

SOUTH WAIRARAPA DISTRICT COUNCIL

25 NOVEMBER 2020

AGENDA ITEM B3

RECOMMENDATIONS FROM WAIRARAPA LIBRARY SERVICES JOINT COMMITTEE

Purpose of Report

To provide an opportunity for members to consider recommendations received from the Wairarapa Library Service Joint Committee.

Recommendations

Officers recommend that the Council:

1. *Receive the Recommendations from the Wairarapa Library Services Committee Report.*
2. *That the following recommendations from Committees be considered:*

Recommendations from Wairarapa Library Services Committee (to South Wairarapa District Council and Carterton District Council)

1. That the existing seventeen Wairarapa Library Service policies are retired and replaced by the adoption of the Collection Development and Management Policy, the Donations Policy, and the Customer Service Policy (refer Appendix 1).
2. That the review date for the Collection Development and Management Policy, the Donations Policy and the Customer Service Policy be three years from the adoption date of these policies.

1. Background

1.1 Wairarapa Library Services Policies Report

The report relating to the recommendation from the Wairarapa Library Service Joint Committee was included in the agenda for the meeting held 18 November 2020.

The Committee requested that clarity on the future of the existing Wairarapa Library Service policies was documented and agreed that a three year review date for the new policies would be appropriate.

For clarity the policies that would be replaced are:

1. Care of Children in Libraries Policy
2. Cataloguing and Classification Policy
3. Charging Policy
4. Complaints Policy
5. Copyright Policy
6. Customer Code of Conduct Policy
7. Friends Policy
8. Fundraising and Donations Policy
9. Homelink Policy
10. Interloans Policy
11. Internet Access Policy
12. Library Policy
13. Library Programme Policy
14. Membership Policy
15. Privacy Policy
16. Processing Policy
17. School Holiday Programme Policy

The original report to the Committee can be found here: [Wairarapa Library Service Agenda 18 November 2020](#)

2. Appendices

- Appendix 1 - Collection Development and Management Policy
- Donations Policy
 - Customer Service Policy

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Appendix 1

- **Collection Development and Management Policy**
- **Donations Policy**
- **Customer Service Policy**

Wairarapa Library Service: Collection Development and Management Policy 2021-2024

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Vision

To CONNECT people and ideas, ENABLING curious, imaginative, innovative, informed, thinking, engaged, active PEOPLE and COMMUNITIES.

Mission statement

The mission statement of the Wairarapa Library Service (WLS) is to *deliver a comprehensive professional service that is consistent, equitable and user-friendly.*

Purpose

WLS selects, acquires, processes, makes available and deselected resources which support South Wairarapa District Council (SWDC) and Carterton District Council (CDC) outcomes and works within the framework of the current Long-Term Plans of the two councils.

The Collection Development and Management Policy provides the guiding principles and strategies for developing and managing the WLS collections held at its four branch libraries and/or delivered online. It does this to:

- Define the parameters of the Libraries' collections
- Provide direction for the selection, creation, and management of collection for WLS
- Provide a basis for the most effective and efficient use of available funds and as an aid to decision-making in allocating those funds
- Provide measures for collection evaluation and performance to ensure the needs of current and future customers are met
- Assist customers' awareness and understanding of how WLS develops and manages the collections.

Associated with this policy are processes and procedures for the application of this policy.

The policy is endorsed by the WLS Joint Committee and the Councils of SWDC and CDC.

The policy will be reviewed in 2024, however minor amendments may be made in interim years.

Guiding Principles

Reflects our communities

WLS aims to serve our diverse communities by providing appropriate content to meet their needs.

Accessibility

As much as possible, content is available to customers when, how and where they want it. A variety of technologies, formats and services are provided to give customers easy and effective access to the resources they may require.

Freedom of Information

The Library commits to the concepts of intellectual freedom and access to information within the parameters set by statute. The Library will provide information required for customers to participate in the democratic process and will attempt to represent varying points of view on a broad range of subjects so that all members of the community may be informed and make individual judgments.

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WLS will not suppress or remove material simply because it gives offence.

Comprehensive and relevant resources

The Library collects and manages resources to meet the information, research, recreation, cultural and lifelong learning needs of our present and future communities. Resources are collected or created with sufficient breadth, depth and focus to meet those needs.

Community heritage

The library is committed to collecting, preserving, and providing access to documentary heritage pertaining to the Carterton and South Wairarapa districts so that appropriate material, irrespective of original format, is acquired and retained for future generations.

Bicultural Commitment

WLS has a commitment to the principles of Te Tiriti o Waitangi and to the ongoing process of applying these principles in WLS' work.

WLS recognises the unique place of Māori as the indigenous people of Aotearoa, New Zealand. This recognition will be reflected in the emphasis given to the collection, creation, signage, and management of local and national Māori content within the library.

In doing so it adheres to the following kaupapa Maori values:

- Manaakitanga – giving care and respect to clients, the Organisation and Taonga that they hold
- Te Reo Maori – understanding Te Reo Maori is vital to the identity and survival of Maori as a people
- Whakapapa – recognising whakapapa is the backbone of Maori society and recognising that collections have direct links to an original source
- Kaitiakitanga – preserving, maintaining, and protecting knowledge

WLS is committed to enhancing access to Maori content within the Libraries' collections. It will integrate Nga Upoko Tukutuku, Maori subject headings as part of the WLS Strategy 2021-2024.

Context

Carterton District library¹ was established in March 1874 with a collection of 200 books. After outgrowing its assigned room in the Town Hall. In 1881, the first purpose-built library in New Zealand was opened. Until 1963 the Library was a subscription service.

The South Wairarapa District came about after local body amalgamation in 1989 of Featherston, Greytown and Martinborough boroughs. As with Carterton all three of SWDC's libraries were established in the late 1800s, with purpose built buildings and donated collections starting them off.

¹ http://ketewls.peoplesnetworknz.info/en/carterton_district_library/topics/show/16-library-history

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WLS is governed by a Joint SWDC and CDC Councils Committee. Begun in 2001 with a project to implement a shared library management system, the WLS is now aiming to operate its library service in a consistent and cohesive manner across all sites.

Scope

WLS collections include what is selected, acquired, donated, or created for customers' use.

The policy is format neutral. WLS selects and acquires or provides access to whichever format best meets customer needs. This means providing both print and digital or one format only.

Exclusions

- Volunteer libraries
- Little Free Libraries
- Toy Libraries
- Council Archives

Compliance

- [Copyright Act 1994](#)
- [Films, Videos, and Publications Classification Act 1993](#)
- [Local Government Act 2002](#)
- [Privacy Act 1993](#)
- [The Treaty of Waitangi](#)

Reference Documents

- [Standards for New Zealand Public Libraries 2004](#)
- [Code of Professional Conduct](#) (LIANZA Code of Practice)
- [LIANZA Statement on Freedom of Information](#)
- [LIANZA Strategic Plan 2018-2022](#)
- [National Library of New Zealand - Te huri mōhiotanga hei uara | Turning knowledge into value – strategic directions to 2030](#)
- [IFLA/UNESCO Public Library Manifesto 1994](#)
- [IFLA standards](#)

Applying the policy: Process and procedures

Sept 2020

Financial Management

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

The Library provides materials in the most efficient and cost-effective manner possible. Content is added and managed responsibly to ensure the best use is made of available funds.

The Wairarapa Library Service (WLS) is funded by rates through the separate council budgets of SWDC and CDC to:

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- provide library and information services to the two districts' ratepayers, residents (those living and/or working within the districts' boundaries), councillors and staff
- contribute to the districts' cultural, economic, and social health and development (wellbeing).

Allocation of funds

Funding for the physical collections is part of the Library's capital budget. Stock purchased is depreciated annually.

Funding for serials and electronic collections is part of the library's operational budget.

Fund allocations are determined on an annual basis.

Collection budgets are allocated to collection areas based on:

- customer demand
- obligations to the community
- priorities within the network's collections such as refreshing a specific area of the collection and developing a new area within the collection.

Selecting materials for the Libraries' collections is the key responsibility of identified Library staff. Responsibility for the budget allocation and the general oversight of collection development lies with the Library Services Manager.

Collection valuation

The collection is valued periodically for insurance purposes.

Asset value

Accounting adjustments are not made for collection disposal. Rather, a revaluation process that takes the collection as they are at time of valuation, is applied.

Requirement to charge

WLS is required to generate a percentage of its operating budget as determined in the Long Term Plan (LTP). This is partially achieved through charges allocated to some collections and services as defined in the Charges and Fees schedules for each council.

Factors considered when setting fees or charges include:

- Parity with other library and/or Council charges
- Implications for customer access and use of resources
- Feasibility (i.e., cost benefit)

Revenue performance

The effectiveness of WLS revenue earning across collections is monitored annually.

Sustainability

SWDC and CDC are committed to sustainable development approaches in the Councils' activities.

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WLS incorporates this commitment through a “buy once, use many times” approach to collection development.

Financial sustainability

WLS develops and maintains its collection or content in a financially sustainable manner by:

- Its selection of content and content format
- Decisions around de-selection (weeding) and development of new collections
- Ensuring any new collections will have longevity
- Monitoring trends to ensure undue or excess purchase of stock is limited
- Ensuring core areas of the collection are identified so these collections can be maintained despite variations in available finances
- Consideration of storage availability, capacity, access, and cost

Content development and selection

Selection

WLS content is selected with the aim of building well-balanced collections which meet the overall objectives Collection Development Policy. Material is acquired through a range of sources ensuring WLS can meet customer needs.

Selection criteria

The Standards for New Zealand Public Libraries 2004, D.2.1 provide selection criteria:

- Resources should be provided to cover the widest possible range of subjects to meet the community’s information, educational, recreational, and cultural needs
- Resources may be provided in any medium appropriate to the community being served. Print, audio-visual, and electronic formats should be represented. The focus should be on providing the best possible information in the most appropriate format
- Resources should provide appropriate breadth and depth of coverage, include standard works and recent publications, and represent divergent viewpoints on all issues

These criteria augment the Guiding Principles of the WLS Collection Development Policy.

Specific criteria and elements to be considered when selecting items include the:

- Quality of content, authoritative
- Accuracy of information
- Currency
- Relevance within the scope of the collection
- Community demand – present or anticipated
- Quality of the physical item or format and suitability for public library use
- Collection strengths or identified gaps
- Price. While this is always a consideration, it is just one factor. Expensive acquisitions in line with collection scope and library responsibilities, are purchased, as are items in popular subject areas.
- Availability – whether currently in print or not
- Availability – through format
- Numbers of items required to satisfy anticipated customer demand for both popular and heritage items
- Consideration of which formats will best meet customer need

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Where funds allow, items not meeting the usual selection criteria may be purchased if the choice is limited, and they are the best source available to fill a gap or meet a customer need.

Occasionally particular topics or formats are more prone than others to theft, vandalism and loss. This may influence selection decisions, and the way these items are displayed and managed.

A range of parliamentary papers and other government publications is provided to the Library by the relevant government departments

Selection responsibilities

The Standards for New Zealand Public Libraries 2004, D.2.4, state that the Library's Manager has a responsibility to ensure, "selection is undertaken by suitably qualified and experienced staff with expert knowledge of the kinds of library materials for which they are responsible, and understanding of the community served. Some staff should have specialised knowledge of the needs of particular groups in the community, and work in consultation with community groups"...and "to use the knowledge of staff in specific subject areas and to ensure that individual bias is avoided."

WLS is developing its collection selection, acquisition, and management processes as a focus in 2021-2022. In doing so it will be moving from a model of four libraries independently selecting and purchasing, to a network-wide selection and purchasing model.

Collection selection is informed by customer suggestions consistent with the Content Development Policy, along with consultation with, and recommendations from WLS staff.

Stock is allocated around the network considering:

- Total number of copies required for WLS as a system or network
- WLS library size
- Location and scope of specialist collections
- Customer demand

Selection tools

These include:

- Websites
- Trade and library magazines
- Publishers' catalogues
- Reviews in specialised and general interest magazines
- Suggestions to purchase from customers and library staff
- Standing orders
- Collection usage tools
- Profiles

Formats

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

Additional selection criteria may apply to specific formats:

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- Electronic subscription resources
- Frequency of updating
- Licensing and technical restrictions affecting access – i.e. availability in libraries and/or remotely, with preference given to remote access; town and non-town/rural customers
- Number of possible concurrent users
- Stability of product
- Functionality and usability
- Availability through subscription or purchasing an archive of content.
- Serials
- Number of issues a year
- Availability in alternative formats

New formats are considered and evaluated as they emerge. Considerations for evaluation of new formats include:

- Community demand
- Potential impact of any new format on equipment, staff, storage and space
- Sustainability issues
- Ease of use
- Reliability of access
- Durability for library use
- Suitability for direct customer use
- Availability of initial and ongoing funding
- Capability for downloading information
- Any consequent reduction or replacement of print or other format materials

Acquisition and purchasing

Library content is acquired through a variety of suppliers.

2021-2022 will see a review of suppliers in line with the Collection Development policy.

Donations

Some donations are added to the Library's collection. Items are assessed to see if they are in good condition and if they meet usual selection criteria.

Terms of donation required to be clarified with potential donors are:

- Donor has read the Donations Policy and accepts the conditions
- Donated items that are not considered acceptable for the collection will be put in the Library's book sale.
- If a donated item is of a specialised or valuable nature and the donor has requested its return if it is not accepted for the collection, the donor will be advised and invited to collect it.

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.

Items are processed with a spine label to ensure they are accessible.

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Content management

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

- Complying with the provisions of the Collection Development Policy
- Using collection tools and a variety of reports to manage collections
- Ensuring tikanga and principles of kaitiakitanga are followed when caring for identified specialist, Maori, or Pasifika collections
- Maintaining an awareness of the collection usage patterns to build or weed an area more accurately
- 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 WLS resource by using book covers and covering on items as appropriate
- Repairing and recovering stock as required
- Deselecting stock objectively, and according to guidelines, 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

Collection analysis

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

The Standards for New Zealand Public Libraries 2004, D.2.9, require libraries to “evaluate the collection regularly to ensure that it contains high-quality, up-to-date resources, reflecting current trends and local needs and preferences, and conforms to current selection and deselection policies.”

In line with an overall development of WLS skills in collection development and management, in 2021-2024, WLS intends to monitor the collection in several ways:

- General collection meets the needs of the community, defined by Council customer satisfaction surveys
- Achieve at least the national public library average in collection turnover²
- The number of library items issued, per capita of district population per year is the same as the national average or better³
- Use of the Public Library Statistics to compare performance with comparable public libraries
- Monitoring the use and scope of the collection content by:
 - Circulation statistics compiled from the Library Management System and/or other collection analytic products
 - In-library use – this is measured periodically as it is not reflected in circulation statistics
 - Holds placed, interloan requests, and suggestions to buy give an indication of areas of collection needs

² 1.24 issues per visit (physical) and 3.11 issues per item per annum (PLNZ National Data Collection Report 2018/19)

³ Baseline target to be established by PLNZ National Data Collection Survey 2019/20

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- Electronic statistics in terms of page views, site visits and eResource use
- An ongoing culture of encouraging customer feedback
- Awareness of strengths and weaknesses in terms of content and formats available
- Measuring performance against the principles of the Collection Development and Management Policy, including statements around recommended future collection priorities

Content location

Physical collections are held throughout the WLS network of branch libraries.

Collection items are identifiable by territorial local authority (TLA).

Material which is held in the stack collection is available via appointment arranged through the Library.

Digital collections are stored using SWDC or CDC, National Library of New Zealand servers, vendor platforms or open access facilities, as appropriate.

Access to content is facilitated by consistent signage to print and digital content which enables customers to easily find their way around any library in the network.

Content maintenance – lifecycle

Content is reviewed regularly to ensure:

- The best stock 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, including analysing data compiled from the Library Management System and/or other collection analysis tools.

All general collections are assessed regularly for material that may be retained in storage, withdrawn, or replaced.

Items to be retained in storage must conform to the Collection Storage (Stack) Guidelines – which are:

- Older items which are predominantly in poor physical condition but still in demand and are unable to be replaced.
- Items published 10 years or more ago.
- Are still in demand with library customers or through interloan (i.e., they are issued at least once in two years).
- The subject is under-represented in the collection.
- The title is no longer available and is out of print, but important to the WLS collections.
- The title is part of a series which is out of print and cannot be replaced.
- The item's binding cannot be repaired and is too costly to replace.

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Deselection, discard and withdraw

Deselection is an essential activity to ensure libraries have space to add new content and ensure what is retained still meets customer needs. Deselection is a normal part of a libraries' continuous review, evaluation, and weeding processes (CREW). Within the CREW framework, the MUSTIE criteria are applied for assessing items for withdrawal:

- **Misleading** - and/or factually inaccurate
- **Ugly** - 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:

- Currency and format
- Lack of use
- Material considered classic or part of a core list
- Material not likely to become outdated
- Material about a subject, not found elsewhere in the collection, and where a replacement is not available

Disposal

The Library follows sustainable practices and considers sustainability implications wherever possible. These include:

- Consideration when deciding whether to repair or replace
- Recycling packaging and other relevant library related materials
- Ensuring best use is made of stock before deselection
- Holding public book sales
- Valuable items, no longer appropriate for the Library collection, may be sold at commercial value
- Offering unwanted items to other institutions where content more appropriately matches their collection scope
- Consulting National Library for advice on the appropriate disposal practices for Māori material

The Library does not put aside withdrawn items for customers to buy.

Book sale

Withdrawn material will be disposed of through the Libraries' book sale held annually. Proceeds from book sales will go back into library funds for collection development.

Content Development – Definition of collections

Overview

This section provides information about the collections offered across the WLS, including the purpose of each collection and what it comprises.

WLS provides collections for all demographic groups and tailors them to reflect our local community and environment. A strong emphasis is placed on New Zealand authors and content to reflect New Zealand culture.

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Selection and retention practices are used in a consistent manner across all formats as outlined under the Policy and Procedure section.

New items are added to the collections on a regular basis. A small number of collections are closed to new additions (e.g., specialist donated collections)

The balance in formats offered in some collections, for example physical versus digital, may change depending on availability and usage. This is more apparent in some collections than others.

Physical formats include:

- Books
- Magazines
- Audio-visual (AV) – DVDs and talking books

Digital formats include

- Databases, e.g. Ebsco Masterfile
- Downloadable – eBooks, eMagazines, eAudiobooks

Maori Adult, Young Adult and Children's collections

WLS aims to provide resources which meet the needs of Maori within the WLS community; and to promote bicultural awareness and increase understanding of New Zealand heritage for all library users.

WLS collections contain items written in English, items written in Te Reo Maori, and bilingual material. There are works by authors who identify as Maori as well as works on general subjects that feature predominantly Maori content.

Adult collections

Fiction

To provide access to a broad range of titles to satisfy customer recreation, entertainment and learning needs. This collection aims to be a comprehensive collection of the works of all major English language fiction writers and non-English authors in translation. It includes a wide range of bestselling and popular fiction as well as literary classics, works by new and local authors and award-winning titles. It is available in both print and digital formats

Non-fiction

To provide access to materials that contribute to lifelong learning and which fulfil the informational, recreational and cultural needs of the community. This collection provides reliable, high quality information across a comprehensive range of subjects and interest levels in a variety of formats including both print and digital. It contains both current and historical material that reflect a wide range of views.

Large Print

To provide reading material in enlarged typeface for customers who have difficulty reading standard print-sized editions. This collection includes as great a range of titles as possible for variety and includes both fiction and nonfiction titles, with hardback and soft cover options.

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Bestseller

A small collection to meet high demand for the most popular and topical items of the moment. This collection is highly responsive to what is happening at the time, what is being promoted in the bookshops and media, and is readily available. It contains mainly fiction and is guided by bestseller lists and holds.

Graphic novels

A small collection across Adult, Young Adult and Children. This collection goes through phases of popularity.

Ref collections

Reference items are integrated into general collections as appropriate and are clearly marked as reference only.

Children and Young Adults

To provide the widest possible selection of high-quality resources to assist the learning, development and recreation of children and young adults, taking into account customer demand, interests and changing trends. This collection includes both fiction and nonfiction materials, including information on careers, life skills, study guides and graphic novels aimed at library customers aged zero to seventeen. A strong emphasis is placed on New Zealand authors and content to reflect New Zealand culture. This includes items written in Te Reo Māori and resources written in Pacific Island languages and languages of Wairarapa's recent settler communities.

Picture books

To provide books primarily for younger children to introduce them to a wide range of experiences, settings, themes, feelings, situations, characters, art and language. This collection includes material suitable for pre-schoolers and new entrants, for reading aloud to groups and for sharing on a one-to-one basis. Also included in this collection are board books designed for children in their early years.

First readers

To provide books which enable children (and others with learning difficulties) to transition into reading complete sentences with more complex meaning than provided by picture books or board books.

Children's fiction

This collection consists of younger fiction for children aged 6-9 years and older fiction for children aged 9-12 years. The collection is made up mainly of chapter books. Series are kept complete wherever possible

Children's graphic novels

To provide reading material that blends words and image to tell a story. This collection includes popular themes and characters with appealing visual images aimed at children of all ages.

Children's non-fiction

To provide access to materials which fulfil the informational, recreational, and cultural needs of children and contribute to lifelong learning. This collection includes materials across a wide range of subjects and interest levels to reflect the diversity of interests and needs. The collection does

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support curriculum requirements: however, this collection does not meet all classroom needs, nor is it designed to support class sets.

Young Adult fiction

Appeals to a wide cross-section of young adult readers. The collection includes fiction of all genres, abridged or complete classics, multi-cultural classics and short stories. Cross-over titles are also included providing a link between Young Adult and Adult collections. Series are kept complete wherever possible

Young Adult graphic novels

The collection includes popular themes and characters. Graphic novels are collected in English and languages other than English. Where possible, series are retained

Young adult non-fiction

To provide access to materials which fulfil the informational, recreational and cultural needs of youth and contribute to lifelong learning. This collection includes materials across a range of subjects and interest levels of particular interest and relevance to youth culture which includes personal and social issues and entertainment topics.

Serials

To provide access to information to satisfy the recreational, informational, cultural and lifelong learning needs of the community. Serials are defined as publications that have a regular and known publication cycle. Included in the category are recreational magazines, serials on specialist topics, newspapers and annual reports. Additionally, some local newsletters and locally published serials, items with popular interest and magazines and newspapers in languages other than English.

Newspapers

To provide access to a selection of New Zealand daily and weekly newspapers, both current and historical, with a focus on the greater Wellington region and the Wairarapa.

Audio-visual collections

To provide a range of non-print formats to supplement print collections to meet entertainment, information and customer needs.

DVDs

Where possible, DVDs with subtitles are purchased for the hearing impaired. Only DVDs that have been classified in New Zealand are purchased.

Audio books

National Library collections are used to provide an alternative form of media for customers. These items fiction and nonfiction titles in CD.

Databases

To provide full-text articles, and some streaming via online databases to ensure up to date information for as many customers as possible.

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Downloadable digital content

To provide access to online books and magazines from eBook, eAudio and eMagazine suppliers to meet the informational, cultural and recreational needs of the community in a digital format.

Special heritage collections

These collections have been obtained either through donation or purchase and have significant content relating to South Wairarapa District or Carterton District, or are of historic sentimental value.

These are closed collections, with no new titles being added. They include:

- *Charles Rooking Carter*: Part of the original bequest to establish the Carterton Library. It includes some additional material that has been added until 2015.
- *Martin Collection*: Part of the collection of items donated by the Hon. John Martin, who subdivided a section of his estate to establish the town site of Te Waihinga (Martinborough). The items were donated to the original library built in 1894.
- *Featherston Literary Institute*: The remains of a collection provided to Featherston Library.

WLS will endeavour to provide increased awareness to the items by creating catalogue records in 2021-2024.

Lesbian, bisexual, gay, transgender, queer + collection (LBGTQ+) collection items

LBGTQ collection items are interdisciplinary with a focus on the lives, experiences, identities, and representations of lesbian, gay, bisexual, transgender, and queer individuals; their families and communities; their cultures and subcultures; their histories, institutions, languages and literatures; their economics and politics; and their complex relations to the culture and experience of a heterosexual majority.

Collection items emphasize the intersection of sexuality and gender with race, class, ethnicity and nation.

Non-English, non Te Reo language collection items

WLS will endeavour to provide non-English language, non-Te Reo Maori collection items in reflection of the communities' demographic and demand.

Non-book collections

Extend opportunities to build wider literacy skills such as information analysis, processing and problem solving. Items include in-library use as well as issuable the "Getting Lost" collection items, board games and jigsaws.

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Acknowledgements

We are indebted to several New Zealand Libraries for their wisdom and documents in this area. This Collection Development Policy and Process has relied heavily on the work of several other New Zealand Libraries. Specifically:

- Christchurch City Libraries Content Development Policy 6th Edition. Anne Anderson, Sept 2018
- Porirua Library Collection development policy 2015-2016
- Napier Libraries Collection Development Policy 2013
- Dunedin Public Library Lending Stack Collection Policy 2016
- National Library of New Zealand – various
- Auckland Libraries collection Development Policy April 2013
- Masterton District Council Library Collection Selection Guideline Sept 2017
- Collection development policy for lesbian, gay, bisexual, transgender and queer studies. University California Santa Barbara Library

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Wairarapa Library Service: Donations Policy

Sept 2020

Wairarapa Library Service (WLS) libraries are pleased to consider donations for the collection, but items must fit within the guidelines of the WLS Collection Development and Management Policy 2021-2024.

Acceptance of items for the collection depends on the professional judgement of library staff.

Decisions are based on the nature of current holdings in that area as well as on the knowledge of the needs and requests of users, and subject specialists may choose to decline any donation in line with the WLS Collection Development and Management Policy 2021-2024.

The Library reserves the right to remove donated items from collections following the same criteria used for materials purchased.

If the Library does not want the material it will be disposed of in line with the WLS Collection Development and Management Policy 2021-2024.

Donations Process

The terms under which it is being offered need to be clarified, including:

- Does the donor require it to be separately housed?
- Does it need to be distinguished as an identifiable collection?
- Is it a living collection with items to be added by the donor?
- Is there a more logical home for this collection?
- Is it an unconditional gift?
- If not, what conditions does the donor want considered?

Every WLS title/item needs to justify its acquisition and retention on a range of criteria. Donations will be considered on the same basis as those titles/items purchased for the WLS.

The donation must be freely available to WLS customers.

The donation must benefit more than a small number of customers.

The size of the collection must not unbalance the overall WLS collection.

The format must be appropriate for the WLS collection.

Special consideration will be given to heritage collections.

Acknowledgements

We are indebted to several New Zealand Libraries for their wisdom and documents in this area. This Collection Development Policy and Process has relied heavily on the work of several other New Zealand Libraries, and in particular Porirua City Libraries.

Wairarapa Library Service – Customer Service Policies

September 2020

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The way we work with our customers

Guiding principles for service excellence at Wairarapa Library Service (WLS)

<p>A friendly environment</p> <p>WLS staff take responsibility to provide an inclusive friendly service in a welcoming environment</p> <ul style="list-style-type: none">• Welcome customers and give them our full attention.• Be sensitive and flexible to the diverse needs, backgrounds, and circumstances of our customers.• Ensure the workplace is clean, tidy and accessible for all.• Take pride in the presentation of our library, ourselves, and the work we do.	<p>Trustworthy</p> <p>WLS staff take responsibility to respond to requests in a reliable, respectful, and courteous manner</p> <ul style="list-style-type: none">• Treat everyone equally, and with respect.• Treat personal information with confidentiality.• Take ownership of a request or task to ensure a high-quality, satisfying outcome.• Make judgement calls always in the customer's favour.
<p>Information delivery</p> <p>WLS staff take responsibility to deliver relevant information efficiently and consistently</p> <ul style="list-style-type: none">• Listen actively to customers to ensure we understand their needs.• Respond positively to all inquiries, by actively seeking an answer even when we are unsure.• Know what resources are available and be familiar with them.• Proactively seek professional training and development to ensure skills are current.	<p>Empowering</p> <p>WLS staff take responsibility to encourage our customers to meet their information needs themselves by providing an understanding of the Library and its resources</p> <ul style="list-style-type: none">• Inspire our customers to try new things.• Look for opportunities to expand our customers' knowledge and abilities to confidently use the libraries.• Actively promote library programmes, resources, and services• Proactively share our knowledge and skills with each other.

Principles

1. WLS customers will have access to all four libraries across the South Wairarapa and Carterton Districts
2. WLS customers will experience seamless services at any of the four libraries (Featherston, Martinborough, Greytown, Carterton)
3. WLS will maintain or improve existing levels of service
4. WLS libraries will reflect the individual character of their communities

Purpose

The purpose of WLS policies is to assist libraries' staff apply the relevant customer service principles in providing excellent customer service.

Policy statements

1. Our priority is excellent customer service – avoid using these policies as barriers to our customer service.
2. Always look for a solution which will result in the best outcome for the individual customer and enable our customers' continued enjoyment of the library service.
3. The needs of external customers will always take priority over staff needs.
4. Take personal responsibility for the complete customer interaction when you are the first point of contact with the customer.
5. Take personal responsibility for knowing all policies and procedures.

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6. Customers have a statutory right to privacy so always treat customer information with discretion.

Membership

Membership to WLS libraries is open to residents or those paying rates within the territorial local authority areas of South Wairarapa District and Carterton District.

Staff living outside the SWDC or CDC ratepaying areas are entitled join WLS for the duration of their employment.

Non-resident, non-ratepayers who work in WLS library areas can join by paying the WLS membership fee as defined in the Council Fees and Charges schedule.

Applicants must register at a WLS branch. This allows them to access library services and electronic resources provide by WLS.

To verify identity the applicant must show original personal ID (i.e., not a photocopy) that is signed and imprinted or embossed with their name (i.e., bankcard, ID card, passport, community services card).

Date of birth is compulsory when enrolling for a WLS membership. The rationale is:

DOB is a unique and positive ID so we can be certain we have the correct person and there is no mix up with another borrower with the same name. This is particularly relevant in respect of debt collection for people with the same name.

If the borrower is still adamant that they don't want to give their DOB, the default date is 01/01/1900.

Exception: School, Bulk and Housebound borrowers do not need to provide date of birth.

To verify address, that the borrower lives within the SWDC or CDC areas: a document that has the applicant's name and address and is no more than three months old (e.g., electricity invoice, rates invoice, prescription label).

To verify the address of a borrower who pays rates within the SWDC or CDC areas but lives outside the area: A document which has the applicant's name and residential address and is no more than 2 months old **AND** a recent Council rates notification (if the applicant does not have rate paying verification with them, you can verify details via the Council's Rates department or rating roll). Non-resident ratepayers must provide proof of rate paying eligibility every time membership is renewed. The rate paying property must be recorded on the borrower's record.

Registration information supplied by new customers who register online will be valid for three months. Staff will encourage these customers to visit any WLS library to pick-up their library card. If the customer does not visit a library to complete their registration, their online registration will be suspended after three months.

When the new member comes into a library to confirm their details and collect their library card, the status of "online registration" needs to be changed manually.

Membership conditions

By using a WLS library card, members agree to the following terms of membership:

- That information provided is correct.
- That the member's personal information will be held by their local library, and by the region's WLS libraries, to provide library services to them.
- That the member can request changes at any time in accordance with the Privacy Act 1993.
- That the member's home library will be notified of any changes to the details provided.
- That the members home library will be notified immediately if my card is lost or stolen.
- Acceptance of responsibility for all items issued and all charges incurred on the member's library card.
- That there may be additional charges for lost, damaged or unreturned item(s) and that the cost incurred will vary depending on where the item(s) come from.

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- That unpaid debt will be referred to Council for further action.

Membership categories

Adult categories

- Adults 16 years and over who live in or pay rates in the SWDC or CDC ratepaying areas
- Members must use the card issued to them or, with the person's permission, the card of a spouse or parent. Parents cannot borrow adult books on a child's or young adult's card.
- HomeLink status is available to anyone who is resident in a rest home, permanently or temporarily disabled or ill and unable to come to the library, in hospital or unable to get to the library due to age. Bulk loans to rest homes also fall into HomeLink status. The membership status will be reviewed annually.
- Staff status will apply to all those who are paid to work at any WLS library. Any of these people will revert to Adult Borrower status if they cease to work for the Library Service.

Children and Young adults

- Children under 5 years of age may borrow on their parent/guardian's card, or their own card.
- Children (1-12) who are registered as "junior borrowers", or young adults (13-15) who are registered as "young adults" may join providing their parents or guardian are willing to act as guarantor and submit the online registration on their behalf or join in person. Date of birth must be supplied.

Restricted Membership

- Children up to the age of 15 years (inclusive) who would otherwise not be able to access library services may borrow using a "restricted junior borrower / restricted young adult" category.
- Adults of no fixed address (i.e., homeless or house sitters) may borrow using a "restricted adult borrower" category.
- The number of items for all restricted borrower categories is capped 2 items per loan and does not include audio-visual material.
- In the event of items not being WLS will absorb the cost.

Suspension of membership

Membership will be suspended:

- If the member's information is found to be incorrect. Suspension will be revoked when information is verified as correct.
- If fines/charges reach \$20. Suspension will be revoked when payment is received in full either through a payment plan or payment in full.
 - Note: Customers owing \$20 or more may arrange to make repayments while continuing to borrow items. If the customer does not continue to make repayments, WLS may suspend borrowing privileges.
 - Note: There may be occasions when it is appropriate to restrict the number of items borrowed, while the customer is paying off the amount owing, to assist the customer to avoid additional debt.
- In the case of the member becoming abusive or violent toward WLS staff.

Fees, Service and Recovery charges

WLS fees and charges are available on the respective Councils' websites.

All charges should be collected at the time the charge is incurred. Discretion to defer charges may be applied in exceptional circumstances by the Manager Wairarapa Library Services.

Adding charges

Some charges are not automatically applied by SirsiDynix (the library management system). Instead they must be added manually by staff. These charges are for:

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- Damaged items which are charged and require replacement
- Lost items which the customer is paying for
- Photocopying
- Printing
- Sale items (e.g., Library bookbags)
- Toy Library items which have incurred a damage or missing charge

Payments

Customers will pay all charges (e.g., photocopying) at the time the goods or service is supplied.

Customers owing \$20 or more may arrange to make repayments while continuing to borrow items. If the customer does not continue to make repayments, WLS libraries may suspend borrowing privileges.

There may be occasions when it is appropriate to restrict the number of items borrowed, while the customer is paying off the amount owing, to assist the customer to avoid additional debt

Waiving fees or charges

Charges may be waived on a case by case basis, depending on the customer's situation.

Staff will waive charges for the following reasons:

- The item had been renewed; found on the shelf; paid for; returned; or, reported returned.
- The audio-visual (AV) item was faulty.
- The customer suffered illness or a bereavement.

Discretionary: The customer was a victim of crime (e.g. theft, arson, burglary).

The waive reason must be entered into the WLS "Waive List" document in all cases.

Note: If waiving a charge for a reason not listed above the Manager Wairarapa Library Services must approve it.

Refunds

When a customer returns a lost item that they have paid for, a refund will be made in the following circumstances:

- The item is returned within six months of a Final Notice (may also be called Invoice) being sent or within six months of the lost charge being paid if no notice was sent.
- At the discretion of the owning institution's library (SWDC/CDC) if the item is returned six months after the 6-month period.
- Refunds for items on junior cards (e.g., lost items returned) will be paid to the person named on the child's card as the parent/guardian (i.e., not to the child).

No refunds will be given for:

- Damaged items returned in a condition that no longer fits the collection criteria.
- Overdue fines, processing, or other charges.
- Subscription memberships.

To provide a transparent refund process, amounts owing to customers will be refunded and not left on the borrower's account to offset overdue fines or other charges.

Care of Children in WLS libraries

Parents/guardians or caregivers are ultimately responsible for the supervision and behaviour of their children who are 14 years or less.

Library staff will comply with the following legislation:

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- [Oranga Tamariki Act 1989, Children’s and Young People’s Well-Being Act 1989](#)
- [Education Act 1989](#)
- [Children’s Act 2014](#)

Library staff will intervene if a child or children’(s) health and safety becomes an issue (including emotional well-being) or there is disruptive behaviour that is caused by or affects either the child or children in question or other library customers.

Action could include (for example):

- Requesting the child(ren) concerned and/or parent/guardian/caregiver to manage their behaviour.
- Contacting the relevant responsible adult regarding an unattended child (those under 14 years).
- Contacting Police if appropriate.

Collection cataloguing

All items acquired for inclusion in the WLS collections will have a record created in the library management system.

Classification is by way of the Dewey Decimal Classification system and will follow the Kotui Bibliographic Standards outlined by the National Library of New Zealand.

Complaints

Customers are encouraged to inform the appropriate Council if they are dissatisfied with any aspect of WLS service. The Council will resolve complaints in a fair, timely and confidential manner to achieve positive outcomes for customers and staff.

A complaint is defined as follows –

“Any expression of dissatisfaction about the WLS service or action of a staff member that cannot be resolved at the first point of contact”. Examples include:

- Taking too long to act or failing to act
- Not following policy or rules
- Not making a decision in the prescribed way
- Giving wrong or misleading information
- A member of staff failing to deliver on a commitment made

Every effort will be made to resolve an issue as quickly as possible at the first point of contact.

If a customer’s request cannot be resolved at the first point of contact, then this will be managed through the relevant Council’s escalation and response process.

Copyright

WLS libraries leverage the professional counsel of the [LIANZA Standing committee on Copyright](#). In doing so the LIANZA Copyright Guidelines for public librarians provide the seminal guide

<https://lianza.org.nz/wp-content/uploads/2019/06/Copyright-for-public-librarians-February-2012.pdf>

Inter-library loans (Interloans)

WLS is a member of the National Library of New Zealand [Te Puna Interloan](#) scheme. As such it adheres to the policies and processes outlined in the New Zealand Interlibrary Loan Handbook (PDF). An overview of the Interloan scheme is:

<https://natlib.govt.nz/librarians/te-puna/interlibrary-loan/lend-and-borrow-with-te-puna-interloan>

Displays

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To help connect and inform the community of events and initiatives that they may be interested in. Most WSL libraries have designated space available to display relevant and informative notices. The material will be displayed for a limited time. Materials displayed should meet WLS' purpose statement of connecting and enabling people in communities.

Display materials need to meet the following conditions:

- The material represents a non-profit organisation
- That contact details are provided
- WLS does not accept liability for any lost, stolen or damaged material
- WLS are unable to send material back to the provider
- WLS may not be able to display the material provided because of space restrictions
- WLS is unable to accept any digital material for display
- WLS is unable to display surveys or petitions in the libraries.
- WLS libraries display a disclaimer that the views expressed in the material are not those of the Libraries, SWDC or CDC.
- Freedom of information - Libraries are committed to the concepts of intellectual freedom and access to information within the parameters of the statute. WLS will attempt to represent varying points of view on a broad range of material so that all members of the community may be informed and can make individual judgments.
- Use of community display space is at the discretion of individual WSL libraries.

WLS does not display material which:

- Encourages people to break the law
- Uses language or images that could be considered offensive
- Party political material
- Material of a commercial nature
- Advertising for home services (e.g., babysitting, flatmates or lost pets).

Food / Beverage

We understand that food and drink may contribute to the enjoyment of people's visit to the WSL libraries.

We have a responsibility to manage the consumption of food and drink to protect resources and equipment and to respect the values of our customers.

Drinks in spill-proof containers and cold, odour-free food can be consumed in the libraries.

Food and/or drinks are not permitted around:

- Computer equipment.
- Heritage collections.
- Maori and/or Pasifika collections.

Internet Access

Free internet access is provided for limited times, to all WSL customers through the National Library [Aotearoa People's Network Kaharoa \(APNK\)](#). As such the provision of internet services are specified in the APNK agreement.

Programming

Libraries provide programmes that target literacies, foster active citizenship, and stimulate lifelong learning. They cover a range of topics of interest and benefit to WSL residents and ratepayers. WLS aims to provide:

- a sustainable range and depth of libraries core programming that works across all audience segments.

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- alignment with the strategic objectives of SWDC and CDC councils.
- consistency and quality across all four libraries.
- regular rationalisation, renewal and relevancy checks which are made in conjunction with libraries staff.

Libraries' programmes are accessible and open to the public. Some WLS programmes may be geared towards specific age groups and audiences such as children, teens, adults, senior citizens, ethnic communities, jobseekers, etc. Within these groups, programmes may also target different proficiency levels (i.e., basic, intermediate, and advanced).

Specialist Collections Access

Access to the Carter Collection and Martin Collection, are bookable by appointment to ensure items are retrieved and ready for viewing at the arranged time.

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Acknowledgements

These policies have been informed by the policy documents shared and/or available online from:

- SMART Libraries (Hutt City, Porirua City, Kapiti District, Masterton District, Whitireia Polytechnic, WeITec).
- National Library of New Zealand
- LIANZA
- Christchurch City Libraries
- Napier City Library
- Dunedin Public Library