

Library Collection Development *Policy*

produced by

Library Services

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BOROONDARA
City of Harmony

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Library Collection Development Policy

1. Corporate Framework

The City of Boroondara *Council Plan 2008-2013* and the *Library Future Directions Strategy 2004-2014* provide the policy framework for the City of Boroondara's Library Service and for its Collection Development Policy.

1.1 City of Boroondara Council Plan 2008-2013

The City of Boroondara's Vision as articulated in the Council plan is:

Our City will foster

- *Communities that respect differences, engage and communicate effectively, and value supportive relationships*
- *Communities that are both caring and enterprising, sharing a lifestyle rich in choice*
- *A safe and attractive City that looks after its built and natural assets, now and for future generations*
- *An evolving City, proud of its diverse culture and committed to environmental, social and economic sustainability – a City in which to live and work*
- *A local government that engages with its community to provide leadership and responsive representation.*

Library Services' primary Strategic Objective is:

Supporting Families and Communities

We will support children, young people, families and our elders. The emphasis is on ensuring that the services provided to the community continue to be appropriate to the community's changing needs and expectations. This direction will also strengthen community ties and improve the ways Council engages with the community.

Key Direction 2.1 provides the Outcome and Strategy for Library Services specifically:

Community Outcome

Innovative library services for all members of the community

Our Strategy

Anticipate and respond innovatively to diverse and changing needs for knowledge and information.

1.2 Library Future Directions Strategy 2004-2014

The purpose of the Library Future Directions Strategy was to provide answers to the following questions:

- What should the library service look like and do in ten years time?
- How can libraries play a leadership role in community building and community engagement?
- How can technology be used creatively to help achieve these ends?
- What should we be doing now to prepare for the future?

The Library Future Directions Strategy 2004-2014 was developed with staff and community input and adopted by Council on 12 July 2004. From this identification of emerging strategic issues and opportunities relevant to the future development of the City of Boroondara Library Service, a ten-year strategic framework for the City of Boroondara Library Service was developed. This framework underpins the Collections Management Strategy.

2. Community Served

The 2006 Australian Bureau of Statistics Census recorded that there were 154,450 usual residents in Boroondara who completed a census form, a small increase on the 2001 census population of 151,308 residents.

2.1 Age groupings

The age structure of the City is notable in that there is a spread of population across most age groups. The largest age groups include the 10-29 year olds reflecting the number of educational facilities within the city and the 40-59 year olds. Since 2001 the largest growth has been in the 55-64 year old age group - the baby boomers, with smaller increases in 0-4 year olds and 15-24 year olds. This age structure is often described as an 'urban mix'.

2.2 Family type

An indication of a possible future increase in pre-school children is indicated by the significant percentage of the population aged 15-44 years which constitute households without offspring. This could affect future library services for children.

2.3 Language spoken at home

Demographics relating to languages spoken reveal 75% of Boroondara's population speak only English at home. The most popular languages spoken at home other than English were Chinese, Greek, Italian and Indonesian. There has been notable growth in the amount of people speaking Vietnamese and Hindi. This information is useful in planning for languages other than English collections within the libraries.

2.4 Education standards and occupation

The census data relating to educational qualifications in Boroondara is indicative of an extremely educated and skilled workforce. This greater skill base is indicated by the greater share of households in the high income quartile, the higher percentage of professionals and a bigger proportion working in well-paid industries. The 2006 census recorded that over 55,000 households had at least one internet connection.

3. Objectives of the Policy

A collection development policy establishes guidelines for the way in which a library plans the growth and change of its collection, including adding material and removing it. It is a written statement which sets out these guidelines to inform the community and the staff about selection, acquisition and withdrawal of materials and relates them to the purposes of the organization and the needs of users. The aim of collection development is to select and maintain resources in order to meet the library's overall objectives.

Specifically, the objectives of this policy are to:

- Provide access to library collections to support the informational, cultural, educational and recreational needs of all members of the community on an equitable basis.
- Develop a coordinated approach to the shaping of the library service's collections
- Provide a framework for the selection, acquisition and withdrawal of library materials
- Inform the community about the parameters of the library service's collections
- Develop collections which are linked to the needs of the community and to Council's overall corporate vision.

In attempting to achieve these objectives, a number of factors must be taken into consideration:

- The existing collection.
- Interests existing in the community, either organised or individual.
- Needs of different groups, such as multicultural, young people, people with disabilities, etc.
- Flexibility to meet and satisfy new and changing community interests and needs.
- Coverage needed in light of limitations in the budget and the availability of space
- Availability of materials in other libraries in this and nearby communities.
- The need to preserve publications of local authors and material on local history.

- The challenge of balancing the collection between traditional print based resources and online resources, and ensuring provision of appropriate delivery modes
- The Australian Library and Information Association's (ALIA) Statements on Free access to information, Information Literacy for All Australians, Libraries and Literacy, Library and Information Services for People with a Disability, Online content regulation (Appendix A), the UNESCO Public Library Manifesto (Appendix B), and the International Federation of Library Associations (IFLA) Glasgow Declaration on Libraries, Information Services and Intellectual Freedom.

4. General Selection Policy

4.1 Criteria for selection

Resources considered for selection must satisfy one or more of the following general criteria of qualifications:

- Current or potential interest, relevance or significance to the community
- High standards of quality in content, expression and accuracy
- An Australian work, written by a person born or residing in Australia, or set in Australia
- Fills a gap in, complement, or supplement the existing collection
- High physical and technical standard, taking into account format, durability over multiple borrowings, size, binding, audio and visual quality
- Reasonable price, appropriate to the resource and balanced against probable usage.
- Materials not readily available elsewhere
- Special local, social or historical significance
- Attention and interest of critics, reviewers or public

4.2 Responsibility for selection

The Manager of Library Services has overall responsibility for the content and development of the Libraries' collections. Designated staff (Adult Services & Balwyn Librarian, Youth Services & Ashburton/Camberwell Librarian and Information Management & Kew Librarian) coordinate and supervise the selection process, with contributions from all library staff and members of the public.

The Manager, Library Services is responsible for the selection of Local and Family History resources

The Adult Services & Balwyn Librarian is responsible for the selection of Adult lending resources

The Information Management & Kew Librarian is responsible for the selection of Reference materials, Online Resources

The Youth Services & Ashburton Librarian is responsible for the selection of Junior and teenage lending resources

4.3 Methods of selection & acquisition

Selection and acquisition of library materials is undertaken in accordance with Council's purchasing policies and guidelines and the provision of some categories of material is subject to a tender process. A variety of methods are used for selection and acquisition:

- Blanket orders within specified criteria;
- Standing orders for particular authors or titles;
- Online ordering via vendor websites
- Specific title orders;
- Book drops by library suppliers;
- Warehouse visits;
- Bookshop visits.
- Supplier stock updates

All of these methods are informed by the following sources:

- Reviews in professional journals
- Reviews in trade journals;
- Reviews in specialist journals;
- Reviews in general media;
- Publishers websites
- Online newsletters & journals
- Blogs – authors, readers, bookshops
- Customer requests & suggestions
- Professional publishing and collection development knowledge.

Standing orders are established for a number of areas and reviewed on a regular basis. Standing orders exist for the following:

- Adult fiction authors
- Junior/teenage authors
- Junior/teenage series
- Reference
- Travel series.

4.4 Collections

FICTION

Fiction is provided for all age groups in English and other languages. Fiction includes a wide range of genres, popular best sellers, classics, and award winners, in print, in talking book format and online. An emphasis is on Australian authors. Some popular titles will

be duplicated to cater for demand. Some graphic novels will be collected to cater for those who prefer this format

NON-FICTION

The non-fiction collection aims to support and stimulate the cultural, informational and recreational wants and needs of the community in English and other languages. Non-fiction will be considered in print, talking books and online. Materials relevant to children, teenagers and adults will cover a wide range of subjects, literacy levels and intellectual content, but with lesser emphasis on tertiary level resources. Technical, legal and medical works will be evaluated in terms of appropriate cost, suitability and content for intended users. Where appropriate emphasis will be given to Australian material.

Textbooks and curriculum related materials will only be provided where the materials also serve the general public or where they provide information not otherwise available. The responsibility for the provision of textbooks and research materials for students lies with the educational institution at which they are enrolled, but the public library will provide materials which supplement and enrich the reference and recreational needs of students of all ages.

STACK

The Stack is a retrospective non fiction adult collection which supports the broader collections. It consists chiefly of Australian and or/seminal works no longer in print.

LARGE PRINT

Large print books and magazines are provided for patrons who have a sight disability or who have a preference for materials with a larger typeface. The collection consists of both fiction and general interest non fiction, such as biographies, travel and health. Market availability of large print limits the collection to the English language.

LANGUAGES OTHER THAN ENGLISH

The City of Boroondara Library Service currently collects materials in seven languages other than English. These are Chinese, French, German, Greek, Indonesian, Italian and Korean. These collections provide materials to meet the educational, cultural, informational and recreational needs of patrons from a non-English speaking background, and those patrons learning a language.

The number of language collections maintained and the quantity of materials held is subject to three factors:

- a) The availability of material, both locally and overseas,
- b) Population movements in the City Of Boroondara

MAGAZINES

Magazines are provided for children, teenagers and adults in English and other languages. The subscription list is reviewed periodically, when consideration is given to the aforementioned criteria for selection, but also specific considerations such as :

- a) Frequency of publication
- b) Consistency of publication
- c) Reliability of delivery
- d) Projected use assessed against price of subscription

The period for which copies of a title will be kept is dependant on physical condition, frequency of publication, subject content and space considerations.

The library subscribes to a great many magazines on line via the database subscriptions – some of these are magazines we also subscribe to in hard copy, such as Choice, Australian Gourmet Traveller and National Geographic; others we provide only online access. Most of our databases can be accessed from home as well as within the library.

NEWSPAPERS

A variety of newspapers are kept for consultation within the library, in English and other languages. As well as Melbourne daily papers, a representation of national and international newspapers will be provided. With the exception of The Progress Leader papers will be kept for a period of up to two months and then discarded. The Progress Leader will be bound and become a permanent part of the local history collection.

The library's online subscriptions also cover many newspapers, including the local Progress Leader and the national dailies as well as a vast array of newspapers from other countries. Newspapers can also be accessed directly on their own websites.

REFERENCE

Material in the reference collection is high quality in content, format and expression and can be in various formats - books, serials, microfiche, CD Rom or online. The collection will be updated constantly to provide the most current and /or best of encyclopedias, dictionaries, handbooks, annuals, directories, bibliographies and other quality non-fiction works within budgetary restrictions. The reference collection may also include materials inappropriate for loan because of format, price or nature of the material.

Online resources are a significant part of the Reference collection These resources consist of both databases that the library subscribes to and official web sites such as ABS and Better Health Channel. It is the intention of the library service that most of these sites can be accessed throughout the library service and from home.

The library either subscribes to databases through the Gulliver and Bruce consortia or independently. It selects databases according to a number of criteria including authority, accessibility, vendor support and cost. In the case of those the library subscribes to independently, they are also selected on the basis of the subject matter to fill gaps or enhance the coverage provided from the consortia databases.

FAMILY & LOCAL HISTORY

The City of Boroondara Library Service has three major local and family history collections at Ashburton, Hawthorn and Kew Libraries. Each was established prior to local government amalgamation primarily to cover the history of their municipalities, though both Kew and Hawthorn have significant State-wide roles which have developed over the years.

There is a fourth local history collection which has been developed since amalgamation at Balwyn Library and has as its focus City of Boroondara publications. Most items within these collections are available for referral within the libraries, however some records and documents are not available for public use because of the archival nature of the collection.

DIGITAL CONTENT

Within local history collections, an ongoing strategy has been to provide copies of material for the community whilst preserving and maintaining originals. This strategy originally focused on microform but now focuses on providing digital content which can be readily shared world-wide via the internet. Digital content currently covers photographs, images and ephemera but is being expanded to cover newspapers, directories, oral histories.

ENGLISH AS A SECOND LANGUAGE/ADULT LITERACY

This collection aims to support those in the community with literacy and/or English as a Second Language needs. It will provide support for both individual informal self-directed learning, as well as formal programs, teachers and tutors. The collection will contain a broad range of materials ranging from basic first readers' resources to advanced grammar texts and teacher resources. Resources will include multi-media kits and monographs.

LIBRARY SCIENCE

This collection supports the needs of library staff and students to ensure knowledge of current library trends and access to the most up to date cataloguing and bibliographic tools. There is a collection of periodicals with back-issues held indefinitely, particularly of Australian titles. Monographs emphasise public librarianship.

PICTURE BOOKS

This collection is aimed at children from 0-12 years old, although some of the collection is intended to appeal to a wider audience. The collection includes board books, stories without words, stories to be read to children, concept books and simple stories through to sophisticated picture books for older children. The emphasis is on quality illustration and text with an appropriate marriage of text and illustration to tell the story.

JUNIOR EASY READERS

This collection is aimed at beginner readers and provides a transition for the newly independent reader from picture books to junior fiction. All types of stories are included with the emphasis on short books with large, clear type and illustrations which enhance the story. Books with simple language, and lively stories are preferred. Other books which provide the beginner reader with a sense of achievement and encourage them to proceed to longer and more substantial stories are also included.

COMPACT DISCS

This collection aims to cover a broad spectrum of music in English and other languages for people of all ages. It may also include non-musical discs, such as relaxation, bird-calls, comedy and some informational titles. We aim to develop a diverse collection catering to varying tastes.

TALKING BOOKS

This collection aims to provide access to a wide range of books on cassette, compact disc and online for adults, teenagers and children. Both fiction and non-fiction titles are purchased. Priority is given to unabridged materials. Talking books on cassette will be phased out in favour of the more durable and popular compact discs.

DVDs

This collection aims to serve the general informational, educational and recreational needs for people of all ages. The collection includes documentaries, music, instructional titles on subjects of popular interest, literature related programmes, TV series, comedies and movies. Animated films for children are also acquired. The ability to switch on captions in a variety of languages makes DVDs flexible for both English and non-English audiences. Wherever possible region free or region 4 (Australasia) DVDs only are purchased

4.4 De-Accessioning

Materials may be discarded due to damage, poor physical condition, obsolescence, inaccurate factual information or lack of usage. Resources in high demand or of enduring interest will be nominated for replacement. If these items are no longer in print or available for re-purchase, library staff, if possible, will repair the item, or it may be sent to a professional binder to ensure its longevity.

Materials removed from the open shelves are disposed of in several ways. They may be allocated to a stack collection, donated to other libraries, interested parties and charities, or recycled. This policy statement on de-accessioning is supported by internal procedures.

4.5 General Considerations

CONTROVERSIAL ISSUES

The library has a right and duty to provide a collection which reflects the full spectrum of community view points. Selections will not be made on the basis of any anticipated approval or disapproval, but solely on the selection criteria listed, and to serving the interests of the entire community.

It is the responsibility of parents, rather than of library staff, to guide children and teenagers in their selection, and to ensure that the materials chosen meet their requirements. This view is reflected in procedures for children and teenagers joining the library service where parents or guardians take responsibility for items borrowed or library services used by the child or teenager.

CENSORSHIP

Powers of censorship are vested in the Federal and State Governments. Items prohibited by law will not be considered for inclusion in the collection. If there are restrictions imposed on the access to any item in the collection, these restrictions will be observed by the libraries.

This Policy endorses the ALIA Statement on Free Access to Information (Appendix A – 1) and the IFLA Declaration on Libraries, Information Services & Intellectual Freedom (Appendix C).

COMPLAINTS

Complaints regarding library materials should be detailed in writing to the Manager, Library Services.

SUGGESTIONS AND REQUESTS

The community is encouraged to suggest resources not already in the collection. Requests for particular items will be subject to the selection criteria outlined previously and to budgetary constraints, and purchased where appropriate. Alternatively, requested items may be sought on inter-library loan.

DONATIONS

Donations of all types of materials are accepted subject to the following conditions:

- Donations are subject to the key selection criteria as outlined in the general selection policy.
- Donations are accepted when given freely and without conditions. Exceptions may, however, be made in respect of private papers, etc, appropriate to the Local History collection.
- The treatment and allocation of donated materials will be decided by library staff
- The Library reserves the right to dispose of such materials if they are not needed, at any time and by any means, including the right to offer them to any other body deemed appropriate, or to recycle them.

The library welcomes donations which meet the selection criteria, and which are offered without conditions. Rejected donations may be discarded at any time and by any means the library deems appropriate.

MULTIPLE COPIES

Duplicate titles may be purchased to meet actual or anticipated demand in some areas in line with budgetary constraints. Extensive duplication to meet student assignment or book club demand is not feasible and is not considered to be the responsibility of the library service.

5. Revision of Policy

This policy will be reviewed annually as part of the business planning process and formally updated when appropriate.

APPENDICES

Appendix A: Australian Library & Information Association Statements

The following Professional Statements by the Australian Library & Information Association (ALIA) and the principles within them are endorsed.

A) 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, socio-economic 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

Article 19 of the International Covenant on Civil and Political Rights

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

[Adopted October 2001 - Replaces Statement on Free Library Services to All & The Statement on Freedom to Read].

B) Statement on Information Literacy for All Australians

Object

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

Principle

A thriving national and global culture, economy and democracy will best be advanced by people who are empowered in all walks of life to seek, evaluate, use and create information effectively to achieve their personal, social, occupational and educational goals. It is a basic human right in a digital world and promotes social inclusion within a range of cultural contexts. (Alexandria Proclamation 2005).

Statement

Information literacy can contribute to:

- learning for life;
- the creation of new knowledge;
- acquisition of skills;
- personal, vocational, corporate and organisational empowerment;
- social inclusion
- participative citizenship; and,
- innovation and enterprise.

Therefore, as a matter of priority, and at all levels, library and information services professionals embrace a responsibility to promote and facilitate the development of the information literacy of their clients. They will support government, and the corporate community, professional, educational and trade union sectors, and all Australians.

Related Documents

Alexandria Proclamation on Information Literacy and Life Long Learning, Egypt, 2005.

ASLA Statement on Information Literacy, 1994.

Australian and New Zealand Information Literacy Framework, Adelaide, 2004.

[Adopted March 2001, Amended 2003, 2006]

C) Statement on Libraries and Literacy

Object

To promote and improve the services provided by all kinds of library and information agencies.

Principle

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

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 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. It must be acknowledged that information literacy is part of a continuum of literacies that includes oracy if it is to have the power to promote social inclusion for all people. (Alexandria Proclamation, 2005).

The Australian Library and Information Association believes that:

- Libraries are lifelong learning centres with education as an essential part of their mission and should acknowledge their responsibility for supporting and supplementing education within their communities, in a variety of formal and informal as well as cultural contexts (Schamber, 2006)
- Libraries must actively commit time and resources to coordinating literacy activities at all levels and to promote literacy among all members of their community, users and non-users alike.
- Libraries are part of the solution to many community problems. Libraries help children and adults become literate, productive citizens and help people of all ages lead more satisfying lives

Related Documents

Alexandria Proclamation on Information Literacy and Life Long Learning, Egypt, 2005

Schamber, Linda The role of libraries in literacy education accessed 13/04/2006

ALIA Information Literacy Forum. A Library advocate's guide to building information communities: ALIA Information Literacy Forum Advocacy Kit (2003)

[Adopted 1979. Amended 1996, 2006].

D) Library and Information Services for People with a Disability

Object

To promote and improve the services provided by all kinds of library and information agencies.

Principle

The Australian Library and Information Association adopts in principle the right of people with a disability to equitable access to information through all library and information services, and promotes the observation of current Commonwealth, state and territory disability discrimination legislation.

Statement

1. The Association recommends that all library and information providers, as part of their core services, put in place services, collections, equipment and facilities, which will assist individual users with a disability to access and use resources that meet their particular needs for information.
2. The Association encourages library and information service providers to consult with individuals with a disability, and groups representing them, in the planning, development and ongoing delivery of services.
3. The Association acknowledges that the best services are provided by professionals who are aware of the needs of, and service options for, people with a disability. Therefore the Association:
 - encourages all library and information services to ensure that staff are adequately trained and available to work with users with a disability; and
 - supports career-long professional development and formal library and information studies programs, which will facilitate the strengthening of equitable library and information services to people with a disability.
4. The Association supports efforts to ensure the best level of access and utility to existing and emerging resources by people with a disability through service agreements, referrals and sharing of resources between library and information services; and between these and other organisations specialising in services targeted to people with a disability, whether government, corporate or voluntary.
5. In addition to meeting legislative requirements, the Association encourages the observation of universal design principles, guidelines and standards to ensure that library and information services, collections, equipment and facilities meet the identified needs of users with a disability. These apply to:
 - The production of collection material and equipment for people with a disability - whether produced by commercial, government or voluntary agencies;
 - The design of catalogues, databases and guides to resources;

- The development and application of hardware and software; and
 - The construction of buildings and signage
 - The building safety and emergency procedure.
6. The Association supports efforts to ensure that copyright legislation does not hinder the equal access by people with a disability to information from all libraries and information providers, including to copies of materials in alternative formats.
 7. To promote the efforts outlined in this statement, the Association encourages:
 8. library and information services to develop organisation-wide disability action plans for the continued development of their services to people with a disability; and
 9. all funding bodies to adequately resource library and information services for people with a disability.

Related Documents

Disability Discrimination Act 1992 (Commonwealth) as amended and relevant current disability services acts for the states and territories

Australian Standard 1428 [set], as amended, other relevant Australian Standards, and the Building Code of Australia provisions for people with a disability

Commonwealth-State Government Disability Agreement

Connell, B., Jones, M., Mace, R., et al *Principles of Universal Design*, Center for Universal Design, 1997

Copyright Act 1968 (Commonwealth) as amended

US Section 508 Standards for Electronic and Information Technology, as amended

WC3 Web Content Accessibility Guidelines, as amended.

[Adopted 1979. Amended 1986, 1988, 1996, 2002]

E) Statement on Online Content Regulation

Object

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

Principle

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

Statement

Libraries and information services facilitate and promote access to the widest variety of information, reflecting the plurality and diversity of society. The selection and availability of library materials and services, include online content and services, is governed by professional considerations and not by political, moral and religious views.

Libraries and information services support the right of all users to unhindered access to information of their choice regardless of format. Access to electronic information resources should not be restricted except as required by law and this basic right should not be eroded in the development of regulatory measures for online information.

Users are assisted with the necessary skills and a suitable environment in which to use their chosen information sources and services freely and confidently. Each user's right to privacy and confidentiality is protected with respect to information sought or received and resources consulted.

In addition to the many valuable resources available on the internet, some are incorrect, misleading and may be offensive. Libraries and information services proactively promote and facilitate responsible access to quality networked information for all their users, including children and young people. They enable library users to learn to use the internet and electronic information efficiently and effectively.

Related Documents

ALIA Statement on Free Access to Information

IFLA Statement on Libraries and Intellectual Freedom

IFLA Internet Manifesto

Article 19 of the United Nations Declaration of Human Rights

[Adopted 1997, amended 2001, 2002]

UNESCO Public Library Manifesto

Freedom, prosperity and the development of society and of individuals are fundamental human values. They will only be attained through the ability of well informed citizens to exercise their democratic rights and to play an active role in society. Constructive participation and the development of democracy depend upon satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information.

The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision making and cultural development of the individual and social groups.

This manifesto proclaims UNESCO's belief in the public library as a living force for education, culture and information, and as an essential agent for the fostering of peace and spiritual development of public libraries.

UNESCO therefore encourages national and local governments to support and actively engage in the development of public libraries.

The Public Library

The public library is the local centre of information, making all kinds of knowledge and information readily available to its users.

The services of the public library are provided on the basis of equality of access for all, regardless of age, race, sex, religion, nationality, language or social status. Specific services and materials must be provided for those users who cannot, for whatever reason, use the regular services and materials, for example, linguistic minorities, people in hospital or prison.

All age groups must find material relevant to their needs. Collections and services have to include all types of appropriate media and modern technologies as well as traditional materials. High quality and relevance to local needs and conditions are fundamental. Materials must reflect current trends and the evolution of society, as well as the memory of human endeavour and imagination.

Collections and services should not be subject to any form of ideological, political or religious censorship, nor commercial pressures.

The Public Library

The following key missions which relate to information, literacy, education and culture should be at the core of public library services;

- creating and strengthening reading habits in children from an early age;
- supporting both individual and self-conducted education as well as formal education at all levels;
- providing opportunities for personal, creative development
- stimulating the imagination and creativity of children and young people;

- promoting awareness of cultural heritage, appreciation the arts, scientific achievements and innovation;
- providing access to cultural expressions of all performing arts;
- fostering inter-cultural dialogue and favouring cultural diversity;
- supporting the oral tradition;
- ensuring access for citizens to all sorts of community information;
- providing adequate information services to local enterprises, associations and interest groups;
- facilitating the development of information and computer literacy skills;
- supporting and participating in literacy activities and programmes for all age groups, and initiating such activities if necessary.

Funding, legislation and networks

- The public library shall in principle be free of charge. The public library is the responsibility of local and national responsibilities. It must be supported by specific legislation and financed by national and local governments. It has to be an essential component of any long-term strategy for culture, information provision, literacy and education.
- To ensure nation-wide library co-operation and co-ordination, legislation and strategic plans must also define and promote a national library network based upon agreed standards of service.
- The public library network must be designed in relation to national, regional, research and special libraries as well as libraries in schools, colleges and universities.

Operation and management

- A clear policy must be formulated, defining objectives, priorities and services in relation to local community needs. The public library has to be organised effectively and professional standards of operation must be maintained.
- Co-operation with relevant partners - for example, user groups and other professionals at local, regional, national as well as international levels - has to be ensured.
- Services have to be physically accessible to all members of the community. This requires well situated library buildings, good reading and study facilities, as relevant technologies and sufficient opening hours convenient to the users. It equally implies outreach activities for those unable to visit the library.
- The library services must be adapted to the different needs of communities in rural and urban areas.
- The librarian is an active intermediary between users and resources. Professional and continuing education of the librarian is indispensable to ensure adequate services.
- Outreach and user education programmes have to be provided to help users benefit from all the resources.

This manifesto is set out on the Unesco website:

<http://www.unesco.org/webworld/libraries/manifestos/libraman.html> (viewed 6 May 2008)

Appendix C Glasgow Declaration on Libraries, Information Services & Intellectual Freedom

The Glasgow Declaration on Libraries, Information Services and Intellectual Freedom

Meeting in Glasgow on the occasion of the 75th anniversary of its formation, the International Federation of Library Associations and Institutions (IFLA) declares that:

IFLA proclaims the fundamental right of human beings both to access and to express information without restriction.

IFLA and its worldwide membership support, defend and promote intellectual freedom as expressed in the United Nations Declaration of Human Rights. This intellectual freedom encompasses the wealth of human knowledge, opinion, creative thought and intellectual activity.

IFLA asserts that a commitment to intellectual freedom is a core responsibility of the library and information profession worldwide, expressed through codes of ethics and demonstrated through practice.

IFLA affirms that:

- Libraries and information services provide access to information, ideas and works of imagination in any medium and regardless of frontiers. They serve as gateways to knowledge, thought and culture, offering essential support for independent decision-making, cultural development, research and lifelong learning by both individuals and groups.
- Libraries and information services contribute to the development and maintenance of intellectual freedom and help to safeguard democratic values and universal civil rights. Consequently, they are committed to offering their clients access to relevant resources and services without restriction and to opposing any form of censorship.
- Libraries and information services shall acquire, preserve and make available the widest variety of materials, reflecting the plurality and diversity of society. The selection and availability of library materials and services shall be governed by professional considerations and not by political, moral and religious views.
- Libraries and information services shall make materials, facilities and services equally accessible to all users. There shall be no discrimination for any reason including race, national or ethnic origin, gender or sexual preference, age, disability, religion or political beliefs.
- Libraries and information services shall protect each user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IFLA therefore call upon libraries and information services and their staff to uphold and promote the principles of intellectual freedom and to provide uninhibited access to information.

This Declaration was prepared by IFLA/FAIFE and approved by the Governing Board of IFLA 27 March 2002, The Hague, Netherlands. Proclaimed by the Council of IFLA 19 August 2002, Glasgow Scotland. Latest revision 30 August 2002.