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1.0 PURPOSE

The primary objectives of this Operational Management Statement (OMS) are to direct to development and management of the collections of the Hawkesbury Library Service (Library) specifically what is purchased and what is removed from collections.

2.0 SCOPE

This OMS applies to all collections managed by Hawkesbury Library Service.

3.0 DEFINITIONS

Materials and Items - Library resources, in any format, that are made available to the public.

4.0 ROLES AND RESPONSIBILITIES

Authorised Officer	Roles and Responsibilities
MANEX	Approve the OMS
General Manager Director Support Services	Approve subsequent changes to the OMS
Manager Cultural Services	Approve and recommend changes to the OMS
Library Coordinator	Review the OMS annually to ensure it retains currency
Librarians	Assist in annual review of OMS

5.0 RELATED LEGISLATION/POLICY/PROCEDURE

- *Library Act 1939* No 40 (NSW)
- *Classification (Publications, Films and Computer Games) Act 1995*
<http://www.comlaw.gov.au/Details/C2014C00809>
- Australian Library and Information Association (ALIA), *Statement on free access to information* <https://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-free-access-information>
- ALIA *Statement on public Library services* <https://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-public-library-services> Library Council of New South Wales, *State Library NSW, Living Learning Libraries - a population approach 2018 (7th edition) - 2019 update*



HAWKESBURY LIBRARY SERVICE COLLECTION DEVELOPMENT OMS

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1. Objectives

The primary objectives of this Operational Management Standard (OMS) are to develop and manage the collections of the Hawkesbury Library Service that:

1. Provide a balanced range of resources for the Hawkesbury community for recreation, education, information, and lifelong learning
2. Is responsive to the changing needs of the Hawkesbury community
3. Establishes the Library as an unbiased source of recorded knowledge and ideas
4. Provide equitable and equal access to information for all the Hawkesbury community.

The OMS also has secondary objectives to:

1. Provide a framework for the planning, selecting and deselection of materials
2. Provide an instrument for responding to customer needs and demands
3. Provide a document, which contributes to fulfilling the requirements for the accountability of the organisation and aids in assessing performance
4. Provide a framework within which materials will be collected, including the breadth and depth of the coverage.

2. Responsibility for Selection

The ultimate responsibility for selection of Library materials rests with the Library Coordinator who operates within the framework of the policies determined by Council. This responsibility may be shared with other members of the Library staff; however, because the Library Coordinator must be available to answer to management and the general public for actual selections made, the Library Coordinator has the authority to reject or select any item contrary to the recommendations of staff.

3. Community Profile

The Hawkesbury LGA has an estimated resident population (ERP) of 67,296 (ABS ERP 2019) persons living in an area of 2,776 km². Much of the LGA is sparsely populated with concentrations of residents in the centres of Windsor, Richmond, South Windsor, Bligh Park, Hobartville and North Richmond.

At the 2016 census, children under 12 years made up 15.8%, young adults (12-24 years) 17.9%, adults between 25 and 59 years account for 46.4% and adults 60 years and over 19.8% of the Hawkesbury population.

Age structure - Service age groups

Hawkesbury City - Total persons (Usual residence)	2016			2011			Change 2011 to 2016
	Number	%	Greater Sydney %	Number	%	Greater Sydney %	
Babies and pre-schoolers (0 to 4)	4,101	6.3	6.4	4,249	6.8	6.8	-148
Primary schoolers (5 to 11)	6,143	9.5	8.8	6,212	10.0	8.7	-69
Secondary schoolers (12 to 17)	5,380	8.3	6.9	5,771	9.3	7.4	-391
Tertiary education and independence (18 to 24)	6,216	9.6	9.6	6,285	10.1	9.5	-69
Young workforce (25 to 34)	8,030	12.4	16.1	7,349	11.8	15.4	+681
Parents and homebuilders (35 to 49)	12,982	20.1	21.1	13,631	21.9	21.9	-649
Older workers and pre-retirees (50 to 59)	8,995	13.9	12.2	8,176	13.1	12.2	+819
Empty nesters and retirees (60 to 69)	6,723	10.4	9.5	5,932	9.5	9.0	+791
Seniors (70 to 84)	5,006	7.8	7.5	3,889	6.2	7.2	+1,117
Elderly aged (85 and over)	1,010	1.6	2.0	859	1.4	1.8	+151
Total	64,586	100.0	100.0	62,353	100.0	100.0	+2,233

Source: Australian Bureau of Statistics, [Census of Population and Housing](#) 2011 and 2016. Compiled and presented by [id.](#), the population experts.



4. Scope of Collection

4.1 Collecting Areas

Adult Fiction

Material purchased for this lending collection aims to provide a broad range of fiction including popular, literary and best sellers, catering for the tastes and interests of adults of different reading levels. <https://aurora.hawkesbury.nsw.gov.au/Library/>

Adult Literacy

A range of material including non-print and mixed media formats is retained to foster and improve adult literacy and numeracy skills.

Audio Books

This lending collection covers the range of popular fiction, recreational and non-fiction titles. Spoken Word recordings are produced in CD, and are part of the adult, young adult and junior collections. The audio collection also includes an extensive selection available through Overdrive and Indyreads. This collection can be accessed by going to the Library catalogue <https://aurora.hawkesbury.nsw.gov.au/Library/> and Library resources <https://www.hawkesbury.nsw.gov.au/Library/eLibrary>

Children's Collections

The aim of the Children's lending collection is to provide a well-balanced range of resources reflecting the needs and interests of children from birth to approximately 12 years of age.

By providing as wide a range as possible of interesting material in various formats for young readers, the Library aims to encourage the joy of reading and the development of literacy skills, leading to the habit of life long reading. The focus on literacy is continued with a specific collection of Graded Readers for children taking their first steps into reading. The Library also supports other reading programs such as the Premier's Reading Challenge.

All titles are judged on their individual merit. No titles are excluded because of any particular bias against an author or subject matter. It is the responsibility of parents or guardians, rather than Library staff, to make a final decision as what is suitable reading for their child.

Community Languages

The aim is to provide basic multicultural lending resources in a variety of languages to meet the needs of Hawkesbury residents of all ages. According to the ABS, Census of Population and Housing 2016, .7% of the Hawkesbury population speaks another language, and English not well or not at all. This compares to 6.5% in Greater Sydney.

Community languages materials are not purchased by the Library. The Library will organise the loan of these materials from Multicultural Services, State Library of NSW for Library members as required. A regular delivery service makes these easily available at the Library.

Items available for loan include books and other items in more than 40 languages, including English as a second language, adult fiction, popular non-fiction and resources for children such as picture books, nursery rhymes and bilingual books

DVDs

The Library provides a diverse collection of general entertainment and recreational DVDs for all age levels. Items of relevance to HSC students, popular Australian and overseas contemporary films, vintage and cinema classics, quality documentaries, popular recreational non-fiction titles are collected. The DVD collection is also accessible as a streaming collection via the Library website <https://www.hawkesbury.nsw.gov.au/Library/eLibrary>



Large Print

The large print lending collection of fiction and non-fiction material, has been developed to meet the needs of those members of the community unable to meet read normal size print. It caters for a wide range of reading interests.

Local Studies

The purpose of the Local Studies Collection is to acquire, classify and provide access to a range of materials that convey the unique history and culture, character and development of the Hawkesbury area. This not for loan collection is available for research at the Central Library and is appropriately organised and preserved with a focus on creating digital content where possible, to ensure optimal access and preservation of resources. Where possible multiple copies of publications are purchased to include lending copies.

Formats include published materials, newspapers, serials, graphic material (including photographs, paintings, drawings, prints and postcards) maps and plans, microforms, audio visual (including sound recordings), visual recordings, manuscripts, clippings, ephemera, theses, electronic media, community information, council and community archives. Artefacts (realia) are generally not included.

Materials are selected and acquired, according to the following criteria:

- Local content - covering the geographical region known as the Hawkesbury, the Hawkesbury LGA and its former predecessors and immediate surrounding areas.
- Relevance - places, events and activities taking place in the Hawkesbury. Also individuals who have lived and worked in the area.

Generally speaking, Local Studies material is exempt from the Library's deselection standards however Hawkesbury Library Service retains the right to deselect material that does not fit within the scope of the Collection Development OMS, multiple copies, or material that is in poor condition and considered to be of insufficient merit to warrant conservation work. The items will be offered to appropriate libraries, local or family history organisations.

The Local Studies Collection also includes family history material reflecting the early European settlement of the area. It may consist of primary and secondary resources, with a strong focus on Australian genealogy information. Formats may include copies of church registers, shipping registers and convict records. Online resources such as Ancestry.com and Find My Past provide access to family history records for Australia as well as overseas. Secondary resources include publications containing details of families and individuals, with particular reference to the Hawkesbury district, and indexes to primary records and guides for conducting family history research.

Magazines

This collection provides a variety of educational and recreational magazines for all age groups. They provide a current, topical collection that complements and supports the lending collection. Titles are generally high demand titles, with an emphasis placed on Australian publications. The collection is kept current and items are only kept for a maximum of two years before deselecting. The magazine collection also includes a selection available through the Library website and the Library catalogue (<https://aurora.hawkesbury.nsw.gov.au/Library/>) as a digital download <https://www.hawkesbury.nsw.gov.au/Library/eLibrary>

Music

This Library aims to provide a lending collection representing a broad range of musical interests for people of all ages. (Music scores and sheet music are not collected).

Newspapers

A selection of newspapers are provided in each Branch to enable the community to access current, local regional, state, national and international news from local and national viewpoints. Local newspapers from the Hawkesbury area form part of the Local Studies Collection and are kept



permanently. They are microfilmed for preservation on a regular basis and are available on Trove (www.trove.nla.gov.au/newspaper) up to 1961.

Non-Fiction

Material purchased for this lending collection reflects popular or current topics, or are selected works in enduring subject areas. The Library also supports the State Library of NSW **LIAC** (Legal Information Access Centre) and **Drug Info @ Your Library** collections.

Online Resources

The aim of the Online Resources Collection is to provide secure access to a selection of electronic resources that supports the information and recreational needs of the community, 24/7, both from within the Library and remotely. This includes access to recreational and reference material as well as downloadable content. <https://www.hawkesbury.nsw.gov.au/Library/eLibrary>

Reference

Not-for-loan reference works are purchased to provide an up-to-date and balanced collection to satisfy both ready reference and in depth enquiries. This includes encyclopaedias, dictionaries and atlases, microfiche and electronic resources. The collection also includes curriculum support materials, particularly in key learning areas for the Higher School Certificate. The collection complements and supports electronic resources <https://www.hawkesbury.nsw.gov.au/Library/eLibrary>

Young Adults

The Young Adults fiction lending collection caters for the interests of 13-17 year olds. It includes the latest titles as well as popular authors and series, graphic novels, popular magazines, audio books, manga and comics.

All titles are judged on their individual merit. No titles are excluded because of any particular bias against an author or subject matter. It is the responsibility of parents or guardians, rather than Library staff, to make a final decision as what is suitable reading for their child.

4.2 Selection, Acquisitions and Standards

Hawkesbury Library Service uses the *Living Learning Libraries: Standards and Guidelines* commissioned by the State Library of NSW. These standards provide guidance in collecting levels, age of collection and spending per capita population. The Library is working towards providing an enhanced collection based on these guidelines. The Library also gauges the standard of the collection by participating in the NSW State Library Stock Quality Health Check.

Selection Criteria

By applying the following selection criteria, the Library aims to provide an organised, accessible collection of material, planned to meet the information and recreational needs of the local community. The Library seeks to balance current requests for popular material against the long-term needs for a high quality collection. The collection aims to reflect the changing needs of the community.

Selection criteria:

- Topicality - material should be current or of anticipated interest
- Quality - material and construction / format should be durable and strong enough for use by the intended readers
- The authority and reputation of author, illustrator, or publisher is taken into consideration
- Favourable reviews, award winning or shortlisted titles
- The format chosen should be that which best encourages the use of the materials, and conveys the information to the user in the most appropriate way
- Emphasis to be given to Australian, and Hawkesbury region, authors and subject matter



- Material is selected taking into consideration demand, price, availability and enduring nature of the subject matter
- Items are considered in the context of the overall balance of the collection
- Titles, which are, or are anticipated to be in high demand, are purchased in multiple copies
- Resources provided through participation in the State Library of NSW programs, e.g. legal and drug information resources
- Databases recommended by NSW.net, a function of the State Library of NSW
- Council budget allocation.

Resources not collected include:

- Expensive or rare items inappropriate for a public Library service
- Ephemera, unless acquired for the Local Studies Collection
- Items of inappropriate physical dimensions, extremely small, large or heavy
- Old, out of date, poor condition or fragile items – unless specifically acquired for the Local Studies collection
- Items prohibited by law, e.g. pornography
- Items in breach of copyright
- Workbooks which are composed mainly of pages in which to record data
- Items in languages other than English
- Specialised, technical material, including tertiary textbooks
- Self-published items, unless specifically acquired for the Local Studies Collection
- Items which promote hatred, vilification, or degradation of members of the community, or are overtly biased, supportive of intolerant ideologies, persons or organisations.

Donations

The Library accepts donations of books and other materials with the understanding that they will be added to the collection only if appropriate and needed. If donations are not needed because of duplication, poor condition, or dated information the Library may discard donations at any time and by any means considered appropriate. The same criteria of selection that are applied to purchased materials are also applied to gifts.

Good condition donations of paperback fiction may be added to Book Depot collections or may replace well-used copies of popular material.

The Library reserves the right to refuse donations that do not meet the selection criteria. Items donated to the Library become the property of the Library.

Requested items not held in the collection

The Library will endeavour to obtain items requested either by purchase or inter Library loan. The decision to purchase items requested for the collection is made after consideration of the above selection criteria, with particular emphasis on:

- Price
- Popularity
- Topicality
- Availability from publisher
- Availability from other libraries
- The Library does not guarantee purchase of every item requested for the collection and patrons will be notified if a request has been unsuccessful.

Inter Library loans

The Library cannot collect comprehensively in every subject area due to a number of factors including space and budget. Therefore, the inter Library loan service is used to obtain from other libraries those materials that are beyond the scope of the Library's collection (audio visual materials are excluded from the inter Library loan service). In return for utilising inter Library loans to satisfy the needs of our patrons, the Library lends its materials to other libraries through the same



interLibrary loan network, and to make an effort to have its current holdings listed in a tool that is accessible by other libraries throughout the state.

Format

In today's society, informational, recreational, and educational resources are available in a variety of formats. Non-book and online materials are regarded as an integral part of the Library collection. The Library continues to monitor the need for new and alternate formats. Decisions on format are based on consideration of cost as well as appropriateness. Developments in new and emerging technologies are monitored for Library suitability.

The increased availability of information and publications on-line also influences the makeup and acquisition of the Library's hard-copy holdings, particularly in the areas of reference and community information.

Controversial Materials

Although materials are carefully selected, differences of opinion may arise regarding suitable materials. The Library defends the right to provide an unbiased source of recorded knowledge and ideas for all patrons and seeks to provide the residents of the Hawkesbury with a balanced Library collection while responding to a broad range of customer needs. Supervision of material read or accessed by people under 18 years of age remains the responsibility of the parent or legal guardian.

The Library does not initiate censorship of any material, although it is obliged to abide by Commonwealth and State Government law on banned and restricted publications and it complies with the decisions made by the Office of Film and Literature Classification in regards to restrictions placed on access to publications, films and computer games (www.classification.gov.au).

The Library supports the Australian Library and Information Associations (ALIA) policy statements on access to information, especially their **Statement on free access to information**, which can be visited at www.alia.org.au.

4.3 Deselection

An up-to-date, attractive and useful collection is maintained through a continual deselection and replacement process. The Library's deselection practices support the discard standards in the Library Council of New South Wales, *Living Learning Libraries* and collections are evaluated on a regular basis against *Living, Learning Libraries* guidelines to ensure ongoing effectiveness.

Continuous collection evaluation is done by:

- Review of subject coverage in relation to success in satisfying user requests
- Customer input, including requests, surveys and comments
- Circulation and collection statistics reflecting use and age
- Continual checking of the physical condition of materials.

Deselecting allows current formats and content to be maintained, and provides an ongoing mechanism for ensuring the collection reflects the needs of the community.

Items are removed if they are out of date, contain inaccurate information or are in poor physical condition. Depending on demand, items that have been superseded or which are in poor condition may be replaced with new editions, or updated subject material.

Damaged items are assessed by appropriate staff for repair and mended where it is cost effective. Soiled items may be cleaned where possible.

Deselecting Exceptions

On occasion, items that meet the deselection criteria may be retained. Examples include:

- Works of literary merit that are out of print and can't be easily replaced



- Works related to local studies.

Library material deselected from general use, but deemed of significance to the Hawkesbury area, or, of ongoing, but infrequent use may transfer to one of the special collections. These items still need to be in suitable physical condition.

Deselected items not retained by the Library may be:

- Sold at Library book sales
- Recycled
- Offered to other institutions or organisations.