



MITCHAM

Community Collections and Information Services

Adopted by Council 26 September 2017

public policy

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MITCHAM

1. PREAMBLE

The City of Mitcham has two public libraries and two toy libraries all located in Blackwood and Hawthorn, a History Service located at the Mitcham Cultural Village in Mitcham and an Information Service located at the Civic Centre in Torrens Park. These services manage a diverse collection of materials and objects for the benefit of the community.

In today's world access to well organised collections and resources is important, with access to both physical collections and the global networked resources being of equal importance to customers.

2. PURPOSE

Council aims to provide a variety of collections and information services which support the current and future information needs of the diverse and changing community and also promote and preserve the heritage of the City of Mitcham.

This policy describes the general principles for the acquisition and management of library, history and information collections and resources and the services provided in relation to these collections.

3. SCOPE

This policy specifically relates to the Library, Community Information and Local History collections and services for the City of Mitcham for the benefit of its current and future community.

4. DEFINITIONS

Collection is a group of objects, works or materials to be seen, studied or kept together.

5. PRINCIPLES

- 5.1 Council affirms the basic right of people to access a broad range of material and information on services, resources, groups and networks available to meet their needs and improve the quality of their lives.
- 5.2 Community, library and history information services operate as an essential component of the community development process, involving community consultation and participation in the planning, development and provision of services and collections.
- 5.3 Information is accessible to individuals and groups without discrimination.
- 5.4 Services are provided which are easy to use and accessible beyond physical service points.
- 5.5 The confidentiality of the enquiry and the enquirer is protected.

6. POLICY STATEMENT

Council will provide library, history and information services and collections in a variety of formats to cater for the broad range of user groups across the entire social and cultural spectrum. Materials will be selected to meet the educational, informational and recreational requirements of the different age groups, educational levels, cultures and interests represented in the Council area.

6.1. COLLECTIONS

The Council undertakes to provide a range of collections which cater to the needs of a diverse community and which foster community participation including:

- Libraries (including Toy Libraries)
- Community Information
- Local History

Council will:

- Strive for its collections to reflect the full spectrum of community viewpoints and all sides of controversial issues without bias or censorship.
- Provide resources in a variety of formats complementing both formal and informal education processes.
- Develop and acquire materials documenting the heritage of the people of the City of Mitcham.
- Provide access and education programs to maximise participation and enrich the quality of life.
- Provide information and access to other organisations, service providers and related information agencies to maximise resources available at all levels.

6.2. SERVICES

Basic or "core" services will be available free of charge. These include:

- Membership
- Access to collections
- Access to online resources
- Access to the Internet
- Assistance with use of the general collection and locating information
- Loan of any item from the general lending collection
- Some programs (eg literacy programs for children)

Value added services may be offered and typically include:

- Attendance at training sessions
- Public programs and events
- Printing, photocopying and faxing

In such cases the labour and/or capital of the service will have been added in order to provide the new level of benefit and appropriate cost-recovery charges will apply.

The Council will provide a variety of service models for information delivery including:

- Physical access to Council information services and facilities
- Remote electronic (virtual) access to Council information
- Services via the Internet and related technology
- Publications and media marketing
- Community events and activities

6.2.1. Library Service

Council will provide materials that cater for a wide range of interests and selection criteria will be based on:

- Currency of material/information.
- Appropriateness for the needs and interests of the community.
- Importance and suitability of the subject for the balance of the collection.
- Price, availability and sustainability of format. Older formats such as cassette tapes and video recordings will no longer be purchased.
- Reader requests. The community is encouraged to suggest materials not already in the collection. These items are subject to other basic selection criteria and there are no guarantees of purchase.
- Items with Australian content and local publications will be considered highly.
- Toy library items must adhere to Australian safety standards.
- Consistency of approach to collections in line with the One Card Library System's Collection Policy.

6.2.1.1 Relationships with other Institutions (One Card Library Network)

The South Australian Public Library Network (SAPLN) administers the One Card network. This allows shared access to library collections throughout the state giving customers a broader range of items available to borrow. The network's Collection Policy and related documents provide a state-wide standard for managing stock in individual libraries, enabling consistency in collection policies and practices. Some requested items may still be sourced via interlibrary loans and not purchased outright by the Library Service.

6.2.1.2 Collection Maintenance

Council will provide a current and accessible collection.

Removal of items from the collection will be influenced by factors such as:

- Material that is no longer relevant or outdated.
- Frequency of use. Past use is not always an indicator of future use though and some items may be retained for their intrinsic value.
- Condition of items.
- Accuracy of material.
- Date of purchase.
- Availability of information in other formats which may better serve the same purpose.
- Availability of similar material or additional copies in the collection.

- Space restrictions may necessitate removal of some collections.

6.2.1.3 Disposal

Discarded stock is regularly removed from the collection to make way for new items. If suitable, these items will be sold in the Library Service's book sales or they are recycled.

6.2.1.4 Donations

The library will accept high quality donations that meet the selection criteria but reserves the right to dispose of material at any time and by any appropriate means, for example through book sales. Upon donation the material becomes the property of the Library.

6.2.1.5 Community Participation

Council will provide the opportunity for community members to have input into the development of the collections via reader requests.

Suggested items will be considered in accordance with normal selection criteria and other factors including budget restraints, availability and whether they will be of interest to the broader community.

6.2.1.6 Censorship

Council recognises that powers of censorship are legally vested in State and Federal Governments and materials that are prohibited by law will not be included in the collection.

6.2.2. Community Information Service

Council will:

- Organise, update and make available community information for customer-friendly access and retrieval.
- Provide free, accurate and unbiased information, taking into account the needs of people who are information disadvantaged, and which is in a form of language which is understandable and relevant to the enquirer.
- Work in cooperative partnership with other Council information services.
- Ensure people know how to use the information they receive and, assist customers in finding relevant information.
- Develop information brochures to keep the community informed about available Council services and resources, including the use of external publications, noticeboards, the Council Web site, and Connecting Up – SAcommunity information website, plus special projects for specific target groups.
- Develop and maintain an information network in the local community.
- Collect data on the use of Community Information services for the purpose of reporting, planning and evaluation.

- Provide appropriate training for both paid and voluntary staff in communication skills, information giving, and the use of information resources including print and electronic formats.

6.2.3. Local History Service

Council will:

- Be proactive in the collection and preservation of resources which capture the history of the City of Mitcham.
- Be proactive in the creation, publishing and distribution of historical information to promote services and activities, and to enhance access to the District's heritage.
- Provide resources in conventional and electronic formats to cater for the information, research, self education, and cultural needs of all sections of the community.
- Work in cooperative partnership with other Council information services.
- Cater for the historical research requirements of the Council, and all sections of the community including the commercial and business sectors.
- Assist the community to maximise the community's potential to make effective use of historical resources.
- Encourage community involvement and contribution to enhance appreciation and understanding of the heritage of the City of Mitcham.
- Collect data on the use of Local History services for the purpose of reporting, planning and evaluation.

7. POLICY REVIEW

This policy will be reviewed every two years or at the discretion of the Chief Executive Officer.

8. VERSION HISTORY

VERSION	AUTHOR(S) POSITION	CHANGES	DATE
1	Director, Libraries and Community Development	New Policy	27/07/2010
2	Manager, Library Services	Policy Review	16/03/2017

9. DOCUMENT CONTROL

Responsible Department	Organisational and Community Development Division		
Delegations Apply	Nil		
Classification	Social, Cultural and Community Services		
Applicable legislation			
Related Policies & Corporate Documents			
Additional references			
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