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# Content Management Guidelines

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# **Content Management Guidelines**

## **1.0 PURPOSE**

The purpose of these guidelines is:

- To guide staff in the acquisition, development, management and withdrawal of content collected by Nelson Public Libraries
- To assist staff and customer understanding of Nelson Public Libraries' content development philosophy and processes

## **2.0 VISION**

Nelson Public Libraries is a well-used community space that is referred to as the living-room of the city, with information on tap, leisure resources a fingertip away, and friendly, knowledgeable staff on hand to guide and advise users as they need help. Inside there is a feeling of spaciousness, an assortment of useful technology, a buzz of purposeful activity and a blend of resources in a range of formats.

Customer's content needs are typically anticipated and readily available, either on the open shelves or in an online format, with devices to access nearby. Delays in providing high demand resources will be minimal, and access to items not held in the collections, but available elsewhere, will be promptly arranged.

Physical collections continue to be attractive, dynamic and well-used, with average turnover at the upper end of the scale when compared to Australasian libraries. Most items are displayed face-out and sorted in easy-to-browse, intuitive ways for the ease and convenience of customers. Developments in RFID technology facilitate discovery and allow pinpoint location wherever an item is situated in the library.

The Stoke Library is a smaller version of the Elma Turner Library, with core collections floating between libraries and ample resources available to the growing population without the need to visit the CBD. There is sufficient space to accommodate a range of activities and programmes, whilst still allowing room for quiet conversation and study.

At the Nightingale Library Memorial, the focus is on using the space to create a vibrant community centre and meeting space. Possibilities for use of the remaining space include remodelling to provide a technology hub with regular, programmed training sessions, or a mini I-site visitor centre with a small self-service library kiosk where customers can issue and return their books 24/7.

In the future, the synergies between the preservation and maintenance of the Library's Heritage Collections, and the Museum's Archives, Manuscripts, Books and Publications, provide an opportunity to work together with the Tasman District Council and their Libraries, to build a unique and lasting Regional resource. There is also scope to consider the development of a regional all-in-one Family History centre by combining content from the Libraries, the Museum, Ancestors' Attic and other local genealogy sources. The cultural hub of the province could emerge from this collaboration.

"A good library will never be too neat, or too dusty, because somebody will always be in it, taking books off the shelves and staying up late reading them."

-Lemony Snicket

### **3.0 PROFILE**

Nelson Public Libraries' origins date back to 1841, with the formation of the Nelson Literary and Scientific Institute on board the New Zealand Company ship, the Whitby. 700 books collected on the Whitby, formed the basis of the first library collection. A few of those books survived and are now preserved in the New Zealand Heritage collection.

Today the libraries function as one network. The service is delivered from three library buildings and through website access to online services <http://nelsonpubliclibraries.co.nz/>. The main library is located in Nelson City beside the Maitai River, and the two community libraries serve the Stoke and Tahunanui area catchments. With the exception of Heritage and special collections, physical items float between the libraries to provide the best access for Nelson's 46,437 <sup>1</sup> residents, of which 83.5% are library members.

Nelson's population is one of the fastest growing in the country and has unique characteristics with just over 21% of locals born overseas and 17.5% older than 65 yrs. In addition, Nelson summers attract high numbers of transient visitors. Content is selected in a variety of formats to be responsive to and representative of this diversity.

Due to a scarcity of flat land available for development in Nelson, it is anticipated that population growth will principally occur in the valleys around Stoke. All three libraries have funding allocated in Council's long term plan for refurbishment or building extension, as the current lack of space is an inhibitor to growth for programmes, collections and ease of movement – particularly for customers with restricted mobility.

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<sup>1</sup> 2013 Census - Source: Statistics New Zealand

## 4.0 FREEDOM OF CHOICE

The Library commits itself to a philosophy which supports the freedom to read and access information within the meaning of the law set by the *Films, Videos and Publications Classifications Act* and the *Copyright Act*.

The Library supports the following statements produced by the Library and Information Association of New Zealand Aotearoa (LIANZA):

*Access to Information*

<http://www.lianza.org.nz/sites/default/files/LIANZA%20Statement%20-%20Access%20to%20Information.pdf>

*Intellectual Freedom*

<http://www.lianza.org.nz/sites/default/files/LIANZA%20Statement%20-%20Intellectual%20Freedom.pdf>

*Library Services to Children and Young People*

<http://www.lianza.org.nz/sites/default/files/Statement%20on%20Library%20Services%20to%20Children%20and%20Young%20People.pdf>

*Displays in Public Libraries*

<http://www.lianza.org.nz/sites/default/files/LIANZA%20Statement%20-%20Displays%20in%20Public%20Libraries.pdf>

The Library is also guided by the principles described in the UNESCO Public Library Manifesto which states, "*Collections and services should not be subject to any form of ideological, political or religious censorship, nor commercial pressure.*"

<http://www.unesco.org/webworld/libraries/manifestos/libraman.html>

### 4.1 Access to Information

- Material will not be suppressed or removed simply because it gives offence
- Materials will not be marked or identified to show approval or disapproval of content

- Responsibility for a child's selection of materials rests solely with the child's parent or legal guardian. Selection of resources will not be inhibited by the possibility that they may inadvertently come into possession or view of children
- Customers can express their views on the content of resources or materials via the "Have Your Say" form or use the online form at <http://nelsonpubliclibraries.co.nz/library/contact-the-library> . The Library will respond to all forms where the customer provides their name and contact details

The Library will abide by New Zealand freedom of information, copyright, intellectual property and censorship legislation.

- All DVDs and videos supplied to the public will carry a New Zealand classification label, unless exempt
- All publications given a restricted classification from 2005 onwards, will carry an official classification label which specifies the classification
- No material that has been deemed objectionable by the Office of Film & Literature Classification will be stored, made available or circulated



## **5.0 FINANCIAL MANAGEMENT**

The Libraries are a Nelson City Council service and are funded through rates and user charges. Funding for content is included in the Libraries' capital and operational budgets. It is assumed that this allocation will continue to be inflation-proofed and keep pace with inflation trends. As part of Nelson's Long Term Plan it is reviewed every three years. The Support Services Team Leader, in consultation with the Content Management Team, allocates funds according to trends from previous years, to take advantage of new content opportunities, and to allow for specific projects in the coming financial year.

The Content Management team members are responsible for the management of their area of responsibility and the Support Services Team Leader has overall responsibility for the appropriate management of the materials budget.

## **6.0 STRATEGY**

### **6.1 Background**

Nelson Public Libraries' developed a 10 year strategic plan in 2008 with a fundamental objective to connect people to local, national and global ideas and communities<sup>2</sup>. Five key goal areas were identified to assist in achieving this objective:

- accessing information, ideas and works of the imagination
- building community identity and a sense of belonging
- supporting independent lifelong learning and literacy
- enabling online access to the digital world
- and working with others

Although this Plan is still the libraries' guiding document, the library landscape has changed significantly since then with the extraordinary growth in technology, greater demand for physical space and wider public expectations.

### **6.2 Overview**

To support the five strategic goals and the more recently identified library trends, the library will continue to refresh its physical collections in various formats (books, audio-visual, magazines and other media), and to accommodate the evolution of online content. Because of the uncertainty around future reading habits, the balance between physical and digital collections will adjust to reflect usage patterns as customer preferences evolve. To help achieve and maintain a spacious and appealing community space, physical items will be attractive, relevant and supplemented or replaced by digital resources wherever appropriate.

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<sup>2</sup> Nelson Public Libraries Strategic Plan 2008-2018

Staff knowledge and expertise will be utilized to tailor selection to the Nelson community. Purchasing will be responsive to customer demand supported by circulation information, alert to new developments, and an integrated blend of physical and digital formats.

### **6.3 Content ideology**

- Provide easy, reliable access to a range of resources with a variety of viewpoints
- Promote literacy and the love of reading through the provision of material that gives enjoyment and enriches lives
- Reflect Nelson's diverse community through content shaped by collection usage information and emerging trends
- Preserve local heritage collections for current and future generations, which represent or document the culture and history of the region
- Honour our Treaty of Waitangi obligations to identify the specific needs of Māori customers, and design collections that satisfy their interests
- Support the principle of freedom of access to information

## **7.0 SELECTION**

Selecting materials for the Library's collection is the key responsibility of the Content Management Team. The aim is to ensure a popular high use collection that gives value for money, and which supports the cultural, informational and recreational needs of the community, and is sensitive to its changing requirements.

### **7.1 Scope:**

- To provide content that focuses on users' informational and recreational requirements
- To select content that reflects Nelson's culture and heritage
- To complement the collections of other libraries in the Top of the South Region, including the Museum and NMIT libraries
- The Libraries do not purchase textbooks or workbooks with the exception of ESOL resources
- The Libraries do not attempt to duplicate the role of the National Library to actively preserve the documentary heritage of New Zealand.

### **7.2 Criteria:**

- To provide access to a broad range of topics and viewpoints relevant to the community, in a variety of formats
- To obtain items that are recently published (generally within the last 5 years) and of suitable quality
- To provide materials that will have high usage, and purchase duplicate copies of titles that are likely to be popular
- To respond to customer suggestions for purchase

### **7.3 Tools:**

- Trade and professional Library magazines
- CollectionHQ software
- Publishers' catalogues and vendor web-sites

- Recommendations from Library suppliers and local bookshops
- Suggestions for purchase made by customers and staff
- Feedback on collection gaps from customers and staff
- Monitoring of interloan requests

#### **7.4 Objectives:**

- Select the best content to match customer needs
- Provide a varied collection within the budget allocation
- Ensure content is as accessible as possible
- Use a small number of proven vendors to source content
- Ensure that materials are attractively presented

## **8.0 USAGE**

Content use is monitored as follows: CollectionHQ reports; borrowing statistics; in house use statistics (material that has not been issued but has been consulted by customers); online database statistics; e-resource statistics; reserves; interloans; and suggestions for purchase.

The Library gathers feedback from customers from time to time as well as using census information and its own data to help it make decisions about collection priorities.

## **9.0 USER SATISFACTION**

Customer satisfaction with the Library collections will be gauged by:

- Analysis of collection usage
- CollectionHQ reports
- Direct feedback from customers and Library staff
- Periodic surveys

## **10.0 DONATIONS**

The Library will consider the donation of materials. However, acceptance of those materials depends on the professional judgement of the relevant Content Management team member. Donated materials must meet the following criteria:

- The donor has read and completed a donation form accepting the Library's policy on donations and indicated their wishes i.e. that the Library can sell, dispose of or return materials not added to the libraries' collection
- Items must be in good condition, up to date (published within the last 5 years) and fit the profile of the relevant collection
- Older items suitable for adding to the Nelson Heritage collection are in good condition

## **11.0 UNSOLICITED MATERIAL**

Occasionally Nelson Public Libraries are sent unsolicited items accompanied by a pro-forma invoice. These items will not be accepted by the libraries and will be returned to the sender.

Nelson City Council procedures accommodate the purchase of materials through preferred suppliers to Nelson Public Libraries. They do not accommodate one-off purchases from individuals who are not listed as preferred suppliers, unless agreed by prior arrangement.

## **12.0 CONTENT**

### **12.1 General**

There are around 150,000 items in the Nelson Public Libraries collections and more than 30 databases provided through the online catalogue. The collections are managed as one, with requests processed centrally and customers able to borrow and return items at any of the three libraries.

Due to their size, the Stoke and Nightingale libraries hold small recreational collections which float between the three libraries. The bulk of resources are located in the Elma Turner Library, and include additional collections which do not float, such as Music CDs, Quickread, World Language, Government Documents, Local History, Stack and Heritage.

Just over 10,000 items are stored in the Research Room which is climate-controlled and secure. These resources are regarded as distinct and unique taonga and are of enduring local and regional significance. They contribute to the cultural identity of the Nelson community, and can be used for research purposes, but cannot be borrowed.

The e-book and e-magazine collections can be accessed from a variety of sources: the vendor websites; mobile apps; the libraries' website; or through item records that allow users to download directly from the online catalogue.

In order to remain relevant, the libraries will build content with the ability to deliver to future, as well as present generations. Content development will reflect emerging trends in both customer profile and content demand, exploring new technologies and options for customers as they arise.

### **12.2 Fiction**

The fiction collection is one of the most popular areas of the Library and accounts for approximately 40% of total issues per annum.



The collections comprise a range of material from classics through to contemporary works, with an emphasis on new and popular titles. The bulk of the works come from New Zealand, Australia, the United Kingdom, Europe and the United States and is written in English. Genres covered include Mysteries, Thrillers, Science Fiction and Fantasy, Romance, Historical, Short Stories, and NZ titles, which are identified by type on their spine labels.

The physical collection is complemented by e-book titles. It is assumed that this trend to read fiction online will escalate, the range of available e-book titles will grow and usage continue to increase. Although, the e-book range is currently limited due to publisher restrictions and geographical publication rights, many classic and backlist titles are freely available. Through attrition, the library will replace these physical copies with e-book versions of the titles, whilst continuing to purchase a range of new and popular e-books as availability and budget allows.

#### Characteristics:

- Focus on new and popular works, genre fiction and contemporary novels for all locations
- A selection of classic fiction, novels in translation and new emerging authors to add breadth and depth to the collection
- Short-listed New Zealand titles and winners of major literary prizes
- Refreshment of titles as indicated by ongoing customer demand
- A small backlist of core titles. With the exception of classic titles and bestselling authors, the majority of fiction titles are out of print within a few years of publication, or as little as 6-12 months for mass-market titles
- Fiction series held will have a complete run wherever possible. However, wear and tear, and the reluctance of publishers to keep works in print does not always make this possible
- Precedence is given to purchasing titles in hardback where possible because of their durability
- Items that haven't circulated for a year or more will be de-selected

- Items issued 70 times or more will be de-selected or replaced, to ensure the collection is fresh and attractive
- Generally the Library will only replace titles published in the last five years
- A small collection of core titles that are out of print is currently stored in the stack. This collection is mostly New Zealand material; however, some series or classic titles have been stored because they cannot be replaced. This collection will be discontinued as replacement titles are purchased, with any titles determined to be irreplaceable but in demand, moved to the literary NF stack section
- A small selection of fiction titles published in a range of languages is available in the World collection

### **12.3 Bestsellers**

In order to meet the needs of customers who prefer to read the latest popular titles as soon as they are available and are prepared to pay a premium for this service, the Library will trial a Bestseller collection to gauge demand and sustainability. Items will either be available or not – they cannot be reserved. They will have a relatively high rental fee, a shorter lending period, a rapid turnover rate and a higher daily fee if not returned on time.

Characteristics:

- Provide enhanced access to the most popular and topical titles
- Offer customers a choice
- Bestsellers cannot be reserved or held
- Lending copies will be available in the core collections
- Bestsellers have a rental charge
- Items are issued for a shorter loan period
- Promotion and display must be eye-catching
- Provides a source of income to the library

## **12.4 Large Print**

The Library holds fiction and non-fiction in large print format primarily for customers who require larger print due to visual impairment. It is assumed that this collection will continue to grow in direct proportion to the increasing number of elderly members.

Strong emphasis is given to popular titles from all genres to ensure coverage of all customer tastes. There is a smaller collection of classic literature and non-fiction due to the limited number of these titles in publication.

As large print titles are more expensive, generally single copies of each title are purchased. A mixture of hardbacks for durability and soft-cover for ease of use will be purchased.

## **12.5 Children's collections**

The Library defines children as being between the ages of zero to twelve. The Library follows the principles of the LIANZA policy on *Library Services to Children and Young People*<sup>3</sup>

For the last two years, selection of children's material has been outsourced to Wheelers, with the exception of audio-visual items, magazines and online content. Collections are primarily focussed on recreational reading and literacy, as an increasing range of resources is delivered electronically.

Characteristics:

- An attractive, well-planned range of materials that supports and encourages reading and the use of technology, to children of all ages, using a wide variety of formats

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<sup>3</sup> <http://www.lianza.org.nz/about/governance/statements/>

- Online content selected for ease of use and appropriateness of interface, with well presented information, entertainment and graphics that are most likely to appeal to children
- DVDs are chosen to enhance cognitive development and for the provision of literary related entertainment
- Music materials support the development of movement/co-ordination and linguistic skills, and to entertain
- Magazines are focused on topics that interest and entertain children
- Websites are appropriate and appealing to this age group
- A stack collection of prize winning titles is maintained

## **12.6 Young Adults**

To maximise the collection's utilisation and relevance, staff will assist young adults to develop and hone the skills and ability necessary to access and use both new and existing online resources available through the libraries. This will be achieved through the provision of specialised programmes and by demonstrating and promoting content during class visits, formal group and individual sessions.

Characteristics:

- Stories are in a range of formats, that resonate with young adults and meet their needs in terms of reading level, theme, content and presentation
- Non-fiction resources provide information on social and personal issues such as relationships, growing up, health, well-being and sexuality
- Young adults are encouraged to use the adult music CD & DVD collections
- Magazines are focused on topics that interest and entertain young adults
- Websites and online resources are appropriate and appealing to this age group

NCEA study guides are not purchased as content is continuously updated and it is too expensive to purchase all subjects and levels.

## **12.7 Non-Fiction**

The non-fiction collection is a lending collection and accounts for approximately 25% of total issues per annum. It is a high use collection with more than 50% of titles on loan at any one time.

The non-fiction collections are intended as a source for the informational, recreational, and cultural needs of the community. There is scope to develop a wider range of online tools to allow users to better navigate the plethora of digital information

Characteristics:

- Content is from authoritative sources with a good balance of viewpoints, interests, reading levels and subject coverage, in a variety of formats with multiple access options
- Content supports lifelong education through the provision of general works on such subjects as music, business, health, self-help, art, travel, science, etc.
- Precedence is given to purchasing titles in hardback where possible because of their durability
- An increasing range of content will be delivered exclusively through digital access
- Items that haven't circulated for a year or more will be de-selected
- Ensure the age of circulating titles is 10 years old or less to ensure information is not obsolete or misleading.
- Titles may become obsolete or misleading at any time, and will be assessed for removal or replacement as identified
- Items issued 70 times or more will be de-selected or replaced, to ensure the collection is fresh and attractive
- Generally the Library will only replace titles published in the last five years

- Maintain a small stack non-fiction collection, retaining core Nelson titles and some New Zealand items that are out of print

## **12.8 Online Resources**

The Library provides access to a range of online information including e-books, e-magazines, databases, websites, reference tools, government documents, online journal articles and indexes. Electronic resources are a core part of the Library's collections and will increasingly replace some information in physical formats. The Library may choose to provide information wholly in electronic format where this is the best format available.

As promotion and accessibility are paramount to sustain and extend usage of these resources, library staff will focus on user education and the development of tools to assist customers in the navigation and uptake of web-based material.

Resources are selected and deselected on the same basis as books, magazines, journals and other materials for the Library: that is on their usage, currency, quality, scope and to fill known gaps or demands in services. Preference will be given to vendors that have the capacity to seamlessly integrate their titles into the library's online catalogue, to support a satisfying user experience.

However, the range of e-books available for purchase in New Zealand is very limited due to publisher restrictions and geographical publication rights.

Other constraints include:

- Kindle e-books are not currently available to NZ Libraries
- Many publishers have capped the number of "issues" an item can have before it has to be re-purchased

- Very little NZ content
- Variety of platforms required – confusing for users, difficult for libraries to configure
- Some publishers have set their popular titles in the price range of \$70-\$100
- E-magazine usage is also capped

## **12.9 Digitised Material**

Digitised resources are materials which have been converted from non-digital sources into formats which are accessible from a computer or personal device, and are ready for online distribution.

The Library digitises items in the collections to expand access and help preserve originals. Materials in danger of perishing due to their poor physical condition will be given priority, followed by items of cultural and historical significance to Nelson and its community.

When digitising and hosting content, all steps will be made to ensure that:

- Digital copies are accurate and authentic reproductions of the source material
- Copyright of the intellectual property holders is respected
- Digitisation programmes are cost efficient
- Access adheres to user experience principles of ensuring practical and meaningful interactions with the content

## **12.10 Ready Reference**

The purpose of the Ready Reference collection is to have resources on hand to answer quick questions or provide general information on a subject for customers. Items include (but are not limited to) such things as: dictionaries, encyclopaedias, almanacs, maps, statistics, handbooks, standards, indexes, electoral rolls, telephone books, directories and bibliographies.

Ready Reference items are most useful if they are up-to-date and readily available for customer use. They are for consultation in the Library and may not be borrowed, therefore they are labelled "Library use only". They are usually located adjacent to the service desk to facilitate quick access.

### **12.11 Heritage**

The Library has a core requirement to collect, preserve and make available materials that relate to the stories, people and history of the Nelson area and community.

The Heritage collections complement the Museum, Tasman, Marlborough and West Coast District Libraries' local history collections, and endeavour to minimise duplication of resources.

Particular care is given to the processing and storage of these materials to preserve them for future generations. They are kept in the climate controlled Elma Turner Library Research Room with restricted access as part of the NZ and Māori Heritage collections. These items are seldom deselected.

#### **12.11.1 *New Zealand Heritage Collection***

At the core of the Heritage collections is the Nelson Institute collection which reflects colonial visions of New Zealand. The origins of this collection date back to 1841 when the Nelson Literary and Scientific Institute was formed on the ship *Whitby*. The Institute's first reading room was opened in upper Trafalgar Street on 27th September 1842. Some of the titles from these early days have been retained and are stored in the Library as the New Zealand Heritage collection. The collection is housed in locked cabinets in the temperature-controlled Research Room and is for Library-use only.



### 12.11.2 *Nelson Heritage Collection*

The Nelson Heritage collection is also housed in the temperature-controlled Research Room. It is a Library-use only collection, which aims to include an extensive range of publications about Nelson and the wider Nelson region, for research and heritage purposes. Some older titles include material on Marlborough which was historically included in the Nelson Province. The Prow <http://www.theprow.org.nz/> supplements the collection with stories from the Nelson-Tasman region.

Where only one copy of an item relating to the Nelson region is purchased, it will be added to the Nelson Heritage collection. If there is demand for it to be loaned, an additional copy will be purchased for the Non-Fiction collection. A sample of local ephemera will be collected and stored temporarily, until it is sent to the Nelson Provincial Museum for preservation.

#### Characteristics:

- Resources are about or have specific relevance or heritage value to Nelson. Material may be in any format, and written for any age group
- Fictionalised accounts of real life local events may be selected
- Local and community newspapers are collected
- Nelson City Council publications that contain information which is likely to be of long-term research or heritage interest for the local community. Wherever possible, links to digital versions of these documents will be added to catalogue records. Items may include:
  - Publications about the development of parks, amenities and facilities
  - Significant publications about environmental matters, for example air and water quality, waterways etc.
  - Cawthron Institute and NIWA reports
  - Summaries of submissions

Items for the collection will have minimal processing with long-term preservation in mind and will not be de-selected.

### **12.11.3 *Family History***

This is a new Heritage collection of items that have been identified as useful for customers researching their family history. It currently includes old Nelson directories, phone books, electoral rolls, books that list early immigrants to New Zealand and older Central Government material pertaining to Nelson, for example the Nelson Provincial Council publications.

It also contains general resources that explain how to trace family ancestors and create family history record books.

### **12.11.4 *Māori Heritage collection***

This collection is housed in the Research room and is for Library-use only. The core of the collection is historic books relating to Māori from the historic Nelson Institute collection. Items are added to the collection if they are of significant heritage or research value, relating to Tangata Whenua or Top of the South Island iwi, are vulnerable or fragile, or are a key resource generally for Māori.

Items for the collection will have minimal processing, but will be processed or mended with long-term preservation in mind. They will not be de-selected and may include material in any format.

## **12.12 Māori collections**

The Library maintains two key Māori collections – the Māori Heritage Collection (see above) and the Māori non-fiction Collection. In addition, there is a small collection of items written in Te Reo Māori in the Children's Library. These collections play an important role in the Library's commitment to obligations under Te Tiriti o Waitangi.

### **12.12.1 Māori non-fiction collection**

This is primarily a lending collection and gathers together Māori material from across the non-fiction subject areas. Items may be duplicated in the main non-fiction sequence, and occasionally, in the Māori Heritage collection if this is deemed appropriate.

The collection should look current and attractive. Items which are dated or are in poor repair may be de-selected, relocated to the stack, moved to the Māori Heritage collection, or donated to local iwi.

Characteristics:

- Materials in Te Reo Māori or bilingual materials
- Resources contain information on Māori subjects, are predominantly Māori content or approach, in any subject area, in any format
- Content published by or relating to the Tangata Whenua or Top of the South Island iwi
- Biographies of famous Māori
- Tribal history and pre-European history of the Māori

### **12.13 New Zealand Materials**

The Library takes care to select materials in all formats that are by New Zealanders or represent a facet of the country in which we live. The Library cannot commit to maintaining all of these materials in perpetuity but will ensure a good selection is available for use by customers.

### **12.14 Stack**

The stack is used to store strategic items still in demand, but no longer in suitable condition for the open shelves. Due to space constraints and a philosophy of allowing unrestricted access to core content, the stack collection will be downsized over the next five years to retain only the key collections listed below. Currently the stack comprises just over 9% of the libraries' physical resources, and includes a mixture of fiction, non-fiction,

children's, award-winning titles, Government documents, journal runs and other miscellaneous items. Ideally this collection should contain no more than 5% of hard copy content.

Characteristics:

- Nelson resources that are duplicate, out-of-print copies of those in the Heritage collection but are too well-worn for the open shelves
- Some out-of-print, core New Zealand titles that are too well-worn for the open shelves but still in demand
- Legal Deposit Government Documents which are not available online and that the Library is obligated to hold
- A collection of children's award-winning titles

Resources outside these criteria will be evaluated, replaced with new physical or online copies, moved to another collection or deselected as appropriate.

## **12.15 Government Documents**

### **12.15.1 Local Government**

The Local Government collection exists to facilitate access to local government processes. The collection aims to inform and to encourage participation in local government through the display of consultation documents and supply of submission documents. Whilst the collection currently holds physical copies of these documents, increasing quantities of Local Government information is available in online format with access enabled through the Council website. This includes Nelson City Council meeting minutes and agendas, financial planning documents, current by-laws, resource management documents and materials inviting submissions. Preference will be given to sourcing born-digital publications and to reducing the number of physical publications collected, where appropriate. Material considered to be of long term significance will be transferred to the Nelson Heritage collection when no longer current.

### **12.15.2 Government**

The Library is a government depository Library and holds a collection of bound copies of the Statutes and the latest Bills, to assist government aspirations regarding consultation and equity. However due to increased cost and space restraints, the library has decided to provide ongoing access to the statutes through the Government Legislation website.

Increasingly, Government information is available exclusively in online format. This includes some legislative and most statistical data, which aims to enable communities and their individual members to understand their environment on a local, regional, national or international scale. Preference will be given to increasing the number of born-digital publications collected under legal deposit and to reducing the number of physical publications collected, where appropriate.

The Library provides free access to government documents via the Internet where possible, and also retains hard copies of some documents to facilitate research by Library users.

The Library retains some historic Government documents including - Appendices and Journals, Statutes, Gazettes, Hansard, Parliamentary Papers and Statistics – either in the Research Room or the Stack

### **12.16 Music – CD collection**

With greater access to digital formats, circulation of the CD collection is declining as customers download their music online. As a result, the collection is currently being downsized through attrition and a significant budget reduction. The performance and ongoing popularity of the collection will be monitored and evaluated annually, with a view to disestablishment once there is no longer any sustainable demand.

The music collection aims to provide a selection of music catering to the interests of music listeners from teens to adults. The genres are sorted

into one of three classifications – popular, classical or jazz. Single copies of items are selected for the Library.

CDs and DVDs are examined regularly for de-selection based on wear and tear and usage statistics as defined through CollectionHQ reports. CDs and DVDs are \$2 per issue and have a shorter issue period of 2 weeks.

### **12.17 DVDs**

The main purpose of the DVD collection is entertainment.

The Library has 4 DVD categories: Film, Music and TV-series - which are revenue generating collections - and a free non-fiction collection. Emphasis in the film titles is on older classics, art-house or movies based on books. TV-series are mostly older no-longer screened programmes or suggestions for purchase from customers, and the Music DVDs are a selection of artists from all genres.

As with the Music CDs, music on DVD is declining in popularity. The budget for this genre has been decreased, and the continuation of the collection will be monitored and evaluated annually, with a view to disestablishment. The non-fiction collection covers all subjects.

The lifespan of a DVD is far shorter than a book. Titles are assessed for de-selection based on wear and tear and usage statistics.

DVDs are \$2 per issue – except non-fiction titles - and have a shorter issue period of 2 weeks. This issue period applies to all DVD collections.

### **12.18 Talking Books**

The Library holds fiction and non-fiction sound recordings that are available for use to all customers free of charge.

This collection aims to provide for the interests of customers of all ages and emphasis is on a range of contemporary fiction genres with a lesser emphasis on non-fiction and classic literature.

Only single copies of each title are purchased and all new titles purchased are in CD format.

### **12.19 Newspapers**

The Library currently holds a small selection of newspapers from around New Zealand which include the Auckland, Wellington and Christchurch dailies, the Sunday papers and the Top of the South local newspapers. The size of this collection will remain static, until newspapers are no longer published in a physical format. Most newspapers are held for a period of four weeks and cannot be borrowed.

Local newspapers are held indefinitely. The physical copy of the Nelson Mail is kept until a microfilm version is received. The Library also holds on microfilm a collection of historic Nelson newspapers which are available for customers to use in the Library.

The collection is supplemented by unrestricted online access to over 3,000 international and national newspapers, through the Press Display digital resource.

### **12.20 Magazines**

The Library collects a selection of general interest national and international magazines it considers will be of interest to the general community and makes them available for loan free of charge.

Magazines are selected and purchased for the purpose of catering for a wide variety of interests and to complement the collections. To ensure consistency and timeliness of supply, donations are generally not accepted.

Titles are reviewed from time to time to ensure they are still relevant, popular and well used. Where this is not the case titles will be replaced with another title.

Whilst acknowledging their importance in furthering study, research and scholarship, the Library does not collect academic journals as part of this collection.

Due to space limitations magazines are held for a period of one or two years in most cases. Some back copies of New Zealand titles are kept in the Stack. These titles will be assessed for relevance and withdrawn if available in another format.

The collection is supplemented by online access to a small selection of e-magazines and a wide range of full-text journals and magazines. Key titles are either available for download through the e-resource functionality on the online catalogue, or hyperlinked for direct access. It is anticipated that the utilisation of these resources will grow rapidly, so the balance between physical and electronic copies will be adjusted annually as budgets allow, reflecting usage and demand.

### **12.21 World Language collection**

The purpose of this collection is to provide recreational reading material in international languages for customers who wish to become or remain fluent in languages other than English. Most of the items are fictional – a mixture of titles written by indigenous authors and translated English novels. Small numbers of non-fiction and children's titles are also purchased.

In addition to the World language collection books, the library has a selection of translation dictionaries, grammatical books, audio discs and DVDs available in the 400 non-fiction collection, to assist anyone wishing to learn another language. These items are supplemented by the EuroTalk application, an interactive electronic resource purchased by the libraries to facilitate language learning and help perfect pronunciation.



The World collection includes resources in the following languages:

- Mandarin
- French
- Italian
- Russian
- Nepali
- Burmese
- Vietnamese
- Dutch
- German
- Japanese
- Spanish
- Thai
- Brazilian Portuguese
- Hindi

## **12.22 ESOL (English as a Second Language)**

The purpose of this collection is to assist non-fluent English speakers and customers in learning to read and speak English. Physical items are supplemented by the language database EuroTalk, which includes English and Te Reo tools to assist learning and aid pronunciation. The physical collections are kept in two locations:

### **12.22.1 *Quickreads:***

- These are novels and non-fiction materials that have been re-written in an abridged and simplified form
- Are located in the fiction area
- Some items include sound recordings in DVD or CD format

### **12.22.2 *Non-fiction materials:***

- Are located in the 400 Dewey sequence
- Includes IELTS and Cambridge language programme texts
- Includes conversational English CDs and tapes with books
- Includes titles on pronunciation, idiom and grammar

### **13.0 MENDING**

The cost effectiveness of mending an item is the first criteria for consideration when an item's condition is identified as below standard.

Criteria for mending are one or more of the following:

- Items under 3 years old requiring a light mend
- Significant works that cannot easily be replaced
- Items on subjects not easily obtained or currently published

### **14.0 WITHDRAWAL OF MATERIAL**

The Library is limited to a physical collection of 150,000 or less items, due to space constraints with current locations. Deselection of materials is the responsibility of all staff under the guidance of the Content Management Team. Physical content is regularly assessed through scheduled maintenance, and on a day-to-day basis by returns and shelving staff, for items that meet the following criteria:

- Are in poor physical condition
- Low use – this figure is determined for each collection and set as default in CollectionHQ. A rough guide is:
  - Items not circulated in the previous 12 months
- High use – this figure is determined for each collection and set as default in CollectionHQ. A rough guide is:
  - hardbacks issued more than 70 times
  - paperbacks/AV material 40 times
- Age is considered if the purchase date is older than 6-8 years
- Currency - content is out of date or misleading
  - Examples include: travel guides; road codes; health books; computer books; almanacs and annuals. These and other time critical items will be updated as appropriate
- A more recent edition has been purchased
- Multiple copies are no longer required
- Content is available on-line

Subject holdings will be checked whilst evaluating resources, to ensure the Library replenishes areas where there is high interest. Where possible significant works still in demand, will be replaced or mended.

#### **14.1 De-selecting Stack materials**

The fiction stack collection is currently used to store a small number of titles that have been well-used and are in poor condition, not suitable for the open shelves. These are usually older New Zealand titles which are not easily obtained, and some classics or titles in a series which are now out of print.

The non-fiction stack collection is a storage area for duplicate Nelson titles and some older New Zealand material which is not easily obtained but still in demand. Nelson titles are available for borrowing unlike the copies held in the Nelson Heritage collection. Generally items have been well used and are in poor condition, not suitable for display on the open shelves.

Criteria for weeding material from stack are one or more of the following:

- Low usage – not used in the previous 3-5 years
- Availability elsewhere in New Zealand
- Available as an online resource
- Title no longer meets content guidelines criteria
- Existence of better quality/more up to date material on that subject
- Five or more duplicate copies are held of the same title

#### **14.2 Disposal**

Materials that are no longer required may be:

- Donated or sold to community groups, resthomes, the hospital, the Museum, prisons, collectors or special interest groups such as the Men's Shed, Ancestors' Attic and the School of Music
- Sold to the public at book sales
- Misleading, damaged, worn-out or unsaleable items will be recycled or otherwise disposed of

## **15.0 CONCLUSION**

These guidelines are intended to assist with decision-making around the libraries' content management, and will evolve and flex according to customer demand and collection trends. In order for libraries to survive and thrive, they need to stay relevant and responsive to change. This will mean that alongside being creative, innovative and forward-looking, the library must also be ready and willing to let go of old ideas.

"In times of change, learners inherit the Earth, while the learned find themselves beautifully equipped to deal with a world that no longer exists."

- Eric Hoffer, American Philosopher