

Collection Development Policy

2021-2026

Responsible Directorate: Community Planning

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1.0 Introduction

1.1 Purpose

This Policy provides guidelines for the development and management of Boroondara Library Service print and digital collections.

This policy is designed to ensure alignment with community requirements and to meet the goals of Boroondara Library Service. The Policy informs the community and guides the staff about professional and organisational collection principles and the criteria and accountability for selection, acquisition, evaluation and de-selection. As the community grows and changes, Boroondara Library Service will be flexible and reassess and adapt its collections, formats and technology to reflect new and emerging areas of interest. This policy applies from 2021-2026 and is reviewed every five years.

1.2 Scope

The Policy provides guidelines for the development and management of Boroondara Library Service print and digital collections to:

- Ensure alignment to community expectations
- Enable Boroondara Library Service members to suggest print and digital content
- Promote reading and literacy
- Promote of life-long learning
- Provide access to information
- Reflect new and emerging print and digital content trends.

1.3 Corporate framework

The Collection Development Policy is guided by two key strategic documents - the City of Boroondara Community Plan 2017-27 and the Library Services Plan 2020-2025.

The Collection Development Policy supports the City of Boroondara Community Plan through its commitment to community services being of high quality, inclusive and meeting the needs of the community now and into the future.

The Collection Development Policy supports the Library Service Plan through the key strategic objective to building print and digital collections that reflect community needs and expectations.

1.4 Policy context

The Collection Development Policy considers and is aligned to the following policy and legislative documents:

- ALIA Statement on Free Access to Information (see Appendix 1)
- ALIA Statement on Public Library Services (see Appendix 2)

- UNESCO Public Library Manifesto (see Appendix 3)
- Australian Classification Board Guidelines (see Appendix 4)
- Copyright Act 1968. Go to the [Australian Government's Legislation website](#) to view the act.

Boroondara Library Service will apply the Australian Classification Board Guidelines to determine the access parameters of our print and digital items and collections.

2.0 Accountability

For all queries or feedback regarding this policy, please use the contact details for the responsible department below.

Position title: Collections lead

Contact number: (03) 9278 4666

Contact department email: library@boroondara.vic.gov.au

3.0 Our collections

The Boroondara Library Service print and digital collection encompasses a range of themes, subjects, genres, interests which promote reading for leisure, literacy and learning.

Our print and digital collections will:

- Balance high interest, popular and best seller items with classics, enduring works, popular series or subject areas
- Provide our community with a vibrant, diverse, balanced and wide range of items and maintaining this as the strength of our Library Service
- Assist our community with life-long learning enabling personal development, skills and knowledge
- Be cross-generational and for all people
- Be representative of cultures, genders and abilities
- Provide resources to assist with reader development, reading difficulties, learning and study.

For the lifecycle of the Collection Development Policy (2021-2026), Boroondara Library Service will provide the following collections to the community:

- Fiction - print and e-book
- Non-fiction - print and e-book
- Large print fiction and non-fiction - print and e-book
- Graphic novels - print and e-book
- Audio Visual - CD and DVD
- Talking Books - CD and audiobook

- Magazines - print and e-magazines via online subscriptions
- Newspapers - print and digital via online subscriptions
- Reference - print and e-resource
- Online learning courses and resource
- Online language courses and resource
- Film streaming services
- Books, magazines, and audio-visual items in Languages Other Than English (LOTE)
- English literacy resources and kits
- Local History - print, photographic and digital resources, items and artefacts
- Family History - print, photographic and digital resource
- Picture books
- Board books
- Early readers.

4.0 Guidelines for collection development

4.1 Selection guidelines

The selection of items for our collection will be undertaken in line with the following guidelines:

- Responsive to community demand by focusing our purchasing on new, popular, and best seller items across the collection range
- Replacement of items which are part of a series to maintain readership across the particular works particularly in fiction
- Replacement of items which are enduring, classics and well read by our community regardless of date works were created and/or first published
- Maintain our current book stock volume in our libraries during the lifecycle of this policy
- Continue to build our offering of e-books and audiobooks
- Continue to build our print and digital collections under the guidance of our experienced and knowledgeable Librarians
- Our selection will reflect a spectrum of community viewpoints and topics of interest
- We will collect and preserve content and information which are unique to Boroondara past and present.

4.2 Selection criteria

In partnership with our suppliers, Boroondara Library Service Librarians will select items using profiles, trade/supplier publications, standing orders, customer requests and staff selections.

In selecting items, Librarians will use the following criteria:

- Publication date
- Relevance and contemporary community preferences

- Popular interest
- Local interest
- Marketing of the publication
- Reviews in trade and popular publications and media
- Currency
- Depth of subject and/or genre in relation to the wider collection
- Authority of content
- Professional or literary reputation of the author, publisher or producer
- Enduring importance
- Timeliness
- Quality of presentation
- Ease of use
- Suitability of format
- Price
- Availability.

4.3 Collections budget

The annual budget from 2021-26 for collection development will be allocated as follows:

- 70% of the capital collections budget is allocated to book, magazines, newspapers, and audio-visual items for all ages in English and LOTE and 30% of the capital collections budget is allocated for books and audio-visual items for children and young adults.
- Approximately 65% of the budget is allocated to print and audio-visual items and 35% of the budget to e-books, audiobooks, e-magazines, and e-resources.

Collection procurement activities are undertaken in accordance with the City of Boroondara's procurement policies and guidelines and are purchased via Procurement Australia or Purchase Orders.

5.0 Guidelines for collection management and maintenance

The Boroondara Library Service collection is a major asset. Maintaining the integrity of this asset is an essential part of the Collection Development Policy and requires the same level of professional attention as the original selection. Maintenance includes regular assessment of the borrowing history of the item, the physical condition and the relevance of the content and subject.

Collection maintenance is undertaken by qualified and experienced librarians and library officers utilising the principles outlined in this Collection Development Policy, using the Library Management System and Collection Evaluation Tool and in accordance with the following collection maintenance and evaluation guidelines.

5.1 Removal from the collection

Through evaluation processes implemented by librarians and library officers, print and digital items (as applicable) will be removed when:

- No longer in demand and has had little borrowing over a considerable period of time
- Use and turnover is deemed to be diminishing and numerous copies are still in the collection
- The item is damaged
- The item is in poor physical condition
- The content is out of date
- A digital version is available and better suited to that format
- An updated edition is available
- The item is an important part of the collection and can be replaced
- There is an oversupply of items in a particular subject area, genre, or type
- The format of the item is being superseded and/or is becoming obsolete
- It is part of a kit and items are missing and not recoverable or replaceable.

5.2 Sustainability of discarded items

When items are removed from the collection and the Library Management System, they will be disposed in the following priority order:

- Allocate for sale through regular book sales
- Donated to local community organisations and groups
- Discarded through Council's recycling system.

Boroondara Library Service will continue to explore options to ethically discard items to extend their use. Options will be considered that benefit of the community, continue to promote reading and literacy and treats discarded stock in an environmentally friendly way.

5.3 Replacements

Titles missing or withdrawn from the Boroondara Library Service collection are not automatically replaced. The decision to replace an item is based on the following criteria:

- The item is still available for purchase
- Availability of other copies or previous editions are present in the collection
- Member demand
- Adequacy of coverage in the subject area or genre
- Cost
- Usage of previous copies.

5.4 Donations

Donations of general print items are not accepted from the community unless the item/s are of local historical significance (see section 5.5).

The decision to accept an item will be made by the Local and Family History team within Boroondara Library Service.

Once donated, ownership of the item will rest with the City of Boroondara through the Library Service and may be passed onto other organisations who are best suited to curate and care for the item long term at the discretion of Boroondara Library Service.

5.5 Items of local historical significance

Boroondara Library Service will collect items that are deemed by the Local and Family History team to be local historical significance to Boroondara.

Items which will be collected and stored by Boroondara Library Service include:

- Archives
- Books
- Manuscripts, diaries, and letters
- Pictures and photographs
- Maps
- Newspapers
- Newsletters
- Architectural drawings
- Civic reports, policy documents, studies, planning schemes, records, and documents
- Council newsletters, minutes, and reports.

Where possible, Boroondara Library Service will digitise such items and make them available and accessible through the Library Management System.

6.0 Community requests and engagement

6.1 Community consultation

Boroondara Library Service acknowledges the importance of having input from our community in developing our collection. As part of engaging with our community in the development of a customer focused collection, we will use the following consultation methods:

- Results from library user surveys run by the City of Boroondara or industry-based surveys such as the Nexus Survey
- Informal member feedback via print and electronic communication such as feedback forms in-library, social media posts and email.
- Suggestions from members to purchase items for the collection

- Boroondara Library Service staff knowledge of member preferences
- Use and turnover of items and collections by members to determine community preferences
- Scanning media promotion, book launches and writers festivals to keep abreast of new publications.

6.2 Objections and complaints

Where a member of Boroondara Library Service or the Boroondara community has an objection to a particular title held, or they consider the title is not suited to a particular collection (e.g. Junior), the matter and course of action expected can be raised in writing by:

- Completing a feedback form in-library and presenting it to staff on duty
- Sending an email to library@boroondara.vic.gov.au
- Mailing a letter addressed to the Manager, Library Services.

The Manager, Library Services will bring together a panel of experienced collection librarians to evaluate the request and on behalf of the panel, outline the course of action being taken by Boroondara Library Service and the rationale why such action is taken, and the complainant notified in writing.

In determining the outcome of the objection, the panel will consider the following:

- Boroondara Library Service Collection Development Policy
- ALIA Statement on Free Access to Information
- Authority, credibility, and reputation of the author
- Authority and reputation of the publisher
- Whether the item has been classified correctly according to the Australian Classification Board Guidelines
- Accuracy of the content
- Whether the item forms part of a balanced viewpoint on the particular subject
- Its significance to our local history and heritage.

6.3 Items for children and young people

Items provided for and accessible to children and young people are intended to broaden their knowledge, widen their interests, support literacy, supplement their education and stimulate a passion for literature and reading. While Boroondara Library Service takes every care in allocating resources to appropriate areas of the library, the reading and viewing activities of children and young people under 18 years of age are the responsibility of parents, guardians or caregivers who are expected to oversee access and the selection of appropriate materials.

7.0 Customer first

Boroondara Library Service will continue to review and improve our collection development and management procedures and processes to ensure we select, acquire, catalogue, and make available items to meet peak demand and member expectations.

During the life of the Collection Development Policy, we will:

- Document current collection development and management processes
- Review and improve collection development and management processes to ensure a 'customer first' approach
- Integrate processes with suppliers where efficiencies to speed up the availability of items can be achieved (e.g. shelf ready)
- Integrate processes with suppliers in the function of collection development and management (e.g. shelf ready) where advantageous to enable Boroondara Library Service staff to focus on reader development, collection promoting events and other collection building activities
- Continue to train and build on the professional skills and expertise of our staff in relation to collections and reader development activities
- Improve the visual merchandising, signage, and layout of our collections.

8.0 Collection access and promotion

It is important that Boroondara Library Service promotes and makes accessible our collections to maximise their use.

Access to and the promotion of the Boroondara Library Service collection will be achieved through:

- Regular marketing and communication through the Boroondara Bulletin and Boroondara Library Service e-newsletters
- Social media posts
- Access via our 6 libraries
- Events that promote reading and literacy
- Boroondara Library Service catalogue on the [City of Boroondara website](#)
- Access to digital content via the above website
- Delivery through the Home Library Service to those who qualify
- Knowledgeable, friendly, and helpful staff in-library, by phone and by email
- Staff training in reader development for all ages
- Booklists available in-library and via the website
- Visual merchandising and signage of collections in-library.

Appendix 1

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

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 believe that library and information services have particular responsibilities in supporting and sustaining the free flow of information and ideas including:

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

7. observing laws and regulations governing access to information and ideas but working towards the amendment of those laws and regulations which inhibit library and information services in meeting the obligations and responsibilities outlined in this Statement.

Appendix 2

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

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 Australian public library and information services is essential:

- to enable all community members to participate in and contribute to society, including the democratic process
- to actively contribute to social inclusion
- to enable people to contribute to the economic wellbeing of their families and the nation.

Statement

Public libraries welcome everyone. Core services are free at the point of delivery, and the aim of library teams is to reduce any barriers to engagement for people from diverse backgrounds and to promote equity of access to information, activities, and resources.

Public libraries are agile and embrace a variety of roles. They support literacy and reading for pleasure; lifelong learning; arts, culture, and local heritage; cybersafety and digital inclusion. They promote the work of Australian writers and creators; provide safe spaces for meetings, study, work, and relaxation; ensure that people have freedom of access to the information they need for personal development, health, wellbeing, and active participation in our democratic society, and help people connect with egovernment.

While funded by local, state and territory governments, Australian public libraries are part of an informal national and international network. Through the ALIA Australian Public Library Alliance, public libraries collaborate to produce national standards, guidelines, and impact measures. They jointly advocate for the role of libraries in delivering local, state, and national government priorities.

Through the Public Libraries Section of the International Federation of Library Associations and Institutions (IFLA), Australian public libraries connect with their counterparts overseas, sharing insights and best practice, to the betterment of libraries and communities worldwide.

Australian public libraries are staffed by qualified library and information and other professionals and can benefit from the employment of people from related disciplines, such as IT, marketing, teaching, and community engagement in support roles.

While reading and book borrowing (in all formats) remain at the heart of public libraries, new technologies play an increasingly important part in the service, both behind the scenes, with developments in library management and support systems, eBook and electronic resource platforms, and front of house, with PCs, tablets, and other devices available for library users.

More space is being made available for individuals, families, and groups. Study pods, technology-enabled meeting rooms, sound studios and other makerspaces support creative, digitally inclusive, learning communities. Library users are no longer passive consumers of content. They want to participate in programs and activities and create new works, whether literary, artistic, musical, or functional.

Programs, exhibitions, and other activities encourage library users to build on their existing skills and experiment with new ideas. Public libraries use the latest communication techniques and social media channels to promote the many opportunities they create for local people, contributing to recreational enjoyment, education outcomes, creativity, economic participation, and prosperity.

The success of Australia's public libraries relies on commitment from all three levels of government. At the same time, libraries must ensure they have policies, guidelines, and procedures in place to respond to and meet relevant legislative requirements.

Appendix 3

UNESCO public library manifesto

Freedom, Prosperity and the Development of society and 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 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 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 pressure.

The following key missions which relate to information, literacy, education, and culture should be at the core of public library services:

1. creating and strengthening reading habits in children at an early age
2. supporting both individual and self-conducted education as well as formal education at all levels
3. providing opportunities for personal creative development
4. stimulating the imagination and creativity of children and young people
5. promoting awareness of cultural heritage, appreciation of the arts, scientific achievements, and innovations
6. providing access to cultural expressions of all performing arts
7. fostering inter-cultural dialogue and favouring cultural diversity
8. supporting the oral tradition
9. ensuring access for citizens to all sorts of community information
10. providing adequate information services to local enterprises, associations, and interest groups
11. facilitating the development of information and computer literacy skills
12. supporting and participating in literacy activities and programmes for all age groups and initiating such activities if necessary.

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 network must be designed in relation to national, regional, research and specific libraries as well as libraries in schools, colleges, and universities.

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 programs have to be provided to help users benefit from all the resources.

Appendix 4

Australian Classification Board Guidelines

Lending films and playing computer games - Library guidelines

Who classifies films and computer games?

The Australian Classification Board classifies 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

G

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.



PG

Material in this classification might upset, frighten, or confuse children and young teenagers, and an adult may be required to provide guidance.



M

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+

MA 15+

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.



R 18+

This classification applies only to films.

The material in this classification is for adult audiences.



What is the difference between M and MA 15+?

Both 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.

Find out more

A detailed description of each classification is available on the [Australian Government's Department of Infrastructure, Transport, Regional Development, Communications and the Arts website](#).