

CITY OF CAPE TOWN: LIBRARY AND INFORMATION SERVICES

COLLECTION DEVELOPMENT PLAN

THE PURPOSE OF THE COLLECTION DEVELOPMENT PLAN

The City of Cape Town: Library and Information Department's Collection Development Plan has been formulated to provide a written statement of the Department's intentions for building and maintaining its collections.

- it is a point of reference for staff to consult when deciding to acquire, discard or reject an item
- it is the basis for more selective purchasing, so that consistent and informed decisions can be made, in keeping with the limitations imposed by budget and space
- it allows better sharing of resources
- it informs the public of the principles guiding the development of our collections and is a source of reinforcement from challenges by users and communities
- it enables each library, and the entire Department, to work towards defined goals, within the context of mission and budget
- it provides the base for long-term planning and administration of collections, supplying data to set spending priorities at library level, and funding priorities at service level
- it assists staff in anticipating and meeting the needs of the community we serve
- it provides direction and continuity during times of staff turnover and funding changes
- it provides information to assess each library's, and the Department's, success in implementing plans and meeting objectives

OUR SERVICE AREA AND USER GROUPS

The amalgamation in 2000 of six municipal administrations into the Unicity of Cape Town, means that the City of Cape Town: Library and Information Department (LIS) now caters to a growing population of around 3,2million people, in a geographically varied area of 2479 square kilometres.

While a portion of the population enjoys a high quality of life, 48% of the City's households live on less than R3 500-00 a month, with 17% surviving on less than R 1 100-00. Most of these people live in informal settlements and shacks. Educationally and culturally, the City is equally diverse, and while this leads to great cultural vibrancy, unemployment, illiteracy and the ills resulting from poverty are an ever-present reality. There is a growing population of young people, and the City is recognised as one of the country's major educational centres.

PRINCIPLES UNDERLYING THE COLLECTION DEVELOPMENT PLAN

Within this reality, LIS subscribes to the following principles in developing its collections -

- free access to information and the freedom to learn are an indispensable means of enabling citizens to make the informed choices necessary in a democracy
- because they serve such a diverse community, public libraries contain materials representing different points of view. Individual prejudice may not preclude the use of materials by others
- this also means that the libraries' collections are generalist by nature; they aim to meet the majority of patron's needs, at a level suited to public libraries.
- while collections cater to the widest range of patrons at a popular level, the Department aims to provide the best quality materials available in all categories of stock. A balance between quality and demand is sought.
- while librarians working in communities are best placed to make decisions around the use of budget and the selection of stock for their community, collaboration with management and colleagues is vital in developing collections for the Department as a whole

OUR VISION

By their nature, libraries are quintessentially democratic

In working towards fulfilling the mission of the City of Cape Town: Library and Information Department, our vision is to provide collections in appropriate formats, geared to the needs of each community served.

In keeping with the above, the Collection Development Plan endorses the following :

- the Constitution of the Republic of South Africa Constitution of the Republic of South Africa
- The UNESCO Public Library Manifesto, including the Freedom to Read and the Freedom to View statements UNESCO Public Library Manifesto
- The Library Bill of Rights Library Bill of Rights
- The Copyright Act of the Republic of South Africa Copyright Act of the Republic of South Africa
- The National Library of South Africa Act National Library of South Africa Act

GOALS	OBJECTIVES
What do we want to achieve?	How will we achieve it?
<ul style="list-style-type: none"> • to provide collections, supportive of community needs, that actively promote the concept of lifelong learning • to provide community information, especially that which will assist disadvantaged communities with life skills and survival issues, thereby empowering all residents to compete in the knowledge economy • to encourage the development of and to maintain a reading culture amongst all ages • to support the study and information needs of learners and students • to facilitate and promote literacy tuition and provide materials suitable for people with poor reading skills, and those who are newly literate • to support reading as a worthy recreational activity that endorses the cultures and heritage of the City. 	<ul style="list-style-type: none"> • by analysing the existing collections and the expressed and anticipated needs of the communities served by every library, and compiling a collection development plan for each library • by providing the processes, resources and opportunities that allow every collection development activity to actively endorse and enhance these goals • by striving constantly to improve the collection in each library, through thoughtful and committed activity • by providing materials that support the strategic objectives of the City of Cape Town • by regularly reviewing these goals and revising them as necessary

THE SCOPE OF THE COLLECTIONS

With over 375,000 books published annually in English alone, and the proliferation of information available on the internet and through other forms of electronic sources, it is impossible for each library to be encyclopaedic in its coverage. Not every role can be filled by every facility.

The roles undertaken by each library form a guide to determining which services each can reasonably deliver, with budget limitations being the most significant factor in what can be offered.

However large collections are not synonymous with good collections; a smaller, high quality stock that is relevant to the needs of the community will always be more successful than a large stock where useful material is lost amongst materials of little significance. Nevertheless the ability to locate and supply materials in lesser demand from other libraries and outside agencies must be accommodated, and in all cases an individual library's collection is a gateway to a wider range of resources which are accessible to all the Department's patrons.

ADULT MATERIALS

The essence and unique value of any public library lies in its core stock of materials in a range of formats, collected over the course of many years and covering as wide a range of authors, genres and subjects as its budget and space will allow, that is continuously developed and maintained to be of relevance to the community it serves.

Current high-interest materials, both fiction and non-fiction, that reflect the popular interests of the communities they serve are added to stock on an ongoing basis.

All libraries provide at least basic reference and information services, and have the means to escalate more complex queries to libraries with greater resources, first within the Department and then through partner agencies like the Western Cape Provincial Library Services (WCPLS), and the national inter-library loan system.

TEENAGERS AND YOUNG ADULTS

Libraries select and supply the transitional materials, characterised by their honesty, realism and relevance, that recognise the special characteristics and preoccupations of teenagers and young adults, which interest them in reading for pleasure, and encourage this age group to become lifelong readers and users of information.

CHILDREN'S MATERIALS

Children, from birth to ± 12 years of age are recognised as having a unique capacity for growth, both intellectually and emotionally. Libraries with attractive and stimulating collections, selected with regard for the stages of development through which children pass, provide an extraordinary opportunity to encourage life-long habits of reading and learning.

With this in mind, every library in LIS maintains collections for each developmental phase, selected to enrich the child's mind and imagination while satisfying their informational, recreational and cultural needs.

In the absence of meaningful media centres in almost all schools in the City, public libraries confront the challenges of learner's demands for materials and assistance, an undertaking all libraries attempt to accommodate irrespective of constraints. On the other hand, the situation also allows public libraries an opportunity to position themselves in the minds of the youth as places providing access and opportunity for lifelong learning.

COPYRIGHT

LIS subscribes to the Copyright Act No 98 of 1978, which protects the rights of the owners of intellectual property, and lays down the conditions for reasonable use of published works including the limits on copying or otherwise using other people's work.

While LIS alerts library users to the provisions of copyright, it is the personal responsibility of library users to act within the terms of the law.

POLICY ON LANGUAGES

Materials are provided in English, Afrikaans and Xhosa - the three official languages of the Western Cape - with the level of provision linked to the availability of materials and the language profile of each community.

Materials in the other eight official languages of South Africa are actively collected at Central Library where a special collection is maintained. Materials are supplied on request, free of any reservation fees, to other libraries throughout the City.

Foreign languages are provided only through donated materials and through periodical subscriptions provided by the WCPLS, which can also supply block loans of various foreign languages. Library patrons are able to request items held in other libraries on inter-library loan.

THE THREE LEVELS OF SERVICE DELIVERY

The Department provides services, and develops and maintains its collections, at three levels -

Community Libraries have standard collections intended to provide general coverage and instruction on as wide a range of subjects and authors as possible. The collections should be continuously weeded on the basis of use, to maintain vibrant and relevant collections with a good basic stock of standard titles.

Regional Libraries supplement their standard collections through more comprehensive coverage that allows access to a wider range of titles and subjects. Weeding is based on the significance of titles, and changing patterns of use.

The Department's two **Citywide Libraries** have comprehensive collections with some areas of specialisation, and they actively purchase the most important resources across the spectrum of service areas. They aim to be Centres of Excellence with enhanced resource-sharing responsibilities, and with weeding based on maintaining the collections' strengths.

RANGE OF MATERIALS

Books

Books are, and remain, the primary resource of all LIS libraries. They are considered the Department's most powerful tool in promoting the ability to read fluently and with judgement, and are the key to lifelong learning and the benefits that follow from this.

Pamphlet collections

Pamphlet collections on selected topics are maintained in most libraries, to augment information on topics of current interest and on difficult-to-find information on frequently requested topics.

Periodicals

Each library provides a selection of newspapers and magazines reflecting the interests of the user community. They are an important additional source of up-to-date news and information, reflecting contemporary thought and recent advances in knowledge, covering topics not yet available in books.

Study guides and textbooks

While all libraries with users of high school age supply study guides in line with school curricula, the provision of textbooks remains the responsibility of the education authorities. In general, textbooks are considered for purchase only if there is a scarcity of information in another format.

NON-BOOK MATERIALS

Sound recordings.

Basic minimum collections are available in all libraries. Because of their availability and technical quality, compact disc is the format of choice, with other formats gradually being phased out.

Recorded books on tape or compact disc are available in small quantities only, at specific libraries.

DVD and video recordings.

Emphasis is placed on educational and informative materials, and feature films of lasting artistic merit. Materials with purely entertainment value are not collected. Most titles in stock are copyrighted for home use only.

Electronic media.

This category includes computer-based resources of all types. Free access to the internet is available in all libraries, through a partnership with the City's Information Systems and Technology Department.

Access to on-line databases is currently focussed on Central Library which is able to subscribe to a growing number of electronic resources through external Grant funding provided by the Carnegie Corporation of New York.

This area of service provision is receiving attention, and has gained impetus with the rollout of World Book Online and Encyclopaedia Britannica Online, the Department's first online subscriptions for all libraries.

Toys and games

While toys and games are not bought with Departmental funding, in some libraries educational toys and games that have been donated may be made available for use in the library.

SPECIAL USER GROUPS

Because they require special types of materials, the Department collects materials for -

Newly-literate adults who are supported through the provision of materials especially selected to cover topics of adult interest, but written at a level that is easy to read.

Visually challenged users who can find a basic stock of popular level books in large type at every service point, with additional titles readily available through loans between libraries. Libraries can also assist patrons to access materials from the National Library for the Blind, which provides talking books for those with serious visual impairment.

MATERIALS SELECTION

In terms of current national legislation, responsibility for the provision of public library services is vested at Provincial government level. In reality local government takes responsibility for service provision, with the Provincial contribution focussing on the provision of library materials and accompanying technical support functions.

With the bulk of library materials being provided by the Western Cape Provincial Library Service (WCPLS), the City of Cape Town contributes some additional annual funding to each library in support of ad hoc needs, and of strategic needs identified annually within the Department.

In addition, some libraries enjoy additional funding provided through the activities of Friends of the Library organisations.

The selection of materials is seen as a core professional function, and a job requirement, at each library, to be actively and continuously carried out within the supporting structures and processes at Provincial and City levels, in order that the objectives of the Department are met.

SELECTION PROCESSES

Materials provided by the Western Cape Provincial Library Service

WCPLS operates a centralised service that provides reviewing, selection, acquisition, cataloguing and processing services, performed by suitably qualified and experienced staff, aimed at achieving economies of scale for the entire Province including the City of Cape Town.

Library staff working in communities are actively and continuously involved in selecting the most-needed materials from those on offer at WCPLS's selection meetings.

Materials provided by the City of Cape Town

Accommodation is first made for mandatory payments due to the WCPLS for materials that have been lost or damaged during the preceding year, and for losses identified during the four-yearly stocktaking procedure.

- Thereafter purchases can be made from approved vendors, most of which are local retail outlets. Librarians make selections based on ad hoc needs and the availability of materials meeting those requirements, providing that the City's Procurement policies are adhered to

A number of centralised purchases are made by the Department each year, designed to

- respond to identified stock gaps
- access materials not available through the available retail outlets
- provide additional copies of materials that libraries have not been able to afford through other acquisition processes

- respond to particular strategic initiatives of the Department

SELECTION RESPONSIBILITY

Ultimate responsibility for materials selection is vested in the Director: WCPLS (for materials purchased with Provincial funding) and the Director: LIS (for materials purchased with City-based funds). In practise selection responsibility is delegated to library staff performing selection functions, and to their support structures at Provincial and City levels.

All materials, including those bought with funds provided by Friends-of-libraries' organisations, are expected to adhere to the Department's selection criteria and standards.

SELECTION CRITERIA

Materials need to be considered in relation to the following criteria. An item does not need to meet all of these standards in order to be added to the collection, but should have at least 3 or 4 of these qualities:

Quality criteria:	Permanent value Currency of information Accuracy Literary, artistic and/or technical value Readability and ability to sustain interest Treatment of subject in relation to age of intended audience Reputation of author, publisher, producer or illustrator Creative, literary or technical quality Critical assessment in reputable reviewing sources
Relevance criteria:	Present and potential relevance to identified community needs Popular interest Contemporary significance Representation of trends, movements and social phenomena Local emphasis Suitability of subject and style for intended user community Relationship to existing material in the library's collection

Relationship to existing material in other libraries
in the Department

Physical criteria: Suitability of physical format
 Durability of physical format
 Price
 Availability
 Compatibility to available technology (e-resources)

Gifts and donations

LIS encourages and appreciates gifts and donations.

Materials purchased by Friends of Libraries organisations in response to the identified needs of the library are particularly valued, and are subject to the same provisions as other gifts and donations to the Department.

The same criteria for selection that are applied to purchased materials are applied to gifts and donations, especially as regards condition and the value they will add to the existing collection.

Multiple donated copies of religious or political materials will be accepted in line with the Department's collection principles and objectives.

The receiving library has first choice of useful items. However, gifts and donations are made to the Department in general and not to an individual library. The right to decline or appropriately redistribute unwanted items is the prerogative of library management. Materials not added to the collection are not returned to the donor.

Selected items are catalogued, accessioned, processed, circulated and maintained according to the same processes and procedures as all other materials, and become the property of the Department in all respects.

Items not kept may be offered to other libraries within the Department, sold by Friends organisations for fundraising purposes, or disposed of according to the Department's rules for the disposal of library materials.

The librarian may not accept donations with conditions attached for their display, access or housing.

Gifts and donations will be acknowledged in writing, and on request, a book plate can be inserted in the item.

Stock usage and maintenance

The entire stock of the Department is made accessible to library users and staff through the Department's computerised library management system, Brocade/Slims. The system is supported by the State Information Technology Agency (SITA) in partnership with Belgian agency CIPAL (The Centre of Informatics in the Province of Antwerp and Limburg).

Resource sharing

While all materials are acquired with each library's immediate community in mind, no library can provide all materials that may be requested. Therefore inter-library loans amongst libraries within the City are used to obtain materials that are beyond the scope of a library's collection.

Stock is a system-wide resource rather than the property of a single service point.

Library patrons are assisted in locating the most convenient holding libraries, in the event of items not being available through inter-library loan.

Within LIS, the widest possible use of resource sharing is encouraged, with the following exceptions allowed:

Adult and Juvenile Fiction:

- Libraries are not obliged to make new acquisitions available on inter-library loan for 6 months after the accession date showing on the Library Management System.

Adult and Juvenile Non-Fiction:

- Materials in Reference Collections
- Materials in Study Collections

Periodicals

- for 3 months after issue date

Audio-visual materials

- not available on inter-library loan due to fragility of format and size of existing collections

Materials not available within the Department may be requested on national inter-library loan, as long as the request conforms to the National Inter-Library Code. In summary this stipulates that

- Fiction may not be requested unless it can be considered to be literature
- Each member institution may identify selected materials not for loan (primarily materials in Reference collections, rare and irreplaceable items, items with licensing or copyright restrictions on their use, items that cannot be transported or mailed).

The full Code is available on request from the WCPLS Interloans Department or from the City's Collection Development Officer.

Stock maintenance and security

Stock management is central to library culture and procedures. Given that library materials are valuable, both intrinsically and in financial terms, various measures are in place to protect them which are implemented by staff at all levels as part of day-to-day routines

1. wherever the physical format allows, plastic covers and other forms of protective stationery are applied before materials are made available
2. materials are clearly marked and identifiable as belonging
 - to the Western Cape Provincial Library Service
 - to the City of Cape Town Library and Information Department
3. as far as possible, ongoing cleaning and repairs are made as part of day-to-day library routines
4. stocktakings of materials provided by WCPLS are carried out on a 4 yearly rotational basis, and losses paid for within an agreed acceptable loss level of ,75% per annum. Stocktakes of LIS

materials are conducted concurrently for the purpose of controlling LIS stock and writing off missing items.

5. Electronic anti-theft detection devices are employed in the majority of libraries

However, the most effective means of preserving library resources depends on the care and the honesty of library users. All users are urged to consider the noble principles of free and unencumbered access that underlies the provision of public library materials, and to share and care for all materials at all times.

Withdrawal of stock

Just as the selection and acquisition of new materials is an ongoing activity designed to ensure a continuous flow of new, relevant materials into each library, so too is the withdrawal or de-selection of stock an ongoing activity designed to maintain each library's collection in condition aligned to the level of service it is required to provide.

Responsibility for decisions around stock withdrawal lies primarily with library staff working within individual communities, to be carried out within the supporting structures and processes at Provincial and City levels.

Withdrawal criteria

Materials need to be considered in relation to the following criteria, but decisions to withdraw must always be made in relation to maintaining the integrity of the overall collection.

Quality criteria:	Out of date – information is now factually incorrect or misleading Availability of sufficient better material in the collection
Relevance criteria:	Superseded by a new edition or better factual source Obsolete – content no longer of interest Proven to be of no interest or use to the community, unless of intrinsic value Multiple copies (usually fiction) that are no longer in demand
Physical criteria:	Worn out beyond mending Damaged or mutilated beyond mending Unacceptably dirty Excessive old stock that detracts from attractiveness of library's stock Space restrictions Material now available in a more appropriate format

Re-use and preservation of stock

Materials belonging to the WCPLS that have been withdrawn from stock are returned to them and are handled according to their stock retention procedures.

The Province maintains Stores of withdrawn materials that are still in reasonable condition and still of sufficient value that they have the potential to serve as replacement or supplementary stock, or to be utilised to assist with building up a core stock in new facilities.

As regards materials owned by the City, given the requirements of space and personnel associated with maintaining an extensive supplementary stock of withdrawn materials, and the availability of supplementary stock from the WCPLS, LIS does not maintain a centralised store of surplus materials. Libraries are however encouraged to use scheduled meetings and their internal e-mail facilities to notify other libraries in the system of opportunities to transfer stock that may still be of use to another community.

Disposal of library materials

Materials owned by the WCPLS are disposed of according to their internal regulations and processes.

As regards the disposal of City-owned materials, the Department is governed by the terms of the Municipal Finance Management Act (MFMA) in respect of the disposal of public assets.

Library materials are defined as assets; the options available to dispose of assets are

- at **auction** via Supply Chain Management / Stores and Inventory: Assets
- by **pulping** via a waste paper contractor

In terms of the MFMA, **donation** of public assets is not allowed, except by means of deviations approved by the City Manager. In the case of the LIS these allow

- the sale of withdrawn library materials originally received as donations, by Friends of the Library organisations, in support of library fundraising initiatives
- donation of withdrawn library materials to pre-approved community-based organisations operating within the City of Cape Town. More information is available from each library or the Collection Development Officer.