Library Collection Development Policy

Responsible Directorate: Community Development
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1. Corporate Framework

The City of Boroondara Council Plan 2013-2017 and the Boroondara Library Services Plan - Imagine, Discover, Connect provide the policy framework for the Boroondara Library Service and for its Collection Development Policy.

1.1 City of Boroondara Council Plan 2013-2017

Council’s vision is for “a vibrant and inclusive community with an outstanding quality of life”. The Collections Development Policy supports Council’s vision by providing outstanding hardcopy and digital collections. The Policy has direct relevance to Theme one of the Council Plan 2013-17:

- Theme one: Strong and engaged communities
- Strategic Objective - Opportunities are provided to enable people in our community to be supported and involved.
- Strategy 6: Library Services
- We will continually evaluate our service and respond effectively to diverse and changing needs for knowledge and information
- Community outcome - Innovative library services for everyone.

1.2 Boroondara Library Services Plan - Imagine, Discover, Connect

The Boroondara Library Services Plan provides a framework for the consolidation and enhancement of Boroondara's public library service. The Plan builds on Council’s significant commitment to positioning its library service as a centre of reading, discovery and inclusion.

The Policy is directly related to Theme One:

- Excellent Collections that accord with community needs

To enrich the quality of the Boroondara library collection, Council will:

- Provide a collection that reflects and responds to the Boroondara community, in particular the children’s and youth collection, and the CALD collection
- Achieve an appropriate balance between the physical and digital collections
- Ensure that the entire collection is accessible from all library locations and the library website, regardless of where the collection items are located
2 Community Served

According to the latest Australian Bureau of Statistics estimates there were 174,787 residents in Boroondara at June 2015. Boroondara’s population is forecast to increase by 17,645 people between 2015 and 2025.

2.1 Age groupings

 Compared with metropolitan Melbourne overall, Boroondara is home to a lower proportion of young children and people aged 30 to 39, but a larger proportion of 10 to 19 year olds and people aged over 50 years. The high proportion of 10 to 19 year olds reflects the number of educational facilities within the city. Over the last 10 years the largest growth has been in the 60 to 69 age group, and over the next 10 years the largest growth is forecast to be in the 70 to 79 age group - the baby boomers.

2.2 Family type

Boroondara has a higher proportion of lone person households and households comprised of a couple with children than Greater Melbourne. The household type that will see the greatest growth over the next ten years will be couples without dependent children and lone person households, although couple families with children will remain the most prevalent household type.

2.3 Language spoken at home

Boroondara is increasingly culturally and linguistically diverse. The proportion of Boroondara residents who were born overseas increased from 25.5% in 2006 to 28.2% in 2011. Residents were born in more than 150 countries and spoke more than 120 languages.

At the 2011 Census, most overseas born Boroondara residents had been born in a country where English is not a main language. Language patterns vary across age groups but overall, the languages other than English most often spoken at home by Boroondara residents were Mandarin, Greek, Cantonese and Italian. There was notable growth in the number of people speaking Mandarin, Gujarati and Vietnamese between 2006 and 2011. This information is useful in planning for languages other than English collections within the libraries.

2.4 Education standards and occupation

Census data relating to educational qualifications in Boroondara is indicative of a well-educated and skilled workforce. In 2011, 46% of adult Boroondara residents had a bachelor degree or higher qualification, 45% of Boroondara households were in the top income quartile for Victoria, and 57% of working Boroondara residents were managers or other professionals. Not all Boroondara residents enjoy this level of economic advantage however, and at the 2011 Census, 9% of Boroondara residents reported a weekly household income less than $400.

The 2011 Census indicated that 83% of Boroondara households were connected to the internet, 77% via broadband. It is anticipated that this proportion will be higher at the 2016 Census.
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 the available budget and 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 digital 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, Public Libraries Services, 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 (Appendix C).
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, complements, or supplements the existing collection
- High physical and technical standard, taking into account format, durability over multiple borrowings, size, binding, audio and visual quality
- Materials not readily available elsewhere
- Does not duplicate material available in local educational institutions
- Special local, social or historical significance
- Attention and interest of critics, reviewers or public
- Reasonable price, appropriate to the resource and balanced against probable usage.

4.2 Responsibility for selection

The Manager Community Information and Libraries has overall responsibility for the content and development of the Libraries’ collections.

Designated staff (Adult Services and Balwyn Librarian, Youth Services and Ashburton Librarian and Co-ordinator Information Management and Kew Librarian) coordinate and supervise the selection process, with contributions from all library staff and members of the public.

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

The Co-ordinator Information Management and Kew Librarian is responsible for the selection of Reference materials and online databases.

The Youth Services and Ashburton Librarian is responsible for the selection of junior and teenage lending resources.

The Local and Family History Librarian is responsible for the selection of Local and Family History 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 series titles
- Online ordering via vendor and publishers websites
- Specific title orders
- Book drops by library suppliers
- Warehouse visits
- Bookshop visits
• Supplier stock updates
• Bulk author or series orders with suppliers
• Subscriptions

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 and journals
• Social media interest
• Blogs – authors, readers, bookshops
• Customer requests and 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 and ebook. 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 as ebooks. 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. This also applies to professional texts. 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.
EBOOKS

This collection consists of fiction and non-fiction according to the selection criteria. Unlike physical books, the library can only select ebooks for which its vendors hold digital rights. Usage of titles can be restricted by publishers and titles can be withdrawn or made unavailable for re-licence. Pricing structures vary making some acquisitions uneconomic. At the time of writing, many titles that the library can acquire in physical form are still not available in ebook format.

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 and Italian languages

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.

LANGUAGES OTHER THAN ENGLISH

The Boroondara Library Service currently collects materials in six languages other than English. These are Chinese, French, 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 two 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 for adults, in languages other than English. 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
   e) Projected use assessed against digital subscription

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

The library also subscribes to a range of magazine titles online via the database subscriptions and via online platforms.
NEWSPAPERS

A variety of newspapers are kept for reading 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 one week 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, electronic files or online. The physical collection will be updated constantly to provide the most current and/or best reference works available that are of continuing relevance to the community. It should be noted that many standard reference works are no longer published in hard copy.

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 subscribes to databases through the Public Library Victoria Network (PLVN) and 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 PLVN databases.

LOCAL AND FAMILY HISTORY

The Boroondara Library Service has three major local and family history collections at Camberwell, Hawthorn and Kew Libraries. Each was established prior to local government amalgamation, in 1994, primarily to cover the history of their municipalities, though both Kew and Hawthorn have significant State-wide roles which have developed over the years, (Kew for genealogy and Hawthorn for Victorian history). A fourth local history collection has been developed since amalgamation and has as its focus City of Boroondara publications. This collection is held at Camberwell Library.

The local and family history collections comprise mainly print materials, including published books, maps, ephemera, newspapers and photographs, as well as resources on microform, audio visual media and subscription databases such as Ancestry.com.

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/fragile 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 and ‘born digital’ content as found in blog posts, research guides and other online social media.

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. The collection will include online resources, multi-media kits and books.

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, ABC and concept books and books dealing with sensitive issues. Picture books can range from simple stories through to sophisticated content for older children. The emphasis is on quality illustration and text with an appropriate relationship between text and illustration to tell the story. A range of picture books are also available online.

JUNIOR EARLY 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, as well as some non-fiction content, 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 with more challenging vocabulary, 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 compact disc and via eaudio for adults, teenagers and children. Both fiction and non-fiction titles are purchased. Priority is given to unabridged materials.
**DVDs**

The aim of the DVD collection is to support information, educational, cultural and recreational needs for people of all ages and the provision of alternative resources to those widely available from commercial outlets.

Recreational films and series for adults will also be collected with an emphasis on collecting works with one or more of the following attributes:

- Screen adaptations of literary works
- Classic or iconic status
- Australian made productions
- Dramatic works screened on public broadcasting stations
- A finite series
- Subtitles in English as well as other languages and the ability to switch on captions
- Works that support cultural identity.

Where possible the library service will seek to acquire DVDs that provide subtitles to assist people with hearing impairment or people learning a language. Some music titles are also collected, including concerts and film clips.

Multiple copies may be purchased for high demand material.

MA 15+ and R-rated material which meets the selection criteria may be purchased, and staff will be alerted to restriction via the library management system.

The library does not attempt to compete with commercial DVD outlets which provide multiple copies of a wide range of popular and blockbuster titles.

The collection is limited by budgetary parameters, availability and provision of titles closely aligned with high community demand.

Animated films for children are also acquired.

Wherever possible region free or region 4 (Australasia) DVDs only are purchased not ntsc.

### 4.5 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 the Stack collection, donated to other libraries, interested parties and charities, or recycled. This policy statement on de-accessioning is supported by internal procedures.
4.6 General Considerations

CONTROVERSIAL ISSUES

The library has a right and duty to provide a collection which reflects the full spectrum of community viewpoints. 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 and Intellectual Freedom (Appendix C).

FEEDBACK

Feedback regarding library materials should be detailed in writing to the Manager Community Information and Libraries.

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 materials are not accepted, with the exception of:

- Historical items relevant to the Boroondara community, such as photographs, letters, diaries, archives, ephemera and architectural drawings, in both physical and/or digital format.
- Items of specific local interest

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 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.
**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 service planning process and formally updated when appropriate.
Appendix A

Australian Library and Information Association Statements

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

A) Statement on Free Access to Information

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 individuals 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 individuals. 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 personal level, individuals 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 individuals to information regardless of age, citizenship, political belief, physical or mental ability, gender identity heritage, education, income, immigration and asylum seeking status, marital status, origin, race, language religion or sexual orientation;
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 individuals have access to information from a variety of sources and agencies to meet their needs and that an individual'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.

References

Release notes
(Replaced "Free library services to all, freedom to read". Adopted 1971; amended 1979, 1985)


B) Statement on Information Literacy for all Australians

ALIA objects addressed
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.

Amended 2006

C) Statement on Public Library Services

6 Statement on public library services

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

6.1.2 Principle

Freedom of access to public library and information services is essential

- to enable members of the Australian communities, including new residents and emerging communities to participate in all aspects of Australian life, including the democratic process;
- to actively contribute to social inclusion for all members of the Australian community; and
- to enable Australians to contribute to the economic wellbeing of their families and the nation.

6.1.3 Statement

Each member of the Australian community has an equal right to public library and information services regardless of age, race, gender, religion, nationality, language, disability, geographic location, social status, economic status and educational attainment.

A public library services its community through the provision of access to knowledge, information and works of imagination through a range of resources and services. It does this through access to materials in all formats in order to meet the needs of individuals and groups for education, information and personal development through learning, including recreation and leisure.

Public libraries have an important role in the development and maintenance of a democratic society by giving individuals access to a wide and varied range of information, ideas, opinions, and skills.

The role of public libraries is essential in developing an educated society through programs that improve literacy and information literacy including lifelong learning opportunities. Public libraries contribute to economic prosperity by helping people improve their skills and life chances.

Public libraries provide the first point of access for information for the general public and for the public's access to the national and international system of library and information services.

The satisfaction of a person's information needs must be independent of an ability to pay.

Local, state/territory and Commonwealth governments have an obligation to work in partnership to provide agreed public library services to all members of the library's clientele without direct charge to the user.

The Australian Library and Information Association believes that public library services have particular responsibilities to monitor and proactively respond to the changing demographic characteristics and trends of their communities, to consult with their communities and to meet information, learning and recreational needs of an increasingly diverse society. Public library
services should ensure that they have policies, guidelines, and procedures in place to respond to
and meet relevant legislative requirements.

Amended 2009

library-services

D) Library and Information Services for People with a Disability

6.1.4 ALIA objects addressed

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

6.1.5 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.

6.1.6 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
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:
   a) encourages all library and information services to ensure that staff are adequately
      trained and available to work with users with a disability; and
   b) 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 for 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:
   a) the production of collection material and equipment for people with a disability -
      whether produced by commercial, government or voluntary agencies;
   b) the design of catalogues, databases and guides to resources;
   c) the development and application of hardware and software;
   d) the construction of buildings and signage; and
   e) 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:
   a) library and information services to develop organisation-wide disability action plans for the continued development of their services to people with a disability; and
   b) all funding bodies to adequately resource library and information services for people with a disability.

Amended 2009


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.

Appendix B

UNESCO Public Library Manifesto

A Gateway to Knowledge

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.

Missions of 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.

Source: [http://www.unesco.org/webworld/libraries/manifestos/libraman.html](http://www.unesco.org/webworld/libraries/manifestos/libraman.html)
Appendix C

Glasgow Declaration on Libraries, Information Services and 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.*