

# Queenstown Lakes Libraries Collections Management Guidelines



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## 1 COLLECTIONS MANAGEMENT GUIDELINES | AHO ARATAKI KĀ KOHIKA

QLL Collections Policy is applied through operational guidelines and criteria. These guide library staff in the selection, acquisition, processing, making available, retaining, and deselecting of resources in QLL collections.

QLL collections are actively managed following these guidelines to ensure well-balanced collections within budget and having regard for space constraints. This criterion is applied in a holistic way, with no single criteria having precedence over any other.

### 1.1 Selection

#### 1.1.1 Selection Criteria

Criteria to be considered when selecting material include:

- Quality of content
- Accuracy of information and quality of research
- Currency
- Competency and reputation of author
- Existing or anticipated community demand and usage
- Items of local or regional significance
- Relevance within the scope of the collection
- Quality of the physical item or format and suitability of format for public library use
- Availability from contracted suppliers
- Reasonable price for the type of item
- Reputable publisher
- Respond to patron suggestions for purchase
- Capacity of library branches to shelve resources
- Contribution to preserving Queenstown Lakes District heritage
- Relevance and significance to Māori and mana whenua
- Relevance and significance to QLL diverse communities

Additional selection criteria that may apply when selecting e-resources include:

- Functionality and ease of use
- Accessibility across a range of common devices, browsers, and operating systems
- Suitability of licensing, subscription, and/or pricing model
- Number of possible concurrent users
- Stability of the product
- Ongoing development of the product
- Support from the supplier

In general, items will not be added to the collection if they:

- Contain material classified as legally objectionable by Te Mana Whakaatu - Classification Office
- Contain material produced with the primary purpose to advocate criminal activity
- Contain material which primarily focuses on pornographic content
- Contain material which primarily focuses on exploitative violence
- Contain content that is deliberately misleading or false information
- Contain content that is primarily polemical, biased, derogatory, or aimed at proselytizing
- Are textbooks or academic publications unless there is demonstrated broad popular appeal
- Are books intended to be written in such as crossword or sudoku puzzle books, study workbooks
- Are abridged items
- Are unusually bound or shaped items unless the content is of historical significance or otherwise vital to the collection
- Are individual items that are part of series where the rest of the series is not held

### 1.1.2 Selection Tools

These include:

- Standing orders at contracted suppliers
- Websites
- Publishers' catalogues
- Reviews in specialised and general interest publications and programmes
- Suggestions to purchase from patrons, suppliers, and library staff
- Collection usage and analysis tools

## 1.2 Acquisition

QLL acquires content through a variety of selected suppliers. Most items are delivered with catalogue records and covering, labelling and RFID tags already in place.

### 1.2.1 Donations

QLL will accept donations on the understanding that they will only be included in the collection if they are in excellent condition, and meet selection criteria.

Donations are managed like any other material and will be subject to the same criteria of retention and deselection.

Donations that do not meet selection criteria will be returned to the donor, or disposed of.

### 1.2.2 Unsolicited Materials

QLL does not accept unsolicited materials. QLL stock is purchased through selected suppliers, and only those items that met selection criteria will be acquired.

Unsolicited materials will be returned if the sender supplies a postage-paid, self-addressed envelope, otherwise this material will be disposed of.

## 1.3 Access Provision

The QLL catalogue provides access to QLL collections through high quality, consistent, well-managed catalogue

records. QLL is part of the Kōtui consortium of New Zealand public libraries and these collectively offer a shared library management and resource discovery service.

Physical items in QLL collections are located throughout the QLL network of libraries and are processed with RFID tags to monitor item location. Any identifying labels applied to physical items will be consistent, designed for ease of patron understanding and aimed at enhancing accessibility.

Digital resources are available 24/7 through QLL website or vendor platforms, as appropriate.

## 1.4 Collection Management

QLL physical and digital collections are continuously reviewed and evaluated to ensure they are current, relevant and attractive.

Collection management includes:

- complying with the provisions of the Collection Management Policy
- using collection management tools and usage data to inform decision making

QLL physical collections are actively managed and curated to ensure they are:

- current, relevant, attractive, and appealing to patrons
- well-balanced within budget and space constraints
- accessible to patrons through local, rotating, or floating collections
- labeled and displayed using Dewey Decimal Classification and genre labels to help patrons easily find what they need
- repaired, recovered, and/or relabeled as required

### 1.4.1 Collection Analysis

Collection use is monitored using reports, statistics, surveys and feedback to ensure QLL collections meet the needs of our patrons. Current methods include:

- analysing circulation statistics from the Library Management System using CollectionHQ and Blue Cloud Analytics
- monitoring holds placed, interloan requests and suggestions for purchase to indicate collection needs
- gauging eResource use through usage statistics
- annual library surveys to measure satisfaction with collections and performance
- encouraging feedback from patrons and staff

### 1.4.2 Collection Location

QLL physical collections are held in eight libraries across the district. Loanable resources can be transferred to a patron's preferred branch for collection.

Reference material is not available to loan and may only be used in the library space.

Digital collections are stored on vendor platforms.

### 1.4.3 Collection Retention, Deselection and Withdrawal

All QLL collections are assessed regularly for material that may be retained in circulation, replaced, relocated, put in storage, or withdrawn.

The condition of physical items is assessed by staff as they are handled at the circulation desk and during

shelving. Items that are damaged but can be repaired are mended. Items that are damaged beyond repair are assessed to be replaced or withdrawn.

Criteria considered for replacement of a physical item include:

- Patron demand
- Is it part of a series?
- Is it available at other branches?
- Capacity of shelves
- Is it a work of significance to the district due to content or author?
- Is it a work of significance to Mana Whenua?
- Is it an important New Zealand work?

Deselection is essential to make space for new material and to ensure collections meet patrons' current needs. QLL analyses circulation statistics to select loanable items that have not been borrowed for one year as candidates for relocation, storage, or deselection and withdrawal.

QLL then uses the MUSTIE criteria to assess these items. Is the item:

- Misleading – and/or factually inaccurate
- Ugly - worn and beyond mending
- Superseded – by a new edition or by a better book on the subject
- Trivial – of no discernible literary or scientific merit
- Irrelevant – to the needs and/or interests of the community
- Elsewhere – material and/or information that may be obtained elsewhere

Other considerations include:

- Lack of use
- Currency and format
- Is the material considered classic?
- Is the material not likely to become outdated?
- Is it part of a series?
- Are other formats available?
- Is it available at other branches?
- Capacity of shelves
- Is it a work of significance to the district due to content or author?
- Is it a work of significance to Māori and Mana Whenua?
- Is it an important New Zealand work?

Serials and eResources may also be removed from the collection for other reasons. For eResources, titles may be removed by suppliers or costs of licences may become prohibitive. For serials, there may be a lack of reliable supply to New Zealand markets.

#### 1.4.4 Disposal

Materials that are deselected and withdrawn may be:

- Sold in a library book sale
- Offered to other libraries, institutions, or community groups
- Recycled or otherwise disposed of in alignment with sustainable practices

Disposal will be at the discretion of the District Collections Librarian and in accordance with QLL's processes for deselection and disposal.

## 2 COLLECTIONS DECISION REVIEW | HEI TUKU AMUAMU

QLL patrons, or Queenstown Lakes District residents, who disagree with a collection selection decision may request a review.

Requests must be submitted in writing using the ***Collections Decision Review Form***, available electronically on the QLL website or in paper format at any QLL branch.

The requestor should specify how they believe the decision deviates from the principles and criteria outlined in the QLL Collections Policy and/or QLL Collections Management Guidelines.

The review will evaluate the complete work rather than isolated parts such as pages, images, or chapters, and will consider the overall context of the material within QLL collections.

### **Collection Decision Review Procedure:**

1. The patron completes Collection Decision Review Form and submits it to QLL.
2. QLL receives and acknowledges the Collection Decision Review Form within 2 working days.
3. The request is reviewed by the Collections Team, based on the principles and criteria set out in the QLL Collections Policy and/or QLL Collections Management Guidelines. A decision will be made by the District Collections Librarian.
4. The patron is informed of the decision in writing within 20 working days of receiving the form, along with the reasons for the decision.
5. If the patron disagrees with the decision, they may escalate the issue to the Library Services Manager, whose decision will be final.