

# Hobsons Bay Libraries

## Collection Curation and Management Statement 2018-2021



## ACKNOWLEDGEMENTS

This statement was compiled by Hobsons Bay City Council. Council acknowledges the contribution of the individuals and community groups in the development of the Collection Curation and Management Statement 2018–21. For further information contact Hobsons Bay City Council on 9932 1000 or [www.hobsonsbay.vic.gov.au](http://www.hobsonsbay.vic.gov.au)

Council acknowledges all language groups of the Kulin Nation as the traditional owners of these municipal lands. We recognise the first people's relationship to this land and offer our respect to their elders past and present.

Council also acknowledges the legal responsibility to comply with the Charter of Human Rights and Responsibilities Act 2006 and the Equal Opportunity Act 2010.

## REFERENCES

[UNESCO Universal Declaration of Human Rights \(Article 19\)](#)

[WIPO World International Property Organization – Marrakesh Treaty](#)

[IFLA Glasgow Declaration](#)

[ALIA Policies and Guidelines](#)

[Council Plan 2017-2021](#)

[Learning Communities Strategic Plan 2016-2019](#)

## DEFINITIONS

**ALIA:** Australian Library and Information Association

**CALD:** is an acronym for Culturally and Linguistically Diverse

**Community languages:** Languages other than English

**ESL:** English as a second language

**IELTS:** The international English language testing system

**IFLA:** International Federation of Libraries Association

**LOTE Collection:** refers to a collection of library material in a language or languages other than English. A LOTE collection will usually include books for adults and children, audio visual items such as video recordings, DVDs, compact discs and magazines.

**PLVN:** The Public Libraries Victoria Network

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## **1. INTRODUCTION**

Collection management is the process by which informational, recreational and cultural resources are selected, acquired and maintained in order to meet the needs of the community and the organisation's objectives.

The Collection Curation and Management Statement is the key strategic document that underpins the management and development of the collections of Hobsons Bay City Council's library service.

Hobsons Bay Libraries provides a comprehensive collection of print, non-print and electronic resources which meets the current and future information, educational, recreational and cultural needs of the Hobsons Bay community.

This statement communicates the principles which determine the management of the collections life cycle to maintain its relevance; and service the current and future needs of the Hobsons Bay community.

## **2. THE COMMUNITY**

Hobsons Bay is situated on Port Phillip Bay, 10 kilometres west of Melbourne CBD. Home to a population of over 93,000 people, Hobsons Bay covers an area of 64 kilometres, across the suburbs of Altona, Altona Meadows, Altona North, Brooklyn, Laverton, Newport, Seabrook, Seaholme, South Kingsville, Spotswood, Williamstown and Williamstown North.

Hobsons Bay is a municipality of cultural, social and economic diversity. It has a rich history, with one of the oldest settlements in Victoria in the historic seaport of Williamstown. It is the home of natural attractions, open space, maritime, industry and civic history. This history also brings with it a need for preservation, transition and regeneration.

Hobsons Bay's rich natural environment is one of its greatest assets. Open space contributes significantly to the quality of life in Hobsons Bay, occupying 24 per cent of the municipality's land area. Hobsons Bay also has more than 20 kilometres of beaches and foreshore areas and is home to significant coastal wetlands, five creek systems, remnant native grasslands and important flora and fauna habitats.

Data from the 2016 Census highlights the following profile of the community:

Our age profile is changing with growth in both the younger population and in the number of older persons. Older persons' population has grown by 17 per cent or 330 people in the last 5 years. Since the previous Census in 2011 our population of primary aged children has grown by over 1,000 children which is 15 per cent growth in five years. Conversely our secondary school population has declined by 6 per cent but is still numerically very strong at nearly 5,800 children.

Hobsons Bay residents have 145 different countries of birth as origins. Whilst 63 per cent of people (55,713) were born in Australia another 30 per cent of people (27,523) derive from other countries. The most frequent countries of birth (excluding Australia) were England, India, New Zealand, Italy and Vietnam.

29 per cent of residents (25,750) speak a language other than English whilst at home, with 125 different languages evident in this way. The most frequent non English based languages are Arabic, Italian, Greek, Vietnamese and Mandarin.

Just under 4 per cent of residents (3,495) report that they don't speak English well. A further 0.9 per cent of residents (839) advise that they don't speak English in any way.

Nearly 5,000 people or just under 6 per cent of the Census 2016 population, reported needing help in their day-to-day lives due to disability.

Census 2016 tells us that just over 56% of the community (40,819 persons) had completed Year 12 in their schooling. This is a substantial increase on the 2011 Census with an additional 19 per cent of the population (6,422 people) recorded as having completed Year 12.

Over 26 per cent of those aged 15 years or over living in Hobsons Bay have an undergraduate degree. 40 per cent of the over 15 population have no formal qualifications.

By 2036 the population of Hobsons Bay is forecast to grow by 19,252 people, a growth of nearly 21% in the population since 2016. This is an average per annum growth rate of just over 1 per cent per annum.

The key stakeholders / user groups for the library include:

- All people who live, work and recreate in Hobsons Bay.
  - Early Years (0-5)
  - Middle Years (5-11)
  - Young adults
  - Adults
  - Seniors
- Co-located services / tenants / landlords
- Community groups, including regular meeting room hirers
- Education providers
- CALD community and multicultural groups
- Customers with disabilities, carers and support organisations
- Friends of the Libraries volunteer groups

### **3. THE LIBRARIES**

Hobsons Bay Libraries were formed in 1994 when the former cities of Williamstown and Altona merged to form the City of Hobsons Bay. While some of the suburbs have significant historical significance other areas are much newer and as such neighbourhood character ranges from inner urban to new suburban across the municipality.



There are currently 5 libraries located within Hobsons Bay, with physical collections of approximately 140,000 items and links to e-collections available 24-7 via the library website.

After a comprehensive facilities and services review in 2001, Hobsons Bay City Council embarked on a building renewal program to create more accessible and spacious library facilities. Since 2001 new facilities have been developed at four sites, with a refurbishment of the fifth site being undertaken in 2018.

Each redevelopment has emphasised the creation of a comfortable, welcoming ‘third place’ for the community.

### Altona Library



Altona Library is the oldest of the municipality’s five branches, opening in 1965, extended in 1991 and an internal refurbishment in July 2018.

Altona Library is located within a vibrant retail and cultural precinct that holds what locals residents refer to as a ‘village’ feel. Located opposite Logan Reserve and minutes from Altona beach, features unique to Altona Library include the EnviroCentre and community language collections in Chinese, Croatian, Greek, Italian, Maltese, Polish and Vietnamese. A refurbishment is currently underway for this library reflecting the changing needs of the community and trends in library collections and service provision.

### **Altona Meadows Library and Learning Centre**



Altona Meadows Library and Learning Centre, opened in March 2006, is located at the rear of Central Square Shopping Centre.

In addition to the books, magazines and AV material in all branches Altona Meadows Library and Learning Centre has community language collections in Arabic, Chinese and Vietnamese.

### **Altona North Community Library**



Altona North Community Library opened in March 2010.

Opposite the busy Borrack Square shopping precinct and next door to Bayside Secondary College this library is particularly vibrant in the afternoons.

In addition to the books, magazines and AV material in all branches Altona North Community Library has community language collections in Arabic, Greek and Italian.

### **Williamstown Library**



The modern and spacious Williamstown opened in September 2012.

Williamstown Library has a range of impressive features including: Gallery space; quiet study room and a cosy children's area; Dedicated Heritage Room, a haven for family and local history researchers; Library lounge and cafe.

A large collection arranged in genre lounges and includes specialist collections such as homegrown, maritime, local history and indigenous.

Williamstown Library is currently listed in an international guide to 1001 libraries to visit developed and maintained by the International Federation of Libraries Association (IFLA).

## Library at Newport Community Hub



The Newport Community Hub opened in September 2016. This facility includes a library, maternal and child health services, dedicated youth recreational spaces for young people and seniors.

The Library at Newport Community Hub is set in the heart of the building with views into Paine Reserve. With a bookshop feel, the Library hosts a modest physical collection of 6000 items. The library contains all the features of our larger branches including material in Arabic, Greek and Italian.

## Online Services and eResources

In addition to the physical resources provided across the branches, a Hobsons Bay library card gives members free 24/7 access to eBooks, eAudiobooks, online magazines and newspapers. The electronic resources provide reliable information, authoritative sources and academic articles, abstracts and citations.

## Home Library Service

Hobsons Bay Libraries offers a free home delivery service to local residents who are housebound or unable to visit the library due to disability or ill health. This service is extended to as primary carers, who may find it difficult to visit a library as they are caring for a housebound person.

A delivery service can be arranged for Hobsons Bay residents who are able to visit the library and select their own items, but are physically unable to carry items home.

## 4. COMMUNITY PARTICIPATION

Hobsons Bay Libraries has a commitment to engaging with the community in the development of collections and uses a range of community consultation mechanisms.

- Suggestions for the purchase of library materials are actively encouraged and reviewed on a case by case basis, in line with budget and policy guidelines. Suggestions can be made in person at any of the libraries or via a webform on the website.
- Library users can provide feedback via a formal feedback form or webform, general feedback on collections can be submitted anytime.
- Copies of the statement are made available in the libraries and online via the library website.
- An extensive library customer survey is scheduled for the 2018-19 financial year to gain further feedback about the library service, programs and the collection.



## **5. FRAME OF REFERENCE**

This Collection Curation and Management Statement has been aligned with the strategic directions of Hobsons Bay City Council and developed in line with UNESCO, IFLA and ALIA policies relating to literacy and equitable access to information.

The Hobsons Bay 2030 Community Vision, the Council Plan 2017-21 and the Learning Communities Strategic Plan provide the policy framework for Hobsons Bay Libraries and its Collection Curation and Management Statement.

### **5.1 Globally Minded**

#### **UNESCO Universal Declaration of Human Rights**

The Universal Declaration of Human Rights is a milestone document in the history of human rights. Drafted by representatives with different legal and cultural backgrounds from all regions of the world, the Declaration was proclaimed by the United Nations General Assembly in Paris on 10 December 1948 as a common standard of achievements for all peoples and all nations. Article 19 is particularly relevant to libraries:

##### **Article 19.**

Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.

#### **WIPO World International Property Organization – Marrakesh Treaty**

The Marrakesh Treaty's main function is to create a set of mandatory limitations and exceptions to local copyright laws and allow for the reproduction of material in alternative formats for the benefit of the blind, visually impaired and otherwise print disabled

The Marrakesh Treaty eases the production and transfer across national boundaries of books that are specially adapted for use by people with visual impairments, most of whom live in lower-income countries.

### **5.2 Industry Aware**

#### **IFLA Glasgow Declaration**

At the 75th anniversary of its formation, the International Federation of Library Associations and Institutions (IFLA) declared that:

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

## ALIA Policies and Guidelines

The Australian Library and Information Association is the national professional organisation for the Australian library and information services sector.

Celebrating its 80<sup>th</sup> year in 2017, the ALIA Constitution was amended to include reference to the United Nations Sustainable Development Goals and the UN Universal Declaration of Human Rights - Article 19.

ALIA policies and guidelines reflect the general position of the Association on issues that have an impact on the library and information sector, and provide direction and advice. In addition their advocacy campaigns provide opportunities for the sector to promote its value and to highlight issues of importance to the communities we serve.

ALIA's current quality indicators recommend between 1.8 and 2.2 items per head of population, a standard of 60% of the collection under five years old and that libraries move towards 80:20 split of physical and electronic collections by 2030.

Hobsons Bay Items per capita	1.55
ALIA recommended Baseline Indicator	1.8
ALIA recommended Enhanced Indicator	2.2

Hobsons Bay Items – Items over 5 years	59.41%
ALIA recommended Age Indicator	60%

Hobsons Bay collection split	87.59% Physical	12.41% electronic
ALIA recommended collection split	80% Physical	20% electronic

### 5.3 Locally Active

#### Council Plan 2017-2021

The Council Plan 2017-21 guides the work of Council over the next four years. The Council Plan has been informed by feedback gathered from our community and it sets goals and objectives for creating an even better Hobsons Bay.

The Council Plan 2017–21 consists of 20 strategic objectives that are framed around four goal areas:

1. *An inclusive and healthy community*
2. *A great place*
3. *A well designed, maintained and environmentally sustainable place*
4. *A Council of excellence*

## **Learning Communities Strategic Plan 2017-2019**

The Learning Communities Strategy sets out the vision, mission and goals for the Hobsons Bay community and informs how we approach working together with community members, community organisations, service providers, local business and commercial sectors to provide inspiring community spaces, programs, services and resources for everyone in Hobsons Bay.

Over the next three years, Learning Communities will be guided by three strategic goals to help inform, inspire and drive the delivery of the work we do and support in creating a healthy, resilient and connected community.

**ACCESS** Learning Communities places, programs and resources are accessible to everyone in the community.

**BUILD CAPACITY** The community is equipped with skills and capabilities needed to respond to current and emerging challenges and opportunities.

**CONNECTEDNESS** The community is connected, people participate and feel they belong.

### **5.4 Collection Principles**

Council is committed to providing free, uncensored (within the law) and equitable access to library services and resources to support the informational, educational, recreational and cultural development needs of the community. To this end, Hobsons Bay Libraries aim to develop a collection that:

- encourages literacy and lifelong learning
- is flexible to meet community interests and needs, existing and emerging
- supports the diverse needs of different groups, such as multicultural, GLBTIQ, young people, people with disabilities, etc.
- preserves the social, cultural, environmental and local history of the community
- is inclusive and accessible by providing material in a range of formats and languages
- provides a basis for the most effective use of available funds
- provides a framework for the introduction of newly emerging technologies to the community
- provides a balanced range of resources including both popular, bestselling material and enduring works
- balances traditional print based resources and online resources, and ensuring provision of appropriate delivery formats.

This statement will be used as a framework to support collection management and planning processes ensuring a current, relevant and attractive collection.

## **5.5 Tangible Outcomes**

In order to achieve strategic goals this statement will support:

- Collections that are comprehensive, while also reflecting the needs of specific communities;
- A balanced range of resources that cater for the community need, based on current demographic data;
- Collections in high demand formats including digital;
- Popular, best-selling as well as classic and enduring works;
- Resources in a variety of formats in order to meet the needs of specific groups;
- Resources relating to the local area, including environmental and heritage;
- Collections embracing a wide range of ages and interests;
- Value for money in purchasing decisions;
- Resources that are current and relevant to library users.

Collections will meet ALIA quality indicators for best practice in delivering a minimum of 60% of items under five years old and a collection size exceeding 1.8 items per capita.

## **5.6 Access for all**

The Library makes its collection accessible by:

- providing knowledgeable, well-trained and helpful staff;
- offering accessible facilities, that are well-designed and offer generous opening hours;
- providing a web enabled online catalogue offering 24/7 service;
- providing free reservations on material that can be moved easily between branches;
- purchasing multiple copies of items in line with demand and within budgetary constraints;
- offering free access to digital and e-resources at libraries and via the library website;
- maintaining an accurate and user-friendly database;
- contributing records to Libraries Australia;
- contributing to the Interlibrary Loans system across Australia.

## **5.7 Promotion and Reader Development**

The library promotes its collections through:

- a user friendly, accessible website and catalogue
- staff trained in reader development
- booklists and new book promotions
- accurate and readable shelf signage
- height appropriate shelving and front facing display
- support of the Friends of the Libraries “By the Bay” Reading and Writing Prizes
- activate participation and support of the Williamstown Literary Festival

- ongoing community engagement through the provision of reader development activities such as: storytimes, author talks, book groups other book related events and programs.

Hobsons Bay Libraries subscribe to the principles of Reader Development described by Opening the Book, UK:

- Increasing people's confidence and enjoyment of reading
- Open up reading choices
- Offer opportunities for people to share their reading experience
- Raise the status of reading as a creative activity

## 5.8 Policy Review

A major review of collection management occurs every three years.

## 6. COLLECTION MANAGEMENT

The collection needs continuous management and evaluation in order to keep on target with the library's goal to provide materials to meet customer interest and need.

Statistical tools such as circulation reports, collection turnover rates, and customer requests are used to determine how the collection is being used and indicate the trends that respond to customer and community needs.

An annual schedule for collection management is maintained, and under the supervision of the leadership team, all staff participate in the process.

Withdrawal targets keep the quality standard and provide for a vibrant, well utilised and relevant collection.

### 6.1 Criteria for selection

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

- 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, cultural, social or historical significance
- Attention and interest of critics, reviewers or public
- Reasonable price, appropriate to the resource and balanced against anticipated usage
- Contributes overall to the quality standard

## **6.2 Responsibility for selection**

The Manager Learning Communities has overall responsibility for the direction of the Library Leadership Team in overseeing the content and development of library collections.

Designated staff (Co-ordinator, Library Collections Curation; Co-ordinator, Digital Services & Innovation; and portfolio Librarians) coordinate and supervise the selection process, with contributions from all library staff and members of the public.

## **6.3 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, including:

- Blanket orders within specified criteria and profiles
- Standing orders for particular authors or series titles
- Online ordering via vendor and publishers websites
- Specific title orders
- Targeted subject area buys
- Supplier stock updates
- Subscriptions
- Renewal/replacement program with a view to achieving quality standards

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

Having items on standing order with suppliers, is the process where prolific and/or preferred authors are flagged for automatic addition to the collection. An author must be alive and regularly publishing to remain on the current standing order list so lists are monitored throughout the year and reviewed annually.

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

- Adult fiction and non-fiction authors
- Junior/Young Adult authors
- Junior/Young Adult and Adult series
- Reference
- Travel series

#### **6.4 Budget Allocation**

Hobsons Bay City Council determines the budget allocation for library collections on an annual basis as part of the broader Council Budget process, which includes a community consultation period.

The allocation of funds to various parts of the library collection occurs before the commencement of the new financial year based on considerations such as demand, breadth and depth, and the availability of format.

Additional funds may be obtained through external funding sources including the Local Priorities Fund and the Premiers Reading Challenge Book Fund, provided by the State Government.

A three year Collection Resource Plan sits alongside this statement articulating the link to developing collections in a changing dynamic environment. The collection plan articulates a 12% replenishment rate ensures meeting the national quality standard of having 60% of the collection less than 5 years old.

#### **6.5 Weeding and Withdrawal**

The collection is monitored throughout the year and specific areas reviewed on a rotating schedule.

Materials may be withdrawn due to damage, poor physical condition, out of date (inaccurate) factual information or lack of use.

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.

Designated 'Friends of the Libraries' groups (currently Altona FOL and FOLWN - Williamstown and Newport) and have access to withdrawn material and provide an opportunity for the collection to have a second life beyond its use in a public library collection. Proceeds from the sale are provided upon application to the Friends groups to support a range of library activities.

## **6.6 Renewals and Replacements**

Resources in high demand or titles 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.

Items may be replaced in an alternate format, if the item is deemed of ongoing relevance or interest, yet the format has become obsolete.

In the case of items where the Copyright is held by Hobsons Bay, the item may be digitized and made accessible online.

In the case of lost, damaged or missing items; assessments for replacement will be made on a case by case basis.

If a single item within a popular series was damaged or lost, the item would be replaced to keep the series complete.

While if a single item within a series that wasn't moving was lost, then the item may not be replaced and the entire series would be considered for withdrawal – depending on the age, relevance and recent usage.

If a book was made into a film with media attention generating community interest, an older copy of the book may be replenished or purchased in e-formats to coincide with the film's release.

## **6.7 Stocktake**

A stocktake involves checking a library's catalogue records against stock on loan and on shelf, to identify missing items and update records. This process ensures the ongoing accuracy of the library database and operational statistics.

A stocktake will occur at least every three years and adjustments will be made to ensure the accuracy and currency of the catalogue

## **6.8 Collection Feedback**

A customer may contact the Manager Learning Communities if there is concern about an item in the collection or a request that was declined.

All requests are considered using ALIA's policy statement on Free Access to Information, Film & Classification Review Board and the library's Collection Curation and Management Statement. Customers will be notified of the outcome of the review.



## **7. THE COLLECTION**

### **7.1 Scope**

Materials are acquired in a variety of formats, which may include, but are not limited to print, audio-visual and digital formats. While the relevance of the content of the material is of primary consideration, format can also be a consideration for suitability.

Most items in the library collection are available for loan, exceptions include Reference, EnviroCentre and Local History material.

Libraries acquire material in a range of community languages to support those in the community with English as a second language. Hobsons Bay Libraries will maintain appropriate and relevant non-English collections and will assess the ongoing inclusion of these languages taking into account usage statistics, census data and community profiling for the Hobsons Bay area.

Not all collections will be supported with the same range of material. Each collection is assessed to ensure that the material acquired is reflective of the needs of that community or the availability of material in that format/language.

### **7.2 Acquisition**

In accordance with the Local Government Act, Hobsons Bay Libraries purchases under a contract. Material wherever possible is purchased 'shelf ready' to ensure handling times are minimized and customers receive new items with a minimum turnaround time. During the life of this statement, minimum processing standards will be established with suppliers to maximize the customer experience.

Material is purchased in the following formats:

- Printed Material
  - Standard print books
  - Large Print books
  - Magazines/Periodicals
  - Newspapers
- Audio Visual Material
  - DVDs
  - Talking books on CD
- e-Resources
  - eBooks
  - eAudiobooks
  - Documentary and movie streaming
  - Electronic databases
  - e-Magazines and Newspapers

- Equipment & other resources
  - For use on site
    - Microfiche/Microfilm
    - Maps
    - Bike locks
    - Phone chargers
    - Console Games
  - For loan off site
    - pedometers
    - binoculars
    - power mate

And in the following languages:

- Arabic
- Chinese
- Croatian
- English
- Greek
- Italian
- Maltese
- Polish
- Vietnamese

Material is purchased from contracted suppliers via standing orders and subject profiles. These are reviewed annually to ensure relevance to community interest and customer demand.

### 7.3 Selection Criteria

The following criteria are used to determine whether items are purchased. Their importance and application may vary from one collection to another.

- Material must be relevant, accurate and suitable for public lending purposes with consideration to appropriate distribution and licensing agreements, packaging, and presentation.
- Hobsons Bay Libraries will only purchase electronic resources with public lending rights for the lending collection.
- Only Audio Visual material suitable for Australia (Region 4) or all regions will be purchased for the lending collection.
- Library customers may request items not already part of the collection, or request replacements for missing/long overdue items.

*NOTE: All customer requests will be considered for purchase, however the library reserves the right to decline requests, particularly if a customer requests multiple items in genre areas or by authors that are not of a broad community appeal or the purchase adversely affects the quality indicators.*

### 7.4 Non Inclusion

While the library aims to provide a well-rounded collection, in a variety of formats, it aims not to duplicate material accessible elsewhere. As such the following material is generally not purchased for the library collection:

- Textbooks prescribed for study or items of a highly technical or specialized nature may be included in the collection where they are of general interest or value to the community and they are the most appropriate materials available. Textbooks for formal courses of study will not generally be included in the lending collection.
- Materials prohibited by law will not be considered for inclusion in the collection. Council is obliged to comply with decisions made under lawful federal or state prohibition, for example by the Classification Board.
- Requested material that is out of date, expensive, published in an unsuitable format or where there are suitable alternative titles in stock on the subject.
- Items that are small, fragile or ephemeral that are not robust enough for loan
- Items that are too large/heavy to be safely stored and easily transported

In addition the following formats/collections are not maintained:

- Videos – this format has been superseded by DVDs and all videos were withdrawn.
- Cassettes – this format has been superseded by CDs and this format was withdrawn..
- CD Roms – this format is no longer actively used and this format has been withdrawn
- Talking Books on MP3 – existing collections are managed but due to declining use no new material is being purchased for this collection.
- Music CDs – existing collections are managed but due to declining use no new material is being purchased for this collection.
- BluRay – this format is not collected, rather than splitting between two formats material is only collected in DVD format.

## 7.5 Censorship

The library aims to provide a collection of materials on topics of interest to the community.

Council is not a censoring body. No material will be rejected or removed from the library collection solely on the basis of doctrinal disapproval, or because of concern that children may access some materials intended for adult use. Parents or guardians are responsible for the suitability of materials perused or borrowed by their child.

Hobsons Bay Libraries follows the guidelines stated by the National Classification Scheme, Classification (Publications, Films and Computer Games) Act 1995, amended 2011. Restricting loan of MA15+ and R rated material.

R rated audio visual materials are restricted by law and will not be shelved on open access, on request these items will be made available to customers aged over 18.

Customer requests for R rated DVDs will be assessed on a case by case basis and their relevance/fit within the broader collection.

The only exception to this is material banned from publication or circulation by Federal or State Government, which will not be purchased.

## 7.6 Donations

The library has limited capacity to accept donations and as such donations may be refused. To be accepted items must be in an as new condition. Items that are worn, stained or sun damaged will not be accepted.

Donated material is accepted on the understanding that the library service may dispose of any items which fail to meet the criteria for addition to the collection, and once in the collection may be discarded at a later date in accordance with ongoing collection management processes.

As a general rule the following items are not accepted as donations:

- Periodicals
- Textbooks
- Encyclopedias
- DVDs for regions outside Australia
- Outdated formats, such as Cassettes and Videos
- Items in a languages not maintained by the library service
- Items over 5 years old

Hobsons Bay Libraries reserves the right to decline donations, when the items cannot be reused by the Library service or local Friends of the Libraries volunteer groups; in these cases customers will be referred to local and/or literacy charities.

## **7.7 High Demand Material**

Generally customers should wait no more than six weeks for a reserved or requested item. Additional copies will be ordered when the wait time for reservations exceeds six weeks. Where queues exist on print items, e-books or e-audio may be purchased as an alternative format which offers a faster turnaround on availability.

When a literary phenomenon occurs such as the advent of the “Harry Potter” series, these ratios may be adjusted accordingly as demand could far exceed budget constraints.

## **7.8 Inter-Library Loans**

Where purchase is not possible, alternatives such as inter-library loan, web-based information or referral will be provided.

All requests for inter library loans are made via Librarylinks Victoria.

Material in languages not available within Hobsons Bay may be available via Inter-Library Loan from another library service. Bulk language loans will be made available free of charge.

## **APPENDIX A – CUSTOMER REQUEST GUIDELINES**

All customer requests and suggestions for stock will be considered for purchase if they fit within the overall Collection Curation and Management Statement.

### **Guidelines for purchase on request:**

- Most titles that have been published in the last two years.
- Some older titles where they are deemed to be of interest to other customers or they fill a gap in the existing stock providing they are still in print.
- Titles which have general and broad appeal, is currently popular or fills a perceived subject gap.
- Titles to the value: Fiction up to \$75.00 & Non-fiction up to \$100.00.
- Titles of current information. (NOTE: old publications where information is dated will not be purchased). Newer title in the same subject field will be considered.
- All requests for periodicals will be considered as part of the bi-annual subscription reviews
- Limit of 6 requests per customer per month.

### **Materials not generally purchased:**

- Textbooks (NOTE: titles may be included if they are the best authority available and cover subject areas which cannot be supplied through other sources.)
- Expensive, rare or fragile items.
- Ephemeral material eg maps, globes, jigsaws etc
- Materials only available in inappropriate formats eg. Construction kits, mini-book format.
- Out-of-date material or formats. (including cassettes, videos, CDs, MP3s)
- Items prohibited by law eg. Pornography.
- R rated DVD's are not generally purchased.
- DVD's classified by the Australian Censorship Board are preferred

### **Procedure**

- If possible please check title and author details are correct.
- The timeframe for delivery is between two and four weeks, if the decision to purchase is made and if the title is readily available.
- The item will be reserved for the customer and the customer notified via e-mail or text message when the reservation is fulfilled.
- If the libraries are not able to fulfil a request, an email with a brief outline of the reason why, will be sent within 14 days.

All enquiries regarding requests that have been rejected should be referred to the Library Management Team on 1300 462 542.

## APPENDIX B – SPECIAL COLLECTIONS

### Community Language Collections

	Altona	Altona Meadows	Altona North	Newport	Williamstown
Arabic					
Chinese					
Croatian					
English					
Greek					
Italian					
Maltese					
Polish					
Vietnamese					

Material in languages not available within Hobsons Bay may be available via Inter-Library Loan from another library service. Bulk language loans will be made available free of charge.

### Heritage Collection

The Heritage Collection based at Williamstown Library, encompasses approximately 6,000 items, with material that cover local, Victorian and Australian history.

Subject areas include: Local and Family History, Australiana, Maritime, Military and Indigenous.

Recently published material is acquired and curated, however exceptions are made with regard to the Heritage Collection Profile. This special collection will contain material published more than 5 years ago, provided the content is still relevant or of historical significance.

### Homegrown Hobsons Bay

Homegrown Hobsons Bay is an innovative program to celebrate and to grow the potential and reach of, writers from Hobsons Bay. Homegrown writers are featured in a database on the library website, and their titles within the collection are clearly identified within the libraries with Homegrown branding. When not on loan the small collection of approx. 100 authors, resides at Williamstown Library.

## **Community Generated Content**

Hobsons Bay Libraries supports the generation of community content, this includes the collection of community information and stories, including but not limited to the digitization of historical videos via YouTube and the collection of community stories into print and e-books.

## **EnviroCentre**

The EnviroCentre based at Altona Library is a local one stop shop for environmental knowledge within the Hobsons Bay library service. The area holds current and relevant books, DVD, magazines as well as borrowable equipment (including Powermates, binoculars and spotting scopes). The collection has a priority for content on the local environment where available, as well as Australian wide and global publications. Recommendations from the public are welcomed and considered alongside the general collection guidelines and specific needs of the EnviroCentre. The EnviroCentre is an important resource for the community to access current sustainability information, queries, advice, ideas and problems.

The My Smart Garden collection is a specialist collection within the EnviroCentre, which is curated by the My Smart Garden Officer at Hobsons Bay City Council and specifically includes resources on food, shelter, waste, water and habitat.

The EnviroCentre houses a collection of not for loan Taxidermy Animals which are for public display and used for educational purposes. This collection is registered with the Department of Environment, Land, Water & Planning. All taxidermy animals died within the local area. Living fauna is never harvested for the purpose of taxidermy, death has occurred from natural causes or other risks associated with sharing the urban environment, ie traffic or litter.

### **Purpose**

- The engage the community on sustainable living practices by providing them with the tools to build autonomy and be empowered.
- To promote social well-being and to inform the community on social, economic and environmental sustainability initiatives.
- Collection will include:
  - Printed books and periodicals
  - Audiovisual material
  - City planning material
  - Council strategies and programs
  - Council policy and management plans

### **Aim**

The collection aims to provide local residents with relevant information to utilise their backyards or balconies, as a means to grow their own food, create habitat gardens, use natural resources wisely, gain and keep up to date on environmental knowledge and to provide autonomy towards their own environmental actions.

The Hobsons Bay community will benefit from these resources as they will provide them with guidance and information. This also aligns with the HBCC Environmental Engagement Strategy that focuses upon providing customers with the appropriate tools to make their own informed decisions.