Geelong Regional Library Collection Development Policy

2014 -17

Adopted 22 February 2014

Introduction

This Collection Development Policy is intended to guide the development of collections within a set of agreed priorities, principles and criteria. It is subject to financial investment in collections and the building and information technology infrastructure available.

The policy contains information which describes the scope and depth of collections, statements about collection principles including those authored by library sector professional associations, collection priorities as well as the criteria used to develop the regional collection.

The Geelong Regional Library provides library and information services to all residents and visitors in the Geelong region. One of 53 library services in the state of Victoria the Corporation was formed in 1997 under the provisions of Section 196 of the Local Government Act, 1989.

The library is governed by a Board of seven members made up of representatives of the four member councils – the Borough of Queenscliffe, the City of Greater Geelong, Golden Plains Shire and Surf Coast Shire. The Board is responsible for policy, strategic and corporate planning and ensuring that library services and directions are aligned with the objectives and operations of the member councils and the needs of their local communities.

At the end of 2012 the Geelong Regional Library had expanded its service delivery capacity through its physical and virtual network. From 2008 the library has grown from 13 to 16 static branches, including the central City Library located in Geelong's cultural precinct. There are suburban branches in Belmont, Chilwell, Corio, Geelong West, Highton, Newcomb, Waurn Ponds and Western Heights, and branches in the towns of Drysdale, Ocean Grove, Queenscliff, Barwon Heads, Torquay, Lara and Bannockburn. Mobile library services operate on the Bellarine Peninsula, Surf Coast and Golden Plains with weekly or fortnightly stops at 25 locations across the region. The library also provides services online through its website which hosts the library catalogue, information on resources and programs, links and member services.

Over the course of 2010-13 GRLC applied recommendations from the collection review, Collection Revitalisation – Matching Needs to Supply[1]. Improvement in the quality of the collection was demonstrated by an increase in library activity and positive response to the Collection in the biannual customer satisfaction survey.

A survey of library users in 2012 which generated more than 2,300 responses found that more than half of the respondents used the library at least once a week. While loans of non-print materials (e.g. CDs, DVDs), access to library facilities and information and reference services are popular, and 31% of users report coming to the library to use the computers and the Internet, the primary reason for library use is still borrowing books – a factor in library use for 92% of users[2]. This data underpins the perception that the Collection is the primary service provided by public libraries. The Collection remains the Library's core business and as such will be managed and developed using community responsive policy, principles, guidelines and practices.

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[1] Collection Revitalisation – Matching Needs to Supply July 2010 - JL Management Services Pty. Ltd.
[2] Reading the Future – Next Generation Libraries 2013-17

1. Policy context

In 2013 the GRLC Board adopted the next strategic library plan, *Reading the Future* – Next Generation Libraries, Library Plan 2013-17. This plan contains the new vision and mission statements that will guide the Library over the next four years to deliver on the 4 goals and seven strategy areas that represent our fundamental commitment to reading and a range of literacies in an increasingly digital world.

Two of the seven strategies specifically target the management and development of the Collection: The Digital Library and Customer–driven Collections. These strategies will inform the development of extensive and diverse print and digital collections that meet the needs and demands of our customers, whilst being accessed through technology enabled service delivery models anywhere, anytime.

Our Vision
A strong vibrant connected community
- Enriched by reading
- Empowered by learning
- Inspired by information and ideas.

Our Mission
We will create opportunities for our community to read, learn and connect with each other and the world:
- by delivering innovative and exemplary library services
- by facilitating equitable access to information and technology
- through our library staff's knowledge, expertise and encouragement.

Our Goals
The Geelong Regional Library Corporation strives to enrich, empower, enlighten and inspire the community we serve – providing library services, programs, collections, spaces and experiences that create opportunities for our community to read, learn and connect with each other and the world.
Over the next four years we will focus on four key goals.

Goal One   *Living to read, reading to live*
We are a library. We celebrate reading, literature and literary culture, and will engender a love of reading in all people from an early age. We will support development of literacy skills and digital literacy among people of all ages, especially those in greatest need, to enable them to access the information they need to live, work, learn and relax.

Goal Two   *Becoming part of everyday life*
Our library is for everyone, any time anywhere. Through quality collections, technology and services, engaging and flexible spaces, and creative partnerships and outreach programs, we will provide people with experiences that make the library an integral part of their recreational, social, educational and cultural life.

Goal Three   *Transforming the way we work*
We aim to be an exemplary library organisation. We will empower and equip our staff with the knowledge, skills and resources to exercise their professionalism and expertise in responding to users' needs. We will embrace creativity and innovation, using current and emerging technologies to continually improve the way we work and enable customers to access our collections, programs and services.

Goal Four   *Bridging the past and the future*
The new library and heritage centre in Geelong's cultural precinct continues our member Councils' significant investment in new and upgraded library facilities for the community. We will work with the City of Greater Geelong to create an iconic cultural centre that celebrates the Geelong region's proud and diverse history and reflects the region's rich indigenous heritage. The centre will take Geelong to the world and bring the world to Geelong through the latest in services and technology.

Our Values: a Commitment to Our Community and One Another
The Board and staff of the Geelong Regional Library Corporation will work together and with the community to deliver exemplary library services. Our work will be guided by the following service principles:

Intellectual freedom
We encourage and facilitate the free exchange of ideas and information as vital for a democratic society. We support the right of all community members to read, learn and connect with each other and the world.

Equity and access
We promote and deliver free, accessible and universal access to information, ideas, the internet and works of the imagination. We encourage involvement from across our diverse community.

Community focus and engagement
Community needs and aspirations drive the way we shape and deliver library services.

Innovation
We encourage creativity, change for the better and new ways of thinking in how we engage with our community, deliver services and manage the organisation.

Collaboration
Staff and Board members work together and with others to ensure high service standards and to make a strong contribution to the development of social capital in our community.

Workforce support and development
We choose a professional workplace culture that motivates staff to strive for excellence and provide expert services.

Integrity and service excellence
We are open and honest in the way we conduct business. We are accountable for the effective and efficient management of library resources and strive to deliver the very best service possible to our community.

Good governance
Our Board will exercise its governance and accountability responsibilities in the best interests of the Corporation, to achieve outcomes that are aligned with and enhance the four member Councils' community wellbeing and cultural objectives.

2. Responsibility for Collection Development

Executive Manager Collection and Technologies Access
- Delivers excellence and innovation in collections and maximizes community access by developing, implementing and regularly reviewing collection strategies, policies and procedures.
- Manages the development and maintenance of collection content ensuring that it reflects and meets the community interests and needs.

Manager Collection and Information Services
- Coordinates the selection of print , multimedia and electronic collections including interlibrary loans and information services
- Develops and implements standards, guidelines and procedures for the regional collection including selection/deselection, maintenance and stock transfer.
- Monitors and evaluates collections according to community need and demand including analysis of community demographics and trends.

Collections Services Team Leader
- Applies standards, guidelines and procedures to develop the Collection in response to customer requests including selection/deselection, maintenance and stock rotation.
- Oversees the efficient administration of print, multimedia and electronic collections including cataloguing and end processing.
- Supports and assists staff to manage the Collection according to established policies, standards, guidelines and procedures.

Collections Services Officers
- Ensures our communities have timely and accurate access to materials
- Provides efficient and effective workflows associated with the acquisition, cataloguing and processing of library materials in line with community needs.
- Creates and maintains accessible and accurate database records complying with set cataloguing standards.

3. Community focus and stakeholder engagement

GRLC is committed to engaging with the community and other stakeholders in the development of a customer-driven Collection and use a variety of consultation mechanisms:
- Customer satisfaction surveys are conducted bi-annually and provide feedback on collections.
- The Library consults with specific community groups on particular collection subjects.
- Formal feedback forms are provided to allow for customer comment, including feedback on collections. Customers may also contact the library with feedback via email through the website.
- Customer requests for items not held in the collection are encouraged to add depth and breadth to the collection. Requests are reviewed against the budget and policy guidelines.
- GRLC social media interaction and catalogue reviews allow informal feedback from customers.
- Staff knowledge – branch staff are familiar with the needs of their local communities.
- All staff contributes expertise arising from their own skills, interests and experience and in identifying and fulfilling key demand areas. Staff requests are made via the Staff Collection Improvement form on the staff Intranet.

GRLC ensures that community profile information is current and wide-ranging. Information contributing to community and demographic profiles is drawn from the Census and other statistical data and information as released from Federal, State and Local Government sources, and particularly from our four member Councils.

Collection demand is constantly changing as community members embrace new opportunities, particularly through the rapid increase in technology and access capabilities. A variety of information sources is therefore monitored to predict demand such as key publishing sites revealing industry trends, cultural information, print, radio and digital media sources and review journals.

4. Principles of collection development and policy framework

The following principles underpin the Collection Development Policy:

- Responsive to community needs and community demand
- Representative of a diverse range of views, subjects and genres
- Enabling unfettered access to ideas and information fundamental to a democratic society
- Free and universal access
- Focused on provision of quality materials
- Developed through innovative practices ensuring formats that reflect the latest in available industry standards
- Collection development resulting in libraries that are centres of excellence for the written word, creative endeavour and knowledge.

In addition, the following principles and values incorporated in the following documents, included in full as Appendices 1-13, provide a framework for the Collection Development Policy:

Australian Library and Information Association (ALIA)
Statement on public library services

Australian Library and Information Association (ALIA)
Statement on free access to information

Australian Library and Information Association (ALIA)
Statement on information literacy for all Australians

Australian Library and Information Association (ALIA)
Library and information services for people with a disability

Australian Library and Information Association (ALIA)
Libraries and information services and Indigenous peoples

Australian Library and Information Association (ALIA)
Statement on libraries and literacies

Australian Library and Information Association (ALIA)
ALIA on online content regulation

Australian Library and Information Association (ALIA)
50/50 by 2020

International Federation of Library Associations (IFLA)
IFLA/UNESCO Public Library Manifesto

International Federation of Library Associations (IFLA)
IFLA/UNESCO Manifesto for Digital Libraries

International Federation of Library Associations (IFLA)
The Glasgow Declaration on Libraries, Information Services and Intellectual Freedom.

International Federation of Public Libraries (IFLA)
IFLA Statement on Libraries and Intellectual Freedom

International Federation of Public Libraries (IFLA)
IFLA/UNESCO Multicultural Library Manifesto.

International Federation of Public Libraries (IFLA)
IFLA Internet Manifesto.

International Federation of Public Libraries (IFLA)
Trend Report

International Federation of Public Libraries (IFLA)
Key Issues for e-Resource Collection Development: A Guide for Libraries

Current research and the Collection Development Policies of other leading public libraries were also considered.

5. Collection management

5.1 Selection criteria
Selection criteria used for collection materials include:
- Relevance and community demand.
- Extent of publicity and promotion.
- Subject matter including style, accuracy and reading level.
- Authority and competency of creator and/or publisher.
- Critical acclaim as demonstrated through literary awards and positive reviews.
- Importance for present and future use.
- Ability to promote new thoughts and ideas
- Relationship to existing collection.
- Construction and production quality.
- Currency of information and/or date of publication.
- Durability and physical suitability for sustained library use.
- Price.
- Availability elsewhere in the community.
- Adherence to legal and copyright or digital rights management requirements affecting use or access by public library users.
- New rather than second hand status, except for local area resources and donations meeting selection criteria.

Selection criteria used for eCollection material include:
- Local or community emphasis
- Usage statistics

- Vendor support
- Technical considerations such as authentication
- Community need or potential use
- Cost
- Download capability
- Ease of use
- Technical features
- Currency including updates and maintenance

Selection criteria for new and emerging formats include:
- Level of customer receptiveness and demand
- Impact on physical space
- Durability of format for public library use
- Technical quality
- Compliance with industry standards
- Suitability for circulation

Selection criteria for LOTE collections include:
Based on knowledge of particular cultural needs and trends, a collection may exist for a particular language when there are at least 1,000 residents speaking that language as their major language in the home.

- For a population over 1,000 speaking a particular language – newspapers and magazines are provided.
- For a population greater than 5,000 speaking a particular language – a range of popular books and audiovisual items are provided in addition to newspapers and magazines.

In purchasing LOTE material, GRLC also considers cooperation with other library services that may have extensive community language resources available for bulk loans through the Interlibrary Loans system.

5.2 Selection mechanisms
Suppliers are selected following formal tendering processes undertaken in line with State and Local Government policy, and identified during the evaluation process as best fulfilling tender specifications.

Collection materials are selected through:
- Standing orders - automatic supply of particular subject areas/authors:
  - titles automatically ordered prepublication in predefined quantities
  - Standing order lists are reviewed annually and modified to suit the demands of customers and budget availability

- Profiling - supply in response to detailed specifications produced by library staff:
  - Profile specifications are continuously monitored by library staff to optimise the alignment with library needs and adherence to annual budget

- Customer requests for items not held in the collection, assessed for:
  - inclusion in the collection

- o borrowing through inter-library loans service
- o fulfilment using online resources

- Subscriptions to electronic databases and other e-services.

- Staff selection of specific titles or collection areas identified for attention.

5.3 Access and use of collections including controversial issues

GRLC collections are housed in public areas and/or available via the website, except where legal requirement prevents this, or a rare item of great importance to Library or community heritage requires protection.

Resources are able to be borrowed through any branch or mobile library, except for Reference books and some Local area Resources, which are for use within a library service point.

GRLC seeks to provide a balanced library collection reflecting diversity in the community and of community views including controversial issues. It is recognised that a particular item may offend, however:

- Items will not be removed from the collection based on having caused offence.
- Powers of censorship are vested only in Federal and State governments.
- Materials prohibited by law will not be included in the collection.

Items which have film or computer game content, and some print items, are loaned in accordance with classifications allocated by the Classification Board. **(**See Appendix 14. *Attorney-General's Department. Classification Policy Branch. Information for Libraries lending films and playing computer games).*

Items with audio content only are subject to the *Recorded Music Labelling Code of Practice* managed by the Australian Record Industry Association (ARIA) and the Australian Music Retailers Association (AMRA), which uses similar classification criteria and terminology to those used for films and games.

Responsibility for the reading, listening and viewing of library materials by children remains with their parents or legal guardians.

Any complaints regarding the inclusion of collection items must be submitted in writing to the Executive Manager, Collection and Technologies Access.

5.4 Collection maintenance and evaluation

Collection items are continuously reviewed for attractive physical condition, accuracy of content and current relevance to ensure continued value in meeting community needs. Principles applied are similar to those used in selecting for purchase, together with additional factors recognizing that evolving demand and the passage of time may have diminished past appeal, relevance and suitability. Items may be removed from the collection for a number of reasons including:
- Damage or poor physical condition.
- Misleading, inaccurate or out-of-date information.

- Better alternatives which might have superseded the item, including an updated edition.
- Diminished appeal of subject, approach or format.
- Low usage or lack of recent use.
- Decreased demand for one or more copies of a title for which multiple copies were bought to satisfy past demand.
- Items with local cultural or literary significance may be retained in the collection longer than would otherwise apply.
- In some cases replacement or alternative items will be purchased.
- Consideration of collection materials available from another library service through the inter-library loan network.

The collection is maintained and evaluated by the Branch Librarians using Collection HQ evidence-based stock management methodology and consideration given to whole of asset life collection management.

Wherever possible, withdrawn collection items will be redirected to welfare organisations or fund-raising groups where partnerships have been developed with GRLC to redistribute appropriate items for use within the community.

Where collection items are not to be redistributed they will be disposed of using environmentally sustainable practices such as recycling.

5.5 Key Performance Indicators

Deselection processes are based on the ability to identify stock that is not suitable for the branch where it is placed, deeming it "dead". Opportunity to transfer the dead stock from one branch to another branch, which is understocked in that subject area, prior to deselection improves whole of Collection performance. Collection HQ enables evidenced-based stock management with the use of KPIs to ensure the branch collections are tailored to their community. Parameters are reviewed and adjusted as necessary to ensure sustainability.

Current definitions of target items and stock parameters for sub-collections are:
Fiction
- Dead items: items not borrowed in the last **730 days**
- Grubby items (cumulative use): items borrowed more than **40 times**

Nonfiction
- Dead items: items not borrowed in the last **730 days**
- Grubby items (cumulative use): items borrowed more than **55 times**

Nonbook
- Dead items: items not borrowed in the last **180 days**
- Grubby items (cumulative use): items borrowed more than **100 times**

Fiction
- Acceptable percentage of dead items in the Collection: **10%**
- Acceptable percentage of grubby items in the Collection: **10%**

Nonfiction
- Acceptable percentage of grubby items in the collection: 15 %

Nonbook

- Acceptable percentage of dead items in the collection: 10 %
- Acceptable percentage of grubby items in the collection: 10 %

Fiction
- Popular Authors target percentage: 25%

Nonfiction
- Overstocked target percentage: **80%**
- Understocked target percentage: **30%**

Nonbook
- Overstocked target percentage: **10%**
- Understocked target percentage: **10%**

5.6 Guidelines and procedures

The following internal procedures and guidelines assist with the operational management of the collections:
- Standing Order lists
- Junior series list
- Interlibrary loans guidelines and procedures
- Staff request for purchase
- Collection management – maintenance and deselection procedure and guidelines (print material)
- Accepting donations – procedure and guidelines
- Mending guidelines
- Deselection of DVDs and CDs
- Classification of films and computer games
- Collection HQ 12 month rollout plan

6. Donations

Acceptance of donations is subject to:

- selection criteria applied to purchased materials
- donations not meeting these criteria may be declined or redistributed
- donations of library materials containing local area subject matter or origin may be added even if condition is poor

7. Scope of collections

7.1 Print

Fiction

GRLC seeks to provide a wide range of fiction of all types, including books suitable for pre-school children, beginner readers, young independent readers, young adults and adults. The fiction collection includes classic literature, works of literary merit and popular titles of current interest to library users. Australian authors are well represented in the collection, which also includes a representative cross-section of material published overseas. The collection is regularly refreshed with new editions of classic and contemporary titles. Where demand for particular titles is high, such as in the area of popular fiction, extra copies will be purchased.

Non-Fiction

GRLC seeks to provide a current, regularly replenished, balanced collection in all subject areas likely to be of interest to our community members. Materials are provided for all age groups, from preschool children through to adults. Where demand is very high multiple copies of a title may be purchased.

Large print
GRLC provides a collection of large print books for community members who have difficulty in reading ordinary print, although the collection is accessible to everyone. Community demand is reflected in market and copyright factors, which determine availability of titles and topics, therefore coverage may be less comprehensive than for standard print collections.

Magazines and Newspapers
GRLC subscribes to a carefully selected range of magazines and newspapers likely to be of interest to customers, particularly with an Australian focus, ranging from popular general publications to those focusing on special interests. As the currency of information contained in magazines is of primary importance, it follows that they will be retained in each branch library collection for a limited period. All newspapers are for use in a library branch only. Due to physical space constraints and the availability of online back issues, copies may only be kept for short periods.

7.2 Local area resources
Some local area materials in print form, such as books and local government publications, complement the primary sources and archival records held by the Geelong Heritage Centre, the Public Records Office and Deakin University, in reflecting stages in the development of the local area and its communities and residents. Works created by community members reflecting the many faces of local identity and culture are an important resource. Access to some of this material may be more restricted than for other resources, because of condition, age, rarity or inability to replace, content, format or space considerations. This particular part of the Collection development Policy will be reviewed and expanded with the impending integration of the Geelong Regional Library Corporation and the Geelong Heritage Centre.

7.3 Community Languages other than English
The change in demographic of the Geelong region over recent years and the emergence of new language speaking communities has meant the criteria for creating LOTE collections is not met. Focus for the collection offer for languages other than English is directed to popular items such as World Movies, Magazines, bi-lingual Picture Books and online language learning resources, with world newspapers available online through Press Display.

7.4 Learning English
The Learning English collection assists those customers needing to improve their literacy levels and community members from non-English speaking countries seeking to improve their English language skills. The collection provides resources at beginner and intermediate level.

7.5 Digital resources
A range of downloadable, streaming and online resources are available for recreational reading and listening, life-long learning and informational needs. These include eBooks, eAudiobooks, music, databases, magazines, local and global newspapers and genealogy, language and literacy resources.

7.6 Audio Visual
The audio-visual collections consist of DVD, CD Music and console games for adult, junior and young adult customers in both physical and digital streaming formats. The degree to which the library can take advantage of the various formats currently available will be driven by the available technology such as the National Broadband Network.

8. Reference

GRLC maintains reference collections of material required for quick reference and available for use only in our libraries during library opening hours. These may include dictionaries, directories, encyclopaedias and government publications. Currency of information is vital and this is best provided online as databases are regularly updated and reference information is increasingly searched for in digital format. Most items in the reference collection are replaced as new editions are published, unless superseded by an electronic version.

9. Community access to other resources

Resources of other libraries, particularly Victorian Public and University Libraries and several State Libraries, are available through LibraryLink for GRLC customers to borrow, or in the case of rare materials, to use at a branch library. Bulk loans of community language resources are available from other libraries whose collections in a specific language are more extensive. Cooperative arrangements for access and inter-library loans are in place with Deakin University and the Gordon Institute of TAFE.

10. Review Period

This policy will be due for review in November 2017

Appendix

Appendix 1
Australian Library and Information Association (ALIA)
Statement on public library services, adopted 2004
ALIA objects addressed
To promote the free flow of information and ideas in the interests of all Australians and a thriving culture and democracy.
To promote and improve the services provided by all kinds of library and information agencies.

Principle
Freedom of access to public library and information services is essential
- to enable members of the Australian communities, including new residents and emerging communities to participate in all aspects of Australian life, including the democratic process;
- to actively contribute to social inclusion for all members of the Australian community; and
- to enable Australians to contribute to the economic wellbeing of their families and the nation.

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

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

Public libraries have an important role in the development and maintenance of a democratic society by giving individuals access to a wide and varied range of information, ideas, opinions, and skills.
The role of public libraries is essential in developing an educated society through programs that improve literacy and information literacy including lifelong learning opportunities.

Public libraries contribute to economic prosperity by helping people improve their skills and life chances.

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

The satisfaction of a person's information needs must be independent of an ability to pay. Local, state/territory and Commonwealth governments have an obligation to work in partnership to provide agreed public library services to all members of the library's clientele without direct charge to the user.

The Australian Library and Information Association believes that public library services have particular responsibilities to monitor and proactively respond to the changing demographic characteristics and trends of their communities, to consult with their communities and to meet information, learning and recreational needs of an increasingly diverse society.

Public library services should ensure that they have policies, guidelines, and procedures in place to respond to and meet relevant legislative requirements.
Amended 2009

Appendix 2

**Australian Library and Information Association (ALIA)
Statement on free access to information, adopted 2001**

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

Principle
Freedom can be protected in a democratic society only if 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:

o   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;

o   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;

o   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;

o   catering for interest in contemporary issues without promoting or suppressing particular beliefs and ideas;

o   protecting the confidential relationships that exist between the library and information service and its clients;

o   resisting attempts by individuals or groups within their communities to restrict access to information and ideas while at the same time recognizing that powers of censorship are legally vested in state and federal governments;

o   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.

Amended 2007

Appendix 3

Australian Library and Information Association (ALIA)
Statement on information literacy for all Australians, adopted 2001

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

Principle
A thriving national and global culture, economy and democracy will best be advanced by people who are empowered in all walks of life to seek, evaluate, use and create information effectively to achieve their personal, social, occupational and educational goals. It is a basic human right in a digital world and promotes social inclusion within a range of cultural contexts. (Alexandria Proclamation 2005)

Statement
Information literacy can contribute to:
- o learning for life;
- o the creation of new knowledge;
- o acquisition of skills;
- o personal, vocational, corporate and organizational empowerment;
- o social inclusion;
- o participative citizenship; and
- o innovation and enterprise.

Therefore, as a matter of priority, and at all levels, library and information services professionals embrace a responsibility to promote and facilitate the development of the information literacy of their clients. They will support government, and the corporate community, professional, educational and trade union sectors, and all Australians. Amended 2006

Appendix 4

Australian Library and Information Association (ALIA)
Library and information services for people with a disability, adopted 1979

ALIA objects addressed
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
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.

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.

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:

- o   encourages all library and information services to ensure that staff are adequately trained and available to work with users with a disability; and
- o   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.

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 organizations specializing in services targeted for people with a disability, whether government, corporate or voluntary.

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:
- o   the production of collection material and equipment for people with a disability - whether produced by commercial, government or voluntary agencies;
- o   the design of catalogues, databases and guides to resources;
- o   the development and application of hardware and software;
- o   the construction of buildings and signage; and
- o   the building safety and emergency procedure.

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.

To promote the efforts outlined in this statement, the Association encourages:
- o library and information services to develop organization-wide disability action plans for the continued development of their services to people with a disability; and
- o all funding bodies to adequately resource library and information services for people with a disability.

Amended 2009

Appendix 5

Australian Library and Information Association (ALIA)
Libraries and information services and Indigenous peoples, adopted 1995

ALIA Objects addressed
o   To promote the free flow of information and ideas in the interest of all Australians and a
    thriving culture, economy and democracy.
o   To promote and improve the services provided by all kinds of library and information
    agencies.
o   To ensure the high standard of personnel engaged in information provision and foster
    their professional interests and aspirations.

Principles
In furthering the goals of free flow of information, library and information services must
engage with Indigenous clienteles and with issues arising from Indigenous knowledge and
the experiences and priorities of Indigenous Australians.

Statement
The Australian Library and Information Association endorses the vision of a united Australia
which respects this land of ours; values the Indigenous heritage; and provides justice and
equity for all.

The Association recognizes that libraries and information services have a role to play in the
process of reconciliation by encouraging their engagement with the process of reconciliation
and by examining and, where necessary, amending their policies and practices in
consultation with Indigenous peoples.

The Association recognizes the diversity of Indigenous cultures. It believes that the
participation of Indigenous 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 Indigenous peoples, and in managing information relevant to
Indigenous cultures and communities.

1. Indigenous peoples are included in decision-making and policy formulation processes to
    ensure that culturally appropriate decisions can be made and, where relevant,
    Indigenous peoples participate in the governance and operation of library and
    information services.

2. Provision and management of information resources and provision of services recognize
    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 Indigenous 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 Indigenous 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 Indigenous peoples and be developed in conjunction with the local Indigenous community. Relevant government policy and legislation and the Indigenous protocols for libraries, archives and information services must guide and determine practice within the library and information sector.

Amended 2009

Appendix 6

**Australian Library and Information Association (ALIA)
Statement on libraries and literacies, adopted 1979**

ALIA objects addressed
To promote and improve the services provided by all kinds of library and information agencies

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

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 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. It must be acknowledged that information literacy is part of a continuum of literacies that includes oralcy if it is to have the power to promote social inclusion for all people. (Alexandria Proclamation, 2005)

The Australian Library and Information Association believes that:
- o Libraries are lifelong learning centres with education as an essential part of their mission and should acknowledge their responsibility for supporting and supplementing education within their communities, in a variety of formal and informal as well as cultural contexts (Schamber, 2006)
- o Libraries must actively commit time and resources to coordinating literacy activities at all levels and to promote literacy among all members of their community, users and non-users alike.
- o Libraries are part of the solution to many community problems. Libraries help children and adults become literate, productive citizens and help people of all ages lead more satisfying lives.

Amended 2006

Appendix 7

Australian Library and Information Association (ALIA)
ALIA on online content regulation, adopted 1997

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

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

Statement
Libraries and information services facilitate and promote public access to the widest variety of information, reflecting the plurality and diversity of society. The selection and availability of library materials and services, including online content and services, is governed by professional considerations and not by political, moral and religious views.

Libraries and information services support the right of all users to unhindered access to information of their choice regardless of format. Access to electronic information resources should not be restricted except as required by law and this basic right should not be eroded in the development of regulatory measures for online information.

Users are assisted with the necessary skills and a suitable environment in which to use their chosen information sources and services freely and confidently. Each user's right to privacy and confidentiality is protected with respect to information sought or received and resources consulted.

In addition to the many valuable resources available on the internet, some are incorrect, misleading and may be offensive. Libraries and information services proactively promote and facilitate responsible access to quality networked information for all their users, including children and young people. They enable library users to learn to use the internet and electronic information efficiently and effectively.
Amended 2002

Appendix 8

**Australian Library and Information Association (ALIA)
50/50 by 2020, adopted 2013**

ALIA STATEMENT

We predict that library print and ebook collections will establish a 50:50 equilibrium by 2020 and that this balance will be maintained for the foreseeable future.

SUPPORTING EVIDENCE

Those born in 1990 grew up with print, studied with print, and are the last print-only generation. This final print-only generation will be 80 in 2070. For the next 50 years a significant proportion of the population will have lived with print books, and while they may embrace the opportunities of ereaders, there is no sign that they will convert to a fully digital reading experience. The latest research suggests a 50:50 balance for the foreseeable future.

From the Brisbane City Council survey of library users in 2012: 58% say they believe all books will be available equally in print and ebook formats.[1]

From the Pew Research report Younger Americans' Library Habits and Expectations, 25 June 2013:
Younger Americans—those ages 16–29—exhibit a fascinating mix of habits and preferences when it comes to reading, libraries, and technology. Almost all Americans under age 30 are online, and they are more likely than older patrons to use libraries' computer and internet connections; however, they are also still closely bound to print, as three-quarters (75%) of younger Americans say they have read at least one book in print in the past year, compared with 64% of adults ages 30 and older.

Similarly, younger Americans' library usage reflect a blend of traditional and technological services. Americans under age 30 are just as likely as older adults to visit the library, and once there they borrow print books and browse the shelves at similar rates. Large majorities of those under age 30 say it is "very important" for libraries to have librarians as well as books for borrowing, and relatively few think that libraries should automate most library services, move most services online, or move print books out of public areas.[2]

WHAT THIS MEANS FOR LIBRARIES AND LIBRARY MANAGEMENT

Shelf space will be freed up, which will allow more space for study, relaxation, events, meetings and creative uses. It must be remembered that actual shelf space is already less than half the floor area of most public libraries.

There will be fewer library users coming into the library to borrow books, but there will be more opportunity for people to use the library space for other learning and community purposes. User-focused collection management and reader advisory services will be the added value contribution of library staff.

Collection budgets will need to increase, as library users will want titles in both print and ebook formats. However, the sector will enter into negotiations with publishers and aggregators to reach an affordable (for libraries) and commercially viable (for vendors) balance, which will benefit all parties. The workload in terms of making books shelf-ready will diminish but **new skills** will be required for purchasing and contract management of ebook licences.

[1] http://www.alia.org.au/sites/default/files/documents/advocacy/Sharan%20Harvey%20ALIA%20ebooks%20think%20tank%2015%20February%202013.pdf
[2] http://libraries.pewinternet.org/2013/06/25/younger-americans-library-services/

RFID will continue to be a worthwhile investment and the **print infrastructure** (return chutes, etc.) will continue to feature in libraries.

Appendix 9

International Federation of Library Associations (IFLA) United Nations Educational, Scientific and Cultural Organization (UNESCO)

IFLA/UNESCO Public Library Manifesto Adopted1994. Latest revision: 13 December 2012

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:
o   creating and strengthening reading habits in children from an early age;
o   supporting both individual and self conducted education as well as formal education at all levels;
o   providing opportunities for personal creative development;
o   stimulating the imagination and creativity of children and young people;
o   promoting awareness of cultural heritage, appreciation of the arts, scientific achievements and innovations;

- o providing access to cultural expressions of all performing arts;
- o fostering inter-cultural dialogue and favouring cultural diversity;
- o supporting the oral tradition;
- o ensuring access for citizens to all sorts of community information;
- o providing adequate information services to local enterprises, associations and interest groups;
- o facilitating the development of information and computer literacy skills;
- o 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 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).

Appendix 10

International Federation of Library Associations (IFLA) United Nations Educational, Scientific and Cultural Organization (UNESCO)

IFLA/UNESCO Manifesto for Digital Libraries. Latest revision 20 July2013
Bridging the Digital Divide: making the world's cultural and scientific heritage accessible to all

The digital divide is an information divide
Bridging the digital divide is a key factor in achieving the Millennium Development Goals of the United Nations. Access to information resources and the means of communication supports health and education as much as cultural and economic development.

The dissemination of information enables citizens to participate in life-long learning and education. Information about the world's achievements allows everyone to participate constructively in the development of their own social environment.

Equal access to the cultural and scientific heritage of mankind is every person's right and helps promote learning and understanding of the richness and diversity of the world, not only for the present generation, but also for the generations to come.

Libraries have long been essential agents in fostering peace and human values. Libraries now operate digitally, and their digital services open up a new channel to the universe of knowledge and information, connecting cultures across geographical and social boundaries.

Digital libraries
A *digital library* is an online collection of digital objects, of assured quality, that are created or collected and managed according to internationally accepted principles for collection development and made accessible in a coherent and sustainable manner, supported by services necessary to allow users to retrieve and exploit the resources.

A digital library forms an integral part of the services of a library, applying new technology to provide access to digital collections. Within a digital library collections are created, managed and made accessible in such a way that they are readily and economically available for use by a defined community or set of communities.

A collaborative digital library allows public and research libraries to form a network of digital information in response to the needs of the Information Society. The systems of all partners in a collaborative digital library must be able to interoperate.

A digital library complements digital archives and initiatives for the preservation of information resources.

Mission and Goals
The mission of the digital library is to give direct access to information resources, both digital and non-digital, in a structured and authoritative manner and thus to link information technology, education and culture in contemporary library service. To fulfil this mission the following goals are pursued:
• Supporting digitisation, access to and preservation of cultural and scientific heritage.
• Providing access for all users to the information resources collected by libraries, while respecting intellectual property rights.
• Creating interoperable digital library systems to promote open standards and access.

- Supporting the pivotal role of libraries and information services in the promotion of common standards and best practices.
- Creating awareness of the urgent need to ensure the permanent accessibility of digital material.
- Linking digital libraries to high-speed research and development networks.
- Taking advantage of the increasing convergence of communications media and institutional roles to create and disseminate digital content.

Content creation, access and preservation
Building a digital library requires sources of content in digital form, whether digitised or born digital content.

Many countries have created national digitisation programmes, and more will do so, as agreed by the World Summit on the Information Society *. IFLA strongly supports and encourages both national and international digitisation strategies as well as single library and partnership initiatives.

Digitisation allows the creation of virtual collections bringing together material across continents.

Digitisation also has a preservation role in the case of deteriorating original documents and media.

The products of digitisation themselves must be preserved, just as born-digital material must be preserved. All digital library initiatives must include plans for digital preservation by an appropriate authority.

The digital library serves as an environment to bring together collections, services, and people in support of the full life cycle of creation, dissemination, use and preservation of data, information and knowledge.

Interoperability and sustainability are key to the vision of digital libraries able to communicate with each other. Digital libraries that conform to commonly agreed open standards and protocols improve world-wide knowledge dissemination and access.

Implementing the Manifesto
IFLA encourages national governments, intergovernmental organizations and sponsors to recognize the strategic importance of digital libraries and to actively support their development. Contributions to large-scale digitisation programmes serve to make cultural and scientific information resources more widely available, and advance national and international digital library initiatives that will be sustainable over time.

Specific legislation and financial support from national and local governments is required to bridge the digital divide and to ensure sustainable access. Any long-term strategy must aim to bridge the digital divide and to strengthen the development of education, literacy, culture - and most of all - to provide access to information.

Bridging the digital divide also implies the need for action by the appropriate authorities to incorporate information literacy into education curricula, and to raise awareness that much valuable information from the past is not in digital form.

IFLA encourages libraries to collaborate with other cultural and scientific heritage institutions to provide rich and diverse digital resources that support education and research, tourism and the creative industries.

Consultation with rights owners and other stakeholders is essential. Designers and implementers of digital libraries should consult fully with indigenous communities, whose tangible and intangible cultural heritage it is proposed to digitize, to ensure that their rights and wishes are respected. The implementation of the digital library must also support equity of access to the content by meeting the special needs of people with disabilities.

Authorities should be aware that active planning for digital libraries at any level (national, regional and local) should cover the following issues:
- Trained personnel
- Adequate buildings and facilities
- Integrated planning for libraries and archives
- Funding
- Target setting

National e-strategies, as recommended by the World Summit on the Information Society **, could establish a firm basis for planning digital libraries.
This manifesto was endorsed by the IFLA Governing Board
December 2010

Appendix 11
International Federation of Library Associations (IFLA)
The Glasgow Declaration on Libraries, Information Services and Intellectual Freedom.
Latest revision: 28 February 2013

Meeting in Glasgow on the occasion of the 75th anniversary of its formation, the International Federation of Library Associations and Institutions (IFLA) declares that:
IFLA proclaims the fundamental right of human beings both to access and to express information without restriction.

IFLA and its worldwide membership support, defend and promote intellectual freedom as expressed in the United Nations Universal Declaration of Human Rights. This intellectual freedom encompasses the wealth of human knowledge, opinion, creative thought and intellectual activity.

IFLA asserts that a commitment to intellectual freedom is a core responsibility of the library and information profession worldwide, expressed through codes of ethics and demonstrated through practice.
IFLA affirms that:

- Libraries and information services provide access to information, ideas and works of imagination in any medium and regardless of frontiers. They serve as gateways to knowledge, thought and culture, offering essential support for independent decision-making, cultural development, research and lifelong learning by both individuals and groups.

- Libraries and information services contribute to the development and maintenance of intellectual freedom and help to safeguard democratic values and universal civil rights. Consequently, they are committed to offering their clients access to relevant resources and services without restriction and to opposing any form of censorship.

- Libraries and information services shall acquire, preserve and make available the widest variety of materials, reflecting the plurality and diversity of society. The selection and availability of library materials and services shall be governed by professional considerations and not by political, moral and religious views.

- Libraries and information services shall make materials, facilities and services equally accessible to all users. There shall be no discrimination for any reason including race, national or ethnic origin, gender or sexual preference, age, disability, religion, or political beliefs.

- Libraries and information services shall protect each user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IFLA therefore calls upon libraries and information services and their staff to uphold and promote the principles of intellectual freedom and to provide uninhibited access to information.

This Declaration was prepared by IFLA/FAIFE.
Approved by the Governing Board of IFLA 27 March 2002, The Hague, Netherlands.
Proclaimed by the Council of IFLA 19 August 2002, Glasgow, Scotland.

Appendix 12

International Federation of Public Libraries (IFLA)
IFLA Statement on Libraries and Intellectual Freedom. Latest revision 28 February 2013
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:
  o Libraries provide access to information, ideas and works of imagination. They serve as gateways to knowledge, thought and culture.
  o Libraries provide essential support for lifelong learning, independent decision-making and cultural development for both individuals and groups.
  o Libraries contribute to the development and maintenance of intellectual freedom and help to safeguard basic democratic values and universal civil rights.
  o 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.
  o 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.
  o Libraries shall acquire, organize and disseminate information freely and oppose any form of censorship.
  o 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.
  o 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.
  o Libraries funded from public sources and to which the public have access shall uphold the principles of intellectual freedom.
  o 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.

Appendix 13

International Federation of Public Libraries (IFLA)
IFLA/UNESCO Multicultural Library Manifesto. Latest revision 28 February 2013
The Multicultural Library – a gateway to a cultural diverse society in dialogue

All people live in an increasingly heterogeneous society. There are more than 6,000 different languages in the world. The international migration rate is growing every year resulting in an increasing number of people with complex identities. Globalization, increased migration, faster communication, ease of transportation and other 21st century forces have increased cultural diversity in many nations where it might not have previously existed or has augmented the existing multicultural makeup.

"Cultural Diversity" or "Multiculturalism" refers to the harmonious co-existence and interaction of different cultures, where "culture should be regarded as the set of distinctive spiritual, material, intellectual and emotional features of society or a social group, and that it encompasses, in addition to art and literature; lifestyles, ways of living together, value systems, traditions and beliefs".
Cultural diversity or multiculturalism is the foundation of our collective strength in our local communities and in our global society.

Cultural and linguistic diversity is the common heritage of humankind and should be cherished and preserved for the benefit of all. It is a source for the exchange, innovation, creativity, and peaceful coexistence among peoples. "Respect for the diversity of cultures, tolerance, dialogue and cooperation, in a climate of mutual trust and understanding are among the best guarantees of international peace and security". Therefore, libraries of all types should reflect, support and promote cultural and linguistic diversity at the international, national, and local levels, and thus work for cross-cultural dialogue and active citizenship.

As libraries serve diverse interests and communities, they function as learning, cultural, and information centres. In addressing cultural and linguistic diversity, library services are driven by their commitment to the principles of fundamental freedoms and equity of access to information and knowledge for all, in the respect of cultural identity and values.
Principles

Each individual in our global society has the right to a full range of library and information services. In addressing cultural and linguistic diversity, libraries should:
- serve all members of the community without discrimination based on cultural and linguistic heritage;
- provide information in appropriate languages and scripts;
- give access to a broad range of materials and services reflecting all communities and needs;
- employ staff to reflect the diversity of the community, who are trained to work with and serve diverse communities.

Library and information services in a culturally and linguistically diverse context include both the provision of services to all types of library users and the provision of library services specifically targeted to underserved cultural and linguistic groups. Special attention should be paid to groups which are often marginalized in culturally diverse societies: minorities, asylum seekers and refugees, residents with a temporary residence permit, migrant workers, and indigenous communities.

Missions of multicultural library services

In a culturally diverse society focus should be on the following key missions, which relate to information, literacy, education and culture:

- promoting awareness of the positive value of cultural diversity and fostering cultural dialogue;
- encouraging linguistic diversity and respect for the mother tongue;
- facilitating the harmonious coexistence of several languages, including learning of several languages from an early age;
- safeguarding linguistic and cultural heritage and giving support to expression, creation and dissemination in all relevant languages;
- supporting the preservation of oral tradition and intangible cultural heritage;
- supporting inclusion and participation of persons and groups from all diverse cultural backgrounds;
- encouraging information literacy in the digital age, and the mastering of information and communication technologies;
- promoting linguistic diversity in cyberspace;
- encouraging universal access to cyberspace; supporting the exchange of knowledge and best practices with regard to cultural pluralism.

Management and operation
The multicultural library expects all types of libraries to adopt an integrated service approach. The core activities of library and information services for culturally and linguistically diverse communities are central, not "separate" or "additional", and should always be designed to meet local or specific needs.

The library should have a policy and a strategic plan, defining its mission, objectives, priorities and services related to cultural diversity. The plan should be based on a comprehensive user needs analysis and adequate resources.

Library activities should not be developed in isolation. Cooperation with relevant user groups and professionals at local, national or international level should be encouraged.
Core actions
The multicultural library should:

- develop culturally diverse and multilingual collections and services, including digital and multimedia resources;
- allocate resources for the preservation of cultural expression and heritage, paying particular attention to oral, indigenous and intangible cultural heritage;
- include programmes supporting user education, information literacy skills, newcomer resources, cultural heritage and cross-cultural dialogue as integral parts of the services;
- provide access to library resources in appropriate languages through information organization and access systems;
- develop marketing and outreach materials in appropriate media and languages to attract different groups to the library.

Staff
The library staff is the active intermediary between users and resources. Professional education and continuing training focused on services to multicultural communities, crosscultural communication and sensitivity, anti-discrimination, cultures and languages should be provided.

The staff of a multicultural library should reflect the cultural and linguistic characteristic of the community to ensure cultural awareness, reflect the community the library serves, and encourage communication.

Funding, legislation and networks

Governments and other relevant decision-making bodies are urged to establish and adequately fund libraries and library systems to offer free library and information services to culturally diverse communities.

Multicultural library services are in essence global. All libraries involved in activities in this field must participate in relevant local, national or international networks in policy development. Research is needed to obtain the data necessary to make informed service decisions and secure appropriate funding. Research findings and best practices should be widely disseminated in order to guide effective multicultural library services.

Implementing the Manifesto
The international community must recognize and support libraries and information services in their role of promoting and preserving cultural and linguistic diversity.
Decision makers at all levels and the library community around the world are hereby requested to disseminate this Manifesto and to carry out the principles and actions expressed herein.
Approved by the IFLA Governing Board in August 2006 and adopted by UNESCO at its 35th Session in October 2009.

Appendix 14

International Federation of Public Libraries (IFLA)
IFLA Internet Manifesto. Latest revision 7 March 2013

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

- o 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.

- o Freedom of access to information, regardless of medium and frontiers, is a central responsibility of the library and information profession.

- o The provision of unhindered access to the Internet by libraries and information services supports communities and individuals to attain freedom, prosperity and development.

- o 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.

The IFLA Internet Manifesto
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.

Appendix 15

**International Federation of Public Libraries (IFLA)
IFLA Trend Report, retrieved 6 November 2013**

In the global information environment, time moves quickly and there's an abundance of commentators trying to keep up. With each new technological development, a new report emerges assessing its impact on different sectors of society. The IFLA Trend Report takes a broader approach and identifies five high level trends shaping the information society, spanning access to education, privacy, civic engagement and transformation. Its findings reflect a year's consultation with a range of experts and stakeholders from different disciplines to map broader societal changes occurring, or likely to occur in the information environment.

The IFLA Trend Report is more than a single document – it is a selection of resources to help you understand where libraries fit into a changing society.

Our information environment is constantly changing. How will we access, use and benefit from information in an increasingly hyper-connected world? The IFLA Trend Report identifies five top level trends which will play a key role in shaping our future information ecosystem:

TREND 1 New Technologies will both expand and limit who has access to information.

TREND 2 Online Education will democratise and disrupt global learning.

TREND 3 The boundaries of privacy and data protection will be redefined..

TREND 4 Hyper-connected societies will listen to and empower new voices and groups.

TREND 5 The global information environment will be transformed by new technologies.

The documents may be found in full at:

http://trends.ifla.org

Appendix 16

International Federation of Public Libraries (IFLA)
Key Issues for e-Resource Collection Development: A Guide for Libraries

The purpose of this Guide is to help develop an awareness of the key issues that every library will need to consider and address in developing an e-portfolio. The Guide is not intended to be exhaustive, but is written to provide a reasonable and informed introduction to the wide range of issues presented by electronic resources.

A guide that addresses an evolving subject area, such as electronic resources, requires updates. Thus, updates to this Guide at appropriate intervals, as determined by the Standing Committee of the IFLA Acquisition and Collection Development Section, will replace the previous edition on IFLANet. The current document is simply a snapshot of best practices at this point in time.

The document may be found in full at:

http://www.ifla.org/publications/key-issues-for-e-resource-collection-development-a-guide-for-libraries

Appendix 17

Attorney-General's Department
Information for libraries lending films and playing computer games

Who classifies films and computer games?
The Classification Board and Classification Review Board classify films and computer games so that members of the community can make decisions about the type of material they choose to watch or play. The Classification Operations Branch in the Attorney-General's Department provides Secretariat support for the Board and Review Board.

How do I know which films and computer games will suit which ages of student?
Films and computer games are classified into either advisory or legally restricted classifications. Anyone can watch films and play games that are classified G, PG and M. If a film or a computer game is classified MA 15+ the content is considered to be strong enough to impose restrictions on students who are under 15 years. R 18+ films are for adults. There is no R 18+ classification for computer games. Some educational films and games may be exempt from classification. Each classification carries a classification marking which can be used to help decide on the suitability of a film or computer game for their students.

Consumer advice is also provided with films and computer games. The G category does not usually carry consumer advice. These are phrases next to the classification symbol which provide extra information about the content of the film or computer game. The phrases indicate the strongest classifiable elements contained in the film or computer game.

ADVISORY CLASSIFICATIONS – G, PG, and M
This classification is for a general audience.
There may be some films and computer games in this category that are of no interest to children and young teenagers.

Material in this classification might upset, frighten, or confuse children and young teenagers, and an adult may be required to provide guidance.
This classification is recommended for people who are 15 years and over.

It is not against the law to lend this material to younger people, however, this category is more suited to mature audiences because the films and computer games may contain themes and scenes which require a mature perspective.

THE RESTRICTED CLASSIFICATIONS– MA 15+ and R 18+
This classification is also suited to people who are 15 years and over.
Material in this classification is stronger than the M classification.

This classification **is legally restricted.** The restrictions apply to persons who are under 15 years. If people under 15 years want to borrow these films or computer games they must be accompanied by a parent or adult guardian.

What is the difference between M and MA 15+?
Both of these classifications can be seen by people who are 15 years or older. However, material classified MA 15+ is legally "restricted". This restriction means films or games classified MA 15+ can only be borrowed if:
(a) the person is 15 years or older, or
(b) the person under 15 years is accompanied by a parent or legal guardian.

What does guardian mean?

The legal definition of "guardian" is not identical across State and Territory jurisdictions. You should clarify the meaning of guardian with your policy department or governing body.

This classification applies only to films.
The material in this classification is for adult audiences.
A detailed description of each classification is contained in the *Classification Guidelines for Films and Computer Games 2005.*

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