. This service was booked for 13,850 hours during the year but is considered to be underreported due to the number of times that are not booked.

The branch library at Carrum Downs is operated with a very local focus. Collections include popular items with a high turnover rate and services are targeted towards the groups that make up the local area (especially children).

2. Intellectual freedom and Access to Free Library Service

Frankston Library Service supports and promotes the Australian Library and Information Association statement on the freedom to read (see Appendix B) and UNESCO's Public Library Manifesto (see <http://www.unesco.org/webworld/libraries/manifestos/libraman.html>).

3. Responsibility for selection decisions

Ultimate responsibility for selection lies with the Manager Libraries and Learning, with selection of items carried out by a selection panel of librarians who are managed by a Collections Co-ordinator. (For statement on professional ethics see Appendix C).

4. Restrictions on use

Items are restricted to a specified loan period so that:
the collection can be utilized by a number of patrons

information is timely to patrons
patrons do not obtain their own library collection comprised of Frankston Library Service's materials. Any limits on borrowing are due to limited stock in some collections, and collection priorities due to seasonal variations (Christmas Picture Story Collection).

Local History and Reference materials are not available for loan and thus are available at all times within the library during opening hours.

The current borrower may not renew items reserved by other patrons. The current borrower has had access to the item for the standard period of time and another person or persons have made a specific request for the item that they can then expect in a timely manner. This also ensures that patrons waiting for a popular item have a fair and equal amount of time in which to use the item.

Items involved in library displays that are designated not for loan may be reserved free of charge, but are not available until display is dismantled.

5. Recommendation / Requests

Formal requests may be made for a small charge and these are referred to a librarian from the selection panel to accept and consider for purchase in accordance with the stated criteria. A response is made to customers as soon as possible, via follow-up-letters, messages on their member record or via an order being placed on the catalogue. Recognised deficiencies in a subject area are checked on Global Books in Print by Information staff and referred to a librarian from the selection panel.

6. Gifts and donations

Books or other library materials presented to the Library will be gratefully accepted provided they meet the Library's standard selection criteria. The Collections Co-ordinator reserves the right to determine the retention, location, display, and access to all donations given freely to the Library. All donations (money and materials) become the sole property of the library.

Gift items will be integrated into the regular library collection in normal sequence, available to all library patrons, and otherwise handled as any other material belonging to the Library. (The procedure for acceptance of donations and gifts is outlined in the Staff manual). Should the donor request feedback, a letter confirming acceptance of donations will be sent outlining the use to which they have been put.

In general, it is the Library's policy to discourage the attachment of restrictive conditions to gifts and donations and no conditions may be imposed related to any donation after its acceptance by the Library. Although restrictions on donations are discouraged, the Manager Libraries and Learning may be asked to decide in unusual cases.

The Library reserves the right to dispose of unwanted items for the collection via booksale or pulping of items that are unfit for sale.

The Library is not in the position to evaluate donations for taxation or other purposes.

If it is necessary to refuse a donation, alternative courses of action will be suggested where possible.

The Library is most interested in the following types of materials:

Hardbound current novels for recreational reading.

Books of local interest.

Current information books (less than 5 years old).

Musical scores.

General college textbooks recently published.

Children's books.

Fine bindings.

Anything published prior to 1900.

Manuscripts and other hand written materials.

Paperback books.
Media material: books on tape, DVDs, CD-ROM, etc.

Books and periodicals that we cannot use or even dispose of:
Outdated informational books (e.g. technological, tax, investment, medical, educational, legal, etc.)
Books that have been kept in storage and have mildewed.
Reader's Digest condensed books.
78 or LP records.
Outdated textbooks.

7. Criteria for selection

Items are to have an overall aesthetic, literary, entertainment and/or social value.

Subject matter will be collected that is of general interest to members based on assessment of community interest and relevance. Materials are included for potential needs, as well as actual known needs.

Every effort will be made to meet the perceived needs of the community.
Items of a distinct political nature will be examined to determine the authority of the author and the broad appeal of the material. In every case, balance will be sought as to representation of various views and opinions.

7.1. Collection Locations

All collections are represented at the two main Library branches at Carrum Downs and Frankston. Other locations have been identified to broaden the opportunity for the community to access Library collections and to promote what the main Library branches have to offer.

7.1.1. Outreach locations

Council shops

Outreach collections are held at Seaford and Langwarrin council shops. These comprise small collections of Adult Browsing and Recorded Music. Langwarrin also houses a small collection of Picture Stories and a few Magazine titles. The collections provided are targeted to the local demographics of the area ie: there are fewer young children in Seaford and as there is a Seaford Junior Library, Picture Stories are not provided at the council shop.

Library express

The Library express collection contains Adult Browsing and Recorded Music collections. Books provided are both popular fiction and non fiction and the CDs are largely Top 40 artists. The objective of the collection is to provide an assortment of books arranged by genre as well as a small number of CDs to enable a quick selection by commuters. Format and size are a factor in selection as large and bulky items are unsuitable for inclusion in the current shelving. The collection contains between 400 and 600 items.

Youth Resource Centre

A small sample of collections popular with youth is provided at the Council's Youth Resource Centre. The aim is to promote the range of resources available at the main Libraries by offering Teen Fiction, including some graphic novels; Recorded Music and

three magazine titles. Promotional material is provided to encourage patrons to visit the Library for a greater range of items to borrow.

7.2. Objectives for Individual Collections

7.2.1. ADULT COLLECTIONS

Adult Fiction

The objective of Adult Fiction is to provide a well-balanced collection representing both current and retrospective works that meets patron demands. Graphic novels are largely collected Adult Fiction due to their often explicit violence and sex. Some US novels are published with a guide to the age group the book is aimed at on the cover or verso of the title page. Where there is a rating of 16+ on the book it will be added to the Adult Fiction collection. When the rating is for 13+ it may be added to the Teen Fiction collection. Other novels are judged for inclusion based on the subject matter and level of violence and sex depicted in the work.

Adult Non-fiction

The collection aims to provide information and resources that will support and stimulate the development of the community by meeting individual information and recreation needs.

The collection will particularly be developed in conjunction with the library's other non-fiction collections; the audio-visual collection, the reference collection and the local history collection.

Magazines / Newspapers

The objective of the magazine collection is to provide a wide-ranging collection to supplement the book collections and provide current information that may not be available in other formats. Subscriptions are reviewed annually by the Collections Co-ordinator in September for the following calendar year. Weekly magazines are kept for one plus the current year. Monthly magazines are kept for two plus the current year. Newspapers are kept for one plus the current month.

Local History

The objective of the Local History Collection is to preserve and make available the heritage of Frankston and surrounding areas.

Reference

The objective of the Reference Collection is to provide a collection of specific information resources that can supplement lending collections but is always accessible by the public. Items of a ready reference nature are collected here for quick referral. These are supported by both in-depth and current print and electronic resources, including CD-ROMs, online databases and web links.

Community Languages

Magazines in some languages other than English are provided for those who read in these languages. The Library will acquire materials based on a range of criteria. The Library Strategic Plan identifies 1500 as the population size required to provide a collection for. As no population group exceeds 1500 the top 5 largest groups are catered for. Additional criteria relate to the size of ethnic groups (determined from recent Census data), demand, needs, use and perceived community needs. New items are provided as

magazines, which is a more cost-effective way to meet the low demand of items in this area. Items are available for a 4 week period to allow sufficient time for patrons.

If the collection is not sufficient in a particular language additional materials are available from other public libraries via free bulk Inter-Library Loan.

Adult Browsing

Browsing collections are by nature ephemeral; their aim is to cater to the passing popular interest of members of the community, not to act as a depository for classics or items of a more lasting nature. Largely, they cater for duplicates of bestseller fiction and some populist non-fiction in paperback. Fiction series are not included in this collection; instead they are fully catalogued for the Adult Fiction collection. The collection aims to be current for three to five years.

7.2.2. CHILDREN'S AND YOUNG ADULT COLLECTIONS

Picture Stories

This collection contains books that cater to children from approximately 2 to 6 years. The objective of the collection is to provide materials with a large picture-based format to help children learn to read, to understand the concept of reading words with their parent or guardian and to introduce them to the concept of the public library. In all formats titles may be fiction or non-fiction. Sub-categories within this collection include:

Board Books: The collection aims to cater for children from babies to approximately 2 years with appropriate binding (ie: cardboard). This is to ensure that younger patrons become familiar with book handling without damaging or tearing pages.

Big Books: The aim of the big book format is to present literature in an alternative format which is large enough for a number of children to read at once or with a parent or guardian.

Beginner Stories: This collection aims to provide items for children who are just learning to read with the help of an adult or older child. Materials are presented in an appropriate format to facilitate and stimulate reading with a parent or guardian or by themselves and may include non-fiction books. For the purposes of selection, the collection is broken down into three levels: pre-reading, lower level and higher level.

At the pre-reading level, books will contain:

- Single word per page
- Large bright pictures

At the lower end of the range, books will contain:

- Large font size
- Clear, simple layout on page
- Word repetition
- Familiar words and phrases
- Simple sentences
- Limited vocabulary
- Pictures to give clues as to what the word is

At the highest level of the range, books will contain:

- Simple stories
- Increased vocabulary
- Longer sentences
- Pictures relating to the story

The stories can have some unusual words not often used in conversation to develop the child's vocabulary and knowledge of the world.

Talking books: Items shelved here are picture stories that have a disc or tape accompanying them. This can be a spoken version of the written story or music that enriches the child's experience of the story.

Young Children's AV: Items are selected that provide children with an experience of spoken word stories, songs and music. Filmed performances are selected that will enhance the acquisition of skills for young children in co-ordination and general cognitive development.

Storytime Kits

Storytime kits are collected separately so that Storytellers can utilize them at storytime, school visits and visits to or from groups. The books in these kits are not for general loan so that they may be available when required by the library, but duplicates are purchased for the Picture Story collection.

Children's fiction

The objective of the Junior Fiction collection is to provide fiction books that cater for a reading level appropriate for junior members (approximately 6-12 year olds), and to support their recreation needs by purchasing current popular fiction titles.

Early readers

The Early Reader collection is aimed at children who have developed their reading skills to the level of reading independently and acts as an introduction to the wider Junior Fiction collection for children and their carers. These books are beginner's readers that have short chapters designed to introduce children to the usual format that novels take however some readers may be non-fiction. They are catalogued in the same way as other novels and are identified by a red star under the spine label. Books in this collection will also span a range of reading ability.

When selecting books for this collection the lower end of the range will contain:

- More complex stories
- Varied sentence structure
- Paragraphs and short chapters

At the higher end the books will have:

- Rich vocabulary
- More challenging stories
- Longer chapters or longer story

Teenage fiction

The Teenage Fiction collection aims to provide fiction books that cater for a reading level appropriate for young adults (approximately 13-17 year olds), and to support their recreation needs by purchasing current popular fiction titles. This collection can also act as a bridging collection to the Adult Fiction collection, from which some teens may also be borrowing. Graphic novels are largely collected Adult Fiction due to their often explicit violence and sex. Some US graphic novels are published with a guide to the age group the book is aimed at on the cover or verso of the title page. Where there is a rating of 16+ on the book it will be added to the Adult Fiction collection. When the rating is for 13+ it may be added to the Teen Fiction collection. Other graphic novels are judged for inclusion based on the subject matter and level of violence and sex depicted in the work.

Junior Non-fiction

The objective of the Junior Non-fiction collection is to provide a range of information and educational titles for patrons at junior and early teenage reading levels. This is to enhance their knowledge and support their education needs while introducing children to the public library. All non-fiction books are filed together by call number so children may be able to find a range of material on a subject. A J in the call number denotes junior books so patrons may easily locate these items.

7.2.3. AUDIO-VISUAL COLLECTIONS

The objectives of the AV collection, in addition to conforming to those goals and selection guidelines of the library as a whole, are to provide a wide range of audio visual titles in selected formats for information, recreation and entertainment.

Recorded Music

The Recorded Music collection should provide a selection of titles in a variety of popular genres, reflecting both borrower demand and the diversity of titles available. Emphasis is placed on high demand titles, which is evidenced by bestsellers from the Top 40 being automatically purchased. Reviews, expert recommendations and requests from our patrons are used to purchase other types of music to ensure the best productions are collected.

Talking Books

Talking Book materials should include popular, bestselling titles in fiction and non-fiction to cater to the demands of our patrons. This collection aims to serve both visually impaired patrons as well as sighted patrons, although it only acts as a supplement to the specialized services which cater for the former group in the form of Vision Australia's Information Library Service. This collection also includes the sub-category of Recorded Comedy which provides for performance based works of a humorous nature to be collected together. Acquisition of new materials will be in CD and MP3 formats. Audio cassettes are largely not being published any longer.

Films

The Film collection includes popular and classic films and television series in both video and DVD format. VHS is no longer being produced for latest releases so they will not be able to be provided. Regular format DVDs are provided only and HD-DVD and Bluray formats will not be provided at this stage. As we have a limited budget, we aim to provide a representative not comprehensive collection of films and series from various areas, times and genres. For this reason, TV series that run longer than 4 seasons will not be added to the collection.

Works will be considered that have an intrinsic value that span generational and cultural boundaries. Items may have a restricted status due to the classification given by the Office of Film and Literature Classification. The MA 15+ and R 18+ ratings will be restricted by the Library Management System so that only patrons over 18 years old will be able to borrow them.

There is a separate collection of Films for Children, which caters for the recreation needs of children from 6 – 12 years old. Films collected here may have a G or PG rating.

Documentaries

This collection provides an alternative range of titles to those available from commercial video libraries, with emphasis on those subjects that are most suited to the format for example instructional films for dancing, cooking or painting.

Loans from this collection are limited to 5 per library card.

Both Films and Documentaries are purchased from materials that are readily available in the retail environment. We do not purchase a large number multiple copies, usually having at most 2 copies of a work. This increases the likelihood that there will be long lists of patrons waiting for some popular titles however, patrons always have the option of loaning these from a commercial video store.

CD-ROMS for loan

The CD-ROMS for loan collection serves as a compliment to established collections and provides access to information and recreation in ways not available from other formats. The collection aims to be of a complementary nature to other collections and resources (such as the Internet). Items must conform to the standard selection criteria. Titles will be selected from subject matter and titles that are most suited to this collection's multimedia nature. Both non-fiction and fictional material are included, with all age groups catered for. Games on CD-ROM are currently avoided due to their violent nature.

This is a small collection and increasingly obsolete as the Internet provides information easily and is readily accessible from home or library for many people.

7.2.4. DIGITAL COLLECTIONS

Online directories

The objective of the online directories is to provide access to a wide-ranging collection of websites to supplement the physical collections and provide information that may not be available in other formats. Links are selected on the basis of their perceived value to the Frankston City community, with particular reference to accuracy and authority, depth, timeliness, layout and accessibility. A selection of major and local for-profit sites may be included where appropriate. Links are not added upon request or recommendation. Linked sites are reviewed regularly by the Library Information Services Team.

E-books

E-books will be selected that support the print collections and where the topic particularly suits the format. Collections may be offered from subscription agencies which are subscribed to on an annual basis or by other arrangements as suits the changing options available.

7.3. *Selection criteria*

7.3.1. Formats to be included in Collection

Frankston Library Service reserves the right to collect items appropriate to support of the roles of the library.

Format and appearance are to be appropriate for intended use and users in the public library environment.

Consideration is given to items that are suited to multi-users and that are suitable to the loan process.

The Local History collection is exempt from any format consideration, as artefacts can come in any form.

New formats will be considered for purchase if they are thought to suit the needs and roles of a public library and are adaptable to the loan process.

7.3.2. Condition of item

The durability of production is to be considered - items of a flimsy nature will not stand up to being handled repeatedly and hence are not considered to be economically viable.

Binding styles are to be appropriate to the public library environment and to be able to withstand repeated use.

Consideration should be given to the appropriateness of illustrations and text for intended users, in terms of age, maturity and skills.

Items can only be collected that conform to copyright and allow public lending rights. This largely refers to AV items, particularly CD-ROMS. Breaches of copyright and of CD-ROM licensing agreements that allow the loan of CD-ROMs that don't come with public lending rights must be avoided. The need for public lending rights may limit our ability to respond to customer requests for specific titles. Public lending rights are confirmed in writing by purchasing CD-ROMs only from suppliers who can guarantee this right to establish that the Library has acquired titles in good faith.

Compatibility is another issue to be considered for AV items. Videos are selected that are PAL not NTSC so that they conform to Australian standards and are able to be used by the majority of library users. CD-ROM titles are selected that provide for multi platform or dual platform CD-ROMs (compatible with PC/Windows [often more than one current dominant version] and Apple Macintosh computers). Items that use the current version of platform are purchased over those that use an outdated one.

7.3.3. Information content

Information should be current

Information should be accurate

Appropriate pictorial information should be included.

However, items that aren't current (5 years) shall be judged with the moral and ethical standards of the time when they were written in mind.

Items should include appropriate indexes and content pages relevant to the intellectual level of the item. Items without indexes should be avoided if possible.

Consideration of appropriate language style will be given to decide which section of the collection the item is added to. Consideration will also be given to the flow of language and readability of the information provided.

Items are selected that discourage stereotyping, promote equality of opportunity and positively portray different lifestyles. Conversely, the selector shall endeavour to avoid items that sensationalize violence, cruelty and intolerance.

In an effort to uphold the library's policy towards FOI, selectors shall endeavour to provide a range of materials and a range of opinions on controversial issues provided they meet the other criteria listed.

Alternative video titles are selected to those found in commercial video outlets to provide as wide as possible a choice for library patrons.

7.3.4. Intellectual level

Consideration will be given to the popular interest level and popular presentation covered in the item. The scope of the item will determine to which collection an item is added to, for example, items with limited scope and depth may be added to the Junior Non-Fiction collection rather than Adult Non-Fiction.

Due to user demand and shortfall in relevant institutions' collections, a higher commitment to the support of formal education topics may occur in some areas although it should be remembered that there may be other sources able to fill needs of students, other than the public library. Consideration must be given to the item's ability to meet needs from the general public as well as tertiary students and should it not be able to achieve this it will not be purchased.

7.3.5. Authority of producers

Consideration will be given to the author's authority, reputation and competence; and the publisher's expertise and reputation within a given field.

Recognised specialist publishers will be given preference for purchase in their field of expertise, eg: technical materials McGraw-Hill; and Simon and Schuster for current affairs.

Consideration is given to Australian publishers, who are preferred, if Australian conditions are relevant to the subject eg: gardening.

The author's authority and competence will be given due consideration, eg: Dawkins in natural science and Hawking in astrophysics.

7.3.6. Sources to be used for selection

Items are selected for inclusion in the collection from:

Materials brought to the library by suppliers and booksellers,

Recommendations and requests received from staff and public,

Newspaper reviews, and

Trade journal reviews (see Appendix D).

In addition, Frankston Library Service may visit external suppliers and publishing warehouses.

Conclusion

Once materials have met the above criteria, the following issues will be considered:-

price

current holdings on subject

availability in other libraries in the region

commercial availability (overseas publication or available locally)

availability through networks

collection allocation eg: Discworld novels are in both Teenage Fiction and Adult Browsing

location allocation eg: Frankston or Carrum Downs Libraries; outreach locations of Seaford, Langwarrin council shops or Youth Resource Centre or Library Express.

purchasing duplicates of high demand items.

8. Duplicates

Frankston Library Service purchases duplicates of items that are in popular demand. These items are not restricted to particular collections and can be allocated to Picture Stories, Junior, Teenage, Adult Fiction / Non-fiction, Browsing or Reference. Once a title has 4 reserves a duplicate will be purchased.

Duplicates of key titles will be purchased for the Children's Book Awards shortlist and recognised bestselling authors. Duplicates will also be bought of books used for Storytime.

9. Complaints about resources and controversial materials

When patrons wish to register a complaint about an item in the collection, they are given a "Request for reconsideration" form to complete. This is then forwarded to the Collections Co-ordinator who re-evaluates the material depending upon selection criteria and development of the overall collections. Changes in the status of the item will then be made depending on the decision of the Co-ordinator.

It should be noted that the Manager Libraries and Learning holds ultimate jurisdiction about controversial items.

It is the responsibility of parents to oversee their children's selection and to make a final decision on what is suitable for the individual child (refer to Appendix B: Freedom to read).

The Library will not stock items prohibited by the Australian Censor, or items that contravene state or federal legislation. In the case of films and documentaries, those that are restricted to persons over 18 years or those restricted to persons over 15 years will be purchased by the library but loans shall be restricted to patrons who are over 18 years old.

10. Suppliers

Suppliers are selected from those who offer the most favourable economic terms and conditions and whose service is effective, efficient and timely.

The library will use these suppliers to obtain materials but visits to bookshops and publishing houses may be used to complement the service offered by library suppliers.

Other suppliers will be considered when unable to source items from usual suppliers. In addition, the Library will order items from independent publishing houses or from self published authors when the items are deemed appropriate for purchase.

11. Confidentiality of patron records

The Library abides by the Privacy Act to ensure that the confidentiality of patron records is absolute. Files are accessible by staff only and no information is given out to the general public. Parents of children under 18 may access their child's records.

Information concerning a patron's file may be provided to police and other government departments at the discretion of the Manager Libraries and Learning.

12. Collection maintenance

All items in the collection are to be presented in a reasonable manner. The circulation process will lead to some wearing of covers and bindings and it is often the case that the heavier the use, the shorter the life span. Items with the following faults should be discarded immediately:

Stained books
Smelly books
Books with any mould whatsoever
Books with missing pages
Heavily graffitied items
Items with chewed covers
Books with broken spines that have been mended before
AV items with stained or torn covers
Discs with cracks or deep scratches into the data area

Some items will not be repaired because of their or their collections, inherent ephemeral nature.
Items from the following collections should not be mended:

Board books
Beginners stories
Picture books
Browsing paperbacks
Junior fiction paperbacks (may be reordered if necessary)
Teenage fiction paperbacks (may be reordered if necessary)

12.1. Print items

Criteria for print items to be repaired:

Where the plastic library covering is damaged it will be replaced.

Items with damage to the book jacket will be repaired, if able to do so.

If the spine damage is minimal and the item hasn't been mended before, it can be repaired. If the item is out of print or unable to be loaned from another library or it forms part of a series or is of classic status, then it can be sent to binding. If it has been repaired before it should be discarded and reordered if necessary.

Parts of series will be checked to determine holdings of the entire series and then mended if required.

Magazines with many pages damaged will be discarded.

Magazines with loose covers or spines will be repaired.

12.2. Audio Visual items

Criteria for AV items to be repaired:

12.2.1. Discs

Any items with obsolete property labels are to be discarded.

Items that are lightly scratched can be washed and buffed. Those that are very scratched should be discarded.

If cracks in centre of disc extend into the data section it cannot be fixed and item should be discarded. If there are no obvious cracks, send the item to mending to check.

Items that have been checked previously and are still reporting the same fault should be discarded.

Items with old and damaged cases should be discarded.

Individual replacement discs for talking books are to be ordered when available.

12.2.2. Cassettes

These criteria indicate that the set is old and likely to be worn beyond its use by date.

Once cassettes have been loaned 200-250 times the tapes are due for removal as they

are worn and likely stretched. Where statistics are available, weeding lists will be generated to identify items matching this criterion. The following criteria will also be used:

For talking books, when there are greater than 50% old cassettes, discard the entire set.

Items with stained cassettes should be discarded.

12.2.3. Videos

Any tapes that are broken, split, chewed or have come off the reel should be discarded.

If the cassette case is broken, we are unable to mend item and it should be discarded.

Items that have been checked previously and are still reporting the same fault should be discarded.

13. Weeding

Weeding, or de-selection, is a vital component of collection maintenance designed to continually evaluate resources at the Frankston Library Service. Weeding eliminates inaccurate and out-of-date information and ensures that obsolete, damaged and non-performing items are removed from the Collections. The aim of this process is to reduce the average age of the collection to the industry standard of 7 years thereby providing the community with relevant, current materials.

Monthly targets are set to ensure that weeding is regularly carried out however the process can be constrained by staff resourcing and competing priorities. Specific collections are systematically targeted bi-annually so that the entire collection is weeded every two years.

Responsibility for weeding resides with the Collections Co-ordinator. Professional staff are utilised to undertake the bulk of the process when reviewing materials on shelf however, other staff are able to remove circulating items and send for review should the item be worn, damaged or clearly aged.

The well known CREW (Continuous Review, Evaluation and Weeding) method is promoted for weeding library collections. This encourages staff to continually evaluate the collection when they encounter it, using a variety of criteria on which to base the decision to discard; materials should not be discarded based on meeting only one of these criteria. All staff are encouraged to remove items from circulation and send them to collection maintenance for a librarian to make the final decision.

The CREW method uses the acronym MUSTIE as a reminder of when an item should be removed from the collection. MUSTIE stands for:

Misleading and/or factually inaccurate. Information is inaccurate or superseded (refer to Dewey Considerations below 12.2 for specific age ranges).

Ugly - worn out beyond mending or rebinding. This refers to the condition of an item. Items that are damaged, worn and no longer able to withstand the rigors of the circulation process. Problems to look for include; broken spines, fragile or brittle paper or bindings, bent corners, torn or missing pages, defaced pages or covers, and insect or mildew infestations. Availability, demand and need will determine replacement.

Superseded by a new edition or improved source. New editions of the item have been published. Material no longer conforms to collection management guidelines. Also consider whether the item has local relevance (author, setting) and whether it is already included in the Local History collection.

Trivial - of no discernable literary or scientific merit. Items that were fads or bestsellers are likely to change frequently and not retain significance.

Irrelevant to the needs and interests of your community. As society is constantly changing a balanced coverage of issues needs to be offered. Where controversial subjects are concerned, opposing viewpoints need to be covered. Materials that promote outmoded stereotypes that have become inappropriate should be removed.

Elsewhere - the material may be easily borrowed from another source. Copies of items that have been published in Australia will have been lodged in the State and National libraries under the statutory provision of legal deposit detailed in the Copyright Act 1968 and various state Acts.

13.1. Further criteria:

13.1.1. Usefulness

Circulation records indicate lack of use (this is deemed to be 24 months for non-fiction items and 12 months for fiction items). Items that are kept may need to have their classification or genre reviewed to promote use. High quality and attractive items may be placed on display to promote use.

13.1.2. Duplicates

Multiple copies are no longer heavily circulated or the information is readily available in other sources owned or accessed by the library. Is it a duplicate and do we need more than one copy? (Has demand ceased or reduced?)

13.1.3. Essential classic items

Essential but not popular items and classics in the field will be maintained in the collection when they provide needed information relevant to the library, its mission and services. These items may remain on the open shelves or be reallocated to stack.

13.1.4. New editions

Previous editions of annual publications are not retained unless they have some relevance for the community. Otherwise the superseded edition will be removed by the cataloguing team when the newer edition arrives.

13.1.5. Repairs / binding

All staff assess the physical condition of items within the library, especially upon return, and decide whether to send the item to be repaired.

Professional staff assess the item's physical condition and determine what types of repairs are needed. They also consider whether the item is able to be repaired in-house or needs to be bound to be available for loan, the currency of information contained in the item and whether the number of other items available on the subject matter may be more current and in better condition. Should this be the decision the item is discarded.

Consideration should also be given to whether it is cost effective for staff to repair or bind the item compared with replacing the item.

Items needing repair and able to be repaired will be dealt with by library staff. Items needing binding will be sent to the book binding company selected by the library.

13.1.6. Replacements

An item will be replaced if it continues to have an overall aesthetic, literary, entertainment or social value and no other item is able to replace that title. For example, if another title on the subject matter is not considered an appropriate substitute. The item will be replaced only if it is still in print.

Items may be replaced or purchased if they meet the selection criteria or are viewed appropriate by the Collection Development Librarians and the item is available.

The Librarian will make a decision by checking the number of titles held, versus public demand and determining the value of that particular title.

Classics and key titles of previous bestsellers, which are of historical or bibliographic interest, may be retained in Stack in poor condition, if unavailable for purchase.

13.1.7. Periodicals

Subscriptions are reviewed annually by the Collections Co-ordinator in September for the following calendar year. Due to ephemeral nature of many serials and space constraints within the library, weekly magazines are kept for one plus the current year. Monthly magazines are kept for two plus the current year. Newspapers are kept for one plus the current month.

13.1.8. Reference

Use the same considerations as for non-fiction items except for use and currency. Some items are considered reference "classics" and hold their value for years (yearbooks and some almanacs). Others especially in health, science, law and technology are quickly superseded. Revised editions are often issued and the previous edition may be removed. Dictionaries are an exception to this rule particularly unabridged versions (such as the Oxford English Dictionary). Some items are kept in Reference Stack if deemed of continuing significance.

13.1.9. Audio-Visual

Library staff will deal with items that can be repaired. Materials should be examined for broken cases, missing pieces, poor sound or visual quality (usually reported by patrons), scratched or warped tapes and discs when returned. Ideally, videos should be examined for wear after 100-150 loans and removed or replaced after 200-250 loans. DVDs are checked for cracking in the central hole and, if the crack extends into the data segment, are withdrawn.

Sets are re-packaged when their cases are worn or damaged. Replacement tapes are bought for talking books when one is damaged (rather than splicing) if the supplier provides this option and if deemed appropriate by the Collection Development Librarians.

13.1.10. Stack

Stack is available for storage of materials which have intermittent demand (for example Olympic materials), or are classic or standard works which are only occasionally in use.

Stack is a secondary location accessible by staff only; most items are still available for loan and are listed on the catalogue.

Items housed in Stack are reviewed but less frequently than the open collections. Use the same criteria listed above with the exception of use.

13.1.11. Disposal

Discarded items and donations not wanted by the library that are in fair condition will be offered for sale to the general public. This is done through an ongoing booksale table in each library.

Discarded items and donations in poor condition will be pulped.

13.2. Dewey weeding considerations

13.2.1.000s Generalities

Materials on computers are to be kept for three years. Encyclopaedias should be circulated for no more than seven years.

13.2.2. 100s Philosophy and Psychology

Popular psychology and self-help books can quickly become outdated. Retain classic authors and titles only. Materials should be replaced after five to eight years.

13.2.3. 200s Religion and Mythology

Retain materials on each of the major religions and ensure the collection reflects the interests of the community. Demographic data will indicate shifts in ethnic and religious groups.

13.2.4. 300s Social Sciences

Circulate almanacs for no more than three to five years. Some law, government and education materials are often used for school projects so may have historical value. Outdated statutory information must be removed so replace law handbooks annually and discard outdated edition. Ensure balanced and current coverage of controversial subjects.

13.2.5. 400s Languages

Replace materials as they become worn. Talking book sets for language learning may need to be frequently updated for this reason.

13.2.6. 500s Pure Sciences

Basic, classic items such as Darwin's *On the origin of species* should be retained. Other subjects can quickly become outdated as science makes continual discoveries and invents new theories and techniques. In general look to five years as the guide for review.

13.2.7. 600s Applied Sciences

Medical discoveries are being continually announced and older materials may become misleading or even dangerous. Again use five years as a guide for review. Keep up with current fads and discard unfashionable ones. Retain repair manuals for cars and appliances.

13.2.8. 700s Arts and Recreation

Histories of art and music should be retained until they wear out or are reissued. Evaluate other areas for currency.

13.2.9. 800s Literature

Keep most recent editions of classic literary works that are in good condition as well as criticisms of classic writers. Ten years is a general guide for review of materials. Also refer to VCE reading lists for current studies.

13.2.10. 900s History, Travel and Geography

A balance of perspectives for history books should be attempted. Materials older than ten years should be assessed for demand, factual accuracy and interpretation. Travel and geography materials should be kept current to two years unless there is a significant

amount of information not available elsewhere. Travel guides are replaced by the new edition by the cataloguing department.

13.2.11. Biographies

Remove excess copies of biographies once demand has waned; this should be done on a per title and/or subject basis. Maintain new releases for enduring personalities (especially political and historical figures) and keep titles with literary value.

Appendix A

Frankston Library Service - Purpose

The purpose of the Frankston Library Service is to provide a range of high quality accessible library and information services that support and stimulate the development of our community and meet individual information and recreation needs.

The Library:

Provides our community with reliable sources of information to support them as effective members of our City
Promotes the value of access to information for personal knowledge and development
Provides resources to facilitate life long learning
Contributes to the development of children through programs that introduce books, reading and libraries to children of pre-school age and their parents and carers
Provides access to electronic information sources and information technology in an informal but supported environment
Provides reading materials to enable our community to pursue reading as a recreational activity and source of inspiration, knowledge and enlightenment
Provides Library resources for members to borrow and enjoy in their own time

Frankston Values

In addition to the values identified in the Council Plan, the Library Service has established has developed a framed work of values that underpin the delivery of library services to our community. Our key values and how we will demonstrate them are as follows:

Professionalism

We demonstrate professionalism by using the skills of our profession; information sourcing, professional readers advising and courteous customer service, to meet the needs of our customers. We achieve professionalism by taking responsibility for those customer needs we are trained to meet and by offering referral to other sources for needs we are unable to supply.

Respect

We show respect for the people we work with and the customers we serve, by approaching each issue with a positive attitude, by taking the time to listen to each request and by making an honest attempt to achieve a positive outcome to any situation

Balance and Enthusiasm

We achieve a fun and a balanced workplace, about which people feel positive and happy, by welcoming all staff and customers with a friendly, non judgemental attitude, by recognising that work is part of a whole of life experience, which we can improve, for everyone, by the choices we make and the attitude we express, in the workplace. We generate pleasure and enthusiasm for the job we are doing and the services we offer.

Integrity and Honesty

We express integrity at work by dealing with fellow staff and customers honestly and consistently. We do this to ensure that everyone can see that the actions of library staff and the policies of the library are fair and fairly implemented. We take responsibility for our actions, deal with problems within our training and knowledge and do not waste or abuse workplace resources.

Learning and Empowerment

We embrace the concept of continual learning at the library, expressed both through an on going program of staff training and a commitment to providing our customers with access to information and ideas. We are committed to providing access to information in order to empower people in their daily life and work, to meet their personal goals and social responsibilities.

Recognition

We recognise achievements and congratulate team members on their positive attributes. We are willing to accept recognition for team and individual achievements. Recognition beyond our work place is sought for the Team's achievements. Opportunities are created for community groups to gain recognition for their commitment and involvement in the development of the community.

In addition the library service staff has developed a Code of Conduct to provide a reference for conduct in the workplace.

Appendix B

Statement on free access to information

ALIA objects addressed

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:

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;

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;

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;

catering for interest in contemporary issues without promoting or suppressing particular beliefs and ideas;

protecting the confidential relationships that exist between the library and information service and its clients;

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;

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.unhchr.ch/html/menu3/b/a_ccpr.htm

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

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

Replaces: Free library services to all, Freedom to read

Adopted: 2001

Appendix C

Statement on professional conduct

ALIA objects addressed

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

To ensure the high standard of personnel engaged in information provision and foster their professional interests and aspirations

Principle

People engaged in library and information services are members of a profession committed to intellectual freedom and the free flow of ideas and information.

Statement

Because of the role of library and information services in fostering the social, cultural and economic well being of their communities the people who work in those services have responsibilities for creating and providing access to information for the clients of their services. The interactions between library and information services and their clients should be guided by the highest standards of service quality and characterised by the highest levels of integrity. Library and information service professionals should observe these standards by:

encouraging intellectual freedom and the free flow of information and ideas;

exercising their responsibilities within the context of duty of care for the clients of the library and information services they offer;

recognising and respecting the intellectual property of others;

protecting their clients' rights to privacy and confidentiality;

distinguishing in their actions and statements between their personal viewpoints and those of the library and information service that employs them or the Australian Library and Information Association;

maintaining and enhancing their professional knowledge and expertise, encouraging the professional development of their colleagues and fostering the aspirations of potential library and information service professionals;

avoiding situations in which personal interests might be, or be seen to be, in conflict with the interests of clients of library and information services, colleagues or employers.

Replaces: Professional ethics

Adopted: **2001**

Appendix D

Below are listed alphabetically trade journals that may be used by the Library for selection purposes:

Australian Book Review
Australian Bookseller and Publisher
Booklist
Magpies
Orana
Reading Time

Appendix E

Please see the attached Guidelines for the classification of Films and Computer games.