

CITY OF  
CANADA BAY  
LIBRARY  
SERVICES

## LIBRARY COLLECTIONS POLICY

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## Objectives

The Library has written this Collection Development Policy to meet current and potential community interests and needs. The Policy will need to be revised over time, taking into account changing community interests, and mindful of budget constraints, space limitations, and the large volume of publishing.

The aims of the Policy are to:

- provide a library collection developed to meet the Australian Library and Information Association (ALIA), Library Council of NSW and various international standards as well as the community's expectations;
- provide quality leisure, informational and educational support materials in a wide range of suitable formats;
- promote appealing and inviting resources;
- encourage and promote the enjoyment of reading in adults, children and youth;
- promote the development of research skills, information literacy and lifelong learning;
- provide an up to date collection of predominantly popular fiction and non-fiction, as well as a selection of classic material, in a wide range of suitable formats;
- provide a non-lending Reference collection which supports a quality information service; and
- provide a Local Studies collection and information service.

The Library will achieve this by:

- developing and maintaining balanced collections, facilities and services that meet and reflect the needs and interests of current and potential customers;
- locating collections as determined by need;
- analysing the collection and circulation statistics to evaluate the level of use and to determine purchasing requirements;
- using the LGA demographic profiles to plan for the growth and improvement of collections;
- sharing resources with other libraries and institutions; and
- ensuring that the requirements of special groups are addressed.

Where appropriate, multiple copies will be purchased and distributed between electronic collections, Concord and Five Dock Libraries in response to demand.

## Scope

The City of Canada Bay Library service aims to provide collections that are relevant to its community. These collections form a valuable asset for the community's use and therefore should be maintained in line with other similar sized local government areas, State Library of NSW standards and guidelines and Council's Asset Management Policy.

This policy outlines the staff that are responsible for each collection and the principles that guide staff in selecting material for the collections. These principles include:

- Appropriate content, format, and language for the immediate and anticipated needs and interests of the Community;
- Existing subject coverage in the collection, and any identified gaps;
- Popularity of an author/subject;
- Cost of the item;
- Availability of the item;
- Opinions of reviewers and critics;
- Relevance to the Community.

Just as importantly there are a number of issues that may challenge the library's collecting practices.

The library aims to provide a balanced collection reflecting a range of points of view and has no powers of censorship. As a result some material may be seen as controversial by some community members.

The following statement is contained within the policy to reflect the library's position:

- Controversial material: The Library has a right and duty to keep a representative selection of material which meets the selection criteria, and which is not prohibited by law, including material covering a range of opinions and controversial subjects and in a variety of formats.
- Print material will not be excluded from the adult collection on the grounds that it is not suitable for children. It is the responsibility of the parent or guardian, rather than the Library Staff, to make a decision on what is suitable reading for an individual child. "MA" and "R" rated audio visual items may be purchased, and will be managed according to classification laws.

This statement is based on the positions of a number of related organisations such as the Australian Library and Information Association and the State Library of New South Wales and the Attorney General's Department (National Classification Scheme).

Each collection has a description of its scope and the access provided to it in order to provide further definition of the type of collection being maintained.

Donations are accepted by the library with the same collection development principles applied to purchased material being used to decide if they will be included in the collection. If they are not included in the collection they may be sold or disposed of.

Existing library materials are assessed regularly using guidelines provided in this document and as a result items may be sold or disposed of.

## Background

Council has two Libraries, located at Concord and Five Dock. In 2006, the population of the Local Government Area (LGA) was 65,743 (ABS 2006 Census), and the estimated rate of growth is between 2.0% and 2.8% per annum.

The Estimated Resident Population (ERP), with detailed demographic analysis is available on the Council website [www.canadabay.nsw.gov.au](http://www.canadabay.nsw.gov.au) by following the Quick link "Community Profile" for the "Current population estimate".

Library Staff monitor the use of the collections, and compare the data with standards including "Living Learning Libraries", established by the State Library of NSW:

[http://www.sl.nsw.gov.au/services/public\\_libraries/living\\_learning\\_libraries/index.html](http://www.sl.nsw.gov.au/services/public_libraries/living_learning_libraries/index.html)

## The Library Collection as an Asset

The City of Canada Bay's Asset Management Policy provides the principles for managing assets under Council's control and "...describes the process for 'whole of life' asset management from planning, purchase, operation, and maintenance to disposal of assets. It also encompasses integration of asset and service outcomes."

Part 4 or the Scope of the Asset Management Policy identifies Library Collections:

<b>Non-infrastructure Assets</b>	<b>Plant and Equipment</b>	Motor vehicles, trucks, construction equipment, gardening equipment, computer systems and equipment
	<b>Other</b>	Office furniture, fittings and equipment, <b>library books</b> , artworks, land etc.

This Library Collections Policy integrates with the objectives outlined in the Asset Management Policy, and with the objectives of Council's 20 year vision - FuturesPlan20. The Library's collection, as an asset, contributes to the following FuturesPlan20 outcomes:

**Outcome: 7.1 I have a great lifestyle and feel part of an active and vibrant community. To create a vibrant city we will:**

*7.1.2 Provide access to a range of services and facilities that improve quality of life in Canada Bay*

**Outcome: 7.4 I live in a creative City, inspired by diverse cultures and innovative ideas**

*7.4.3 Enhance life-long learning opportunities through which people engage with their local community and the world more broadly through learning and skills development*

The following points are identified in Council's Asset Management Policy as areas to be covered by Asset Management Plans and as such are either covered by subsequent sections of this policy or are further explored here.

- Levels of Service: see Aims and Objectives
- Demand forecasts: Comprehensive loan and stock data are kept by the library services staff. This data can be used to follow trends in the circulation of the collections and by combining this data with population growth and demographic changes be used to make some forecasts regarding demand for library collections. Technological change may also play a part in determining a change in preferred format, with online resources and e-books increasing in popularity. This demand and the impact on hard-copy collections will need to be monitored.
- Asset portfolio: see "The Collections" section of this document
- AM (Asset Management) activities: see "Collection Evaluation and Assessment" and "Collection Maintenance" section of this document. In addition The City of Canada Bay Library Service is currently entering into the outsourcing of the majority of its selection of library material through the SSROC joint procurement of shelf ready library materials.
- Operations: The library's collection supports many day to day operations including circulation of library material (loans), Home Library Service, reference services, children's and youth services.
- Maintenance: in addition to collection evaluation and assessment and collection maintenance the library staff conduct inventories of the collections to ensure the catalogue is an accurate reflection of the items held.
- Renewals: The Library's collection is continually updated through the selection of new stock and discarding of old, out of date and worn stock. The State Library of NSW Standard S12 states as a baseline for the age of a collection, that 49% of the collection should have been purchased in the last 5 years.
- New Works: from time to time demand may emerge for a new collection or format. As stated previously the library is currently monitoring online resources and ebooks.
- Disposals: See "Collection Maintenance" section of this document
- AM Gap Analysis:  
 The State Library of NSW publishes measures in its publication "Living Learning Libraries" which can be used to evaluate the collection, these include: expenditure per capita; items per capita; acquisitions per capita; age of collection; turnover of stock and loans per capita. The results may then be compared to baseline, enhanced and exemplary standards published in " Living Learning Libraries" to determine any existing gap between the library's collections and these standards

## Financial Forecasts

The asset management gap analyses may be used to determine future funding needs for the library's collections. In addition annual adjustments for CPI and population growth may be considered when planning collection budgets.

## Responsibility for Selection

Responsibility for selection rests with specialist Library Staff and is overseen by the Manager, Library Services. The Library Staff use their knowledge, experience and professional judgment to select library materials.

## Criteria for Selection

Library Staff will assess material for inclusion in the collections using the following criteria:

- Appropriate content, format, and language for the immediate and anticipated needs and interests of the Community;
- Existing subject coverage in the collection, and any identified gaps;
- Popularity of an author/subject;
- Cost of the item;
- Availability of the item;
- Opinions of reviewers and critics;
- Relevance to the Community.

Suggestions for purchase from library staff and community members are considered using these criteria.

## Criteria for Exclusion

General Exclusions from the collection will include material which is:

- out of date, or superseded;
- out of print;
- second hand;
- too expensive;
- published in an unsuitable format, for example, spiral bound, workbooks, or with three dimensional accessories;
- highly technical in nature;
- impractical, for example, too large or too small;
- self published;
- poorly produced.

## Specific Exclusions

### **General Reference**

- Audio visual materials are generally not collected due to issues with access and equipment.

### **Local Studies**

- Realia is generally not collected;
- Original works of art are generally not collected.

### **Schools Collection**

- Text books and prescribed texts are generally not collected.

### **Junior Collections**

- Material which is not in the current curriculum;
- Text books;
- Material covering specialist subjects not broadly studied, for example, dance.

## Toys

- Toys which do not meet safety or durability standards;
- Toys which have too many pieces or components, or are impractical, for example, too large.

## Comics / Graphic novels

- Individual issues of a serial;
- Series with a high volume of titles.

# Collection Evaluation and Assessment

## Definition of Collection Development

The process, by which informational, educational, recreational and cultural resource material is selected, acquired and managed in order to meet the Library's aims and objectives.

## Issues

The following issues may influence selection:

- Requests for purchase by community members: Items requested will be given consideration for purchase when they meet the selection criteria.
- Donations: The Library may accept donations of books and other materials that meet the selection criteria, however, unsolicited donations may not be accepted. The Library reserves the right to dispose of unwanted material as appropriate.
- Second hand material: As a general rule, second hand material will not be purchased, except for Local Studies.
- Controversial material: The Library has a right and duty to keep a representative selection of material which meets the selection criteria, and which is not prohibited by law, including material covering a range of opinions and controversial subjects and in a variety of formats.
- Print material will not be excluded from the adult collection on the grounds that it is not suitable for children. It is the responsibility of the parent or guardian, rather than the Library Staff, to make a decision on what is suitable reading for an individual child. "MA" and "R" rated audio visual items may be purchased, and will be managed according to relevant guidelines e.g.: Classification Information for Libraries Sheet.

[http://www.ag.gov.au/www/agd/agd.nsf/Page/Classificationpolicy\\_Classificationcategoriesandmarkings#c8](http://www.ag.gov.au/www/agd/agd.nsf/Page/Classificationpolicy_Classificationcategoriesandmarkings#c8)

Complaints about controversial material will be assessed using ALIA's policy statement on Free Access to Information and the Library Council of NSW Access to Information in New South Wales Public Libraries Guideline.

<http://alia.org.au/policies/free.access.html>

[http://www.sl.nsw.gov.au/services/public\\_libraries/policies/docs/accesstoinformation2007.pdf](http://www.sl.nsw.gov.au/services/public_libraries/policies/docs/accesstoinformation2007.pdf)

- Literacy: The Library's long standing concern with literacy standards is summarised in the ALIA Statement on Libraries and Literacies adopted in 1979, Amended 1996, 2006.

<http://www.alia.org.au/policies/library.literacy.html>

The Library supports the Statement by incorporating literacy materials throughout the library collection.

## The Collections

### Reference Collections

The reference collection comprises print and e-resources to meet the information needs of the Community. The Collection includes General reference, Local Studies, Family History, Legal Tool Kit, "druginfo @ your library" and the Schools Collection to address particular information needs.

### General Reference

#### Scope

- Popular and specialised material across a broad range of subjects is selected, with greater depth as demanded by local information needs;

- Highly transient information is updated regularly;
- Preference will be given to material that originates from or refers to Australia;
- Material published or written overseas will be selected where the country of origin does not significantly affect the subject matter;
- Cooperates with the State Library through LIAC (Legal Information Access Centre) and druginfo@ your library;
- Cooperates with NSW.net to provide customers with access to electronic databases;
- Includes select Australian Bureau of Statistics publications.

#### **Access**

- This is a non-lending collection of resources specifically selected for reference within the Library.
- Junior, young adult, and adult material are interfiled in the collection, which is open access for unrestricted use within the Library.
- Resources may be accessed by Library members from the Library computers, or from any computer, via the Library web site.

### **Local Studies Collection**

Local Studies acquires, preserves and makes accessible a collection of current and retrospective material relating to all aspects of the City of Canada Bay LGA.

#### **Scope**

- Documentary material relating to the LGA and its predecessors;
- Selected material from neighbouring councils pertinent to the LGA.

#### **Selection Profile**

The material collected includes but is not restricted to:

- Personal papers, archives of local societies and groups;
- Books and pamphlets;
- Local newspapers and newspaper clippings;
- Photographs, postcards, and digital images;
- Maps;
- Audio visual materials, including sound recordings, films, videos and DVDs.

#### **Access**

- The collection is housed in the Heritage Room at the Five Dock Library with a small supplementary collection at Concord Library;
- The collection is open to all Community members;
- The collection is not for loan and may only be consulted in the Heritage Room.

### **Family History Collection**

The Family History collection provides genealogical resources to assist Community members to trace their family history.

#### **Scope**

- General and specialised information resources specific to genealogical research including introductory guides;
- Microfiche, CD-ROMs and websites are included where they provide improved access to information;
- Preference is given to material that originates from or refers to Australia.

#### **Access**

- The Family History collection is held at Concord and Five Dock Libraries as part of the Local Studies Collection.
- This is a non-lending collection.

## Schools Collection

The Schools collection provides materials that support the school curriculum from years 7 to 12, although the collection has a particular emphasis on HSC (preliminary Year 11 and Year 12) material.

### Scope

- Study guides and information resources supporting the school curriculum;
- Past examination papers with sample answers relating to the HSC and School Certificate;
- Infocus Collection (from the State Library of New South Wales) – items specially chosen for their relevance to HSC topics, texts and issues.

### Access

- This is a non-lending collection.
- Some duplicate copies of materials are available for loan in the non-fiction collection.

## Adult Collections

### Adult Non-fiction

The collection aims to meet the cultural, informational and recreational needs of the Community and to provide appropriate curriculum support to students of all ages. The quality and clarity of the content and illustrations is essential.

The collection includes material across a wide range of subjects and focuses on up to date information at the general interest level. The collection is complemented by the Library's online resources including subscriptions to online databases through the State Library of New South Wales, which are available via the Library website and the NSW Government website.

[http://www.canadabay.nsw.gov.au/your\\_local\\_library/ereference.html](http://www.canadabay.nsw.gov.au/your_local_library/ereference.html)

### Scope

Non-fiction books are selected for their current popular value and use, or their subject content.

The Library purchases significant and seminal works across a broad range of subjects, but does not aim to collect comprehensively across all areas. Collections are tailored to meet Community needs and expectations through the purchase of core popular material. Selection also aims to anticipate local, national and international trends.

### Selection profile

The collection includes but is not limited to:

- Current, popular material supported by standard works in broad subject categories;
- Material covering subjects of high interest or emerging issues;
- General information aimed at the non-professional reader;
- Materials by Australian authors, published in Australia or with Australian content;
- Autobiographical and biographical works deemed to be of general interest or historical in nature;
- HSC support material (see Schools collection guidelines).

### Format

- Preference is given to trade paperback editions, unless the item is only available in hardback or there is a long time lapse until the paperback is published.
- The visual appeal of material has a high priority.

### Access

- For loan

## Adult Fiction

The Library aims to provide an attractive collection of popular fiction to anticipate and follow the needs of the Community. It provides as broad a range as possible of contemporary fiction as well as classics.

### Scope

- Best sellers;
- Titles that receive positive reviews from well regarded sources;
- Titles short listed for Australian literary prizes;
- Major international literary prize winners;
- Titles regarded as classics;
- Genre fiction, such as crime, romance, science fiction, fantasy etc.;
- Some literary works which are in low demand but of enduring value and significance, will be acquired to add depth to the collection. Local authors may be purchased for either the Local Studies Collection, or the Fiction, depending on the subject matter.

## Audio visual Collections

Audio visual materials currently include CD-ROMs, DVDs, MP3s, Compact discs and e-resources. Changes in formats will be monitored and as preferences change within the Community, new formats will be adopted, and obsolete formats will not be purchased.

By including material in a range of formats, these collections complement and supplement the book collections.

Audio visual resources are in formats suitable for particular Community members, for example, the talking book collection is aimed at members who are unable to use books because of a physical or visual impairment.

### Selection Profile

- Wide selection of resources within each format.
- Value for money.
- Generally "R" rated movies will not be acquired, although some classic "R" rated titles may be included.

### Access

- All collections are for loan.
- "MA15+" rated material is so marked, and is restricted to customers fifteen years or older.
- "R" rated material is so marked, and is restricted to customers eighteen years or older.

### Formats

#### CD-ROMs

- Informational, educational and recreational CD-ROMs.

#### DVDs

The collection enables Community members to borrow DVDs which may be expensive, commercially unattractive or belonging to a niche market. DVDs which include multiple soundtracks, captions or subtitle options for a wide range of languages, particularly the local Community languages, or to assist hearing-impaired residents will be selected if available.

- Informational, educational and recreational DVDs.
- General interest documentaries, for example Performing Arts.
- Classic and award winning films and television programs, for example, ABC / BBC television series, filmed versions of classic literature, films from other cultures.

## Music

The collection enables Community members to borrow CDs which may be expensive, commercially unattractive or belonging to a niche market. CDs in other languages, particularly the local Community languages, will be selected if available.

- Informational, educational and recreational CDs.
- A broad spectrum of music in English and other languages for people of all ages.
- Non-musical CDs, for example relaxation, bird calls, and comedy.

## Talking Books

The collection is suitable for the sight impaired; and is also appropriate for other Community members, for example, commuters. MP3 format is preferred.

- Classical and popular fiction and non-fiction.
- Unabridged recordings are collected, with emphasis given to the quality of the reading.
- Language instructions kits.

## e-resources

The Library recognises the growth of online resources and the high level of demand in the Community for access to them. Internet web sites and online databases are collected to complement the book collections. Library web pages and links are updated regularly.

The Library will continue to evaluate newly emerging technologies for their applicability to the Community.

## Access

Via remote access from members' homes or the library computers through the Library website

<http://www.canadabay.nsw.gov.au>

## Periodicals

The collection enables community members to borrow periodicals which may be expensive, difficult to find or belonging to a niche market. Periodicals in other languages, particularly the local community languages, will be selected if available. Emphasis is placed on providing the Australian edition where possible.

Concord and Five Dock libraries may have different collections.

The collection provides access to up to date information, specialised knowledge and recreational and professional reading. Periodicals are retained for approximately two years depending on frequency, popularity and condition of individual issues. Subscriptions are reviewed annually, with particular reference to volatile pricing and in the context of the entire collection. The level of use, demand, feedback from Community members, developments in publishing and cost are all considered.

## Newspapers

Newspapers provide current, topical information.

### Scope

- The Library acquires Canada Bay local newspapers in multiple copies. Newspapers from adjacent LGAs are displayed when available.
- Canada Bay local newspapers are held indefinitely on microfilm and/or hardcopy in the Local Studies collection.
- National and NSW newspapers are held for two months.

### Access

- Not for loan

## Community Languages

The City of Canada Bay LGA is a culturally diverse community, with 31.7% of the population born overseas, and 24.8% from a non-English speaking background. The major languages spoken are Italian, Chinese, Greek and Korean.

The Library purchases resources in community languages, primarily in Italian, Chinese, Greek and Korean. Material is also made available from the Multicultural Lending Service of the State Library of New South Wales.

Depending on demand, material may be purchased in a range of formats and categories, in the same way as other collections listed in this policy.

## Young Adult Collections

The aim of the Young Adult collection is to: recognise the needs and interests of young people aged 13 to 18 years; provide a transition from the Junior to the Adult collections based on the unique needs of young adults; provide a focal point for young adults in the library; address life long learning, informational, cultural and recreational needs.

### Young Adult Non-fiction

#### Scope

- The importance and relevance of the subject content for the young adult audience.
- Current, popular material and standard works in broad subject categories.
- Emphasis will be given to areas of high demand or deficiency.

#### Access

- For loan.
- Interfiled in Adult Non-fiction, not identified as a separate category.

### Young Adult Fiction

#### Scope

- Popular and best seller titles across all genres.
- Popular series titles.
- Award winners (Australian and worldwide).
- Priority given to Australian authors, including local authors.

#### Access

- For loan.

### Comics / Graphic Novels

This collection is aimed at providing reading material in a popular and alternative format to add to the diversity of the Young Adult collection.

#### Scope

- Monographs / standalone titles / collected editions.
- High quality format.
- Award winners (Australian and world wide).
- Popular and best seller titles across all genres.
- Popular series titles.

#### Access

- For loan.

## Young Adult Audio and Text

This collection is aimed at young adults with alternative materials for use in the development of literacy skills.

### Scope

- Focus on the 13-18 age group;
- Current material and selected classics;
- Only professionally produced material is purchased.

### Access

- For Loan

## Young Adult Talking Books

This collection is aimed at providing access to material in an audio format for those young adults who prefer to listen to their reading material.

### Scope

- Current material and selected classics.
- Only items with high quality production standards are purchased.
- Unabridged talking books are purchased wherever possible
- Items selected complement the existing collection.

### Access

- For loan.

## Junior Collections

Junior collections meet the informational and recreational needs of the children of the Community. The age group served by the Junior collection span the years from infancy to approximately 13 years. There is some overlap with the Young Adult collection as young people's needs and reading abilities vary widely.

### Junior Non-fiction

#### Scope

- Current, popular material and standard works in broad subject categories;
- The importance and relevance of their subject content, with particular emphasis on school curriculum support;
- Emphasis will be given to areas of high demand or deficiency.

#### Access

- For loan. To ensure equity of access: the Library reserves the right to limit the number of titles which may be borrowed from a subject area identified as high in demand.
- Interfiled with the Adult Non-fiction, identified as a separate category on spine labels

## Easies / Picture Books

### Scope

- Picture books where illustrations complement the text;
- Children's classics;
- Award winners;
- Popular and best seller titles;
- Fiction and Non-fiction.

### Access

- For loan.

## Readers

This collection is aimed at providing children with graduated readers for use in the development of literacy skills.

### Scope

- Titles that form a part of a graduated reading scheme.

### Access

- For Loan.

## Audio and Text

This collection is aimed at providing children with alternative materials for use in the development of literacy skills.

### Scope

- Focus on the 5 to 13 years of age;
- Current material and selected classics;
- Only professionally produced material is purchased.

### Access

- For Loan

## Junior Fiction

### Scope

- Picture books containing illustrations that enhance the text;
- Children's classics;
- Award winners (Australian and worldwide);
- Popular and best seller titles;
- Popular series titles;
- An emphasis on children's literature by Australian authors.

### Access

- For loan.

## Junior Talking Books

This collection is aimed at providing access to material in an audio format for those Community members who prefer to listen to their reading material.

### Scope

- Current material and selected classics.
- Only items with high quality production standards are purchased.
- Unabridged talking books are purchased wherever possible.

### Access

- For loan.

## Toys

This collection is aimed at providing safe, versatile, educational and imaginative toys for children.

### Scope

- Toys which encourage the development of imagination.
- Toys which encourage the development of hand/ eye coordination.
- Toys which are safe, that is of suitable material and with components large enough to be harmless for small children.
- Toys which are strong enough to withstand normal play.

- Toys which are stimulating through use of bright colours and attractive presentation.

#### **Access**

- For loan.

## Collection Maintenance

The Library maintains a well balanced, current collection, which is continually revised and evaluated. Weeding out of date, physically deteriorated or unused material ensures a relevant collection, with reasonable shelf space available for growth.

### Discarding

Criteria for discarding an item:

- Most items eight or more years old.
- Superseded editions and/or little used multiple copies.
- Items displaying wear and tear.
- Items which are out of date and not of historical significance.
- Items supporting discontinued school courses which are not likely to be offered again.

Local Studies material is not discarded using the above criteria.

### Replacement

Some fiction titles are considered to be standard and are continually replaced as they wear out.

Most non-fiction titles are replaced by updated editions or new titles on the same subject.

Items which become out of date regularly include geography and travel, science, medicine and technology, history, psychology, sociology, political science and computer science.

### Retention

- Retention is not influenced by the source of donation unless it is of significant provenance or local value.

### Disposal

Material that is in poor physical condition is disposed of using recycling methods where possible.

### e-resources

Internet resources are monitored to ensure that links are current and the sources listed are appropriate.

### Donations

Donations to the Library are accepted if they:

- are current;
- are in good condition;
- are less than two years old.
- meet the criteria for selection

Donations that are not added to the collection will be sold or donated to charity, or disposed of appropriately.

DVDs and video recordings are not accepted as donations.

## Procedures

Specific procedures for the implementation of this policy are clearly outlined in *City of Canada Bay Library Service's Procedures Manual*.

### Complaints

- Any complaint / appeal will be dealt with in the first instance by the Shift Supervisor. Complaints/ Appeals could also be emailed to [library@canadabay.nsw.gov.au](mailto:library@canadabay.nsw.gov.au).

- Complaints / appeals that cannot be resolved at this level will be referred first to the Co-ordinators and if still unresolved to the Manager, Library Services.
- If the customer remains unsatisfied, they may write to:

The General Manager  
City of Canada Bay  
Locked Bag 1470 Drummoyne NSW 1470  
Email: [council@canadabay.nsw.gov.au](mailto:council@canadabay.nsw.gov.au)

## Acknowledgements

In preparing this policy, the City of Canada Bay Library service acknowledges those libraries that have made their collection development policies freely available. These policies have been of assistance to in the writing of this document.

Copyright in ABS data resides with the Commonwealth of Australia. Used with permission. The following hotlink is provided to the ABS website: <http://www.abs.gov.au>