



*Ryde Library
Services*

Collection Development Policy

May 2003



TABLE OF CONTENTS

1.	Introduction.....	3
2.	Background	
2.1	Community profile.....	3
2.2	Underlying public library services principles.....	4
2.3	Library structure and profile.....	4
2.4	Roles and priorities of the Library Service.....	4
2.5	Statement of purpose.....	6
3.	Collection development principles	
3.1	Collection profile.....	7
3.2	Responsiveness.....	7
3.3	Relevance.....	7
3.4	Accessibility.....	8
3.5	Selection criteria.....	9
3.6	Resources not collected.....	10
3.7	Censorship.....	10
3.8	Controversial material.....	10
3.9	Donations.....	10
3.10	Requests.....	11
3.11	Text-books.....	11
3.12	Multiple copies.....	11
3.13	Weeding.....	11
3.14	Relationship of the Library's collection to other libraries.....	12
3.15	Evaluation.....	13
4.	Collections	
4.1	Reference.....	14
4.2	General.....	14
4.3	Special.....	18
5.	Appendices	
5.1	Library Council of New South Wales Guidelines.....	22
5.2	International statements.....	25
5.3	ALIA Statements.....	32
5.4	Comments and suggestions (form).....	49



1. Introduction

Ryde Library Services aims to foster the growth and development of informed communities in Ryde and Hunter's Hill. To do this, it will collect, and provide access to, a wide range of information resources and services.

The Collection Development Policy is designed to guide staff in carrying out collection development tasks for Ryde Library Services and to explain policies and practices to the Ryde and Hunter's Hill Councils and communities.

To support the information access, recreational, cultural and lifelong learning needs of the community, Ryde Library Services aims to have a collection that :

- ❖ Provides a balanced range of resources catering to the Ryde Hunter's Hill community, and provides both popular and classic works
- ❖ Is flexible in meeting the changing needs of the Ryde Hunter's Hill community
- ❖ Provides access to information for all the Ryde Hunter's Hill community, including people in the community with special needs.

2. Background

2.1 *Community profile*

The City of Ryde lies in the central northern part of the Sydney metropolitan area and occupies most of the divide between the Parramatta and Lane Cove Rivers. Together the City of Ryde and the Municipality of Hunter's Hill cover an area of 44.6 square kilometres and have a population of 108,500 [2001 Census]. Ryde is situated 12 kilometres from the Sydney CBD.

The land area is largely occupied by residential dwellings but Ryde also has a wide variety of retail and manufacturing establishments. The North Ryde industrial area is a national centre of technology-oriented land uses and is the most important employment area in the City.

English is the only language spoken at home by 63% of the Ryde population with the three most common languages spoken at home other than English being Chinese (9.9%), Italian (3.5%) and Korean (2.4%) [2001 Census].

The City of Ryde is the location for several important educational and special use establishments, including Macquarie University, Ryde and Meadowbank Colleges of TAFE, the CSIRO, Ryde and Macquarie Hospitals, the Australian Film and Television School, and the New South Wales Corrective Services Academy.



2.2 Underlying public library services principles

Ryde Library Services upholds the principle of the necessity for citizens in a democratic society to have unrestricted access to information and ideas. Information literacy is a prerequisite for participative citizenship, social inclusion, the creation of new knowledge, and learning for life.

At the institutional level, libraries are expected to encourage the free flow of information and ideas within the scope of their roles and responsibilities. At the individual level, citizens are expected to make informed decisions in exercising their rights and responsibilities. Libraries try to ensure that their clients have access to information from a variety of sources and agencies to meet their needs and that a citizen's information needs are met independently of location and an ability to pay.

Ryde Library Services supports these and other underlying ideas that are expressed in statements of the Library Council of New South Wales, the Australian Library and Information Association (ALIA) and the International Federation of Library Associations (IFLA). These statements are attached as Appendices 5.1, 5.2 and 5.3.

The Ryde Library Services operates within the framework of the Library Act of New South Wales and its associated regulations.

2.3 Library structure and profile

Ryde Library Services provides service through branches at Ryde, Gladesville, West Ryde, Eastwood and North Ryde. The Home Library Service van visits housebound and institutional residents throughout Ryde and Hunter's Hill. The Library Service manages a collection of 172,434 items and has 48,426 members (30 June 2002). In 2001-2, the Library loaned 899,003 items, received 1,126,446 visitors and acquired 28,504 new items.

2.4 Roles and priorities of the Library Service

Basic information provision

The library provides access for the community to information required for day-to-day living in a variety of formats and languages. It empowers individuals and groups by providing the means to make informed decisions and assists the commercial and business community through the provision of information which promotes successful business development.



Life-long learning

The library provides access to independent learning for all members of the community. It fosters self-development by providing information and study facilities for those not enrolled in formal education courses. The library provides resources that support those seeking employment.

Children's development and learning

The library actively encourages children to develop literacy skills and to seek out information. It provides resources, activities and services which stimulate children's imagination and interest and supports quality parenting.

Local Studies

The library preserves and provides access to information relevant to the Ryde area. The library assists and supports students and researchers studying the local area.

Recreational and cultural resource centre

The library services the recreational and cultural needs of the community by providing materials for relaxation and pleasure. It is a natural centre for the community, providing a source of information about community activities and facilities for displays.

Formal education support

The library assists students of all ages by providing supplementary resources and facilities, often outside the hours of formal education. The library does not act as a primary provider of resources for educational institutions. However, as it does not discriminate between users, it helps to overcome the imbalance between those who can afford to pay for information and those who cannot.



2.5 Statement of purpose

This document is designed to guide staff in carrying out collection development tasks for the Ryde Library Services and to explain policies and practices to the Ryde and Hunter's Hill Councils and community. The collection is a significant community asset and as such needs to be developed, maintained and managed effectively.

The policy defines the function, selection, acquisition, maintenance and evaluation of all library collections including electronic resources. It provides guidance and support to staff decision-making in the systematic management and evaluation of the collection.

Ryde Library Services shall:

- ◆ provide a balanced range of resources
- ◆ provide classic and enduring works as well as popular and new material
- ◆ provide resources in a variety of formats and some languages other than English
- ◆ provide resources which are current, relevant and meet high standards of quality in presentation and durability
- ◆ actively collect, preserve and organize material relating to the local area
- ◆ develop collections embracing a wide range of ages and interests
- ◆ select material based on merit and not on any biased viewpoint
- ◆ consider value for money in purchasing

Together with skilled and professional staff, the function of the collections is to form the basis of information service delivery by the Library to the community.

The public library, by tradition, is expected to serve everybody without the limits imposed by particular client groups. However, in practical terms, it is impossible for any library to have, locate, or provide every item that is required by every enquirer and to service all to the same degree. Adequate resources to meet collection goals depend on the library's budget. The quantity and range of materials that can be purchased in any financial year are limited by budgetary considerations. Ryde Library Services' collection building in any given year is therefore based on clear priorities, with major collections and areas of deficiency being targeted on an annual basis for the purpose of allocating resources.

The policy will be reviewed annually.



3. Collection development principles

3.1 Collection profile

The collection is managed as a single unit. Titles are collected to meet current needs, thus multiple copies of titles are only purchased to meet a library-wide demand rather than each branch library always having its own copy. The aim of this policy is to provide a broader selection of titles and topics than would be possible if all titles were purchased in multiples. This also enables each library to have a collection that reflects the demographic characteristics and interests of its users. Some collections are not housed permanently at one branch, but rotate through all branches.

The inconvenience of finding wanted titles in another part of the library is overcome by the provision of a free reservation service between branches whereby copies can be moved to the required location for collection by the requesting user. Budgetary constraints place an upper limit of ten copies purchased of any one title. Titles are withdrawn when they are no longer appropriate. At no time does the library collect items for their potential monetary value.

3.2 Responsiveness

To meet community requirements, a high priority is placed on the expressed needs of library users for materials through the Library's reservations service and analysis of usage. Library staff anticipate demand for material (based on analysis of previous trends) when selecting titles for purchase. Items that are not or cannot be purchased may be available to the user via inter-library loan.

3.3 Relevance

The Library is responsible for maintaining its collection. The Library's collection includes works representing the historical, artistic, scientific, literary and intellectual achievements of mankind. The Library, through its collection, also fosters the national culture and a greater understanding of the culture of other ethnic groups. It is also a responsibility to maintain and continue to develop a balanced collection. This requires the renewal and refreshment of all parts of the collection rather than just focussing on the particular topics which are popular at the moment. It also means that material treating different points of view on particular topics will be collected.



3.4 Accessibility

The Library is divided into areas to assist users in finding the material most suited to their needs. The collection caters for patrons with disabilities by having large print books, audio collections on cassette and compact disc, and video and DVD collections. A Home Library Service provides library services to the frail and elderly and residents suffering long-term illness in their own homes.

The Library catalogue, which lists and describes the collections held by the Library, is accessible remotely via the Internet. Members can reserve items they find which are on loan via the web site as well as over the telephone or in person at any branch. Access to information about community organizations and services is also available via the Library web site.

Remote access to electronic resources is available via the Library's web site. Links are provided to external sites including databases to which the Library subscribes to provide current information in certain subject areas.



3.5 Selection criteria

Ryde Library Services will endeavour to provide a wide range of materials within its financial and space restrictions to satisfy the information, educational, cultural and recreational needs of the community, which it serves. It is not the place of the public library to provide extremely specialized, technical or academic publications.

Every item must meet some of the following criteria for inclusion in the Library's collection:

- ◆ Appropriateness in content, format and language to the immediate and anticipated needs and interests of individuals and/or the community
- ◆ Currency of information contained in the publication.
- ◆ Relative importance in comparison with other known materials on the subject and the value it adds to other material already held on the subject
- ◆ Importance as an historical record for present and future use, such as local history

The first two criteria govern the vast majority of decisions on acquisitions.

Other considerations :

- ◆ Existing subject coverage in the collection
- ◆ Price
- ◆ Authority and significance of the author, illustrator, composer, etc.
- ◆ Favourable reviews and criticisms
- ◆ Availability elsewhere in the community or through library networks
- ◆ Standard of physical presentation in terms of type-face, illustrations, paper, binding and indexing.

Staff in Collection Services are responsible for the technical aspects of ordering items for the collection. Their selection decisions are made in consultation and co-operation with other staff, notably the Local Studies Librarian, Information Services Librarians and Branch Librarians. Small committees are convened from time to time to discuss selection priorities and directions with representatives who are determined by the area of discussion and the staff's interests and expertise. Library users may suggest items for purchase. These suggestions are evaluated against the above criteria also.



3.6 Resources not collected

The following categories of material are not collected by the Library Services :

- ◆ Expensive or rare items inappropriate for public library service
- ◆ Ephemeral materials of little value even in the short term
- ◆ Items of inappropriate physical dimensions, e.g. extremely small, large or heavy
- ◆ Old, out-of-date or fragile items – unless specifically acquired for City or Local Studies use
- ◆ Material in languages not represented in the community
- ◆ Items prohibited by law
- ◆ Items unavailable through standard or appropriate specialist suppliers

3.7 Censorship

Powers of censorship are vested in both Federal and State governments. Materials prohibited by law will not be included in the collection.

It is the responsibility of parents or guardians, not of library staff, to determine the suitability of materials used by their children. Selection of materials will not be inhibited by the possibility that inappropriate items may inadvertently come into the possession of children.

3.8 Controversial material

The Library recognizes that some publications are controversial and that any given item may offend some library users.

The Library aims to include in the collections a representative selection of materials which meet basic selection criteria, are on topics of interest to its readers, including items covering controversial subjects, providing they are not prohibited by law. The Library aims to provide materials which collectively represent diverse views of controversial issues.

3.9 Donations

Ryde Library Services is pleased to accept gifts and donations, but reserves the right to decline or redistribute them as appropriate if they do not meet the selection criteria. Donations will only be accepted on the understanding that they will become the property of the Library and as such the Library reserves the right to evaluate, use or dispose of the materials as it deems appropriate. There is to be no coercion on the part of the donor imposing conditions relating to any gift either before or after its acceptance by the Library. Unsolicited donations may be rejected.



3.10 Requests

Library members are encouraged to offer suggestions for materials to be purchased. Items which are requested for loan and are not already held in the collection will be purchased whenever practical. However, the purchase of requests will be subject to meeting the Library's selection criteria and to budgetary constraints. When it is not possible, or appropriate, to purchase a requested item, attempts will be made to obtain it through inter-library loans.

3.11 Text-books

The provision of prescribed text-books and curriculum related materials is the responsibility of each educational institution. However, the Library may provide some prescribed materials where they also serve the general public or provide information not otherwise available, or where they support the HSC.

3.12 Multiple copies

Duplicate titles may be purchased to meet high demand, subject to budgetary constraints. Extensive duplication of titles to meet student assignment demands is not considered to be the responsibility of the Library.

3.13 Weeding

Weeding is the process through which a decision to remove material from the collection is made. Weeding aims to ensure that the collection is as useful, accessible and attractive as possible.

The following factors are taken into account when considering withdrawing a title from the collection :

- ◆ Physical condition – dirty, worn or damaged items are withdrawn from circulation. Popular titles are replaced if possible.
- ◆ Circulation history – past use is used as an indicator of future use. Titles which have been borrowed infrequently in the previous three years are considered for withdrawal
- ◆ Currency of information - date of publication is used as an indicator for subjects in which currency is important, such as some science and technology, interior decorating, fashion, travel guides, some economic and political titles, computer books
- ◆ Obsolescence – books about issues now forgotten, hobbies which were a passing phase, biographies of personalities of bygone eras, manuals of out-dated technologies
- ◆ Superseded editions/content
- ◆ Availability of other works of comparable scope on the subject in the collection
- ◆ Material on the subject is available in a more appropriate format
- ◆ Duplicated elsewhere (excess to needs)
- ◆ Negligible on-going literary merit
- ◆ Space restrictions.



3.14 Relationship of the Library's collection to other libraries

Distributed National Collection

Ryde Library is a member of Kinetica, the Australian national bibliographic system. Details of the Library's holdings of books are added to the Kinetica database. Full cataloguing data is contributed to the Kinetica database for all publications which are likely to be held only by Ryde Library Services as part of its contribution to the Distributed National Collection.

The concept of the Distributed National Collection has been defined by the Australian Council of Libraries and Information Services as the aggregation of all collections in Australia which are recorded in generally accessible databases and are accessible either in person or via inter-library document supply to users with bona fide reasons for access.

From the user's perspective, the Library's contribution and access to the records of the distributed national collection means that if Ryde Library does not hold an item requested, staff can search the catalogues of libraries around the country to locate the item and borrow it (subject to individual libraries' loan restrictions) for its borrowers.

No individual library can meet all the needs of all users. Australian libraries have a strong tradition of mutual support and co-operation for the benefit of Australian users throughout the country. Ryde supports this concept in theory and practice for the benefit of local library users.

State Library of New South Wales

The State Library of New South Wales acts as a back up reference service to all public libraries in New South Wales. It supports Ryde Library Services in a variety of ways including bulk loans for community languages, special workshops and staff training, facilitating special projects like NSW.net with PCs and discounted access to electronic resources, and support in subject areas such as legal information.

Neighbouring public libraries

The City of Ryde is bordered by six local government areas with established library services – Canada Bay, Parramatta, Hornsby, Lane Cove, Willoughby, Ku-Ring-Gai. There is co-operation between all public libraries.



3.15 Evaluation

Ryde Library Services collections are evaluated for their effectiveness using a variety of methods to ensure that all collections meet the needs of our communities. Evaluation tools include :

- ◆ Loans
- ◆ Stock held
- ◆ Age of collection monitored
- ◆ Reservations per item copy
- ◆ Turnover rates
- ◆ Additions and deletions
- ◆ Usage of electronic collections
- ◆ Staff assessment – identification of gaps or weaknesses, specific identification of areas within the collection for major review.

Feedback from the community is welcome and may be given in writing or via the website. Complaints about resources in the library may be submitted in writing and delivered to any of the Library's branches or may be submitted by e-mail to the library's address.

The Collection Development Policy works in conjunction with the Library's budget and is reviewed annually. Priorities change and emphases for areas of development can change. Many resources the Library purchases carry additional costs but are required by the community. Non-English language material and some non-print formats fall into this category. Decisions on what material can be purchased each year are made within the Library's budgetary framework.



4. Collections

4.1 Reference

The purpose of this collection is to provide current and accurate information on a wide range of subjects to all age groups and in the library at all times. Reference collections have traditionally been in print format. Information available in electronic format is increasing and the library plays a role in making these sources available to the public. The library subscribes to on-line services, acquires databases on CD-ROM and provides computers to allow access to these resources. Library users also have access from their home computers to some of the on-line databases subscribed to by the library.

This collection includes a variety of encyclopaedias, dictionaries, directories, atlases, handbooks, yearbooks and selected authoritative books on particular subjects. Many of these items, such as yearbooks and handbooks, are replaced annually with new editions to ensure the reference collection is kept current. The Library maintains a standing order for key titles. The list is reviewed regularly to ensure currency and coverage. The review also takes into account availability of titles in electronic format. Reference books are not available for loan. The most comprehensive collection is housed at Ryde Library and includes the LIAC and DI@YLL collections (see Section 4.3 for explanation of these collections).

There is a collection of reference magazines at Ryde Library which provides regular access to selected titles as these are not available for loan.

Newspapers in English and Chinese are available at all branches and are for use in the library only. An increasing number of newspapers is available on-line. This is likely to have an impact on collection development in the future, but as yet there does not appear to be any reduced demand by library users for traditional products. On-line access does enable access to a wide range of newspapers, particularly international English and non-English language titles.

4.2 General

Adult fiction

Adult fiction is the area of the collection with the highest circulation activity. It provides recreational reading material, but also major works of literature. The collection therefore includes classics, contemporary literature, bestsellers and popular genre (such as romance and westerns) titles. There is an emphasis on recently published material and fiction by Australian authors.

Multiple copies of popular titles are purchased to satisfy high demand for users but budgetary constraints and other collection priorities impose a limit on this figure.



Adult non-fiction

The purpose of the non-fiction collection is to provide information on a wide range of topics of interest to library users and at a level appropriate for our communities. The collection is also widely used for recreational reading. There is a strong emphasis on recently published material and Australian content. Biographies are housed together to enhance access. Highly technical or academic books are not acquired.

Increasingly, on-line resources are becoming the first resort for some users and this must be carefully monitored to ensure that resources are tailored to user expectations. While print non-fiction resources still provide the most diverse range of materials, it is vital to monitor other collections which have an impact on its use. In particular, monitoring the use of the Ryde Library Services web site links to internet resources and databases will be critical in determining selection strategies into the future.

Electronic resources

Electronic formats enhance the print collection and are an essential tool in providing the most current information available. Increasingly, some information is available only in electronic format. Electronic formats include : CD-ROM, database subscriptions, internet links, and electronic serials and books. Access to these resources is available to the public on electronic information workstations in each library. The Ryde Library Services website provides links to well-established and authoritative sites such as on-line dictionaries, encyclopaedias and atlases. Printing is available in all branches. Some databases are available remotely from users' home PCs (for example, ANZRC and Health and Wellness Resource Centre).

The community information database provides access to information about local community organizations and is updated regularly.

When considering purchases of electronic products, access by the maximum number of users has been our guide. To this end, electronic resources accessible via remote access are favoured over those that are restricted to use in the library only, such as CD-ROMs. When reference resources are available both via the internet and on CD-ROM, a high level of access and ease of use are the guiding principles. In all cases, web-based resources have proved to be most appropriate. The marketplace is not static. New electronic resources and new and emerging formats are becoming available and need to be evaluated on an on-going basis.

A specialist group, the Electronic Resources Group, meets to evaluate products for future purchase, subscription renewal, or discontinuation.



Large print

The large print collection provides books for library users who prefer large print or who are unable to read standard print. The collection consists primarily of fiction, non-fiction and biographical works.

Magazines

Magazines provide information on a wide range of topics. They are usually produced regularly, so they can be a source of information on topics where currency is particularly important, such as current affairs, business, sport and popular culture. Ryde Library Services has around 109 subscriptions to adult English-language magazines and 12 subscriptions to children's English-language magazine titles.

Magazines are generally available for loan with the exception of the most recent issue and the reference titles at Ryde Library.

Magazines are retained for approximately two years. Magazine subscriptions are reviewed annually. The review includes use, demand, feedback from library users, developments in magazine publishing and cost. Magazines can be subject to volatile pricing and subscriptions are reviewed in the context of the entire collection.

An increasing number of magazines is now available on-line. This could have an impact on collection development in the future, but as yet there does not appear to be any reduced demand by library users for traditional products.

Children and young adults

The purpose of the collection is to provide access to a broad choice of materials in both content and format that meet the informational, recreational, cultural and educational needs of children and young adults. The collection aims to encourage literacy and to foster a lifelong love of reading. It also supports the education of children and young adults with a range of information resources.

The collection provides for :

- ◆ Emphasis on Australian content and authorship
- ◆ In-depth coverage of high demand topics
- ◆ Range of reading abilities and intellectual levels
- ◆ Up-to-date, attractive and accurate information
- ◆ Access to children's and youth literature of historical, classic, award-winning and popular nature
- ◆ A range of formats, including print, audio-visual, CD-ROM and on-line resources



Non-fiction books cover a wide range of topics likely to be of interest to young library users. The library aims to supplement not duplicate materials held in school libraries. Text-books are generally not acquired although works supporting the HSC may be collected. Most materials are recently published and a range of reading ability levels is represented.

Up-to-date information on a wide variety of subjects is provided in the reference collection and can only be used within the libraries. Encyclopaedias, atlases, dictionaries, yearbooks and significant works on popular and special interest areas are included. Many of these resources are targeted at the 5-18 year old audience.

All on-line resources are selected and investigated by specialist staff to ensure the information is at the appropriate level for young library users and that the information provided is from reliable sources, e.g. government department, educational institution, foundation or organization with special knowledge/responsibility.

An extensive collection of picture books that emphasizes recently published Australian material that is aimed primarily at young children is maintained. The collection provides for reading aloud and sharing on a one-to-one basis. A range of experiences, setting, themes, feelings, situations, characters, artwork and language are introduced. Classic and award-winning picture books as well as popular authors and illustrators feature in the collection.

All types of fiction are included in the junior fiction collection with a focus on recent and popular material.

Audio-visual

Audio-visual resources will be purchased that expand and complement the Library's print and electronic collections. Collections should be suitable for both adult and junior members. Recognition of technological change will be maintained to enable the introduction of new media when deemed reliable and available in a standardized cost-effective format. All recordings must be of high quality and be cost-effective. The range will be comprehensive and suitable for all interests, including, but not limited to, classical, popular, world music, fiction and non-fiction and spoken word. The collection represents film and music as creative genres in their own right with their own histories and technological developments.

AV collections also serve the purpose of providing an accessible and easy introduction to other collections. An example might be talking books being used by a child with reading difficulties to provide a stepping stone to reading. New AV formats are investigated to keep up-to-date with new technology and all developments will be assessed according to community demand and budgetary considerations



The talking book collection primarily consists of recorded books, largely fiction. The Library only acquires unabridged fiction talking books unless a work is only available in abridged format. The collection contains some other recorded material such as relaxation and meditation tapes. The collection is used by those who want this particular format and by those who are unable to read standard or large print.

Non-English language material

According to the 2001 Census, nearly 10% of the people living in the Ryde Local Government Area speak Chinese at home. The other significant non-English language group in Ryde is the Korean speaking section of the population. Both of these language groups are heavy users of the Library Service and these languages will be targeted for development over the next five years. There is already a collection of approximately 2,600 books in Chinese at Eastwood Library and in 2002, books in Chinese were introduced at West Ryde Library. Local Chinese language newspapers are available at all branches.

Demand for material in other non-English languages is met with loans from the State Library of New South Wales.

4.3 Special

Australian Bureau of Statistics (ABS)

The Library is a member of eLEP, the ABS Electronic Library Extension Program. Under this program, the Library receives what is termed the print Flagship list, which consists of approximately 30 titles. In addition to this, ABS provides the Library with over 650 full-text publications available on the ABS website via Ausstats. These documents are available in pdf format from 1998 onwards, and are available to the public and staff via Library PCs. When a print copy of a document is required, the Library is able to print a copy of a document, catalogue it, add it to the collection and lend it to the public. eLEP gives library members access to many more titles than were available under the print-based LEP program, and they are available on the day of release.

The Library also has access to Census data on CD-ROM (CLIB) and on-line (Eighty20).

Legal Information Access Centre (LIAC)

Legal Information Access Centres are an initiative of the State Library of New South Wales and the Law and Justice Foundation of NSW. Their primary objective is to provide access to legal information for the general public in New South Wales. Under an agreement between Ryde Library Services and The State Library of New South Wales, Ryde Library undertakes to maintain a collection of plain English legal information and to spend a nominated amount on legal materials annually.



The core collection of plain English legal information is recommended by the Legal Information Access Centre at the State Library of New South Wales which supports local LIACs with legal information, advice on additional resources to be added to the collection and advice on the withdrawal of out of date texts.

As part of our agreement with LIAC Sydney, we have agreed to purchase the recommended legal collection *Law Books for Libraries*, and to add new titles and remove outdated titles from the *Law Books for Libraries* collection three times a year

DI@YLL

The Drug Information at Your Local Library project is a partnership between the State Library of New South Wales and the New South Wales Premier's Department. The DI@YLL collection is provided by the State Library to all participating public libraries to provide accurate, credible and accessible drug information to the public with a range of books and pamphlets. There is also a website to provide links to quality-assured drug information. The core collection of printed material will be housed as part of the Reference collection at Ryde. Library staff will liaise with the DI@YLL Project Officer at the State Library of New South Wales to ensure this collection of resources is kept up-to-date.

Local Studies

The aim of the Local Studies collection is to provide a range of materials, both historical and contemporary, that reflect the area's diverse cultural and environmental heritage. The Library aims to acquire, describe and preserve resources relating primarily to the City of Ryde, including archival material from various community groups. The Local Studies collection is a reference collection for use in the library at Ryde. Some duplicate copies are available for loan.

English as a second language

The ESL collection aims to provide resources for people learning English as their second language. ESL materials are held in printed, audio and video formats.

Toys

The toy collection (housed only at North Ryde) is targeted at pre-school children up to 6 years. The aim of the collection is to assist in developing children's motor, cognitive and perception skills by providing toys that are imaginative, well-made and interesting. Toys that have few detachable pieces will be favoured as this will assist in more efficient management and provide for a longer-lasting collection.



Support for Council Officers

Where appropriate, the Library purchases, catalogues and keeps publications requested by Council officers to support the execution of their duties, e.g. Australian Standards.



5. Appendices

5.1 Library Council of New South Wales Guidelines

Freedom of collection and access for local government libraries
Free Internet access in public libraries law and policy

5.2 International statements

UNESCO Public Library Manifesto
IFLA Statement on Libraries and Intellectual Freedom
The IFLA Internet Manifesto

5.3 ALIA statements

Copyright and intellectual property
Free access to information
Guidelines for public library funding
Information as a commodity
Information literacy for all Australians
Libraries and literacy
Libraries and information services and Aboriginal and Torres Strait Islander peoples
Library and information services for people with a disability
Principles of access to government information
Professional conduct
Public library services [Interim statement]
Public library services to young people in Australia
Statement on professional conduct

5.4 Comments and suggestions (form)



5.1 Library Council of New South Wales Guidelines

Freedom of collection access for local government libraries

Collections

1. A local government library has a role as an unbiased source of recorded knowledge and ideas. It must accept responsibility for providing free access to materials and information presenting, as far as possible, all points of view on current and historical issues, including controversial issues.
2. Libraries should endeavour to provide comprehensive and balanced collections as far as budget, space and availability of materials allow.
3. Book and non-book materials that have not been subject to Federal and State prohibition should not be excluded from a public library on moral, political, racial, religious, sexist, language, or other sensitive grounds alone. Nor should books be included on these grounds also, whatever pressure may be brought to bear by individuals or groups.
4. Adult collections should not be limited because of the possibility that materials may fall into the hands of children. Monitoring the reading of children is the responsibility of their parents or guardians.
5. The arrangement of the collection should facilitate access. Restricting access to certain titles or classes of materials, e.g. by holding them in special collections available on request, can be an indirect form of censorship. No materials should be held in closed access except for the express purpose of protecting them from injury or theft.

Library use

1. Everyone has the right to use a public library whatever their age, sex, race, religion, national origin, disability, economic condition, individual lifestyle, or political or social views.

Role of librarians

Librarians should not exercise censorship in the selection of materials by rejecting, solely on the grounds mentioned in (3), material which is otherwise relevant and which meets the standards of the library concerned.

The continuous review of library materials is necessary as a means of maintaining a current and useful collection. This procedure should not be used as a means of removing materials presumed to be controversial or disapproved of by sections of the community.



Free Internet access in public libraries law and policy

Public libraries in NSW are subject to the Library Act 1939 and operate with reference to a number of policies and guidelines adopted by the Library Council of New South Wales and the Australian Library and Information Association.

This legislative and policy framework makes it clear that NSW public libraries must provide free access to the Internet for clients seeking information.

1) Section 10 of the **Library Act 1939**¹ states that libraries must provide:

Free access to certain materials on library premises.

Any person (whether or not a member of the library) is entitled free of charge to access to any book of the library and to any information forming part of the information service of the library (other than information excepted from free access by guidelines issued by the [Library] Council) for use on the library premises.

2) The Library Council of NSW **Guidelines relating to Section 10**² clarify the intention of this provision:

The intention of this provision is to ensure that no charge is made for the use of books or access to the information services of the library by any person on the library premises.

The Library Act, 1939 defines 'book':

"Book" includes periodical, newspaper and any other printed matter and includes map, music, manuscript, picture, photographic plate and film and any other matter or thing whereby word, sounds or images are recorded or reproduced'.

3) The Issues Paper **Internet access to information: a basic and free service**³ makes it clear that the Internet is included in the definition of a "book" and should therefore be available free of charge.

The key to determining whether electronic publications are covered by the definition of a "book" is the phrase "any other matter or thing whereby words, sounds or images are recorded or reproduced". There is little doubt that the Internet is a medium whereby words, sounds or images are recorded or reproduced. Therefore electronic publications available via the Internet fit into the definition of a "book" as defined in the Library Act 1939. (p.17)

¹ Library Act 1939 <http://www.sl.nsw.gov.au/plb/legislation/>

² Guidelines relating to section 10, Library Amendment Act, 1992 <http://www.sl.nsw.gov.au/plb/legislation/>

³ Scully Paul, Internet access to information: a basic and free service, *Public Library Issues* no.1 June 1998 <http://www.sl.nsw.gov.au/plb/policies/>



This statement is supported by legal advice from the **NSW Ministry for the Arts**⁴

- 4) After considering the Issues Paper, the Local Government and Shires **Associations** Executive endorsed the principle that *public access to electronic publications available through the Internet in public libraries is a core service rather than a value-added service and should be a free service*⁵
- 5) Policies adopted by the Library Council of NSW and the Australian Library and Information Association (ALIA) also support the provision of free access to electronic publications in public libraries:
 - the Library Council of NSW guideline **Freedom of Collection and Access for Local Government Libraries**⁶ states that a local government library must accept responsibility for providing free access to materials and information.
 - the ALIA **Statement on free access to information**⁷ states that libraries should ensure that the information needs of citizens are met independently of an ability to pay.
 - the ALIA **Interim statement on public library services**⁸ states that local, state/territory and Commonwealth governments have an obligation to provide a basic level of core library services to all members of the library's clientele without direct charge to the user. The *Statement* defines access to networked electronic resources as a core service.
 - the ALIA **Guidelines for public library funding**⁹ states that public libraries have an obligation to provide free of charge access to the collection and assistance with its use.

Cameron Morley
Consultant, Public Libraries Branch
State Library of New South Wales
30 May 2002

⁴ NSW Ministry for the Arts, correspondence from John Morgan, Solicitor, 21 November 1997.

⁵ Local Government and Shires Association Community Planning and Services Committee, Minutes of the meeting of 3 September 1997, p20 (resolved by Executive 2 October 1997).

⁶ Library Council of New South Wales, Freedom of Collection and Access for Local Government Libraries June 1984
<http://www.sl.nsw.gov.au/plb/policies/>

⁷ Australian Library and Information Association, Statement on free access to information October 2001
<http://www.alia.org.au/policies/free.access.html>

⁸ Australian Library and Information Association, Interim Statement on public library services 1999
<http://www.alia.org.au/policies/public.library.services.html>

⁹ Australian Library and Information Association, Guidelines for public library funding 1999 (originally endorsed by the Australian Council of Libraries and Information Services 1989)
<http://www.alia.org.au/policies/public.library.funding.html>



5.2 International statements

UNESCO Public Library Manifesto

November 1994

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 on 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 welfare through the minds of men and women.

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 with disabilities or 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. Material 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:

1. creating and strengthening reading habits in children from an early age;
2. supporting both individual and self conducted education as well as formal education at all levels;
3. providing opportunities for personal creative development;
4. stimulating the imagination and creativity of children and young people;
5. promoting awareness of cultural heritage, appreciation of the arts, scientific achievements and innovations;
6. providing access to cultural expressions of all performing arts;
7. fostering inter-cultural dialogue and favouring cultural diversity;
8. supporting the oral tradition;
9. ensuring access for citizens to all sorts of community information;
10. providing adequate information services to local enterprises, associations and interest groups;
11. facilitating the development of information and computer literacy skills;
12. 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 authorities. 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 nationwide library coordination and cooperation, legislation and strategic plans must also define and promote a national library network based on 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 the local community needs. The public library has to be organized effectively and professional standards of operation must be maintained.
- Cooperation with relevant partners - for example, user groups and other professionals at local, regional, national as well as international level- 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 well as relevant technologies and sufficient opening hours convenient to the users. It equally implies outreach services 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.

Implementing the Manifesto

Decision makers at national and local levels and the library community at large, around the world, are hereby urged to implement the principles expressed in this Manifesto.

The Manifesto is prepared in cooperation with the International Federation of Library Associations and Institutions (IFLA).



IFLA Statement on Libraries and Intellectual Freedom

Statement prepared by IFLA/FAIFE and approved by The Executive Board of IFLA 25 March 1999, The Hague, Netherlands.

IFLA (The International Federation of Library Associations and Institutions) supports, defends and promotes intellectual freedom as defined in the United Nations Universal Declaration of Human Rights.

IFLA declares that human beings have a fundamental right to access to expressions of knowledge, creative thought and intellectual activity, and to express their views publicly.

IFLA believes that the right to know and freedom of expression are two aspects of the same principle. The right to know is a requirement for freedom of thought and conscience; freedom of thought and freedom of expression are necessary conditions for freedom of access to information.

IFLA asserts that a commitment to intellectual freedom is a core responsibility for the library and information profession.

IFLA therefore calls upon libraries and library staff to adhere to the principles of intellectual freedom, uninhibited access to information and freedom of expression and to recognize the privacy of library user.

IFLA urges its members actively to promote the acceptance and realization of these principles. In doing so, IFLA affirms that:

Libraries provide access to information, ideas and works of imagination. They serve as gateways to knowledge, thought and culture.

Libraries provide essential support for lifelong learning, independent decision-making and cultural development for both individuals and groups.

Libraries contribute to the development and maintenance of intellectual freedom and help to safeguard basic democratic values and universal civil rights.

Libraries have a responsibility both to guarantee and to facilitate access to expressions of knowledge and intellectual activity. To this end, libraries shall acquire, preserve and make available the widest variety of materials, reflecting the plurality and diversity of society.

Libraries shall ensure that the selection and availability of library materials and services is governed by professional considerations and not by political, moral and religious views.

Libraries shall acquire, organize and disseminate information freely and oppose any form of censorship.



Libraries shall make materials, facilities and services equally accessible to all users. There shall be no discrimination due to race, creed, gender, age or for any other reason.

Library users shall have the right to personal privacy and anonymity. Librarians and other library staff shall not disclose the identity of users or the materials they use to a third party.

Libraries funded from public sources and to which the public have access shall uphold the principles of intellectual freedom.

Librarians and other employees in such libraries have a duty to uphold those principles.

Librarians and other professional libraries staff shall fulfil their responsibilities both to their employer and to their users. In cases of conflict between those responsibilities, the duty towards the user shall take precedence.

Latest Revision: February 26, 2003



The IFLA Internet Manifesto

Unhindered access to information is essential to freedom, equality, global understanding and peace. Therefore, the International Federation of Library Associations (IFLA) asserts that:

- *Intellectual freedom is the right of every individual both to hold and express opinions and to seek and receive information; it is the basis of democracy; and it is at the core of library service.*
- *Freedom of access to information, regardless of medium and frontiers, is a central responsibility of the library and information profession.*
- *The provision of unhindered access to the Internet by libraries and information services supports communities and individuals to attain freedom, prosperity and development.*
- *Barriers to the flow of information should be removed, especially those that promote inequality, poverty, and despair.*

Freedom of Access to Information, the Internet and Libraries and Information Services

Libraries and information services are vibrant institutions that connect people with global information resources and the ideas and creative works they seek. Libraries and information services make available the richness of human expression and cultural diversity in all media.

The global Internet enables individuals and communities throughout the world, whether in the smallest and most remote villages or the largest cities, to have equality of access to information for personal development, education, stimulation, cultural enrichment, economic activity and informed participation in democracy. All can present their interests, knowledge and culture for the world to visit.

Libraries and information services provide essential gateways to the Internet. For some they offer convenience, guidance, and assistance, while for others they are the only available access points. They provide a mechanism to overcome the barriers created by differences in resources, technology, and training.

Principles of Freedom of Access to Information via the Internet

Access to the Internet and all of its resources should be consistent with the United Nations Universal Declaration of Human Rights and especially 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.

The global interconnectedness of the Internet provides a medium through which this right may be enjoyed by all. Consequently, access should neither be subject to any form of ideological, political or religious censorship, nor to economic barriers.



Libraries and information services also have a responsibility to serve all of the members of their communities, regardless of age, race, nationality, religion, culture, political affiliation, physical or other disabilities, gender or sexual orientation, or any other status.

Libraries and information services should support the right of users to seek information of their choice.

Libraries and information services should respect the privacy of their users and recognize that the resources they use should remain confidential. Libraries and information services have a responsibility to facilitate and promote public access to quality information and communication. Users should be assisted with the necessary skills and a suitable environment in which to use their chosen information sources and services freely and confidently.

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

In common with other core services, access to the Internet in libraries and information services should be without charge.

Implementing the Manifesto

IFLA encourages the international community to support the development of Internet accessibility worldwide, and especially in developing countries, to thus obtain the global benefits of information for all offered by the Internet.

IFLA encourages national governments to develop a national information infrastructure which will deliver Internet access to all the nation's population.

IFLA encourages all governments to support the unhindered flow of Internet accessible information via libraries and information services and to oppose any attempts to censor or inhibit access.

IFLA urges the library community and decision makers at national and local levels to develop strategies, policies, and plans that implement the principles expressed in this Manifesto.

This Manifesto was prepared by IFLA/FAIFE.

Approved by the Governing Board of IFLA 27 March 2002, The Hague, Netherlands.

Proclaimed by IFLA 1 May 2002.

Adopted unanimously without dissent or abstentions on Council meeting of the 68th IFLA General Conference and Council, August 23rd 2002, Glasgow, Scotland



5.3 ALIA Statements

Statement on copyright and intellectual property

Objective

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

Principle

The copyright and intellectual property system must ensure a fair and equitable balance between creators, owners and users, and the needs of the public.

Statement

Australian copyright and intellectual property policy must protect the interest of the public, education, research and library communities to promote the advancement and sharing of knowledge, innovation and creativity.

ALIA supports balanced copyright and intellectual property law that promotes the advancement of society as a whole by giving strong and effective protection for the interests of rightsholders as well as reasonable access in order to encourage creativity, innovation, research, education and learning.

ALIA supports the effective enforcement of copyright and recognises that libraries have a crucial role to play in controlling as well as facilitating access to the increasing number of local and remote electronic information resources.

Librarians and information professionals promote respect for copyright and intellectual property and actively defend copyright works against piracy, unfair use and unauthorised exploitation, in both the print and the digital environment.

Copyright and intellectual property protection should encourage not inhibit, use and creativity. Copyright and intellectual property law should not give rightsholders the power to use technological or contractual measures to override the exceptions to copyright and distort the balance set in international and domestic copyright legislation.

Copyright and intellectual property legislation should render invalid any terms of a licence that restricts or overrides exceptions embodied in copyright law.

Australia is party to a number of international treaties including the Berne Convention and the World Intellectual Property Organisation (WIPO). ALIA supports these treaties and the exceptions to copyright and related rights, allowed in the Berne Convention and endorsed by the WIPO treaties.

ALIA recognises moral rights and the unassignable personal rights of a creator of a work as agreed to in the Berne Convention.

ALIA recognises and respects the communal ownership of Indigenous cultural property.



Although libraries and information services as intermediaries have an important role to play in ensuring compliance with copyright law, liability should ultimately rest with the infringer.

Related documents

IFLA Position on Copyright in the Digital Environment

<http://www.ifla.org/III/clm/p1/pos-dig.htm>.

WIPO Copyright Treaty <http://www.wipo.org/treaties/ip/copyright/index.html>.

Berne Convention for the protection of literary and artistic works

<http://www.wipo.org/treaties/ip/berne/>.

Date of adoption: October 2001



Statement on free access to information

Objective

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

Principle

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

Statement

There are several different levels at which the free flow of ideas can be impeded. At the societal level, legislative bodies of all kinds are expected to consider the legal and regulatory frameworks they put in place to support the free flow of information and ideas about the interests and concerns of citizens. At the institutional level, library and information services are expected to encourage the free flow of information and ideas within the scope of their roles and responsibilities. At the individual level, citizens are expected to make informed decisions in exercising their rights and responsibilities.

The Australian Library and Information Association believes that library and information services have particular responsibilities in supporting and sustaining the free flow of information and ideas including:

1. asserting the equal and equitable rights of citizens to information regardless of age, race, gender, religion, disability, cultural identity, language, socioeconomic status, lifestyle choice, political allegiance or social viewpoint;
2. adopting an inclusive approach in developing and implementing policies regarding access to information and ideas that are relevant to the library and information service concerned, irrespective of the controversial nature of the information or ideas;
3. ensuring that their clients have access to information from a variety of sources and agencies to meet their needs and that a citizen's information needs are met independently of location and an ability to pay;
4. catering for interest in contemporary issues without promoting or suppressing particular beliefs and ideas;
5. protecting the confidential relationships that exist between the library and information service and its clients;
6. resisting attempts by individuals or groups within their communities to restrict access to information and ideas while at the same time recognising that powers of censorship are legally vested in state and federal governments;
7. observing laws and regulations governing access to information and ideas but working towards the amendment of those laws and regulations which inhibit library and information services in meeting the obligations and responsibilities outlined in this Statement.



Related documents

Article 19 of the United Nations Universal Declaration of Human Rights

<http://www.un.org/Overview/rights.html>.

Article 19 of the International Covenant on Civil and Political Rights

http://www.unhchr.ch/html/menu3/b/a_ccpr.htm.

International Federation of Library Associations and Institutions Statement on

Libraries and Intellectual Freedom <http://www.ifla.org/faife/policy/iflastat/iflastat.htm>.

Date of adoption: October 2001

Date of amendment: Replaces Statement on free library services to all and the Statement on freedom to read.



Guidelines for public library funding

The public library provides resources and services designed to meet the information, education, cultural and recreational needs of the community. As agreed by the library community at the Australian Libraries Summit in 1988, the primary responsibility of the public library should be to serve as the first point of access for information for the general public and for the public's access to the national system of library and information services.

ALIA recognises the need for all people to have this access to information to satisfy their personal needs and believes that public libraries have an obligation to provide basic public library services free of charge.

ALIA accepts the distinction made between basic and value-added services, and defines 'value-added' services as those which, through some action (or activity) on the part of the service providers, provide the user with an additional level or degree of benefit to that which is already available to them free-of-charge as the base level of service. The additional benefits will usually be in the form of either increased convenience or time saved for the user, or in the provision of a product which the user may retain for personal use. In all cases, the service providers' labour or capital, or some combination of the two, will have been added in order to provide the new level of benefit.

It is clear that what is classed as basic and what is classed as value-added will vary from service to service. ALIA maintains that for an individual and literate society to survive, a certain 'base' level of access to information must be available free of charge to all members of that society. Libraries should be funded from tax and rate revenue for the purpose of obtaining, organising and making readily available, information which may be in a variety of formats. The base level of service includes entrance to the library; provision of access to the collection and assistance with its use; and the loan of any item from the lending collection.

ALIA believes that individual service providers must ultimately determine what they will provide as a basic (without charge) level of service, and what constitutes a value-added service. In determining this, they should be guided by the distinction between what services they should be providing as a public good, or as a matter of social justice, to all people - because use of the service will result in long-term benefit to the entire community - and those services which are not essential to provide the same level of benefit to the community, but which will afford individuals greater ease of access, convenience, or private benefit and which are therefore chargeable as a commodity.

Developed by the former Australian Council of Library and Information Services and adopted by ACLIS National Council in June 1989.

Adopted 1999



Policy statement on information as a commodity and its importance to economic development

The Australian Library and Information Association advocates the development of an informed society that can partake and participate in skilled decision-making. Accurate, relevant and timely information is the key ingredient to effective decision-making. Australia's long term economic development is dependent on its ability to use information to make decisions that enable growth, progress and productivity. The library profession contributes to an informed society by acquiring, organising, archiving, retrieving, using, synthesising and analysing information and thereby empowering users so that they can utilise this information in their decision making processes.

Adopted 1996



Statement on information literacy for all Australians

Short title:

Statement on information literacy

Objective

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 able to recognise their need for information, and identify, locate, access, evaluate and apply the needed information.

Statement

Information literacy is a prerequisite for:

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

Library and information services professionals therefore embrace a responsibility to develop the information literacy of their clients.

They will support governments at all levels, and the corporate, community, professional, educational and trade union sectors, in promoting and facilitating the development of information literacy for all Australians as a high priority.

Related documents

ASLA Statement on Information Literacy, adopted 1994

http://www.w3c2.com.au/asla/p_infol.htm.

Council of Australian University Librarians, *Information Literacy Standards*. Canberra, 2001.

Date of adoption: March 2001

Date of amendment: October 2001



Statement on libraries and literacy

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

The illiterate person can be substantially disadvantaged. It is essential to democratic processes of government that citizens have the skills and opportunities to inform themselves on matters of community and national interest and participate in the decision-making process.

The scope for access to information resources is growing and will be increased enormously as communications technology becomes more sophisticated. Nevertheless, the communications media of the foreseeable future will continue to assume the user's capacity to read and understand the written word.

The Australian Library and Information Association believes that:

- primary responsibility for information services to students rests with the institution at which the student is enrolled;
- all libraries should acknowledge their responsibility for servicing educational goals in a variety of institutional and social contexts, in particular the responsibility held by public libraries as agencies for supporting and supplementing education within their communities;
- the traditional functions of librarians include the collection, organisation, promotion and dissemination of printed and audio-visual communications media. The exercise of these functions implies concern for those who lack the skills necessary to make appropriate use of communications resources. This concern is also a natural outcome of libraries' educationally-oriented role; and
- in addition to recognising the link between literacy and effective citizenship, the library profession is dedicated to fostering in all people a lifetime habit of purposeful educational and recreational reading for the enjoyment, stimulation and delight it brings.

Date of adoption: 1979

Date of amendment: 1996



Statement on library and information services and Aboriginal and Torres Strait Islander peoples

There has been a common perception by Aboriginal and Torres Strait Islander peoples that the management of information and the provision of services have not been responsive to their needs. This policy can be seen as one step in changing this perception.

Policy

The Australian Library and Information Association endorses the vision of the Council for Aboriginal Reconciliation for a united Australia which respects this land of ours; values the Aboriginal and Torres Strait Islander heritage; and provides justice and equity for all.

The Association recognises that libraries and information services have a role to play in the process of reconciliation by encouraging where relevant the participation of Aboriginal and Torres Strait Islander peoples in the governance and operation of library and information services.

The Association recognises the diversity of Aboriginal and Torres Strait Islander cultures. It believes that the participation of Aboriginal and Torres Strait Islander peoples in planning and decision making will lead to the achievement of appropriate representation of this diversity in library and information services. The Association affirms its commitment by taking a leadership role in promoting participation.

Four key areas are to be addressed by the library and information services sector in providing services to Aboriginal and Torres Strait Islander peoples, and in managing information relevant to Aboriginal and Torres Strait Islander cultures and communities.

1. Aboriginal and Torres Strait Islander peoples are included in decision-making and policy formulation processes to ensure that culturally appropriate decisions can be made.
2. Management of information resources and provision of services recognise cultural diversity, and culturally appropriate decisions are made on all issues related to access to information and provision of services. This will include consultation with community representatives.
3. For equity of employment Aboriginal and Torres Strait Islander peoples must have access to employment opportunities at all levels and in all areas of library and information services. Opportunities for education and training should be provided to allow Aboriginal and Torres Strait Islander staff to pursue their career aspirations.
4. Cross-cultural awareness programs are implemented and provide opportunities for two-way learning. Programs should reflect the diversity of Aboriginal and Torres Strait Islander peoples and be developed in conjunction with the local Aboriginal and Torres Strait Islander community.



Relevant government policy and legislation and the *Aboriginal and Torres Strait Islander protocols for libraries, archives and information services* must guide and determine practice within the library and information sector.

Review

Evaluation to be done in conjunction with the Australian Library and Information Sector Aboriginal and Torres Strait Islander Recruitment and Career Development Program; the Biennial Round Table on Library Collections and Services of relevance to Aboriginal and Torres Strait Islander Peoples and other relevant recommendations of *Towards Federation 2001*; and the *Aboriginal and Torres Strait Islander protocols for libraries, archives and Information services*.

Adopted 1995



Library and information services for people with a disability

Objective

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

Principle

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

Statement

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



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

Related documents

Disability Discrimination Act 1992 (Cwlth) as amended, available at <http://scaleplus.law.gov.au/> and relevant current disability services acts for the states and territories

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

Commonwealth-State Government Disability Agreement, available from ACROD National Office <http://www.acrod.org.au>

Connell, B, Jones, M, Mace, R et al (1997) *Principles of universal design*, The Center for Universal Design

http://www.design.ncsu.edu:8120/cud/univ_design/principles/udprinciples.htm

Copyright Act 1968 (Cwlth) as amended, available at <http://scaleplus.law.gov.au>

US Section 508 Standards for Electronic and Information Technology, as amended, available at <http://www.access-board.gov/sec508/guide/index.htm>

WC3 Web Content Accessibility Guidelines as amended, available at <http://www.w3.org/TR/WAI-WEBCONTENT/>

Date of adoption: 1979

Date of amendment: 1986, 1988, 1996, 2002



Interim statement on public library services

The Australian Library and Information Association asserts that each member of the Australian community has an equal right to public library and information services regardless of age, race, gender, religion, nationality, language, social, individual lifestyle or economic status.

Such freedom of access is essential to the democratic process and to the social well being of the Australian community. That 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 provide a basic level of core library services to all members of the library's clientele without direct charge to the user.

Basic or core library service are those which:

1. Provide free entrance to the library.
2. Provide access to the library's information resources, regardless of the format in which material is held, and including print, tape, disk, CD-ROM and networked electronic resources.
3. Provide assistance with the use of the collection and with reference enquiries.
4. Provide training in the use of public access catalogues.
5. Lend items from the collection to members of the public for specific periods of time.
6. Educate the public in the effective use of public libraries.
7. Provide special activities such as story telling.
8. Provide any additional service which enables access to other basic core services (for example: books on wheels services, and bulk loans)

Other services

Libraries may provide a very wide range of services. Those services which provide greater ease of access, convenience or private benefit, and which may attract additional costs to the library service provider, are sometimes charged for by libraries. These services are distinguished from the basic or core services listed above. They may have a higher level of value added by the library. They include:

1. Use of remote online resources where access is only obtainable by payment of a specific per use charge, but excluding use of online resources which are paid for by subscriptions, site licences or other 'non-use'-based charges.
2. Providing access to loans from collections outside the public and State Library network, such as those of academic, government or special libraries.



3. Reserving specific items in library collections.
4. Providing printed or electronic copies of materials held or accessed by the library.
5. Providing, for public use, standard office software such as word processing and database software.
6. Requiring staff to undertake research, to write reports and to provide other high-level support.
7. Providing any service which attracts an external service charge (for example: online database searching, speakers, theatre performances)

In the case of services not defined as basic or core, the Association believes that the individual library service providers should be free to determine those services which would attract a charge, providing that due consideration is given to the possible impact on neighbouring library services caused by such decisions.

Adopted 1999



Statement on public library services to young people in Australia

The Australian Library and Information Association believes that all young people should have access to free public library services which provide materials and resources to meet their informational and recreational needs.

The term *young people* comprises both children and young adults. The term *children* for the purposes of this document is understood to refer to children aged from birth to twelve years inclusive. The term *young adult* for the purpose of this document is understood to refer to young people aged from thirteen to eighteen years inclusive.

This statement highlights the basic requirements of library service for young people and determines future directions of those services. It should be read in conjunction with *Towards a quality service: goals, objectives and standards for public libraries in Australia* [ALIA 1992].

The Association recommends that all public libraries:

1. Establish and maintain an accessible, well-balanced collection of material for young people:
 - by providing material on a wide range of subjects in a variety of formats for differing age levels and abilities;
 - by making this collection accessible to those of different ethnic backgrounds, those with disabilities and others with limited community resources, [for example, pre-schoolers];
 - by providing a well-balanced selection of current material which reflects the diverse interests of young people;
 - by maintaining the collection with regular reassessment, the discarding of old stock and replacement of standard titles.
2. Appoint specialist staff responsible for the co-ordination, management and operation of services for young people who should:
 - be eligible for Associate (professional) membership of ALIA;
 - be committed to developing knowledge of young people's material by wide reading, in-service training and networking and attendance seminars;
 - be considered as part of the senior management team;
 - liaise with other individuals and groups concerned with children's education, health and welfare at local, state and federal level.
3. Establish, develop, maintain and promote relevant services for young people:
 - by designing and implementing specific programs and activities for young people based on their needs and interests;
 - by serving the child as an individual and catering for those who have limited access to other community resources.



4. Establish a separate budget allocation for young people's materials and that:
 - this allocation should reflect the percentage of young people in the community and the diversity of their backgrounds, library use patterns and potential use;
 - staff responsible for service to young people should be responsible for management of the budget.

Library service to young people should be developed in response to: changing demographic data, funding implications, changing trends in the community and in concepts of library service, research development, client needs and yearly performance analysis.

Adopted 1992



Statement on professional conduct

Objectives

- To promote the free flow of information and ideas in the interests of all Australians and a thriving culture and democracy
- To ensure the high standard of personnel engaged in information provision and foster their professional interests and aspirations

Principle

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

Statement

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

1. encouraging intellectual freedom and the free flow of information and ideas;
2. exercising their responsibilities within the context of duty of care for the clients of the library and information services they offer;
3. recognising and respecting the intellectual property of others;
4. protecting their clients' rights to privacy and confidentiality;
5. distinguishing in their actions and statements between their personal viewpoints and those of the library and information service that employs them or the Australian Library and Information Association;
6. maintaining and enhancing their professional knowledge and expertise, encouraging the professional development of their colleagues and fostering the aspirations of potential library and information service professionals;
7. avoiding situations in which personal interests might be, or be seen to be, in conflict with the interests of clients of library and information services, colleagues or employers.

Date of adoption: October 2001

Date of amendment: Replaces Statement on professional ethics



5.4 Comments and suggestions (form)



Ryde Library Services

We are here to serve you. Please feel free to provide us with any feedback or suggestions (positive or negative) that may assist us in improving our facility and service.

Please provide your comments below.

Name: _____ Membership No. (if applicable) _____

Address: _____ Date ___ / ___ / ___

(Please see over for Privacy statement)

Thankyou for you time
Ryde Library Services Team