

Content Development Policy

5th edition, 2007



Content Development Policy

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1. Introduction

The primary purpose of this Content Development Policy is to guide the selection and management of resources collected and created by the Christchurch City Libraries Ngā Kete Wānanga-o-Ōtautahi.

Since the last policy was developed, many changes have occurred in both the local government and wider library environments. These changes include:

- Amalgamation of Banks Peninsula District Council and Christchurch City Council
- New network libraries built for the Christchurch City Libraries network
- Libraries co-located with other services – learning centres and cafés
- Centralised selection of library materials
- Outsourced acquisition for some areas of the collection
- Wider variety of resources produced by our increasingly diverse community
- Change in focus from collection to content. This is in line with international developments and is driven by the trend towards a more seamless digital and print content. As new formats develop and more content is available in digital form, it is important to concentrate primarily on content development, with format considerations being just one part of the discussion.
- [Digital Strategy](#). Central government strategy shaping the New Zealand's digital future.
- [Our Community Plan Christchurch O-Tautahi 2006-2016](#), Christchurch's Long Term Council Community Plan (LTCCP) for the next ten years. This gives direction and accountabilities for all Christchurch City Council services.

Note: throughout this document “Library” means the Christchurch City Libraries Ngā Kete Wānanga-o-Ōtautahi

2. Policy statement

Christchurch City Libraries selects, acquires, processes, makes available and deselects resources which support Christchurch City's Community Outcomes. Community Outcomes of particular relevance to the Library are:

- **A City of Inclusive and Diverse Communities**
Local history, world language collections, information about work and play, and access to international newspapers assist in building strong communities where Christchurch residents gain a sense of belonging and a greater understanding of our diversity.
- **A City for Recreation, Fun and Creativity**
Provision of a wide variety of recreational material in many formats assists people of all ages and backgrounds have the opportunity to relax and create.
- **A City for Lifelong Learning**
Provision of high quality resources in print and digital formats supports lifelong learning opportunities 24/7.
- **A Prosperous City**
A wide range of resources supporting current and emerging businesses contributes to a strong, healthy economy and improved standards of living for everyone.

Strong communities is one of four strategic directions set by the Christchurch City Council to achieve the Christchurch City's Community Outcomes. "Strong communities give people a sense of belonging and encourage them to take part in social, cultural, economic and political life." (LTCCP, p. 59). Christchurch City Libraries helps achieve Strong communities by contributing to the following goals and objectives:

- **Increase involvement in lifelong learning by:**
Providing resources and information, through libraries and websites
Encouraging people of all ages to take advantage of learning opportunities
- **Promote participation in democratic processes, by:**
Providing readily available and easily understood information about Council services and structures
- **Encourage healthy and active lifestyles, by:**
Providing and supporting sport, recreation and leisure activities
- **Celebrate and promote Christchurch's identity, cultures and diversity, by:**
Supporting cultural groups and organisations
Protecting and promoting the heritage character and history of the city
- **Encourage residents to enjoy living in the city and to have fun, by:**
Providing and supporting sport, recreation and leisure activities (LTCCP pp. 59-60)

Prosperous Economy is a second strategic direction, vital to achieving social, cultural and environmental goals. To aid this, the Christchurch City Council acts as a facilitator/catalyst of economic development (LTCCP p. 66). Christchurch City Libraries helps achieve a Prosperous Economy by contributing to the following goals and objectives:

- **Work in partnership with business and education sectors to attract and train people with diverse skills that meet businesses' needs, by:**
Encouraging people to take part in lifelong learning to make the workforce more skilled and adaptable
Supporting the work of tertiary education providers
- **Use Christchurch's special qualities to enhance economic activity and attract skilled workers, by:**
Promoting the city as a visitor destination and as a place to learn and do business
- **Promote environmentally-sustainable business practice, by:**
Using sustainable development approaches in the Council's own activities (p66 LTCCP)

3. Scope

This policy aims to:

- Provide overall direction for the selection, creation and management of content for the Christchurch City Libraries. Specific policies expand key principles and library plans, guidelines and manuals detail how these principles are applied.
- Define the parameters of the Library's content.
- Provide a basis for the most effective use of the available funds and as an aid to decision making when funding constraints require choices to be made.
- Provide measures for collection evaluation and performance to ensure the needs of current and future customers are met.
- Assist customers' understanding of the Library's content development and management practices.

The Library's content includes everything that is selected, acquired, republished or created for customers' use.

Christchurch City Libraries has a commitment to the preservation and dissemination of material pertaining to Christchurch's tangata whenua, alongside its commitments to other historical and contemporary communities.

As a major public library, the Library has responsibilities to consider both at the regional and national level in its collection development and management practices. Areas of particular relevance are capturing local resources, and contributions to long-term storage and access issues.

The policy has been developed with some flexibility to take account of emerging technologies and developments, and to enable the library to respond in a timely manner to these developments.

This policy will be reviewed in 2012 but minor amendments will be made on an annual basis.

This policy includes statements required by the Standards for New Zealand Public Libraries 2004.

4. Compliance

4.1 Christchurch City Council

[Children's Policy](#)

[Ageing Together Policy](#)

[Equity and Access for People with Disabilities](#)

[Our Community Plan Christchurch O-Tautahi 2006 – 2016](#) (Long-Term Council Community Plan (LTCCP))

[Social Wellbeing Policy](#)

[Toward zero waste : waste management plan 2006](#)

[Youth Policy and Strategy](#)

4.1.1 Christchurch City Libraries

Te Ara Hou - (Christchurch City Libraries' Bicultural Plan; in draft form at August 2007)

Libraries 2025 Facilities Plan (at development stage, August 2007)

Annual Reports Collections Policy

Bicultural development policy

Charges Policy

Confidentiality of Library records policy

Copyright and reproduction of library resources

Digitising hard copy items policy

Donations to the Library's collections policy

Interactive and audiovisual resources for use in libraries

Interlibrary loan (Interloan) policy

Lifelong Learning Strategy

New Zealand Collection Preservation Policy (Collection Development Policy, Canterbury Public Library 1998, p 49.)

Partnerships policy

Permanent New Zealand Collections' Statement

Public use of the Internet policy

4.2 Legislation

[Copyright Act 1994](#)

[Films, Videos, and Publications Classification Act 1993](#)

[Local Government Act 2002](#)

[Privacy Act 1993](#)

[The Treaty of Waitangi](#)

4.3 Standards and Statements

Standards for New Zealand Public Libraries 2004

[Code of Professional Conduct](#) (s11 of the LIANZA Code of Practice)

LIANZA Statement on [Free Public Library Service](#)

LIANZA Statement on [Access to Information](#)

LIANZA [Statement on Intellectual Freedom](#)

LIANZA Statement on [Library Services to Children and Young People 1995](#)

LIANZA Statement on [Library Services to Disabled People](#)

LIANZA Statement on [Library and Information Services to Pacific Peoples](#)

[LIANZA Statement on Library Services to Children and Young People](#)

4.4 National Strategies

[Public Libraries of New Zealand : a Strategic Framework 2006 to 2016](#)

[Digital Strategy](#)

[New Zealand Digital Content Strategy](#)

4.5 Other

[UNESCO Public Library Manifesto](#)

[MetroNet](#) (Metropolitan Public Libraries Network (MetroNet) Inc.)

[IFLA](#) (International Federation of Library Associations and Institutions)

5. History

The Library began as a Mechanics' Institute in 1859. In 1863 it moved to a building on the corner of Hereford Street and Cambridge Terrace where the Library remained until 1982.

In 1873 the building was handed over to the Provincial Council which placed the Library under the control of the new Canterbury College (later the University of Canterbury). With the abolition of the Provinces in 1876 the Library became the property of the College. In 1936 the City Council agreed, in principle, to take over the Library, which it did in 1948 by Act of Parliament.

By the late 1960s it became obvious that a larger site was needed and after seven years' planning a new building on the corner of Oxford Terrace and Gloucester Street was opened early in 1982. Meanwhile a network of community libraries had been developed throughout the city.

By the 1960s the adjoining local bodies of Waimairi District Council and Paparua County Council had also established professional library services, and these, with the city's central and branch libraries, formed the new Canterbury Public Library network following local government reorganisation in 1989.

In 2000 Canterbury Public Library changed its name to Christchurch City Libraries. A new brand and logo were also launched to reflect the new name and the increasing range of services offered.

In 2006 Christchurch City amalgamated with the Banks Peninsula region and Banks Peninsula libraries became a part of Christchurch City Libraries.

As at 2007, in addition to the Central Library, there are 18 community libraries, a mobile service, a telephone service, a digital library accessible online 24/7, an outreach service and an offsite store.

The libraries are linked by an integrated library system (Sirsi Unicorn) through an Alpha computer. Customers have access to stock information via computer catalogues in our libraries and through our website <http://library.christchurch.org.nz>.

A further [history of the library](#) is available on our [website](#).

6. Our customers

6.1 Primary customers

The Library's primary customers belong to at least one of the following groups:

- Christchurch City Council rate-payers
- Christchurch City Council residents
- [Corporate members](#). Christchurch companies and organisations requiring library services for business purposes.

Demographic information from census data allows the Library to gain information used to shape the network collection, and reflect local requirements at individual library locations.

Data used includes:

- population (age, number)
- ethnicity
- languages used
- home internet access
- comparative data from earlier years to identify changes and trends

Christchurch is a city with a wide range of educational institutions, both public and private, and as a result of this, the Library recognises its role as a supplementary resource for students.

6.2 Secondary customers

A small portion of the Library's customers is formed by [non-resident members](#) who have the choice of paying for each item they borrow or paying by subscription.

As well as providing an enhanced service for the Library's primary customers, the provision of digital content and access has made the Library's collections more widely available to a larger group of secondary customers. Where appropriate active management of requests following on from this increased availability may be required to ensure:

- the needs of the Library's primary customers continue to be met
- the ongoing preservation of physical content for the future

Regional and national collaboration may result in responsibilities to customers beyond the scope of the Library's primary customer base.

6.3 Customer groups with particular requirements

Some customer groups are not adequately provided for by the Library's general collections. The Library aims to provide for these groups by buying resources specifically targeted to their requirements. An example of this are the talking books bought for Storyline, a service for people housebound through illness or disability.

6.4 Customer suggestions and comments

Suggestions and comments from customers about Library content are always welcome. This includes suggestions for new items for the Library's collections.

Suggestions and comments can be made at any [Library location](#), by phone, [email](#) or by using the [online form](#).

6.5 Consultation

Regular consultation with customer groups is undertaken to assess satisfaction with Library content.

Content Development Policy principles

7.1 One network

In their entirety, the content and collections of the Library network aim to satisfy customer research, recreation, cultural and lifelong learning needs. Customers can borrow, reserve and return material at any location in the Library network. Consistent core policies and levels of service apply across the network.

Christchurch City Libraries comprises a network of [19 library locations](#), a mobile service, a telephone service, a digital library accessible online 24/7, an outreach service and an offsite store.

All libraries in the network provide access to content and together endeavour to satisfy the needs of customers within the wider network. The one network focus will mean that some Library content will be shared widely around the network to ensure access to a range of resources at library locations and to enable the Library to collectively retain a broad collection.

The network consists of a variety of libraries, each having a distinct profile based on size of the library and the local community needs. These profiles determine the content that will be provided in each network library, the priorities for content development and the core collections. Some libraries work in partnerships with other libraries in the network.

The Central Library has the additional role of collecting and retaining resources to support the network and the wider needs of the whole community. It also supports the network by housing the heritage collection in the Aotearoa New Zealand Centre.

Items no longer in high demand but of significance to the overall collection are kept in storage. These items are accessible on request.

7.2 Bicultural commitment

Christchurch City Libraries 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 and management of local and national Māori content within the library.

The Library's bicultural commitment is outlined in its Bicultural development policy: "Christchurch City Libraries has a commitment to the principles of the Tiriti o Waitangi and to the ongoing process of applying these principles in all aspects of the organisation's work." The Library aims to provide services which meet the needs of Māori within the community and which are adaptable as those needs change.

Network Ngā Pounamu Māori collections, the Ngāi Tahu collection in the Central Library, and the creation of specialist digital resources (e.g. [Ti Kōuka Whenua](#)) work towards achieving the Library's commitments to:

- Meeting the needs of Māori customers
- Meeting the needs of Māori staff
- Ensuring responsive information delivery
- Providing te reo and tikangā learning opportunities for all staff
- Building strong relationships with Ngāi Tahu and Ngā mata waka

Detailed descriptions of Ngā Pounamu Māori and Ngāi Tahu collections are found in section 8 of this Policy.

Christchurch City Libraries is committed to enhancing access to Māori content within the Library's collections. In particular the Library is committed to using Māori subject headings.

7.3 Diverse communities

Christchurch City Libraries aims to serve members of our community by providing appropriate resources for our diverse communities.

Communities the Christchurch City Libraries aims to support include:

7.3.1 Pacific Peoples

The Library supports the LIANZA Statement on [Library and Information Services to Pacific Peoples](#) and recognises its special responsibility to provide resources for Pacific peoples.

7.3.2 Migrant communities

Migrant communities form a significant part of the local community. Content across the network reflects the demographic profile of migrant groups (as determined through census data) and provides access for migrants to materials in their first language. Collection scope is described in the World Languages Collection Policy and will support the aims outlined in Standards for NZ Public Libraries 2004, Services to people with languages other than English or Maori (p. 66).

7.3.3 People with a disability

Content will be collected and provided in a range of formats to enable access for people with a disability, in accordance with the NZ Public Libraries Standards 2004, Services to people with a disability (p. 68).

7.3.4 Housebound

Content will be provided to resource Storyline, a service for people who are housebound through illness or disability.

7.3.5 Special interest groups

Within the community there is a range of special interest groups. Content will be developed to support their diverse needs and requirements. These groups include:

- Rest homes
- The business community
- Clubs and societies
- Adult new readers
- Job seekers

7.3.6 Educational partnership agreements

As part of specific partnership agreements with local schools and education authorities, the Library will provide resources that meet the curriculum needs of students and staff in those partner institutions.

7.3.7 Content format

Content will be provided in a range of formats (e.g. large print, DVD, online) to support the varying requirements of the diverse community groups.

7.4 Accessibility

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 require.

Christchurch City Libraries supports the LIANZA Statement on [Free Public Library Service](#), a document which states that charges should not inhibit customer access to content and resources. Minimum requirements are to provide free children's and adult non-fiction lending services (Standards for New Zealand Public Libraries 2004, P10). In addition, charges should not impair access to core content within the collection or impede particular customer groups (e.g. Ngā Pounamu Māori collections).

Easy and effective access to the Library's content is consistent with many Christchurch City Council policies. Examples include:

- [Ageing Together Policy](#)
- [Social Wellbeing Policy](#)
- [Youth Policy and Strategy](#)
- [Children's Policy](#)
- [Social Justice, Community Development and Social Issues](#)
- [Equity and Access for People with Disabilities](#)

Guidelines for ensuring optimum accessibility include:

- As a general guideline, content which is collected/created will be accessible and able to be borrowed. There are some exceptions to this general borrowing rule, usually to ensure preservation of the material. Examples include heritage material, archives and reference collections.
- A key access point to content is the online public access catalogue (OPAC). Where possible, the catalogue will be enhanced through inclusion of tables of contents, plot summaries and images. Access to electronic serials is provided via the catalogue. Digital resources are able to be searched using the website search function.
- Priority will be given to tools that enable ease of access to content in all formats; federated searching may be an example of this.
- The balance of print and electronic resources will be continually monitored to ensure ongoing access to content for customer groups with differing requirements.
- Increasingly content will be digitised to increase access alongside preservation of the original resource. Priorities for digitisation are outlined in the Digitisation Plan. Guidelines for digitisation are found in the Library's Digitising hard copy items policy
- Online content will be collected and constructed to ensure the maximum usability and using the minimum software/ hardware specifications.
- Provision of computers within library locations. Christchurch City Libraries will, as a minimum standard, comply with the ratio stated in the Standards for New Zealand Public Libraries 2004 (p. 65) of at least 2 PCs per 5000 population up to 50,000 and 1 PC per 10,000 further population. (These PCs are exclusively for the use of the public).
- Free internet access to all databases and to thousands of selected web sites, including most New Zealand sites, is provided at all library locations except Diamond Harbour, Little River and the Mobile Library.
See Christchurch City Libraries' Public use of the Internet policy
- Resources incorporating New Zealand Sign Language are collected as extensively as possible:
 - to provide optimum access to resources for the Deaf community
 - in recognition of its status as an official language of New Zealand

- Content is made available in a range of formats to provide a variety of access options. The requirements of all customer groups will be considered when either the purchase of a new format, or the discontinuation of an existing format, is considered.
- Where new content formats are introduced to the Library, consideration will be given to customers' ability to access the supporting technologies (affordability, training). The same consideration will be given to content formats that are discontinued.
- Where resources can not be supplied by the library, interlibrary loan is offered as an option. See Christchurch City Libraries' Interlibrary loan (Interloan) policy

7.5 Intellectual freedom and access to 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 judgements.

Christchurch City Libraries aims to uphold the principles outlined in the [UNESCO Public Library Manifesto](#):

“Freedom, Prosperity and the Development of society and individuals are fundamental human values. They will only be attained through the ability of well-informed citizens to exercise their democratic rights and to play an active role in society. Constructive participation and the development of democracy depend on satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information.

The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups.

This Manifesto proclaims UNESCO's belief in the public library as a living force for education, culture and information, and as an essential agent for the fostering of peace and spiritual welfare through the minds of men and women.....

The Public Library is the local centre of information, making all kinds of knowledge and information readily available to its users.

The services of the public library are provided on the basis of equality of access for all, regardless of age, race, sex, religion, nationality, language or social status.....

All age groups must find material relevant to their needs. Collections and services have to include all types of appropriate media and modern technologies as well as traditional materials. High quality and relevance to local needs and conditions are fundamental. Material must reflect current trends and the evolution of society, as well as the memory of human endeavour and imagination.

Collections and services should not be subject to any form of ideological, political or religious censorship, nor commercial pressure.....”

These principles are endorsed nationally in [Public Libraries of New Zealand : a Strategic Framework 2006 to 2016](#), and the LIANZA statements on [Free Public Library Service](#), [Access to Information](#) and [Intellectual Freedom](#).

Accordingly:

- The Library endeavours to supply appropriate information and resources for the information and recreation needs of its many customer groups.
- To uphold the principle of intellectual freedom, the Library attempts to supply a balanced collection containing varying viewpoints on controversial issues. Material will not be suppressed or removed simply because it gives offence. While recognising the right of the individual to reject material, this should not diminish the overall breadth of the collection for other customers.
- Materials will not be marked or identified to show approval or disapproval of contents.

- Items prohibited by the Films, Videos and Publication Classification Act 1993 will not be purchased by the Library and material restricted by provisions of this act will not be issued to customers under the specified age. Apart from these statutory requirements, the Library will have no active censorship role.
- Christchurch City Libraries supports the right of children and young adults to choose their own material. The responsibility for a child's selection rests with parents or legal guardians. (see [Membership form](#))
- There are no restrictions on which types of content may be accessed by specific customer groups except for any existing statutory prohibitions or Christchurch City Libraries membership restrictions.
- Customers may express their views on the content of resources or materials to any staff member at a Library location, or by [contacting the Library](#).

7.5.1 Copyright

New Zealand copyright law, as contained in the [Copyright Act 1994](#), protects the intellectual property rights of the creators of the content held by the Christchurch City Libraries. This protection applies to content in all formats, including books, serials, newspapers, personal papers, musical and art works, sound recordings, photographs, DVDs, computer databases and software, maps, music scores and new editions of older works.

7.5.2 Photocopying and other methods of reproduction

Photocopying from a work, for the purposes of research or private study, does not usually infringe copyright if it complies with the fair dealing provisions found in s43 of the Copyright Act 1994.

In determining what is fair, users must take into account:

- The purpose of the copying – it must be for research or for private study
- The nature and significance of what is copied, in relation to the work as a whole
- Whether the work can be obtained within a reasonable time at an ordinary commercial price
- The effect on the potential market for, or value of, the work
- The amount and substantiality or importance of the part copied, taken in relation to the whole work.

It is the responsibility of the customer to comply with the requirements of copyright legislation when photocopying Library material.

Any copying of materials by Library staff for customers, or to replace copies of works, will comply with the provisions relating to libraries and archives contained in the [Copyright Act 1994](#), ss 50 -56.

The same provisions apply to photographic reproductions of material.

The Library reserves the right to refuse to allow the photocopying, or reproduction by other means, of rare or fragile items. In some instances photocopying or photographing will be allowed by staff members only.

Further details about copyright and reproduction issues are found in the Copyright and Reproduction of Library Resources Policy

7.5.3 Assignment of copyright to the Library

Any transfer or assignment of copyright from an existing copyright holder to the Library must be in writing using the assignment document.

7.5.4 Establishing copyright status

Establishing copyright status, and the establishment of usage agreements are of great importance when accepting new items for the Library's Archive collection. In some instances the library may choose not to accept items if these issues cannot be satisfactorily resolved.

7.5.5 Digital resources

Printing, or any use other than reading, from digital resources the library subscribes to must conform to the terms and conditions of each database's subscriber licence agreement.

7.5.6 Māori intellectual property rights

Christchurch City Libraries recognises that current legislation may not adequately address all issues in relation to Māori cultural and intellectual property. In such instances the Library will consult, communicate and develop procedures to ensure rights are adequately recognised and protected.

7.5.7 Privacy

In accordance with the [Privacy Act 1993](#), Christchurch City Libraries will only use information supplied by customers for the purpose for which it was given. Information will not be supplied to any third parties unless required by legislation.

Christchurch City Libraries' Confidentiality of Library records policy

7.6 Working together locally, regionally and nationally

Christchurch City Libraries has a content collection and retention role locally, regionally and within a national context. The Library may choose to work collaboratively with other libraries and organisations to achieve these aims.

Christchurch City Libraries is a large public library within the New Zealand context. This influences the level of responsibility for, and the engagement in, collaborative activities.

7.6.1 Definitions

Local community is defined as the geographical area of the Christchurch City Council.

An extended definition of 'local' (i.e. Christchurch and Canterbury) applies to the Aotearoa New Zealand Centre.

Regional community is the area included in the LIANZA [Aoraki region](#).

An extended definition of 'regional' applies to the Aotearoa New Zealand Centre. In descending order, collection priorities for regional material are:

- Canterbury
- West Coast
- Nelson and Marlborough
- Rest of the South Island and Stewart Island

National community is New Zealand.

7.6.2 Collaboration

The aims of collaboration are to achieve access to content that could not be attained by individual libraries working alone. Christchurch City Libraries will actively seek collaborations in order to make best use of resources, maximise access for Christchurch City Libraries customers and to strengthen New Zealand collections. Christchurch City Libraries will be flexible in priorities in order to accommodate unforeseen national initiatives as they arise.

National collaborations

Examples include:

[Public Libraries of New Zealand : a Strategic Framework 2006 to 2016](#)

[The Digital Strategy](#)
[New Zealand Digital Content Strategy](#)
[Matapihi](#)
[EPIC](#) (Electronic Publishing in Collaboration)
[AnyQuestions](#)

Regional collaborations

These aim to enhance access to regional content. Examples include:

[Selwyn Photograph Collection](#)

Interloans – reciprocal agreements between libraries

Local collaborations:

These aim to enhance access to local content. Examples include:

- Crown Public Health. Christchurch City Libraries has a collaborative agreement to provide health information by displaying Crown Public Health pamphlets

Future collaborations may involve the Library working with community groups to provide access to, for example, local history content.

7.6.3 Partnerships

These are established in order to define the level of collecting that can be sustained by Christchurch City Libraries on behalf of partner groups in the local community.

Christchurch City Libraries' Partnerships policy

7.6.4 Memoranda of Understanding

These have been established to enable long-term service provision to customers across institutions, and to enable institutions to specialise in areas of content development. Existing MOUs are:

- New Zealand Institute of Management
- Allan Bean Centre

7.6.5 Other agreements

Fendalton Library and Fendalton Plunket sub-branch

7.6.6 Christchurch City Council

Many other Christchurch City Council teams develop content used by our customers. Some content projects may involve collaboration between the Library and other teams. Benefits of this include a potential increase in the amount of content produced and a decreased possibility of duplication.

Examples of teams include:

- Our City
- Art Gallery
- Heritage Team, Strategy and Planning Unit
- Botanic Gardens

In addition to these formalised ways of working together, Christchurch City Libraries also has ongoing responsibilities which may extend beyond the primary content development priorities. Examples of these responsibilities may include:

- Retention of last copies of core resources for the national collection.
- Continuing to develop areas in which the Library traditionally has had an area of strength.
- Building local history resources such as contributing to the Hornby history project.

7.7 Forward looking/future focussed

The future is unknown, but the Library will consistently move to anticipate it. The Library will have a flexible, innovative approach and a forward looking collection.

In order to remain relevant, Christchurch City Libraries will focus on building content with the ability to deliver to our future, as well as our present, customers. The Library will be flexible in its approach to content development exploring new options for customers as they arise.

Decisions about future focussed content will have an appropriate risk assessment, will consider future sustainability, take account of customer trends and issues and will consider the implications for library equipment, technologies and storage requirements.

Any new collections will fit with the library goals for content development and will offer new options to customers. Content development will reflect emerging trends in customer profile and evolving areas of content demand.

Christchurch City Libraries will exploit the potential of emerging technologies. Changes in online resources and digital technology are currently providing the greatest drivers for future developments.

7.8 Safeguarding the past and the present

The Library is committed to developing its collection so that appropriate material, irrespective of original format, is acquired and retained for future generations.

The Standards for New Zealand Public Libraries 2004 state, “the Public Library is a repository for unique collections relating to the local history and cultural memory of the community.” (p 6).

This is reflected in the emphasis Christchurch City Libraries gives to identifying, collecting, preserving and making accessible local material for both present and future customers, the scope of which is outlined in the Permanent New Zealand Collections’ Statement. A dedicated heritage collection is housed in the Aotearoa New Zealand Centre with further material in a closed-access storage facility.

The Aotearoa New Zealand Centre is the focal point for local history and local cultural memory content. Content will also be sourced through network libraries, with the Aotearoa New Zealand Centre and network libraries working in partnership to capture the very localised local history content.

Availability of appropriate space and storage is a significant future issue for content development in the area of local history and cultural memory.

The role of preserving cultural memory extends beyond the Aotearoa New Zealand Centre, applying to other resources such as core fiction and non-fiction works in the wider library context.

Where possible, historical collection gaps will be filled retrospectively to enhance the overall depth of the collection.

Resources will be collected in the format in which they were first published. They may be collected in an additional format where:

- An alternative format provides enhanced access
- There are issues about long-term access with the original format
- For preservation purposes

Currently resources created only in digital format create retention and access challenges. Those which meet the selection criteria will be identified and collected appropriately.

Safeguarding the past may involve specialist preservation and conservation facilities and techniques, including format migration. To ensure continued access to finite resources, access to the physical items may be limited while providing secondary access through digitised content or appropriate reproductions. Access to heritage resources will be provided by the digitisation initiatives outlined in the Christchurch City Libraries' Digitisation Plan.

[Christchurch City Council Archives.](#)

Christchurch City Council governance content is currently contained and preserved within the Christchurch City Council Archives collection. The archives comprise records dating back to 1862 of the Christchurch City Council and other Christchurch local authorities that have been absorbed into the area now administered by the Council. The City Council archives are administered under contract by Archives New Zealand.

Christchurch City Council archives are currently located split between two locations:

- 1989 to present at Civic Offices, Christchurch City Council, Tuam St, Christchurch
- Pre 1989 archives are held at Archives New Zealand, 90 Peterborough Street, PO Box 642 Christchurch

7.9 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 and created with sufficient breadth, depth and focus to meet these needs.

The Standards for New Zealand Public Libraries 2004 state: (D.2.1, p 17)

- 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, audiovisual, 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.

Christchurch City Libraries aims to fulfil these objectives by consistently selecting relevant resources for current customers, and actively managing stock so that appropriate parts of the collection are preserved for future customers.

7.9.1 Content breadth

A broad range of resources are collected to satisfy the wide range of customer recreation and information needs. The Library aims to provide a well-balanced collection with access to a variety of viewpoints, presented, where possible, in several formats. Sufficient breadth is collected to provide relevant content for the diverse communities living in the Christchurch City Council area.

Breadth of material is found in all library locations, but varies according to several factors including library size, community profile and local community demand.

The online collection supplies a breadth of material to all library customers that cannot be replicated by physical items in all library locations.

To maintain collection breadth, some items not currently in frequent demand are housed in storage facilities. These items are accessible on request.

7.9.2 Content depth

The depth of material collected will satisfy the majority of customer needs. Customers will be able to locate content that supports information, research, recreation, cultural and lifelong learning needs. In general, information of a very specialist nature, for example that created with a university audience as its primary target, will not be collected. However if this is the best information available, and there is customer demand, it may be collected.

The Library's collection gives prominence to the culture, heritage and social history of New Zealand. The Library has a strong commitment to collecting and retaining New Zealand content in its collections. Clearly identified New Zealand material is available in all lending collections. Heritage collections collect to a greater depth, and fulfil retention and conservation roles. Digitisation initiatives aim to increase accessibility to these resources while conserving original formats.

The Central library has a specialist function in relation to content depth. Because of its size advantage and central location, it frequently contains content of a greater depth than found in most network libraries. Storage facilities, both in the Central library and off-site, contain material in lesser demand, but essential to maintain the required depth. These items are accessible on request.

Online content is a vital contributor to the depth and accessibility of the Library's collections. Subscriptions to e-journals, access to current reference information, digitised heritage material and the production of local history resources are examples of how this is achieved.

7.9.3 Priority

From time to time priority may be given areas to specific content areas. These may include:

- Under-resourced areas
- A new area in which demand is rapidly growing
- A new format which is required to maintain content currency and relevance

Priority is also given to:

- Duplicating resources in heavy demand
- Replacement of items considered to be core to the collection depth
- In the case of New Zealand material, purchasing duplicates of key items where replacement at some time in the future may be difficult or impossible

7.9.4 Commitment to New Zealand material

The Library has a strong commitment to purchasing and retaining New Zealand material in its lending and reference collections. Each library location collects and clearly identifies all New Zealand stock.

New Zealand material is often:

- Duplicated
- Replaced when it is worn out
- Maintained beyond normal weeding criteria if it cannot be easily replaced

7.9.5 Māori resources

The Library has a strong commitment to collecting and retaining Māori resources. To support this commitment, Te Ara Hou (the Libraries' Bicultural Plan), and the requirements of the Standards for New Zealand Public Libraries 2004 to meet the needs of Māori within the community, Māori content is bought and created for lending, reference and online collections within the library network.

7.9.6 General collections

General collections have a high degree of accessibility and are found at most library locations.

7.9.7 Special collections

Special collections are defined, for the purposes of this policy, as collections named after a person. They have well defined parameters determining the scope of the collection or its use. Special collections are generally not able to be borrowed and often have specific conditions for use and viewing.

7.9.8 Audio-visual collections

Items in these collections are defined by their format and are displayed in distinct collections. In some cases the same resource will be collected by the Library in various formats to supply the needs of different customer groups.

Audio-visual collections have frequently been developed in response to emerging trends. As the particular format becomes mainstream, format collections require re-evaluation in regard to the initial purpose of the collection, and to current issues. Current issues may include providing maximum customer access and security considerations specific to the format.

7.9.9 Digital resources

Digital resources form an increasingly significant part of the content made available by the Library. They include resources purchased by the Library, digitised resources, resources which enhance access to areas of the Library's collection, and content created by the Library.

7.10 Financial accountability

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 attempts to provide 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.

7.10.1 Allocation of funds

Funds will be allocated to collection areas based on a collection formula which reflects content demand, and collection priorities.

Responsibility for the budget allocation and the general oversight of collection development lies with the Content Manager. Fund allocations are determined on an annual basis using the collection formula.

The team leader of the Serials and Preservation team is responsible for the ongoing monitoring of the serials budget. This includes both hardcopy and electronic serials subscriptions.

The team leader of the Selection and Access team and the content selectors are responsible for the ongoing monitoring of the budget for their buying areas.

Funds are allocated to online resources in a variety of ways. These include:

- Digital content purchased
- Creation of digital content
- Digitisation of selected resources to both conserve and enhance access to the original item

Digitisation projects are currently seen as a content development priority. This may require a shift in fund allocation from hard copy collection items to online resources.

7.10.2 Revenue Generation

Christchurch City Libraries is currently required to generate 7.92% of its operating budget. (LTCCP p 276). This is partially achieved through charges on some collections and services. These include:

- Areas of the collection which provide a value added service, e.g. Bestseller Collections

- Small charges on some format collections e.g. some AV collections. (This does not apply to materials in Childrens and Young Adult collections, or to library members with a concession status).
- Holds
- Interloans
- Research

Current library charges are detailed in the Charges Policy

Factors considered when considering charging rates and application include:

- Partial cost recovery to enable the introduction of new formats or collections
- Access implications for specific customer groups to resources
- Parity with other library charges
- Feasibility (cost benefit)

7.10.3 Revenue performance

The effectiveness of the Library's revenue earning collections is monitored annually to ensure targets are satisfactorily achieved.

7.10.4 New collections/new formats

From time to time, a new collection or format may be introduced to the Library by passing on a partial charge to the customer. The charge allows the format or collection to be established when otherwise it would not be possible. At a future date the collection or format will be reviewed, at which stage it may become part of the mainstream collection, with or without partial charge.

7.10.5 Valuation of the collection

The Library collection is valued periodically to:

- Assist with financial reporting measures required by the Christchurch City Council's Long Term Council Community Plan
- Accurately reflect the asset value of the Aotearoa New Zealand Centre collection for the purposes of the Christchurch City Council's Annual Report. (p 126 CCC Annual Report 2006).
- Provide information to assist the Library Manager with the accountabilities stated in the Standards for New Zealand Public Libraries 2004:
 - Responsibility to manage and administer the financial resources of the library in an efficient, effective and responsible manner. (PLS B.2.1, p 11)
 - B.2.2 to participate in council-wide budget discussions in the process of preparing the library's annual budget, and to initiate activities designed to secure and maintain adequate funding from the local authority to meet the objectives laid out in the library's plan.
 - B.2.5 To report the library's financial situation regularly to the local authority.

7.10.6 Asset value

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

Restricted assets, including Heritage assets, are depreciated over an estimated useful life of 1000 years.

(LTCCP p 194)

7.11 Sustainability

The Christchurch City Council is committed to sustainable development approaches in the Council's own activities. Christchurch City Libraries will incorporate this commitment into its collection development and management practices.

While the library business of “buying once, using many times” is in itself a sustainable practice, additional measures will be taken wherever possible.

7.11.1 Financial sustainability

The Library will develop and maintain its collection/content in a financially sustainable way. Applications of this may include:

- Choice of content and content format.
- Decisions around de-selection and development of new collections
- Ensuring that new collections are sustainable long-term
- Being aware early of changing trends to avoid purchasing multiple copies of stock no longer in high demand
- Ensuring core areas of spending are identified so that these collections can be maintained despite variations in available finance

7.11.2 Sustainable collection practices and procedures

The Library will follow sustainable practices and consider sustainability implications wherever possible. These may include:

- Buying recycled
- Recycling packaging and other relevant library related materials
- Advocacy/lobbying role. Influence with publishers/distributors – e.g. delivery of multiple copies of magazines together rather than separate copies in individual wrappers
- Ensuring best use is made of stock before deselection
- Reuse of deselected stock by other groups e.g. developing countries, regional library partners, library community disposal lists
- Holding public book sales at least annually. These book sales contribute to the sustainability principle of reuse
- Sale of valuable items, no longer appropriate for the Library collection, to commercial vendors
- Offering unwanted items to other institutions where content more appropriately matches their collection scope
- Keeping waste minimisation in mind when developing/amending procedures e.g.
 - labelling standards – maximising access while balancing costs of labelling
 - Further processing of items e.g. plasticizing of some serials titles
- Consideration when deciding whether to repair or replace
- Factor to consider when making decisions about collecting and retaining born digital items i.e. should they be archived digitally or printed, bound and housed in a physical collection
- Factor to consider when choosing between available formats e.g. paper or electronic

8. The Library's Collections

8.1 General collections

8.1.1 Bestseller

Purpose:

The Bestseller collection aims to:

- Provide enhanced access to the most popular and topical items of the moment.
- Give customers the choice to pay a charge for a bestseller copy and have immediate access, or reserve another copy of the item in the usual fashion.
- Showcase some popular titles to our customers
- Expose customers to well publicised titles from newly popular authors and to current, high demand subjects.
- Reflect local community tastes so collections vary according to network library
- Provide a source of revenue for the Library

Features of the collection:

- Items are charged for
- Collections are highly responsive to what is happening at the time, so that what is being promoted in bookshops and in the media is readily available
- Items are not able to be reserved or put aside for customers
- Items are issued for shorter loan periods
- Collections contain mostly well reviewed popular fiction and well known or bestselling non-fiction titles
- Items have a rapid turnover rate
- Most network libraries will only have one copy of a title in the bestseller collection
- Items may be removed from Bestseller collections at network library level in order to best fulfil the aims of the collection
- Items are not to be used in the Library to avoid Bestseller charges

Bestseller collections include a range of formats appropriate to specific locations. Customers are able to make the choice between borrowing an item in this collection or requesting it in the usual way from the general collection. The Bestseller collection only contains material also available in the borrowing collection.

Current priorities for content development include:

- Copies of DVD titles ordered for general collection at the same time as for Bestseller Collection
- Bestseller collections tailored more appropriately to particular location
- Ability to supply in demand items quickly to Bestseller collections

Collection management procedures for Bestseller collections are found in the Bestseller Guidelines.

8.1.2 Children's and Young Adult

The Children's and Young Adult collections are bought primarily for Library customers aged zero to eighteen years inclusive. However, as all customers may use and borrow from any part of the Library, these collections are used by a wider customer group. Likewise, children and young adults frequently use other Library collections.

Each Library location in the network has free collections of materials for children and young adults. Children and young adults do, however, pay for audiovisual items borrowed from the adult section as well as for items from the Bestseller Collection.

High quality resources are consistently selected. However customer demand and the aim to provide material across the collection spectrum are also important factors in content provision. Changing trends in popular material requires flexibility in content development to meet youth culture needs.

As with many other areas in the Library's collection, digital resources increasing form a significant part of the Children's and Young Adult's collections. These resources include subscriptions to appropriate databases, and the creation and organisation of relevant online resources. Examples of the latter category include the [Pulse](#) website, and online [homework resources](#) for children.

The balance between provision of resources in digital and hard-copy format is regularly monitored to ensure equity of access to all customer groups.

As Christchurch's population becomes increasingly multi-cultural, access to resources in appropriate languages will be provided.

Core Lists are maintained for Children's and Young Adult's collections to ensure ongoing collection depth and quality at library locations. These lists are reviewed annually.

8.1.2.1 Children's collections

These collections are aimed at children aged from zero to twelve years.

Purpose:

Christchurch City Libraries provides Children's collections to:

- Introduce children to story. Story, is defined broadly, and is made available through a variety of media including written books, talking books, music, DVDs, PlayStations, X-Boxes and digital sources.
- Fulfil the aim contained in the Standards for New Zealand Public Libraries 2004, Services to Children (p 22, E.2.5.1), "The public library fosters the process of intellectual and social growth in children by providing materials and services designed to meet their needs and those of the adults responsible for their development. Library services for children in a community should exist to enable all children to:
 1. Expand their knowledge
 2. Further their search for understanding of self and environment
 3. Satisfy their need for aesthetic experiences
 4. Develop pride in their heritage and understanding of their culture
 5. Improve their ability to make critical judgements, develop their verbal, visual and aural communication skills."

The Standards for New Zealand Public Libraries 2004, E.2.5.5 contain guidance for Children's collections:

- Provide for the various abilities, potentials and interest of each child
- Availability of a wide variety of print and non-print media
- Provide the widest selection of high-quality resources, to assist the learning, development, and recreation of children and young people
- Provide books and non-book material for children from infancy to an unspecified age level, until they wish to borrow from the young adult or adult areas
- Provide materials on all points of view on current and historical issues, chosen for sound presentation and appropriate levels of understanding, so that young people may develop critical thinking and make informed judgements
- Maintain a balance between fiction of all kinds and non-fiction with particular emphasis on leisure reading and reference materials
- Offer a varied collection of background material which supplements school curriculum studies

Current priorities for content development include:

- Resources in Pacific Island languages
- Resources in languages of Christchurch's more recent settler communities

- Books for Special Situations - alcohol and puberty targeted at the pre-teen age group, stillbirth, losing a sibling, alcoholism
- Large print resources
- Online content focussed on local information
- Exploring the feasibility of including comics in the magazine collection
- Exploring the feasibility of providing Playstation, X-box etc games for loan

8.1.2.1.1 Audiovisual

A wide range of audiovisual materials are provided for loan. These currently include DVDs, book and CD/DVD/tape sets, talking books, and music CDs.

Audiovisual formats are constantly developing. As a result:

- New formats will be considered for the collection as they emerge
- Older formats will be deleted from the collection as they no longer become available for purchase through the Library's vendors.

PlayStations and X-boxes are currently available for use at some library locations. As with other audiovisual options, the provision of alternative systems will regularly considered.

These resources provide:

- A connection to the library for those who are not traditional library users
- Story in another format
- Provision for different learning styles

Responsibility for the selection of PlayStation and X-box games lies with the Library Content teams.

8.1.2.1.2 Books for special situations

These books bring together titles on sensitive topics with the aim of making them more accessible. Topics include a wide variety of subjects e.g. adoption, toilet training and sexual abuse. Both fiction and non-fiction titles are included, and aim to include resources appropriate to the entire age range.

In some library locations these resources are arranged together in a separate collection.

The demand for these books is high, and titles are purchased when publishing permits.

8.1.2.1.3 Digital resources

An increasingly significant method of introducing children to story, relevant digital resources will be made available to Library customers.

- Digital resources meeting general selection criteria are collated and organised to enhance access. Both information and entertainment resources are included.
- Original content is created to provide content that is otherwise difficult to source, with locally focussed material having the highest priority.
- A selection of games for children is available on dedicated computers at most library locations. The responsibility for selecting these resources lies with the Library Content teams.
- Digital content requires regular management to ensure easy access and relevant resources.

8.1.2.1.4 Fiction

The fiction collection, made up mainly of chapter books, is aimed at children who are reading independently.

- New Zealand material is strongly represented
- A wide range of fiction is collected, including formula fiction.
- Series are kept complete wherever possible
- Flexible and responsive selection practices are required to ensure popular, in demand titles are available

8.1.2.1.5 Get well bags

Get well bags contain puzzles, books and activities to amuse a sick child. They are available from library locations and are issued for one week.

8.1.2.1.6 Graphic novels

Graphic novels are a new publishing trend for children which will be more widely purchased as titles become available.

8.1.2.1.7 Into reading

This collection provides very short, heavily illustrated chapter books. They are used by:

- Beginner readers
- Younger reluctant readers
- Parents and children sharing a book together

8.1.2.1.8 Magazines

A variety of magazine titles are provided for Children, entertainment and sports titles being among the most popular.

8.1.2.1.9 Ngā Pounamu Māori

In support of the Library's bicultural objectives and to support the intention of the partnership principle within te Tiriti o Waitangi, the Library aims to build strong collections for children containing:

- Items written in te reo Māori
- Bilingual resources
- English language material relating to tikanga Māori
- Māori language instruction courses
- Audio-visual resources

Some library locations combine the adults' and children's Ngā Pounamu Māori resources to:

- Ensure that a collection of sufficient size can be provided
- Accommodating the space constraints of smaller libraries.

8.1.2.1.10 Non-fiction (Information) books

These books support the individual child's curiosity. While supporting curriculum requirements for the individual, the non-fiction collection does not aim to meet all classroom needs.

Some non-fiction books are bought for adults for their information and learning needs or for them to use with children. These include books about:

- Children's literature
- Writing for children
- Parenting

Simple non-fiction collections are available at some library locations.

8.1.2.1.11 Picture books

The diversity of this collection allows children to be introduced to a wide range of experiences, settings, themes, feelings, situations, characters, art and language.

Picture books are particularly suitable for:

- Pre-schoolers and new entrants
- Reading aloud to groups
- Sharing on a one-to-one basis

Included in this collection are:

- Board books. Books with cardboard pages designed for children in their early years.
- Sophisticated picture books. Books published in a picture book format that contain stories and concepts more suitable for older children.

8.1.2.1.12 Posters

Posters of various popular, recreational topics such as animals, sports and book or film characters are available for loan from some library locations. The collection is not designed for teaching purposes.

8.1.2.1.13 Reference

Reference materials provide the most current information on a wide variety of topics. While these materials are increasingly provided by digital resources, access is also provided to selected hard copy sources. These include:

- World Book Encyclopedia.
- Atlases
- Dictionaries
- New Zealand Official Yearbook

8.1.2.1.14 “Through the Looking Glass” Collection

Located at Fendalton Library, this is a collection of classic children’s literature as well as a selection of secondary resources. Items from the collection are able to be borrowed. The core collection is supplemented by regularly rotating collections, usually thematic, sourced from the Children’s Store. The targeted audience is general, but it is also aimed at tertiary students studying children’s literature at the University of Canterbury.

8.1.2.1.15 World Languages

To reflect the desirability of maintaining a child’s first language skills, world language resources, consistent with criteria specified in the World Languages Collection Policy, are collected for children. Resources are collected in a variety of formats.

8.1.2.2 Young Adult Collections

These collections are broadly aimed at young adults aged from thirteen to eighteen years inclusive.

Purpose:

To provide resources in a variety of media, which reflect the interests, needs and maturity of young adult customers.

This aim is expressed in the Standards for New Zealand Public Libraries 2004, sE.2.6.1: “Library services to young adults...should begin with the recognition that young adults form a unique and sizable segment of library users. Neither child nor adult, the young adult requires special space, materials and services through this transitional phase.”

Collection emphasis should be given to “materials of a popular and topical nature, as well as information on careers, life skill, and sexuality. Print materials selected should include paperbacks, graphic novels and teen-oriented magazines. Music should be selected with emphasis on popular formats and current interests of young adults.” (PLS E.2.6.6)

A wide variety of study guides, and a selection of other curriculum based resources, are located in Young Adult collections.

Current priorities for content development include:

- More graphic novels
- Graphic novels in languages other than English
- Resources in languages of Christchurch’s more recent settler communities
- Resources to support the secondary school curricula
- Attractive and age appropriate book and CD sets

8.1.2.2.1 Audio-visual resources

The provision of audio-visual resources for young adults is an identified content development priority. Apart from talking books, currently available at ten library locations, audio-visual resources are not presently included in Young Adult collections.

Music is a very strong interest for many young adults, and as such the Library will assess access options.

8.1.2.2.2 Fiction

A broad range of books which appeal to a wide cross-section of young adult readers. Titles collected are usually written with a young adult audience in mind, and have young adult protagonists.

Fiction categories include series books, fiction of all genres, abridged or complete classics, multi-cultural fiction and short stories.

Cross-over titles, providing a link between Young Adult and Adult collections, are included.

8.1.2.2.3 Graphic Novels

Graphic novels form a popular part of Young Adult collections, and as such, are widely collected.

Graphic novels are collected in English and languages other than English.

8.1.2.2.4 Magazines

Popular and visually appealing, magazines are an important recreation and information resource in Young Adult collections. Magazines collected will be appropriate to the youth culture.

8.1.2.2.5 Non Fiction

This collection of information books includes topics of particular interest and relevance to youth culture. Examples include personal and social issues and entertainment topics.

8.1.2.2.6 Online resources

[Pulse](#) In May 2003, Pulse, including entertainment, information and study content, was launched with the objective of being a one stop shop for teens. Ongoing development ensures relevant content by and for teenagers.

8.1.2.3 Store

This off-site collection contains both fiction and non-fiction books. The following criteria apply to stock kept at Store:

- Last copies of out-of-print titles of historical importance as well as out-of-print titles still in demand for lending
- Last copies of in-print titles of historical importance but in less frequent demand for lending
- Duplicate copies of materials likely to have a seasonal demand. Examples of this include titles where interest is generated by television adaptations or school assignments, and New Zealand content.

Where possible, last copies of titles of historical importance, still in-print and in heavy demand, will be reordered.

8.1.3 English Language Skills

Purpose:

This collection contains both ESOL (English for Speakers of Other Languages) and Adult Literacy resources. The resources are specifically designed for the ESOL or literacy audience to help develop English reading, writing, listening and speaking skills.

The target audience of the collection includes:

- Individual students initiating their own learning
- Students working with a home tutor
- Home tutors

- New settlers learning English
- Literacy students
- Literacy tutors

Scope:

- Graded readers written specifically for adults. Adapted versions of popular and 'classic' literature are popular, as are book and AV sets
- Learner dictionaries and grammar resources
- Self-study materials for independent ESOL learners. Where available this material should contain answer keys and AV components
- Study guides for students preparing for international language tests such as IELTS.
- Tutor resources
- Sets designed for classroom teaching are not purchased
- Bi-lingual materials
- Maths resources are not included. They are located in either adults' or children's non-fiction collections depending on the primary target audience of the item.
- General children's non-fiction material is not appropriate for this collection

Immigration policies and international student numbers strongly influence customer demand for this collection. Consequently flexible and responsive buying procedures are required by the Library.

The depth and scope of English Language Skills collections varies between network library locations depending on local demand and available space. The strongest collections are currently located at Central, Upper Riccarton, Fendalton and New Brighton libraries.

The document, ESOL Provision at Christchurch City Libraries, provides detailed information about the intention, content and location of English Language Skills collections.

8.1.4 Fiction

Purpose:

The fiction collection contributes to satisfying customer recreation, entertainment and learning needs. With a large percentage of total issues, the adult fiction collection is one of the most popular areas of the Library.

Scope:

The fiction collection aims to have a comprehensive collection of the works of all major English language fiction writers and non-English authors in translation. Library size and customer demand influence the breadth and depth of the collections at individual library locations.

Specific aims:

- Genre fiction and contemporary novels are bought for all library locations.
- Responsiveness to changing customer preferences in the area of popular fiction by regularly reviewing and revising standing orders.
- New authors regularly bought to maintain a vital and developing collection.
- Central library and large network libraries will include titles of less general appeal to ensure that collection depth and range is maintained within the network. Non-mainstream foreign literature in translation is an example of this category.
- A selection of classic fiction will be available at all library locations. Titles will be re-purchased as required to maintain the physical quality of classic fiction titles.
- Complete series. The Library aims to keep a copy of each title in a series if it is valuable to our collection. Where possible new copies of items are purchased to keep the series complete as copies deteriorate through use.
- Hardback is the preferred format for reason of durability; however the trade paperback format may be the only publication option. Almost all New Zealand fiction is published in the trade paperback format. Mass market paperbacks are bought for the paperback collections throughout the network. Their purpose is to provide a quick turnover browsing collection.

- The Library aims to fill customer holds within four months of items becoming available for loan by purchasing sufficient copies of individual titles to meet demand. (As many items are ordered pre-publication, the waiting time for holds placed on 'on order' items may be considerably longer than four months.)

Abridged novels, e.g. Reader's Digest condensed books, and books whose format makes them unsuitable for library use, are not purchased.

8.1.4.1 Retention

Core lists of titles to be retained by the Library are regularly maintained, annually reviewed and holdings are regularly checked against them. Where necessary, and possible, replacement copies are bought. Core lists include works which have stood the test of time and/or have made a significant contribution to our culture.

Where space or preservation requirements are an issue, items no longer in high demand but of significance to the overall collection are kept in storage. These items are accessible on request and are able to be borrowed. The main storage areas are:

Central Library fiction stack:

- Classic authors
- New Zealand material
- Fiction by cult authors

Off-site storage site:

- Back runs of genre authors still writing or whose popularity is now significantly decreased.

8.1.5 Large Print

Large Print editions of fiction and non-fiction books and magazines are bought primarily for customers who have difficulty reading standard print-size editions. Titles are generally published in hard and softcover options to take account of customers' differing requirements. To provide maximum variety, the emphasis of the collection is to give as great a range of titles as possible rather than having multiple copies of the same title.

The collections are able to be borrowed by all customers.

As the market for Large Print worldwide is largely a library market, international print runs are comparatively small and the choice of titles is more limited than that for standard print. Currently very few New Zealand titles are available in this format.

8.1.6 Ngā Pounamu Māori collections

Ngā Pounamu Māori collections are located in all library locations. Library size and customer demand influence the breadth and depth of the collections at individual library locations.

Purpose:

- To contribute to the Library's commitment to actively support the intention of the partnership principle within Te Tiriti o Waitangi
- To contribute to achieving the Library's bicultural objectives contained in Te Ara Hou
- To act in accordance with the requirements of the Standards for New Zealand Public Libraries 2004, sN.D (p73)
- To promote bicultural awareness and increase understanding of New Zealand heritage
- To increase accessibility to material pertaining to Māori by locating relevant material in all formats in one location.

Scope:

- Material written by authors who identify as Māori
- Books on general subjects featuring predominantly Māori content and/or approach

- Material, in all formats, presented in Māori language
- Bilingual material
- Material about Māori subjects, especially arts and crafts, moko, design, waiata, iwi histories, myths and legends, religious beliefs, karakia and protocol.
- Material published by and/or relating to Tangata Whenua, Ngāi Tahu
- Biographies of Māori people, well known for Māori achievement
- Tribal history and pre-European New Zealand history
- Topical resources, of interest to a wide range of people, relating to te Tiriti o Waitangi or Te Rōpū Whakamana i Te Tiriti o Waitangi (Waitangi Tribunal) from a Māori perspective.
- Items containing content, for example traditional information, which is difficult to locate in a general collection
- Fiction by well known authors where the content assists understanding Māori history and culture. This may include subjects such as tribal history, tikanga and whakapapa.
- Poetry is not included in Ngā Pounamu Māori collections. Lending copies of poetry by Māori poets will be available in general lending collections, with a reference copy held in the Aotearoa New Zealand Centre.

Digital resources provide significant local information:

- [Ti Kōuka Whenua](#) aims to increase awareness and knowledge of local history prior to colonial settlement.
- Te Kerēme is a selective index to the Ngāi Tahu claim. It provides volume and page number references to material from the Ngāi Tahu Māori Trust Board Claim before the Waitangi Tribunal which is held in the Ngā Pounamu Māori Centre in the Central Library. Material indexed includes: iwi, hapū, marae, individual people, organisations, places and events.

Visual display of material is an important aspect of Ngā Pounamu Māori collections.

All lending audio-visual materials are free to borrow i.e. no charges apply.

Effective access to material is enhanced through the use of Māori subject headings and item notes on catalogue records.

Suitable resources in all formats are continuously being sourced for the Ngā Pounamu Māori collections. Currently, because of limited publishing options, there are areas of demand for which resources cannot be purchased. When available they will be purchased.

To ensure collection depth, and because of the priority these collections have, usual deselection criteria around number and frequency of issue statistics may not apply to items in Ngā Pounamu Māori collections.

Where possible core resources will be regularly replaced to ensure attractive and vital collections.

Current priorities for content development include:

- Māori language instruction resources (particularly in DVD and CD format)
- Treaty resources suitable for school age children.
- DVDs and other audio-visual material including movies, documentaries and resources for popular subjects including arts and crafts, moko, design, waiata, iwi histories, myths and legends, religious beliefs, karakia and protocol
- Interviews, documentaries and performances of significance to the collection from sources such as Maori TV, Tahu FM.
- Creation of online content to provide content in demand which is not available elsewhere
- Continued development of [Ti Kōuka Whenua](#)
- Enhanced catalogue access to bilingual resources available in Library collections

8.1.6.1 Ngā Pounamu Māori Centre – Central Library

Located in the Central Library, the Ngā Pounamu Māori Centre is a community space that fulfils an important function for the local Māori communities. The centre contains items of cultural, historical, social and linguistic significance for the indigenous people of Aotearoa. Special emphasis is given to any material of a local nature, particularly Ngāi Tahu.

The Ngā Pounamu Māori Centre collection provides the largest and most diverse range of Māori material in the Library network.

Purpose:

The collections in the Ngā Pounamu Māori Centre aim to:

- Provide news and views and cultural information in a variety of formats relating to te ao Māori
- Provide access to specialist resources for the local Māori communities e.g. Ngāi Tahu Claim resources
- Provide easily accessible whakapapa resources for the local Māori community
- Provide an in-depth collection to support the Ngā Pounamu Māori collections in network libraries
- Provide lending copies of items otherwise only held as reference copies in the Aotearoa New Zealand Centre

Scope:

- All mainstream resources
- Research publications in relevant areas e.g. tourism, Treaty issues, government reports
- Magazines and newspapers. Historical and contemporary information is supplied through a range of magazine and newspaper titles
- Multiple copies of popular titles
- A variety of formats are provided
- A small collection of children's resources

As well as a general lending collection, the Ngā Pounamu Māori Centre also has two specialist reference collections; the Ngāi Tahu and Chatham Island collections.

8.1.6.2 Ngāi Tahu collection / Ngā Rākau Teitei e Iwa

The Ngāi Tahu collection is a reference collection within the Ngā Pounamu Māori Centre containing material relating to the Ngāi Tahu claim, and general books about Ngāi Tahu or written by Ngāi Tahu authors. The South Island, Chatham Islands and Tītī Islands Minute books are also part of this collection.

Some items, generally unpublished, are found only in the Ngāi Tahu collection. Examples of this include the Ngāi Tahu Claims evidence and the Crown's evidence.

8.1.6.3 Chatham Island collection

This small collection of reference books is located in the Ngāi Tahu collection as many Ngāi Tahu people also whakapapa to the Chatham Islands. Historical information about the place, the land and the people of the islands can be found along with the Chatham Island Minute Books.

8.1.7 Non-Fiction

Purpose:

- To satisfy customer information, research, recreation, cultural and lifelong learning needs
- To offer a wide range of opinions and viewpoints
- To provide reliable, relevant high quality information in a variety of format and access options
- To provide both current and historical information

- To provide access to a variety of resources otherwise unavailable or likely to be purchased by the majority of customers. Examples of this type of resource include items with a high cost, and items not easily available through local retailers.

New Zealand material is collected comprehensively.

Selection for the non-fiction collection has the appropriate degree flexibility to allow for changes in trends and customer interest.

Size, community profile and customer requirements influence the breadth and depth of the non-fiction collections at individual library locations. Non-fiction collections are routinely refreshed by rotating stock around library locations.

The Central Library has an extended role in terms of collection depth and retention on behalf of the Library network.

Current priorities for content development include:

- Non-fiction material in languages other than English
- Material supporting school students' learning
- Books which reflect Christchurch's more recent immigrant cultures
- Christian and religious literature and music

Additional priorities for content development in the Central Library include:

- Lifelong learning
- Languages

8.1.7.1 Biographies

- Biographies are collected extensively in both popular and more specialist areas of interest.
- Most library locations have separate Biography collections which contain biographies of general appeal.
- Scholarly biographies, where the work of a person is emphasised, and the book is unlikely to be easily read without some specialised knowledge of the subject, are located with the particular subject area rather than in the Biography collection.
- Biographies are catalogued according to their specific subject area.

8.1.7.2 Digital sources

Digital sources form an increasingly important source of information. This is particularly true for non-fiction collections. The Library recognises this by:

- Providing subscriptions to high-quality databases. These include serials, encyclopaedias, subject resources and e-books
- Ongoing development and maintenance of [Internet Gateway](#), the Library's selection of Internet resources
- Digitisation of key resources held by the Library
- Creation of content where suitable material is not otherwise available. This particularly applies in the area of local information.

8.1.7.3 Directories

Directories contain information about, and contact details for, organisations, governments, businesses, corporations, trades, professions etc.

The Central Library has a collection of print directories including:

- New Zealand, Australian and some Pacific Island telephone directories
- Trade directories from around the world

As currency is important in this collection most items are automatically updated by standing orders.

Superseded New Zealand titles are often retained for their historical value.

Access, particularly to international directories, is increasingly available online. Where possible online access is the preferred option.

Factors considered when assessing online access include:

- Ease of use
- Number of simultaneous users
- Whether access external to the Library is possible
- Frequency of updating

The provision of complete sets of New Zealand telephone directories at all library locations will be reviewed as online access options improve.

8.1.7.4 Genealogy Collection

A collection of books useful for mainly non-New Zealand genealogical research. The collection includes Burke's and Debrett's peerage resources, and parish maps of the British Isles.

8.1.7.5 Language instruction resources (other than English)

Resources to support language learning are collected in a variety of formats, or combinations of formats. Across the network, designated library locations may have the responsibility for accommodating particular language options.

Factors influencing languages collected and where particular language collections are located will include:

- General customer demand
- Languages of new migrants
- Current popularity of travel destinations
- Current trends in languages offered at secondary school level
- Proximity to schools teaching the language

8.1.7.6 Library texts

Course texts required by students studying towards library qualifications are bought and added to the general non-fiction collection. These texts are able to be borrowed by all Library members.

8.1.7.7 Motor manuals

The Motor manuals collection is an area of collection strength, with ongoing demand. The Central Library has the most comprehensive collection of motor manuals, with smaller lending collections available at designated network library locations.

- The Library builds and maintains a comprehensive collection of workshop manuals for both cars and motor cycles.
- The Central Library holds a reference copy, as well as a lending copy of many workshop manual titles.
- Where available, manuals covering other vehicles and appliances are also collected. Examples are lawn mower, outboard motor and chain saw manuals.

As the availability of print workshop manuals has significantly decreased, online methods of providing customer access to this information may become the preferred option.

8.1.7.8 Music scores

The collection of musical scores is an area of strength within the Central Library's non-fiction collection.

- The collection contains two kinds of classical score:
 - Full-sized scores, able to be used in performance
 - Miniature scores used for reference by performers

The classical scores collection is refreshed on an ongoing basis to maintain an attractive and broad collection.

- A wide selection of popular and New Zealand music scores are collected.

While the majority of the collection is able to be borrowed, a core collection of scores in constant demand are reference copies, available for use only in the Central Library.

Full contents of scores are listed on the Library's catalogue.

Designated network libraries locations have smaller collections of high demand scores. These locations include those with [Learning Centres](#) teaching music composition.

8.1.7.9 Nautical Collection

The Nautical Collection is a small donated collection (approximately 200) held at [Lyttelton Library](#), comprising of items dedicated to seafaring life, ships and shipping. It is mainly non-fiction with a few fiction titles.

8.1.7.10 Reference

The Library provides access, in the most suitable format, to a wide range of English, New Zealand English, Māori, bilingual and subject dictionaries, encyclopaedias, yearbooks, almanacs, bibliographies and biographical sources. In some instances, to increase access options, more than one format option may be available.

Until recently, extensive print reference collections have been available to provide easy access to items frequently used as quick sources of information. As information of this nature has increasingly become available through a variety of online resources, the Library's print reference collections have decreased in size.

Community libraries in particular, now generally use online reference sources. The major resources required in print format by these libraries include:

- Atlases
- Dictionaries – English and Māori
- New Zealand Official Yearbook
- New Zealand street maps
- World book encyclopaedia

Items designated as being part of the Reference collection are not available for loan. In many instances reference titles are also bought as lending copies.

Where a key resource has traditionally been collected in print, especially in regards to New Zealand titles, the print format will continue to be collected.

Available space and community demand shape reference libraries at individual library locations. In some libraries reference books are gathered together in one place, but in others they may be located in the associated subject area and identified as reference.

The Central Library continues to maintain a larger collection of reference items, in particular in the area of specialised dictionaries.

8.1.7.10.1 Atlases

- A selection of general world, national and specialised (e.g. historical, economic) atlases is purchased where available.
- Road atlases and street maps are purchased.
- Network libraries require atlases where the format allows easy use. Accordingly smaller atlases, and regional, as opposed to world, atlases are preferred.

8.1.7.10.2 Educational Calendars

The Central Library maintains a collection of current New Zealand university and polytechnic calendars.

Community libraries primarily access this type of information online.

8.1.8 Serials

Serials are described as all publications that have a regular and known publication cycle. Included in this category are recreational magazines, serials on specialist topics, newspapers and annual reports. Most of these items are received by the Library through subscriptions which are paid in advance or through standing orders.

Suggestions for new titles are generally considered on an annual basis to coordinate with subscription and budget cycles.

Purpose:

The purpose of the serials collection is to:

- Contribute to satisfying the recreation, information, research, cultural and lifelong learning needs of the community
- Provide currency of information, particularly to support the non-fiction collection
- Enhance the long-term depth of the collection through the retention of selected titles
- Contribute to the development of cultural memory content through the collection and retention of locally published serials

Material not designated as having long-term heritage function (both locally and nationally) will be disposed according to the disposal schedule.

Current priorities and issues for content development include:

- Recreational and news serials containing strong New Zealand content
- Local newsletters and locally published serials
- Items with popular interest
- Large print magazines
- Magazines and newspapers in languages other than English to support the needs of the World Languages collection; both digital and print formats
- Reassessment of the loan period for magazines
- Reassessment of the criteria for reference magazines
- Reassessment of the balance between reference and borrowing copies
- Exploring opportunities for collaborative agreements in regards to retention of serials titles

8.1.8.1 General magazines

Magazines are collected across a broad range of subjects. They aim to satisfy recreation, hobby support and general information needs. Typical subjects include cooking, crafts, fitness, gardening, health, interior decoration, news titles, parenting, pets, photography and sport.

In some libraries the latest issue of selected magazines may not be available for loan. This enhances customer access to popular titles while the issue is current, and caters for browsing. Because of the effect on reserve waiting times, the number of libraries able to do this has been limited.

Library Content teams and network libraries jointly review magazine titles received on an annual basis. The allocation of multiple copies around library locations is reviewed at the same time.

8.1.8.2 Reference serials

Reference serials, mainly located in the Central Library, are collected to provide currency of information and content depth for current and future research needs. Back copies are frequently retained.

Where readily accessible, the Library will move towards using online sources to provide this type of information. The exception to this trend will be New Zealand information.

The Library aims to build and retain a comprehensive collection of locally published serials.

8.1.8.3 Electronic serials

The Library subscribes to a variety of databases supplying a wide range of serials in electronic format. The majority of titles are able to be accessed from beyond the library, as well as at library locations, providing concurrent access to the most up-to-date information for as many customers as possible. They also allow the Library to offer access to a limited range of more specialised information sources which may not have been purchased in print format.

Wherever possible, the Library buys serials in one format only. The most appropriate format for the title is purchased, with preference for electronic. Issues considered when assessing suitability of electronic format include:

- Ability of the Library to retain rights to content
- Appropriate format (e.g. pdf)
- Ongoing access through database platform

Electronic serials may be purchased through consortia agreements when available and appropriate. Factors considered when evaluating the suitability of a consortia agreement include:

- Benefits for customers
- Content included in the package
- Potential cost savings
- Continuity of content across a sector group
- Degree of autonomy required for particular content
- Vendor relationships
- Consortia partners
- Lobbying opportunities

8.1.8.4 Newspapers

The Library subscribes to all local newspapers, most New Zealand daily newspapers and some selected overseas titles.

Recent copies of local community newspapers are held in relevant network libraries.

Access to a wide variety of overseas newspapers is provided by free internet access to online versions.

8.1.8.5 Retention

A variety of retention factors apply including:

- Depth of collections e.g. collection for research or heritage aiming to have comprehensive coverage of locally published serials and selected international titles
- Degree of responsibility for retaining local/regional content
- Holdings of other local/regional libraries
- Current collections. Differing retention levels will apply for individual titles
- Snapshot collections giving a picture of trends over time e.g. some fashion and interior decoration titles
- Electronic availability. In general, long term retention is not required when reliable full-text e-journal access is available to non-New Zealand titles.
- Significant international titles e.g. Time and New Scientist will be retained in paper

8.1.8.6 Annual reports

A variety of annual reports are collected to provide current and historical information.

Priority is given to Canterbury companies and organisations both in reports collected and retention decisions.

Detailed information is found in the Annual Reports Collection Policy.

8.1.8.7 Standards

Standards provide specifications to be used consistently as rules, guidelines, or definitions, to ensure that materials, products, and services are fit for their purpose.

Standards are provided by major public libraries to support local business development and industry.

The Central Library collects and retains comprehensive collections of:

- New Zealand standards (NZS)
- Australian standards (AS)
- Joint Australian/New Zealand standards (AS/NZS)

Superseded and withdrawn standards are retained.

Exploring the feasibility of online provision of Standards is an identified content priority.

8.1.9 World Languages Collections

World languages collections currently include Chinese, Japanese, Korean, Thai, Vietnamese, Persian, Arabic and Russian, and smaller collections in some European languages.

Generally, the collections are located in library locations with the greatest demand.

Purpose:

- To reflect the diversity of new settlers to Christchurch
- To provide first language resources for new settler communities
- To provide recreational 'own language' resources for English language students

Scope:

- Recreational collections of popular fiction
- Selected non-fiction books
- Magazines
- Locally published newspapers
- Audio-visual collections, including DVDs and music.
- Online resources e.g. newspapers replicating physical layout in online format. Currently, where possible, free access to first language newspapers is made available via the Library's website.
- Resources for children are collected, reflecting the desirability of maintaining a child's first language skills

Collections of particular languages may be located at designated library locations, rather than distributing the resources around the network.

Each language collection should reflect the tastes and requirements of the particular community. In order to achieve this, the Library consults with community groups.

Achieving the purpose of this collection requires flexibility and responsiveness from the Library. In some instances a collection may need to be established very quickly to cater for the immediate needs of a new migrant or refugee community. It may also be that although the size of the community is not great, the need is, and as such a collection is required.

Languages collected will be reviewed regularly. If a language is no longer used, the collection may be disestablished.

Further details, including languages represented and collection locations, are stated in the [World Languages Collection Policy](#).

Current priorities for content development include:

- Magazine subscriptions
- Audio-visual resources e.g. film and music
- Cataloguing donated resources in languages other than English e.g. Chinese, Japanese and Korean
- Investigating the provision of appropriate resources for Spanish, Hindi speaking communities. Census data indicates these two languages have the numbers of speakers required by the World Languages Collection Policy to establish a collection.

Standard criteria for donations apply to the World languages collection.

8.2 Aotearoa New Zealand Centre

The Aotearoa New Zealand Centre, located in the Central Library, is a reference collection providing research level contemporary and historical material about New Zealand/Aotearoa for the Library network. As well as its general browsing collection it provides access to heritage resources, the Archives collection and several special collections.

No material may be borrowed from the Aotearoa New Zealand Centre; however the majority of material held will also be accessible either online or in network library lending collections.

All formats are collected as required. The primary selection criterion is the provision of the best possible information in the most appropriate format.

To continue to build strong collections for present and future customers, some new directions are needed for content development. These directions apply particularly to the resources contained in, and accessed via, the Aotearoa New Zealand Centre:

- Forming partnerships with local, regional and national institutions, agreeing to collect comprehensively in specific collection areas. Examples of local organisations may include Macmillan Brown Library (University of Canterbury), Canterbury Museum, Christchurch Art Gallery and Archives New Zealand.
- A more active role in sourcing material for the collection. This may involve taking photographs of buildings or festivals, actively seeking donations of archival material, contacting organisations for newsletters from community groups and producing online content.

General descriptions of collection areas within the Aotearoa New Zealand Centre are given in this policy. The Permanent New Zealand Collections' Statement contains greater detail about specific selection and retention issues.

Purpose:

- To contribute towards achieving Christchurch City Council's strategic direction, **Strong communities** by contributing to the following goals and objectives:
 - Celebrate and promote Christchurch's identity, cultures and diversity
 - Increase involvement in lifelong learning
 - Promote participation in democratic processes
- To act in accordance with the Standards for New Zealand Public Libraries 2004:
 - "The public library is a repository for unique collections relating to the local history and cultural memory of the community". P6
 - I.2.15 ..."The (*local history*) collection should include historical and current information relating to or having influence on the development of all aspects of the community. The collection should be thematically comprehensive, with resources relating to the natural and built environments, as well as the social, cultural, economic and political life of the community. Acquisitions may be by donations, purchase, copying or transfer from local organisations and

individuals. Provenance and any restrictions must be recorded. Special consideration must be given to Maori information.”

- To provide both a current information source and a permanent heritage resource enabling customers to find information about their history, culture, community and rights
- To build a representative picture of the community and the heterogeneous culture of our society
- To be a community repository capturing the social history for present and future customers

Scope:

In the past all material about New Zealand or written by New Zealanders was purchased regardless of quality. The volume of material now published in these categories means this is no longer possible, nor desirable.

While prominence is given to New Zealand material, the greatest depth of the Aotearoa New Zealand Centre’s collection will be found in resources relating to Christchurch and Canterbury. Particular emphasis is given to capturing the stories and culture of the local community.

Māori material from all of Aotearoa/New Zealand is collected in depth, however particular focus is given to content published by, or relating to, the local tangata whenua, Ngāi Tahu. This includes Ngāi Tahu Claim information.

The collection aims to include:

- New Zealand material:
 - Mainstream New Zealand material is selected to create a comprehensive collection
 - Less mainstream and more ephemeral material is actively collected to build a picture of current social issues, events or developments. In some cases, material may be sampled rather than comprehensively collected.
- Christchurch and Canterbury material:
 - Mainstream Canterbury material is selected to create a comprehensive collection.
 - Non-mainstream Canterbury material is actively selected in order to create an extensive and in-depth collection of local material. The ‘cultural memory’ aspect of the collection is particularly important for local material so informal or ‘obscure’ material will be actively sought.
 - Small and individual producers and informal sources will be actively approached to collect material that may not otherwise come to light.
- Resources for both general and research needs
- Resources for family historians
- Resources in all formats
- Reports, including government reports and those about local issues
- Resources which build a strong collection detailing the social history of New Zealand

Comprehensive details about scope and selection issues for this collection are contained in the Permanent New Zealand Collections’ Statement.

To fulfil its function as a comprehensive resource, the Aotearoa New Zealand Centre needs to offer a balanced and complete collection. Significant gaps identified as priorities for content development include:

- Research reports
- Local music and film
- Locally published newspapers produced by, for example Chinese, Korean and recent migrant communities.
- Aspects and themes of local social history currently not well represented
- Content to reflect the stories of non-British migrant groups to Canterbury (e.g. Dutch, Chinese)

- Local history at a very local level. Network libraries will have an important role in gathering this.
- Post 1950 images for the Photograph collection
- Capturing born digital material

Content issues include:

- Enhancing access to existing resources
- Retrospective indexing e.g. community newspapers
- Format shifting e.g. oral histories
- Born digital material – how to ensure future access to this material
- Digitising unique local history resources e.g. church register index
- Pro-actively sourcing and collecting current images to ensure collection depth for the future
- Avoidance of duplication of effort by establishing partnerships with other organisations or individuals in order to provide access to image collections

Duplication

Duplicates of key items are obtained if:

- Heavy use of the item is anticipated
- Replacement at some time in the future may be difficult or impossible

One copy will be held in the Aotearoa New Zealand Centre and the duplicate housed in a storage area as a preservation copy. Very heavy usage and ongoing demand may occasionally justify duplicate copies held on-site in addition to the stored copy.

8.3 Audio-visual collections

Audio-visual collections contain items in a range of non-print formats which are often, particularly when the format is new, displayed and arranged in distinct collections.

Purpose:

The Library collects resources in many formats to provide:

- A wide range of resources to meet entertainment and information needs
- Information in the best format available for the customer
- Alternative forms of access (e.g. talking books and movies of book titles held)
- Alternative media for customers who require non-print material
- Resources which include multiple language options (e.g. DVDs)

Formats selected, and the balance of spending across format options, are constantly revised to:

- Reflect the development of new media and the declining availability of others
- Respond to changes in customer demand

Factors to be considered when considering new formats include:

- Availability of sufficient variety and quantity to build a viable and sustainable collection
- Library technology requirements
- A previous comparable technology is becoming less available
- Customer demand
- The format is supplying material which fits within the ambit of the Content Development Policy
- Availability, affordability and degree of public uptake of the technology required to use format
- Ability for library locations to adequately display and house new format

Factors to be considered when considering discontinuing a particular format include:

- Degree of availability from library suppliers
- Impact on diverse customer groups
- Continuing/declining availability of format

- Range of titles still available
- Degree of availability of alternative format
- Collection management issues

Current priorities for content development include:

- 'Humour' talking books
- Contemporary Christian and religious music
- Wider range of world music
- Wider range of alternative music
- New Zealand film
- World cinema
- Movies not released locally
- Music DVDs – concerts, live shows etc
- Travel DVDs

8.3.1 DVD collections

This collection aims to include:

- Classic and contemporary movies
- Broad appeal family movies
- Arthouse movies
- World cinema
- Musicals
- Popular television series, either current or older
- General documentaries and specialist material e.g. music, history, opera, travel, painting, playing an instrument, yoga

DVDs are located in Bestseller and General collections. In general the Bestseller collection contains the most popular movie and television titles. As demand decreases, titles are moved into the General collections. Further detail about the management of these collections is found in the Audio-visual Collections Management Guidelines.

To avoid classification rating and labelling costs, the Library currently only buys DVDs that have been classified in New Zealand.

R18 rated DVDs are not purchased.

Initially only region 4 DVDs were collected, however due to the increased availability of multi-zone DVD players, this no longer applies.

Where possible, the Library endeavours to purchase DVDs with subtitles specifically for the hearing impaired i.e. subtitles which have the text of the spoken work, as well as annotations such as 'music playing', clapping etc.

8.3.2 Music recordings

The Library holds music recordings in various formats. Music collections are found in most library locations with the collection in the Central Library having an extended role in collection depth, breadth and retention. Collections in network libraries vary in size and depth depending on customer demand and available space, but in general focus on more popular titles.

Classical collection.

In general this is a static collection. Additions to the collection include:

- Well reviewed new recordings of standard works
- Local performers, composers and performances
- Replacement copies are purchased as necessary to maintain collection depth and breadth

Non Classical collection.

This includes local, jazz, blues, world, movie sound tracks, rock, pop and country music. Collection criteria include:

- Well reviewed new recordings for all music types
- Wide variety of popular and alternative titles
- Contemporary music attractive to youth culture
- Works to expand the comprehensiveness of the collection coverage
- Local music and artist
- New Zealand artists, performers and composers, with an emphasis on Christchurch and Canterbury
- Sound effects

CDs are currently the principal format bought.

Audio cassettes are still held, but are no longer collected.

The Library no longer buys long-playing records, but retains a back catalogue collection in a storage facility. These items are all listed on the Library's catalogue, and are available for borrowing on request.

8.3.3 Talking books

A wide range of both fiction and non-fiction talking books are collected. Currently the preferred format is CD; however tape versions are still purchased for customer groups who find this format more accessible.

Both full-length and abridged recordings are held.

8.3.4 CDRoms

As the availability of CDRoms has decreased significantly, fewer titles are purchased as lending copies for the Library network.

CD-Rom titles are purchased where the content they provide is required and CD-Rom is the only format available.

8.3.5 Videos

Videos are no longer purchased due to lack of availability from the Library's Vendor Partners. To replace the video collection, popular titles and subject areas are purchased in DVD format as they become available.

8.4 Digital resources

The Library's digital resources aim to provide engaging and entertaining online destinations and gateways which:

- Keep people informed by being a trusted source of information
- Enable people to participate in and contribute to their city and community
- Fuel people's passions, supporting lifelong learning and self-development
- Tell the stories of the people and places of Christchurch and Canterbury
- Help people discover the Library's collections and services
- Encourage and welcome people's contributions

Currently they fall into three categories:

- Content and information created by the Library. As well as original content creation, this includes access enhancements to content physically contained within the Library, to digital content purchased, and to digital resources in the wider digital world.
- Digital resources purchased by the Library, including serials, encyclopaedias, subject dictionaries and resources for children.
- Resources digitised to enhance access to items, and/or for preservation reasons.

Key digital resources, not included elsewhere in this Policy, include:

8.4.1 [CINCH](#) (Community Information Christchurch)

CINCH is an online community directory containing information about clubs, community organisations and continuing education courses in the greater Christchurch area, mainly in the area between the Ashley and Rakaia Rivers and inland to Springfield. Ski fields, camp sites and golf courses outside this area are also listed.

CINCH was established in 1981, mounted on a City Council machine, using software developed by Council staff. Online access was available only from the Central Library. Other libraries in the network had to rely on microfiche. In March 1994, a decision was made to bring both CINCH and DICE (Directory of Continuing Education) databases in-house, using MARC community information format. CINCH was converted on 27 October 1994 and became part of the Library's automated system (DRS). Subsequently, on 19 December 1994, CINCH was released to the public. CINCH has been available as part of the Web OPAC since 13 August 1997.

In 1989 DICE, the (Directory of Continuing Education) was created. DICE listed courses in the greater Christchurch area that were part-time, community based and available to everybody. DICE was converted and brought in-house on 8 November 1994 and was released to the public on 4 January 1995. On 14 May 1998 DICE was made available as part of the Web OPAC.

On the 1st of August 2000 DICE was combined with CINCH.

Today, CINCH continues to be updated daily with local courses, groups and organisations. It now contains more than 8000 listings of groups, organisations and courses, a true reflection of our multi-cultural city and Canterbury at large.

Identified issues and possible developments for CINCH include:

- Promotion
- Ease of use
- Possibility of joining CINCH with localeye

8.4.2 [Localeye](#)

Localeye was developed in 2002 by Christchurch City Libraries and Alchemy Group in association with Canterbury Development Corporation, Canterbury Employers Chamber of Commerce, Christchurch and Canterbury Marketing, Christchurch City Council, Christchurch Polytechnic Institute of Technology, Council of Social Services, Environment Canterbury, Q and the University of Canterbury.

localeye is an online gateway to Christchurch and Canterbury information on the internet. Websites of local organisations and businesses, as well as relevant regional information and government departments are collected and arranged for convenient access.

The area of Canterbury currently covered includes Hurunui, Waimakariri, Christchurch and Banks Peninsula, Selwyn and Ashburton Districts.

localeye now includes over 10,000 listings and provides a comprehensive entry to regional information. The database includes a substantial Business Directory as well as specialised directories for the agricultural industry, education, regional history, local government and much more.

Identified issues and possible developments for localeye include:

- Promotion
- Improved database performance
- Possibility of joining localeye with CINCH

8.4.3 [Internet Gateway](#)

Internet Gateway is a collection of high quality Internet resources selected by librarians. The Library provides free customer access to these resources from within most network library locations.

Internet Gateway includes:

- Most New Zealand resources, but excluding access to known pornographic sites, known web email sites and known chat sessions. In addition, access to most New Zealand sites is allowed and can be achieved by typing in the address.
- Access to a large range of overseas sites. These are a mixture of named identified domains, and sites allowed by domain type (e.g. .govt, .gov, .edu, .ac, .school). Access to certain types of site such as educational (.ac, .edu) and government (.gov, .govt) are also able to be accessed even if they are not specifically listed and linked.
- A set of resource navigation pages

8.4.4 Papers Database

The Papers Index, created by the Library, is a selective index of articles, mainly of local interest, published in The Press from 2 January 1995. The urban edition is indexed. The Papers Index also selectively indexed the Christchurch Star from 14 October 1998 to 9 September 2005. From 14 September 2005, The Star Midweek and The Star Weekender are indexed. The Star Community newspapers, published every Monday, are not indexed.

From January 2002, articles in the Star newspapers are indexed only if coverage does not also appear in The Press; the exceptions are obituaries and reviews which are indexed from both.

An index to The Press for the period 1861-1994 is available on microfiche in the Aotearoa New Zealand Centre. An index to The Lyttelton times for the period 1850-1860 is also available on microfiche.

Future developments for Papers may include some retrospective indexing e.g.

- Including information collected from other projects. Currently a resource is being compiled around the 1981 Springbok tour. Press articles are a major source for this; the indexing information could be added to Papers
- include other key local/community newspapers e.g. Ellesmere Guardian

Other digital resources include:

- [Subject guides](#)
- [Good reads](#)
- [Backgrounders](#)

8.4.5 Databases supplied on CD-Rom

Because of IT support requirements, databases supplied on CD-Rom are not bought unless they provide the only source of required content.

8.5 Special collections

For the purposes of this policy, special collections are defined as those named after a person. All special collections are reference collections.

8.5.1 Butler Collection

The Butler Collection is a comprehensive collection of material by and about Samuel Butler (1835-1902). The basis of the collection was the gift (or part of it) in 1887 by Butler to Sir Julius von Haast, asking him to place them in whatever public library he thought the most appropriate. O.T.J. Alpers and J.C. Andersen claimed that they later supplied missing titles, obtained from Butler before his death. Alpers added *The way of all flesh* after Butler's death.

The Butler Collection is held in the Central Library's Aotearoa New Zealand Centre.

Material continues to be purchased with the aim of having every published edition of Butler's works. Reprinted editions are not purchased.

8.5.2 Margaret Mahy Collection of New Zealand Children's Books

This is a reference collection of New Zealand children's and young adult books, and other material from the nineteenth century to the present day, named in honour of the New Zealand author and former Canterbury Public Library Children's Librarian, Margaret Mahy. The nucleus of this collection was established in the original library building on the corner of Hereford Street and Cambridge Terrace. When the Library shifted to the Gloucester Street site in 1982, the scope of the collection was progressively expanded.

The collection aims to provide a significant collection of New Zealand children's literature situated in the South Island. Housing the variety of material together in one collection provides easy access for students and researchers.

The collection's greatest strength is in material published since the 1950s.

The Collection is held in the Central Library's Aotearoa New Zealand Centre.

Scope:

- Fiction written and/or illustrated by New Zealanders whether or not they are resident in New Zealand
- Fiction set in New Zealand written and/or illustrated by non-New Zealanders whether or not they are resident in New Zealand
- Non-fiction, including poetry, folk-tales, story collections, retellings of myths and legends, written, compiled and/or illustrated by New Zealanders whether or not they are resident in New Zealand
- Non-fiction about New Zealand, including poetry, folk-tales, story collections, retellings of myths and legends, written, compiled and/or illustrated by non-New Zealanders whether or not they are resident in New Zealand
- Non-fiction about New Zealand children's literature
- AV materials in currently available formats or in formats yet to be developed
- School Journals

Fiction and non-fiction that is published as part of a learning-to-read series is only included if it is written and/or illustrated by Canterbury born or long-term residents (e.g. Margaret Mahy) or by especially prominent New Zealand authors and/or illustrators (e.g. Joy Cowley) or if the work is historically important, i.e. representative of a particular theme, trend etc.

8.5.3 Marsh Collection

A collection of books by and about Ngaio Marsh (1895-1982). It includes translations of most of her works into other languages. The assembling of the collection began in 1959 and many titles were supplied by her agents, Hughes Massie & Co. (British) and Harold Ober Associates (American). The Collection is held in the Central Library's Aotearoa New Zealand Centre.

The collection continues to be developed and includes publications in all languages.

8.5.4 Merton Collection

A collection of books, pamphlets and papers by and about Thomas Merton (1915-1968), a Trappist monk. Merton's father was a New Zealander and two aunts lived in Christchurch. Donations in 1969 by the aunts, Agnes and Beatrice Merton, formed the basis of the Collection to which the Library has added significant new publications since. The Collection is held in the Central Library's Aotearoa New Zealand Centre Archives. Some items are duplicated as lending copies in the Library's general collections.

The collection includes titles on monasticism, comparative religion and social issues such as the Cold War, race relations and pacifism.

Currently, only significant new titles are added to the collection.

8.5.5 Newton Collection

A collection of books, pamphlets and maps, mainly on mountaineering and travel in New Zealand, received in 1962 from a bequest of Canon Henry Edward Newton (1873-1961). He came from England to be vicar of Ross from 1901 to 1907 and climbed extensively in the Southern Alps then and on a visit in 1935. The Collection is held in the Central Library's Aotearoa New Zealand Centre.

No new material is actively acquired for this collection.

8.5.6 Pocock Collection

Formerly designated as a separate collection, this very small group of books by Lewis Greville Pocock (1890-1975), Professor of Classics at Canterbury University College from 1928 to 1955, was relocated in 2006 to the Butler Collection (most of the writing is about Butler) or to the Research Collection.

No new material is actively acquired for this collection.

8.6 Other Collections

8.6.1 Peace Library

Christchurch City Libraries has a large collection of material about the Peace Movement in New Zealand. The collection of books and magazines is held in trust by Christchurch City Libraries for the Peace Foundation and the Women's International League for Peace. Archival material is held by the Macmillan Brown Library, University of Canterbury, and other material is held by the Canterbury Museum.

- Items are located in the Library Store
- Material held in the collection is available for loan, with the exception of some magazines which must be viewed in the Aotearoa New Zealand Centre.
- As all items have been catalogued, they can be identified by searching the library catalogue

No new material is actively acquired for this collection.

8.6.2 Rare Books

Christchurch City Libraries does not have a tradition of maintaining a rare book collection and does not intend to do so in the future. A small representative selection of rare and valuable non-New Zealand books has been retained for display purposes. They are housed in the Aotearoa New Zealand Centre's Research Room.

8.6.3 Storyline Collection

This is a separate collection of talking books bought specifically for the use of people who are housebound through illness or disability. Customers are able to select titles from a catalogue given to them or their courier.

Enquiries about the collection may be made at any library location.

9. Content Development and Management Procedures

9.1 Selection and Acquisition

Material for the Library is collected by a specialist team who aim to build a well balanced collection that meets the overall aims expressed in the Policy. Material is acquired through a range of sources, ensuring the Library is positioned to best meet collection requirements and customer needs.

These criteria work together with the Content Development Policy Principles stated earlier in section 7 of this policy.

9.1.1 Selection criteria

Selection criteria stated in The Standards for New Zealand Public Libraries 2004, D.2.1 are:

- 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, audiovisual, 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.

Specific selection criteria and issues to be considered include:

- Quality of content, authority
- 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 unforeseen, but totally in line with collection scope and library responsibilities, are purchased, as are items in popular subject areas, but too expensive for most customers to buy for themselves
- Availability – whether currently in publication or not
- Availability – through alternative means of content delivery
- Numbers of items required to satisfy anticipated customer demand for both popular and heritage items

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

Additional selection criteria apply to specialist Library collections such as the Aotearoa New Zealand Centre. These criteria are stated in the appropriate sections of this policy.

Additional criteria may apply to specific formats:

Electronic resources

- Availability of funding in operational budget
- Frequency of updating
- Licensing and technical restrictions effecting beyond library access
- Number of possible concurrent users
- Stability of product
- Functionality and usability

Serials

- Number of issues per year
- Availability in alternative formats

As both electronic and serials resources are bought by subscription, more time is generally required for the selection and implementation of new titles than for monograph titles.

9.1.2 Selection responsibilities

Final accountability for selection lies with the Library Content Manager.

Ongoing management of selection responsibilities are:

- Monographs and Audio-visual: Selection and Access Team
- Serials: Serials and Preservation Team
- Electronic Subscription Resources: Information Clearing House

Final responsibility for digital content creation lies with the Digital Library Services team.

In line with the Standards for New Zealand Public Libraries 2004, D.2.4, 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."

Customer suggestions consistent with the Content Development Policy, along with consultation with, and recommendations from Library teams play an important role in determining the content selection.

Selectors are responsible for managing the collection by:

- Selecting the best stock to match customer needs
- Providing a balanced collection within their budget allocation
- Contributing to the building of a network collection
- Ensuring that materials are suitable for library use
- Ensuring essential items on core lists are always in stock
- Providing expertise for deselection procedures

9.1.3 Selection procedures

Selection tools used include:

- Trade and library magazines
- Publishers' catalogues
- Selections from local library suppliers
- Reviews in specialised and general interest magazines
- Web sites
- Suggestions to purchase from customers and library staff
- Core lists
- Standing orders

9.1.4 Stock allocation

Stock is allocated around the network by the selectors according to:

- Collection profile
- Library size
- Total number of copies required for library network
- Location and scope of specialist collections
- Local customer demand

9.1.5 New formats

New formats are routinely 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

9.1.6 Acquisition

Library content is acquired through a variety of suppliers. Currently the major supplier is Peter Pal Library Supplier (Brisbane, Queensland), providing shelf-ready stock for the majority of non-New Zealand resources.

Other suppliers are used for particular types of material:

- Canterbury Library Book Suppliers – New Zealand stock
- Ulverscroft – Large Print resources and talking books
- Ebsco NZ – magazine subscriptions
- Library Supply Company – Talking books and Large Print
- Children's Book Shop
- Radar Records – music
- Marbecks – music and DVDs
- Road Show – DVDs
- Qld.Comm Books – world languages

Local buys:

Local supply is used to supplement stock bought through usual channels when

- items are unable to be purchased through our key suppliers
- to meet sudden increases in customer demand

A variety of government and official information is provided by the Depository Library Scheme.

9.1.7 Access provision

Cataloguing standards ensure the Library's catalogue provides high quality access to print and audio-visual collections. In many cases additional cataloguing work is done to highlight material otherwise difficult to find. This applies in particular to items of local interest.

9.1.8 Donations

Christchurch City Libraries is pleased to receive donations to its 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 should it not be accepted for the collection, the donor will be and invited to collect it.

Some collections, in particular Archives, rely more heavily on donated material than others.

Further detail is contained in the Donations to the Library's collections policy and Donations to the Aotearoa New Zealand Centre and Special Collections.

9.2 Content production

Content required by our customers is not always available, or is not easily accessible. In these instances content is often created or arranged by the Library to meet customer requirements.

The Online Services Plan guides the development and management digital services delivered by the Christchurch City Libraries.

Digital content is developed and managed using the same principles as those applied to more traditional formats.

Formal and informal review cycles maintain the integrity and accessibility of the Library's digital content.

9.3 Republished resources

In order to provide maximum access, ensure conservation and/or to promote special content, some Library material will be republished digitally.

To help celebrate the 150th anniversary of the settlement of the Canterbury province, Christchurch City Libraries launched "Imprints", a digital history archive, in December 2000. The aim was to use technology to bring to life some key resources which help to tell the story of the people, places and events which have shaped the Canterbury province.

Since then many more resources, including photographs, pamphlets, diaries and booklets, have been digitised.

The Library aims to increase its rate of digitisation significantly in the future.

Priorities for digitisation include:

- Local (Christchurch and Canterbury) content – link to community outcomes
- Unique resources
- High customer interest
- Supporting local anniversaries and events
- Resources hidden in our collections
- Resources which contribute to building strong communities by celebrating and promoting Christchurch's identity, cultures and diversity

Further detail is contained in the Digitisation Plan.

9.4 Access versus ownership

Access to information in a timely manner is an important customer service. Where possible effective technologies are used to expand library resources.

In some cases supplying access to information is more important, or more appropriate, than owning the object. Examples include:

- Items required by a particular customer for a specific reason but outside the scope of the Content Development Policy
- Content, where currency of information is the prime consideration. Alternative formats such as subscription databases provide timely information to more customers at the time the information is most useful

- Instances where provision of access is more cost effective than ownership
- Instances where the owner of a resource wishes to retain ownership, but in order to make the content more widely available to the community is willing to supply, or allow the library to create, a digital copy

Alternative forms of access include:

9.4.1 Inter-library loan

[Inter-library loan](#) (often referred to as interloan) is a co-operative scheme whereby libraries throughout New Zealand lend items to each other. Both physical items and articles from magazines can be obtained.

Further detail can be found in the Interlibrary Loan (Interloans) Policy.

9.4.2 Subscription access

Subscriptions to online magazines and books provide a range of material not easily replicated in physical format.

9.4.3 Collaborative digitisation projects

In some instances the Library may host or digitise material owned by other organisations or individuals. In these cases providing access to content is of greater priority than having ownership rights.

9.4.4 Future possibilities

The Library anticipates that alternative forms of access may become increasingly relevant for content provision. Examples include music, movies and audio-books.

9.5 Content management

Continuous content management results in a current, relevant and attractive collection. This takes into account 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 Content Development Policy
- Maintaining an awareness of the use patterns of the collection in order to build an area or weed it more accurately to satisfy need
- Managing the collection on a day to day basis, ensuring it is tidy and attractive
- Repairing and recovering stock as required
- Deselecting stock objectively, and according to guidelines, in order to maintain an attractive, well balanced collection, at a size that maintains a steady state within the constraints of the building in which it is housed
- Ensuring stock receives maximum use as a network resource

9.5.1 Collection Exchange and Floating collections

Collection exchange and floating collections are two methods the Library is able to use to refresh stock at individual library locations, and to ensure individual items get maximum network use.

Collection Exchange is a library system function which can move specified parts of the collection around library locations. Items move from library to library based on several possible criteria. Items in exchange act as any other item owned by the exchange location while it resides at that library.

Items in floating collections "float" freely among library locations rather than being "owned" by a specific location. Thus the item stays at the location it is returned to rather than being sent back to a 'home' location.

9.5.2 De-selection and withdrawal

All general collections required regular assessment for material that may be withdrawn or replaced.

Criteria for assessment include:

- Currency
- Lack of use
- MUSTY criteria i.e.: Misleading (and/or factually inaccurate), Ugly (worn and beyond mending or rebuilding), Superseded (by a truly new edition or by a much better book on the subject), Trivial (of no discernible literary or scientific merit), Your collection has no use for this book (irrelevant to the needs and interests of your community)

Exceptions to the above criteria are:

- 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, where a replacement is not available

Further details are available in the De-selection Plan and Guidelines and Procedures for De-selection and Withdrawal.

9.5.2.1 Disposal of withdrawn stock

Withdrawn material may be disposed of through book sale bins in libraries or through the Christchurch City Libraries book sales.

As stated in the Customer Requests to Buy Withdrawn Items from the Collection Policy, the Library does not put aside withdrawn items for customers to buy.

9.5.3 At-Risk Materials

Occasionally particular topics or formats are more prone than others to theft, vandalism and loss (i.e. customers borrowing material and never returning it). This may influence the way the library locations choose to display and manage these items.

9.5.4 Preservation and Conservation

The aim of the preservation programme is to ensure the accessibility of the Library's permanent collections for present and future use.

Actions to achieve this include:

- Maintaining an appropriate environment that minimises the deterioration of the stock. This includes temperature and humidity control, correct handling of the stock, individual assessment of the extent and type of repairs required and on-going monitoring of the extent of use of key items.
- Actively preserving material in the collection by:
 - Isolating items needing treatment and withdrawing them from active use
 - Applying appropriate preservation techniques to those items that warrant such treatment as and when possible
 - Producing surrogates where the extent of use is incompatible with the on-going preservation of the item

Techniques may include:

- Preservation binding
- Encapsulation
- Phase boxing
- Shrink wrapping
- Format migration

Further details are stated in the Aotearoa New Zealand Centre Preservation Policy.

9.5.5 Processing

Most items in the Library require some form of processing:

- to ensure they are accessible (e.g. barcodes, cataloguing, spine labels etc)
- protection to ensure required lifespan (book covers, plasticating, binding)

Details of these processes are found in the Processing Manual.

9.5.6 Signage

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

Bi-lingual signage for the Christchurch City Libraries was launched in December 2002.

9.5.7 Display

Content is displayed attractively and effectively in order to promote the full range of Library resources to individuals and groups in the community.

9.6 Collection evaluation

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 with current selection and deselection policies.”

Christchurch City Libraries evaluates its collection every five years.

Ongoing collection performance is monitored in a variety of ways:

- Achievement of measurements and targets currently required by the Christchurch City Council:
 - General collection meets the needs of the community – defined as 3 - 3.5 items per capita of City population
 - Develop a policy to improve responsiveness to foreign language requests
 - 80-85% customer satisfaction with waiting time for a reserved book
 - Achieve at least a peer average in terms of collection turnover
 - Heritage collection is maintained by complying with the Heritage Collection Plan
 - The number of library items issued, per capita of city population, per year is the same as the national average or better.
- Use of the [Public Library Statistics](#) to compare performance with comparable public libraries
- Content use and scope is monitored regularly, to ensure the Library continues to provide the content customers require. Current methods include:

Circulation statistics

- In-library use. Particularly in the Central Library there is significant in-library use which is not reflected in circulation statistics. This type of use is assessed periodically to provide collection use data
- Holds placed, interloan requests, and suggestions to buy give an indication of areas of collection needs
- Electronic statistics in terms of page views, site visits and database use
- Formal customer satisfaction surveys and focus groups to measure satisfaction with collection and performance
- An ongoing culture of encouraging customer feedback

- Awareness of strengths and weaknesses in terms of content and formats available
- Measuring performance against Content Development Policy principles, including statements around recommended future collection priorities

10. Sources of funding

Adequate financial resources are essential to achieve the goals of the Content Development Policy. These are largely received from the public of Christchurch through rates.

Christchurch City Libraries is funded by the Christchurch City Council:

- To provide library and information services to the city's ratepayers, residents (those living and/or working within the city's boundaries), councillors and staff
- To be the Council's information agent in respect of its accountability to its electors
- To contribute to the city's cultural, economic and social health and development

Other sources of revenue include:

- Gammack Trust
- Anonymous Trust

The Library will seek revenue sources to support identified areas of content development as required. The development of digital access to unique heritage resources is a current example.