



**Geelong Regional Library Corporation Collection Development Policy
2020 – 2023**

The GRLC Collection Development Policy has been designed to be read in either a PDF or online format. The intention is to enable the reader or user to quickly find or link to specific information within the document, whilst accessing the document as a whole in its wider context.

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Section 1.

Policy & Principles

1. Policy context and purpose

In 2017 the GRLC Board adopted the strategic library plan, Reading Ahead - Library Plan 2017-2021. This plan contains the vision and mission statements that guide the Library to deliver on the 4 goals and six strategic areas that represent our fundamental commitment to reading and a range of literacies in an increasingly digital world.

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.

https://www.grlc.vic.gov.au/sites/default/files/Library_Plan_web.pdf

Our Vision

A thriving regional community

- Enriched by reading
- Empowered by learning
- Inspired by information and ideas.

Our Mission

To be an exemplary library service.

We will create opportunities for our community to read, learn, work and connect with each other and the world:

- by providing safe, welcoming and inclusive places and spaces
- by facilitating equitable access to collections, programs, information and technology
- by nurturing discovery, creativity and innovation
- through the knowledge, expertise and encouragement of library staff.

Our Values: a Commitment to Our Community and One Another

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

We seek out, listen and respond to community input. 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, with partners and others to ensure high service standards and to make a strong contribution to the development of equity and social capital in our community.

Workforce support and development

We choose a professional workplace culture that motivates staff to strive for excellence and provide exceptional 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 which enhance the four member Councils' community wellbeing and cultural objectives.

2. Principles

The following principles underpin the Collection Development Policy:

- Recognition of the Wadawarrung and Eastern Maar as Traditional Owners of the GRLC service regions including their rights to cultural heritage, traditional knowledge, traditional cultural expressions and intellectual property.
- Accessible to people with diverse learning and reading needs
- 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 to Reading Ahead - Library Plan 2017-202, the following principles and values incorporated in the following documents provide a framework for the Collection Development Policy:

International Federation of Library Associations (IFLA)

IFLA/UNESCO Public Library Manifesto

<https://www.ifla.org/publications/iflaunesco-public-library-manifesto-1994>

International Federation of Library Associations (IFLA)

IFLA/UNESCO Manifesto for Digital Libraries

<https://www.ifla.org/publications/iflaunesco-manifesto-for-digital-libraries>

International Federation of Public Libraries (IFLA)

IFLA Internet Manifesto.

<https://www.ifla.org/publications/node/224>

International Federation of Public Libraries (IFLA)

IFLA/UNESCO Multicultural Library Manifesto.

<https://www.ifla.org/node/8976>

International Federation of Library Associations (IFLA)

The Glasgow Declaration on Libraries, Information Services and Intellectual Freedom.

<https://www.ifla.org/publications/the-glasgow-declaration-on-libraries-information-services-and-intellectual-freedom>

International Federation of Public Libraries (IFLA)

IFLA Statement on Libraries and Intellectual Freedom

<https://www.ifla.org/publications/ifla-statement-on-libraries-and-intellectual-freedom>

International Federation of Public Libraries (IFLA)

Key Issues for e-Resource Collection Development: A Guide for Libraries

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

International Federation of Public Libraries (IFLA)

Trend Report

<https://trends.ifla.org/>

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

3. Context

3.1 History

The Geelong Regional Library Corporation (GRLC) provides library and information services to all residents and visitors in the Geelong region. One of 47 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 Queenscliff, 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.

From 2008 the library has grown from 13 to 17 static branches, including the Geelong Library and Heritage Centre located in Geelong's cultural precinct. There are suburban branches in Belmont, Chilwell, Corio, Geelong West, Highton, Leopold, 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 18 locations across the region. The library also provides services online through its website which links to the online library catalogue, information on resources, programs and member services.

3.2 Trends

Collection demand is constantly changing as library members embrace new opportunities, particularly through the rapid increase in technology and access capabilities. The provision of readily accessible digital content is both fuelling and satisfying demand for 24/7 access

to Library resources. The increase in provision of digital content is resulting in the substitution of physical reference material by databases and the duplication of borrowable material in both print and digital formats to allow for customer choice.

The trend for physical libraries needing to accommodate a greater range of services such as lifelong learning and cultural programs is leading to a reduction of space available for physical collections. This requires a greater focus on the ability to deliver refreshed collections to meet customer demand, rather than hold large quantities of materials, with evidence based data used to support collection management decisions.

3.3 Priorities

3.3.1 Building digital content across three elements

- Provision of downloadable and streaming content
- Improving access to eCollections
- Establishment of digitised content and associated digital curation

3.3.2 Evidence based collection management

Evidence-based stock management methodology is utilised across the library network and consideration given to whole of asset life collection management. The focus is on enhancing the use of performance measurement tools and reports to improve collection agility and meet customer demand for delivery of fresh, current collections.

3.3.3 Maintaining community focus and stakeholder engagement

GRLC is committed to engaging with the community and other stakeholders using 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.
- Customers may also contact the library with feedback via formal feedback forms or 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 of the needs of their local communities.

- All staff contribute 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.

4. Scope

The collections include what is selected, acquired, or created for customer use.

This policy is format neutral. The Library selects and acquires or provides access to whichever format best meets customer needs. In many instances this means providing both print and digital formats to meet needs and expectations, whereas in others the resource may only be available in one format.

The GRLC is committed to the preservation and dissemination of material pertaining to Geelong and its regions. As a major regional public library, the GRLC considers its responsibilities at both a regional and state level in its collection development and management practices.

5. Access and inclusion

GRLC envisions our collections as a way to bridge the gap and find familiar ways to read and learn. Our collection development priorities and practices support discovery and access for all and provide opportunities for inclusion and acceptance. The collection will include a variety of formats suitable for people with diverse learning and reading needs.

These may include:

- A children's collection that is inclusive of children with disabilities
- An Audiobook, Large Print and eCollections of popular titles for all ages
- Audio-visual collections with accessible features
- High interest, low difficulty collections
- Collection items on subjects relating to access and inclusion
- Parenting collections including topics about children experiencing disability and their families

6. Compliance

Classification of Films and Computer Games

<https://www.classification.gov.au/>

Copyright Act 1968

http://www5.austlii.edu.au/au/legis/cth/consol_act/ca1968133/

Local Government Act 1989

http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/vic/consol_act/lga1989182/

Privacy Act 1988

<https://www.legislation.gov.au/Details/C2019C00241>

7. Standards and statements

Guidelines, Standards and Outcome Measures for Australian Public Libraries

July 2016

<https://www.alia.org.au/sites/default/files/Guidelines%20Standards%20and%20Outcome%20Measures%20for%20Australian%20Public%20Libraries.pdf>

Australian Library and Information Association (ALIA)

Statement on public library services

<https://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-public-library-services>

Australian Library and Information Association (ALIA)

Statement on free access to information

<https://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-free-access-information>

Australian Library and Information Association (ALIA)

Statement on information literacy for all Australians

<https://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-information-literacy-all-australians>

Australian Library and Information Association (ALIA)

Library and information services for people with a disability

<https://www.alia.org.au/about-alia/policies-standards-and-guidelines/library-and-information-services-people-disability>

Australian Library and Information Association (ALIA)

Libraries and information services and Indigenous peoples

<https://www.alia.org.au/about-alia/policies-standards-and-guidelines/libraries-and-information-services-and-indigenous-peoples>

Australian Library and Information Association (ALIA)

Statement on libraries and literacies

<https://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-libraries-and-literacies>

Australian Library and Information Association (ALIA)

ALIA on online content regulation

<https://www.alia.org.au/about-alia/policies-standards-and-guidelines/alia-online-content-regulation>

Australian Library and Information Association (ALIA)

eBooks and eLending

<http://www.alia.org.au/advocacy-and-campaigns/advocacy-campaigns/ebooks-and-elending#eighty-twenty>

Section 2.

Applying the Policy – practice and procedures

1. Financial Management

The Library provides materials in the most efficient and cost-effective manner possible.

1.1 Financial accountability

Efficient, effective and responsible management of funds received by the Library is necessary to implement the goals of the Collection Development Policy and to maintain public accountability. Processes are regularly reviewed to achieve this aim.

Content is added and managed responsibly to ensure the best use is made of available funds.

1.2 Allocation of funds

Collection budgets are allocated to collection areas based on:

- customer demand
- responsibilities to the community
- priorities within the library network such as responding to the opening of new libraries, refreshing a specific area of the collection, and developing a new area within the collection

Responsibility for the budget allocation and general oversight of collection development lies with the Executive Manager. Budget allocations are determined on an annual basis.

1.3 Valuation of the collections

The Library's collection is valued annually to:

- Assist with financial reporting measures required by the Local Government Act 1989
- Accurately reflect the asset value of the GRLC collection for the purposes of the Annual Report
- Manage and administer the financial resources of the GRLC in an efficient, effective and responsible manner
- Participate in budget discussions in the process of preparing the library's annual budget, and to initiate activities designed to secure and maintain adequate funding to meet the objectives laid out in the Reading Ahead – Library Plan 2017-21

1.4 Asset value

Operational assets, including library books, are depreciated over an estimated useful life of two to fifteen years.

2. Sustainability

The GRLC is committed to sustainable development approaches in library activities. GRLC incorporates this commitment into its collection development and management practices.

While the library business of “buying once, using many times” is in itself a sustainable practice, additional measures are taken wherever possible, for example floating collections and relocating physical resources around the library network in order to maximise their usage by customers. The Library is also committed to working with supplier partners to develop new mechanisms and processes to meet an ever changing operating environment.

2.1 Financial sustainability

The GRLC develops and maintains its collections in a financially sustainable way.

Applications of this may include:

- Selection of content and content format
- Decisions around de-selection and development of new collections
- Ensuring that new collections are sustainable long-term
- Being aware early of changing trends to avoid purchasing extra copies of items no longer in high demand
- Ensuring core areas of spending are identified so that these collections may be maintained despite variations in available funding, for example childrens collections

3. Collection development & management

The Guidelines, Standards and Outcome Measures for Australian Public Libraries (July 2016) states that public library collections should aim to provide a wide coverage of subjects, formats and genres to cater for the diverse needs of the community, while adapting to emerging trends and formats as appropriate. The collections support the library’s important roles in lifelong learning, reading for pleasure and the documentation and preservation of cultural memory. The Library does this by:

- developing the collection to reflect the community’s demographic and economic situation
- providing access to resources in a variety of formats including print, audio and digital
- ensuring appropriate and efficient access for all members of the community
- documenting, preserving and presenting the historical and contemporary development of the local community.

3.1 Selection

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:

- DAFO (Dynamic Adult Fiction Orders) is a mechanism that uses CollectionHQ data to inform and enable improved responsiveness to demand. It ensures that appropriate quantities of items are purchased as trends for titles and authors change over time.
- Standing orders (SOs) - automatic supply of particular subject areas or authors automatically ordered prepublication in defined quantities. SOs are reviewed annually and modified to suit customer demand and adherence to annual budget
- Profiling - supply in response to detailed specifications produced by the Collections Access Team. Profile specifications are continuously reviewed to optimise alignment with customer needs and adherence to annual budget
- Customer requests for items not held in the collection
- Subscriptions to eResources
- Staff selection of specific titles or collection areas identified for attention.

Other selections tools may include:

- Literary or library related websites
- Trade and library magazines
- Publishers' catalogues
- Reviews in specialised and general interest magazines

3.2 Selection criteria

Collection and content is offered in a variety of formats. These include physical, digital, video and audio.

Selection criteria used for physical collection materials includes:

- Relevance and community demand
- Format accessibility
- 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
- Cost
- 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 includes:

- Local or community emphasis
- Vendor support
- Technical considerations such as authentication
- Community need or potential use
- Download capability
- Ease of use
- Technical features
- Cost
- Currency including updates and maintenance
- Contract provisions (limitations of subscriptions)
- Content availability and coverage (Australian sources)

Selection criteria used for serials includes:

- Number of issues per year
- Availability in alternative formats

Selection criteria for new and emerging formats include:

- Potential 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 Languages Other than English (LOTE) collections:

- Availability of materials to build a viable collection
- Literacy needs and demands of a particular population
- Literacy culture of a particular population

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 at home.

- For a population over 1,000 speaking a particular language newspapers and magazines are provided where available
- For a population greater than 5,000, a range of popular books and audio-visual items are provided in addition to newspapers and magazines where available

In considering 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.

3.3 Selection responsibilities

Manager Content & Access

- Manages the development and maintenance of collection content ensuring that it reflects and meets the community interests and needs.
- Manages the selection, allocation, cataloguing and processing of collection content in accordance with GRLC policy guidelines, procurement policies and regulations
- Oversees the development and management of special collections and projects including local history and digitisation projects
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 collection transfer.
- Monitors and evaluates collections according to community need and demand including analysis of community demographics and trends.

Collection and Information Services Support Officer

- Applies standards, guidelines and procedures to develop the regional 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, processing and repairs.

- Supports and assists the Branch Librarians to manage the collection according to individual branch demographics and community need with a customer focus
- Supports and assists branch staff to manage the Collection according to established policies, standards, guidelines and procedures.

Collection Access Officers

- Ensures our communities have timely and accurate access to materials
- Provide efficient and effective workflows associated with the acquisition, cataloguing and processing of library materials in line with community needs.
- Create and maintain accessible and accurate database records complying with set cataloguing standards.

3.4 Acquisition and purchasing

Collection items are acquired through a variety of suppliers, as part of a statewide tendering contract.

3.4.1 Donations

Some donations are accepted into the Library's collection. 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

The terms of the donation are required to be clarified with the potential donor before acceptance of any items.

3.5 Access provision

Cataloguing standards ensure the Library's catalogue provides high quality access to print, audio-visual collections and eCollections.

In many cases additional reference points (subject headings, notes) are added to highlight material which is otherwise difficult to find. This applies in particular to items of local interest.

The collections are processed with RFID tags and spine labels in a consistent manner to ensure they are accessible.

3.6 Collection management

Continuous collection management results in a current, relevant and attractive collection. This includes the need to relocate resources throughout their lifecycle and recognises that the Library collection space is finite.

Collection management includes:

- Using collection tools and a variety of reports to manage collections
- Maintaining an awareness of the use patterns of the collection in order to expand a section or weed it more accurately to satisfy need
- Managing the collection on a day to day basis, ensuring it is tidy, attractive and well displayed
- Ensuring stock is physically appealing to maximise use as a network
- Repairing and recovering items as required
- Deselecting stock objectively, and according to guidelines, in order to maintain an attractive, well balanced collection, at a size that maintains a steady state within the constraints of the building in which it is housed

3.6.1 Content analysis

The collections are regularly and effectively evaluated to ensure that the goals of collection development are being met and that emerging gaps are identified.

Collection performance is monitored in a variety of ways:

- Meets the service offering of the [Australian Guidelines and Standards](#) for physical and digital content and collections
- Use of the [PLV Performance Indicators](#) to compare performance with comparable public libraries

Content use and scope is monitored regularly, to ensure the Library continues to provide the content customers demand. Current methods include:

- Circulation statistics compiled from the Library Management System
- In-library use – this is measured periodically as it is not reflected in circulation statistics
- Holds placed, interlibrary loan requests, and suggestions to purchase give an indication of areas of collection needs
- Electronic statistics in terms of page views, site visits and eResource use
- Biannual Library Survey to measure satisfaction with collection and performance
- An ongoing culture of encouraging customer feedback

3.6.2 Collection location

Physical collections are held in libraries throughout the network including the Mobile Libraries, except where legal requirement prevents this or a rare item of great importance to Library or community heritage requires protection.

GRLC uses the floating collection method to refresh fiction books, DVDs and music CDs at individual library locations, and to ensure these items get maximum network use. These items float freely among the libraries rather than being owned by a particular branch. All lending material held in the Geelong Library stack is available for loan through the holds process.

Reference material from the Local Area Resource collection is held in the Geelong Heritage Centre Repository and may be requested and viewed at any branch location.

Digital collections are stored on vendor platforms and accessed via the online catalogue or via vendor apps.

3.6.3 Collection maintenance lifecycle

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. Content is reviewed regularly to ensure:

- The best items to match customer needs is selected and maintained
- A balanced collection is provided within budget allocation
- A network perspective is taken towards the collection
- Materials are suitable for library use
- Collections are responsive to customer needs

Collection management tools and guidelines are promoted and used confidently by staff members. This includes analysing data compiled from the Library Management System, Collection HQ and the use of the Deselection guidelines

3.6.4 Deselection and withdrawal

Deselection is an essential activity required to ensure there is space to add new content and to ensure what is retained still meets customer needs.

The MUSTIE criterion is used for assessing items for withdrawal:

- **M**isleading - and/or factually inaccurate
- **U**gly - worn and beyond mending

- **Superseded** - by a truly new edition or by a much better book on the subject
- **Trivial** - of no discernible literary or scientific merit
- **Irrelevant** - irrelevant to the needs and interest of the community
- **Elsewhere** - material or information that may be obtained elsewhere

Other considerations include:

- 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.
- 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.
- Availability in digital format if appropriate
- Items with local cultural or literary significance may be retained in the collection longer than would otherwise apply.

The GRLC Deselection Guidelines provides details of the procedures for deselection of library materials.

3.6.5 Disposal

Withdrawn library material not sold on book sale trolleys 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 sold or redistributed they will be disposed of using environmentally sustainable practices such as recycling. The Library follows sustainable practices and considers sustainability implications wherever possible.

3.6.6 Controversial issues and classifications

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 Australian Classification

<https://www.classification.gov.au/>

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 <http://www.aria.com.au/pages/labelling-code.htm>

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, Library Services & Customer Experience.

Section 3.

The Collections – purpose and content

Overview

This section provides information about the collections offered within the Geelong Regional Libraries network – the purpose of each collection and what it comprises. GRLC provides collections for all demographic groups and tailors them to reflect the local community and environment. A strong emphasis is placed on Australian authors and content to reflect Australian culture.

Selection and retention practices are used in a consistent manner across all formats as outlined under Selection in Section 2 Applying the Policy = practices and procedures, unless it is specified otherwise.

New items are added to most collections on a regular basis. The balance in formats offered in some collections, for example physical versus digital, may change depending on availability and usage, trends and demands. This is more apparent in some collections than others.

Physical formats include:

- Books
- Magazines
- Audio-visual - DVDs, music CDs, and Audiobooks

Digital formats include

- Learning and reference databases
- Downloadable – eBooks, eAudiobooks, eMagazines
- Streaming video

1. Print

1.1 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 classic titles. Where

demand for particular titles is high, such as in the area of popular fiction, extra copies are purchased.

1.2 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.

1.3 Large print

GRLC provides a collection of large print books for community members who have difficulty reading standard print, although the collection is accessible to everyone. Coverage may be less comprehensive than for standard print collections due to availability of titles from publishers.

1.4 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, 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 in some instances, copies may only be kept for short periods.

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.

The Geelong Heritage Centre collects and manages items in a non-lending reference library collection. Acquisition of items is determined by The Geelong Heritage Centre Collection and Acquisition Policy.

3. Local Authors

The Local Authors Collection supports and promotes creativity and local culture. Local authors include published authors that identify with or have an established connection with the region, or reside in one of the four member councils: Borough of Queenscliff, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire. Printed creative literature in the form of plays, poetry and non-fiction items is available for loan from the Geelong Library and Heritage Centre (GLHC).

4. About Geelong

The 'About Geelong' Collection was created at GLHC in response to customer feedback. The collection brings together items about the Geelong region (including Borough of Queenscliff, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire) that are able to be borrowed and may include copies of titles that are on restricted access in the Heritage Centre.

5. 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. The collection focus is directed to popular items such as World Movies, Magazines, bi-lingual Picture Books and online language learning resources such as Mango Languages,

6. 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. The collection is also suitable for readers experiencing reading difficulties or those with diverse disability.

7. Digital resources

A range of downloadable, streaming and online resources are available for recreational reading, watching and listening, life-long learning and informational needs. These include eBooks, eAudiobooks, databases, magazines, local newspapers and genealogy, language and literacy resources. The GRIC recognises the increasing popularity of eBooks and eAudiobooks and is committed to expanding the Collection in this area to reflect the continuing growth in demand. Digital trends are continuously monitored and new resources that may be of interest to our customers are added as they become available. Digital

resources that are easily accessed and available to customers 24/7 are a priority in order to enable access at a time and place that best suits how our customers live and work.

8. Audio-visual

The audio-visual collections consist of audio-books, DVD, CD Music and console games for adult, junior and young adult customers in both physical and digital formats, including video streaming.

9. Specialist Collections at GLHC

The Geelong Library and Heritage Centre (GLHC) is the Central library for the Geelong region with a strong focus on arts and culture. The strength of the collection lies in the extensive Non Fiction collection with a number of specialist collections including fiction collections that showcase award winning authors in the following categories: Australian Literature, Contemporary Classics and Classic Literature. The VCE collection supports Year 12 students in the Geelong region. The Aboriginal and Torres Strait Islander collection has material relating to the cultural aspects of Australia's First Nations Peoples with a focus, where possible, on the region's Waddawurung and Eastern Maar Original Owners. These collections provide a broad range of titles to meet the lifelong learning needs of library users.

10. Reference

GRLC maintains small reference collections of material for use within our libraries during library opening hours, although not all branches maintain a reference collection. These may include dictionaries, directories, encyclopaedias and government publications. Currency of information is vital and this is best provided online as websites and databases are regularly updated and reference information is increasingly searched for in digital format. Items are reviewed for replacement or deselection as new editions are published.

The integration of The Geelong Heritage Centre with GRLC has increased community access for anyone interested in researching local history and cultural heritage. The Heritage Centre Reading Room provides specialist resources to support access to the recorded history of the Geelong region.

11. Community access to other resources

Resources of other libraries, particularly Victorian Public and University Libraries and several State Libraries, are available through interlibrary loans 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.