

Auckland Libraries

Collection Development Policy



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Auckland Council
Libraries
Ngā Pātaka Kōrero o Tāmaki Makaurau

Auckland Libraries Collection Development Policy

Auckland Libraries: Connected communities acknowledging the mana of each and every Aucklanders.

This policy is a revision of the 2013 Auckland Libraries Collection Development Policy. The style has been updated to make it more concise, bilingual headings added, descriptions updated, linked documents checked to ensure details were correct and all hyperlinks updated. Changes to section 5 'Our Principles | Ngā Mātāpono' were to the wording and not the intent, with a Treaty of Waitangi principle added.

December 2020

Contents | Kikokiko

1.	Purpose Kikokiko	3
2.	Background Kōrero o muri	3
3.	Auckland Libraries' collections Te kohikohinga o Ngā Pātaka Kōrero o Tāmaki Makaurau	3
4.	Scope Hōkaitanga	4
4.1	Exclusions.....	5
5.	Our principles Ngā Mātāpono	5
5.1	We provide collections that reflect Auckland's diverse communities	5
5.2	We are committed to Matāuranga Māori (Māori knowledge)	6
5.3	We are committed to the principle of freedom of access to information.....	6
5.4	We purchase and manage the collections to provide best value for Aucklanders	6
6.	Collection management guidelines Rārangi tohutohu whakahaere kohinga taonga.....	7
6.1	Selection criteria	7
6.2	Collection donations	7
6.3	Collection evaluation.....	8
6.4	Storage and transfer	8
6.5	Deselection and disposal.....	8
6.6	Preservation.....	8
6.7	Processing.....	8
7.	Related documents Ngā puka whaitake	9
8.	Appendices Ngā ĀpitiHanga.....	11
	Appendix 1 – Glossary Kuputaka	11
	Appendix 2 – Auckland Libraries universal access principles	13
	Appendix 3 – IFLA Statement on Privacy in the Library Environment	14
	Appendix 4 – IFLA Statement on Libraries and Intellectual Freedom.....	16
	Appendix 5 – UNESCO Public Library Manifesto	17

1. Purpose | Kikokiko

This policy will guide the acquisition, development, and management of the collections held by Auckland Council's libraries, to:

- improve the quality and relevance of the collections to all customers
- maximise value in both current and long-term purchases
- strengthen and preserve the collections for future generations
- define legal requirements and responsibilities for Auckland Libraries.

2. Background | Kōrero o muri

Auckland Council is New Zealand's largest local authority, covering a geographical area of 1100km². Auckland is home to around a third of New Zealand's population – an estimated 1.6 million people. It is a vibrant multicultural city made up of more than 220 different ethnicities. 28 per cent of residents identify as Asian. Auckland is the city with the largest number of Māori and Pacific peoples in the world.

Auckland Libraries is the largest public library system in Australasia. Services are delivered through 55 libraries, five mobile libraries and the library website. The libraries are located across the Auckland region from Wellsford in the north to Waiuku in the south, and on Waiheke and Great Barrier islands. The libraries also support volunteer-run rural libraries in the region.

Auckland Libraries' purpose is to connect the diverse communities and people of Auckland with each other and with the world of information and ideas, providing opportunities for growth and enjoyment through inspiration, innovation, and creativity. We strive for inclusiveness, acknowledging the mana of each and every Aucklander.

3. Auckland Libraries' collections | Te kohikohinga o Ngā Pātaka Kōrero o Tāmaki Makaurau

There are over 2.7 million physical items in Auckland Libraries' collections, as well as over 100 databases, and over 300,000 eBooks and eAudiobooks provided through our eCollections. The collections are managed as one, with customers able to borrow from, and return items to, any Auckland library.

Some resources are stored in closed access, mostly in the basement of the Central City Library. These resources add significantly to the depth and breadth of the library collections and can be retrieved by staff for customer in-house use or borrowing.

The library has many collections and taonga which are distinct and unique, including the following:

- Heritage and Research collections – these collections are of enduring local, regional, national, and/or international significance and contribute to the cultural, educational, and economic life of Aucklanders. The collections attract interest for scholarly research and learning both within New Zealand and internationally. These collections are held in four research centres, Corporate Records and Archives, and the Heritage Collections, Auckland Central City Library. They include documents about the civic history of Auckland. Auckland Libraries are increasingly providing digital access to them through Kura Heritage Collections Online.
- Māori collections – these collections are held in all libraries, with significant collections in the heritage research centres and the Heritage Collections, Auckland Central City Library.
- Pacific collections – this material is available at most libraries, particularly in libraries where Pacific communities are concentrated. There are also Pacific resources in the research centres and the Heritage Collections, Auckland Central City Library.
- Community language collections represent languages spoken by Auckland communities. These collections are held at select libraries. All libraries hold material in Chinese.
- Digital collections
 - Kura Heritage Collections Online (digitised material from Auckland Libraries' collections, including digital archives and historical photographs).
 - Databases (e-journals, and full-text databases).
 - eCollections (eBooks, eAudiobooks, eMagazines and eNewspapers).
- Music collections – the Central City Library houses significant collections of sheet music and recorded music. Heritage Collections, Auckland Central City Library also holds heritage music materials.
- Corporate Library – provides in-depth research and document supply for Council staff and elected representatives.

4. Scope | Hōkaitanga

This policy applies to the Auckland Libraries' collections spanning 55 libraries, five mobile libraries and the Digital collections.

The Collections Plan and individual content selection policies are for operational use and provide further detail about the specific collections.

The heritage and research collection management policies and principles cover where the development, management, retention, and transfer processes for the heritage collections

differ from the current use collections. This includes the exchange of titles allowed under the terms of the Grey Collection Exchange Act 1921. ¹

4.1 Exclusions

Auckland Libraries hosts the catalogue records for the following specialist libraries, but their collection development is excluded from this policy:

- Auckland Art Gallery - EH McCormick Research Library
- Auckland Botanic Gardens
- Awataha Marae Library

Collections at volunteer-run rural libraries are also excluded from this policy.

5. Our principles | Ngā Mātāpono

5.1 We provide collections that reflect Auckland's diverse communities

This means collections that:

- Are accessible, understandable, and appealing²
- Provide open access to a broad and deep range of library materials
- Include digital formats, maximising technological advances
- Include both primary (original) and secondary materials
- Are region-wide but also reflect the history and interests of local communities
- Collect, preserve, and share Auckland's unique stories
- Prioritise New Zealand, Māori, and Pacific materials, including those in Māori and Pacific languages
- Engage children and young people in reading, learning and discovery
- Include materials in languages other than English
- Include resources that are accessible to a wide range of customers, including people with disabilities
- Provide resources in a variety of formats that are accessible to rural and urban communities and all age groups
- Maximises customer access by floating most of the lending collections

¹ Grey Collection Exchange Act 1921. See related documents.

² Auckland Libraries Access Principles and Outcomes. Appendix 2

- Are shaped by stakeholder relationships, collection usage information and customer and community feedback, as derived from surveys, suggestions, comments, and complaints.

5.2 We are committed to Matāuranga Māori (Māori knowledge)

This means Auckland Libraries:

- Recognises the unique place of Māori as tangata whenua
- Invests in collections to promote te reo Māori and to provide access to Māori knowledge, heritage, and identity
- Addresses matters regarding ownership of Māori material in the spirit of cooperation and partnership, and respecting tikanga Māori
- Honours our Treaty obligations and is committed to a treaty-based partnership with Māori.

5.3 We are committed to the principle of freedom of access to information

This means Auckland Libraries:

- Will not suppress or remove material simply because it gives offence
- Assesses and places material into age appropriate collections. Parents and caregivers are responsible for their child's selection and viewing of library materials.
- Endorses the International Federation of Library Associations and Institutions (IFLA) statements on Privacy in the Library Environment³ and Libraries and Intellectual Freedom⁴
- Endorses the UNESCO Public Library Manifesto⁵
- Complies with the Films, Videos and Publications Act 1993⁶
- Complies with the Copyright Act 1994 and subsequent amendments⁷
- Advocates for the ongoing protection and expansion of customer access to digital content.

5.4 We purchase and manage the collections to provide best value for Aucklanders

This means Auckland Libraries:

³ IFLA Statement on Privacy in the Library Environment. Appendix 3.

⁴ IFLA Statement on Libraries and Intellectual Freedom. Appendix 4.

⁵ UNESCO Public Library Manifesto. Appendix 5

⁶ Films, Videos and Publications Act 1993. See related documents.

⁷ The Copyright Act 1994 and Amendments: Guidelines for Librarians. See related documents.

- Maintains a region-wide and local accountability for the strategic management of collections
- Exercises fiscal responsibility in all aspects of collection development
- Maximises use and access by making library materials available for loan wherever possible
- Measures the performance of collections to ensure they deliver the objectives of this policy
- Reserves the right to make final judgement on collection development decisions.

6. Collection management guidelines | Rārangī tohutohu whakahaere kohinga taonga

6.1 Selection criteria

Auckland Libraries' current use collections are guided by our collection principles, focusing mainly on new and popular works, and incorporating the following criteria:

- customer and community demand and local interest
- continuing relevance to the wider Auckland community
- enhancing strengths and addressing gaps in the collection
- suitable library format
- the quality of the item, with reference to the average expected price.

We select multiple copies and new editions based on customer demand, anticipated popularity and standing orders.

Auckland Libraries does not generally purchase textbooks, abridged items, or workbooks.

The Heritage Collections, Auckland Central City Library have mainly been acquired through significant donations of entire collections. Their selection criteria are focussed on the enhancement of these collections. These criteria are described in the heritage and research collection management policies.

6.2 Collection donations

- Auckland Libraries will accept donated works on the understanding that they will be included in the collection only if required and meet the collection criteria. Donations that do not meet the collection criteria will be disposed of.
- Auckland Libraries will officially acknowledge significant donations to the heritage and research collections.

6.3 Collection evaluation

- Auckland Libraries collections are attractive and appealing to customers.
- Auckland Libraries undertakes regular assessment of the relevance, age, and condition of current use collections.
- Auckland Libraries may replace collection material which is in poor condition but remains popular.

6.4 Storage and transfer

- Auckland Libraries stores older items of lasting value, and items with ongoing demand.
- Auckland Libraries may transfer older items to heritage collections.

6.5 Deselection and disposal

- Library staff have the delegated authority to dispose of library collection items according to our guidelines. Materials that are no longer required may be donated, sold, recycled, or otherwise disposed of.
- Heritage and research collections are an appreciating asset and are valued on a regular basis. Auckland Libraries does not deselect or dispose of heritage and research collections except in exceptional circumstances.

6.6 Preservation

- Auckland Libraries is committed to the long-term preservation of the heritage collections.
- Auckland Libraries balances the need for community access with its responsibility to preserve the heritage collections for future generations.
- Auckland Libraries uses digitisation to provide sustainable access to heritage resources.

6.7 Processing

- Current use items are processed as required to ensure the attractiveness and longevity of items for customer use.
- Any identifying labels on library collections will be consistent and designed for ease of customer understanding and use.

7. Related documents | Ngā puka whaitake

The table below lists related documents and provides a brief description of the content of each.

Title	This document covers
Auckland Libraries Te Kauroa – Future Directions 2013-2023	Te Kauroa - Future Directions is a strategic plan outlining what we will focus on over the 10 years to 2023. It provides a framework for our planning and development and determines our priorities in contributing to the vision and outcomes of The Auckland Plan.
The Auckland Plan 2050	The Auckland Plan 2050 sets the direction for how Auckland will grow and develop over the next 30 years. It responds to the key challenges we face today – high population growth, sharing prosperity among all Aucklanders, and reducing environmental damage.
The Schedule of Issues of Significance to Māori in Tāmaki Makaurau and The Māori Plan 2017	The Schedule of Issues of Significance to Māori in Tāmaki Makaurau (IOS) is a statutory document prepared by the Independent Māori Statutory Board (the Board) to promote and advocate to Auckland Council for and on behalf of Māori in Tāmaki Makaurau. The Māori Plan for Tāmaki Makaurau is a 30-year plan designed to address issues of significance to Māori.
Auckland Libraries Collections Plan	Auckland Libraries Collection Development Policy informs the Collections Plan. The Collection Plan is for staff use and guides the development of individual collections, including the selection, purchase, delivery, retention, storage, preservation, and disposal of the collections.

<p>Draft Memorandum of Understanding: Definition of Council and Community Archives and Identification, review and transfer of collections between Auckland Council Archives and Auckland Council Libraries [2013]</p>	<p>This memorandum of understanding between Auckland Council Archives and Auckland Council Libraries aims to define the meaning and scope of community archives, Council archives, Council publications and special collections as understood by Auckland Council Archives and Auckland Council Libraries. Further, it aims to identify the protocol for identification, review and transfer of existing community and Council archives between Auckland Council Archives and Auckland Council Libraries.</p>
<p>Grey Collection Exchange Act 1921</p>	<p>This act covers the transfer of books and manuscripts presented by Sir George Grey between the Auckland Public Library (now Auckland Libraries) and the South African Public Library (now National Library of South Africa).</p>
<p>The Copyright Act 1994 and Amendments: Guidelines for Librarians 7th Edition - revised October 2013</p>	<p>These guidelines are intended to provide an explanation of the provisions of the Copyright Act 1994 (as amended) and their implications for libraries, as these are understood at present by the Library and Information Association of New Zealand Aotearoa: Te Rau Herenga o Aotearoa.</p>
<p>The Films, Videos and Publications Classifications Act 1993</p>	<p>This Act consolidates and amends the law relating to the censoring of films, videos, books, and other material. The Office of Film and Literature Classification has the authority to restrict or ban publications that: “describe, depict, express or otherwise deal with matters such as sex, horror, crime, cruelty or violence in such a manner that availability of the publication is likely to be injurious to the public good”.</p>

8. Appendices | Ngā Āpiti hanga

Appendix 1 – Glossary | Kuputaka

Catalogue record

A bibliographic description of an item in a library collection.

Collection

The whole of the materials in the custody of an institution. This term can also be used to refer to a discrete set of records with a particular theme or provenance.

Collection development

The process of planning and building collections. Collection development is subject to budget allocations for new materials, and a proportion of material may be obtained via donations. Practices for current use collections will differ from those applied to heritage collections.

Collection management

This includes all activities relating to the maintenance and development of a library's collection. Practices for current use collections will differ from those applied to heritage collections.

Conservation

Conservation is one aspect of preservation and refers to interventive techniques applied as treatment to the physical form of an item to extend its life.

Copyright

Copyright is an intellectual property right which gives the owner the exclusive right to reproduce a copyright work. Copyright works include literary works (such as books, articles, and other written work), artistic works (such as paintings, sculpture, and photographs), musical works, sound recordings and films. Copyright in New Zealand is protected under the Copyright Act 1994, and there are similar laws in most countries. Copyright arises automatically with the creation of an original work (it is not necessary to 'apply' for protection), but it only protects the expression of an idea, not the idea itself. Copyright works may be reproduced in part in limited circumstances; for example, a passage from a book or film may be reproduced in a review of that book or film. Work which is not protected by copyright (for example because the rights have expired) is said to be in the 'public domain' and may be copied and used freely.

Current use collections

These are general library resources used on a day-to-day operational basis and exclude heritage collections. The collections include both print and electronic lending material, reference material and newspapers. Most of the print collections are on open shelves, although some may be in closed storage for many reasons, including space limitations. Note that some collections may be composed of a mixture of both heritage and current use items as well as physical and digital items.

Deselection

Deselection is the process of assessment of items for possible removal from the collection considering their currency, usage, and physical condition. This process does not apply to heritage items, which are generally retained permanently.

Digital or electronic resources

This includes resources that are born digital, or physical items which have been digitised, in formats such as eBooks, eMagazines, databases, and streaming video.

Floating

Floating means that if a customer returns an item to a different location from where they borrowed it, the item stays at that new location until next borrowed.

Heritage collection(s)

An umbrella term used to refer to any collection or item of historical importance, which is retained permanently at Auckland Libraries' locations around the Auckland region. The collections are held at four research centres and Heritage Collections, Auckland Central City Library, with smaller local collections held at community libraries. Collection strengths include local history, family history, New Zealand, Māori, and Pacific resources, in a range of formats.

Material (items, resources)

'Material' can be a variety of formats, both print and non-print, including books, magazines, pamphlets, maps, manuscripts, audio-visual and electronic resources.

Preservation

The term preservation covers all matters, including preventive measures, storage, disaster planning and accommodation provisions, policies, reformatting, and treatments that are involved in extending the physical life of an item or the information contained in it.

Primary and secondary material

Primary source materials are original documents such as manuscripts, photographs, maps, letters, and first-hand accounts. These materials provide first-hand evidence of historical events. Secondary source materials are a summary, interpretation, or analysis of the primary source.

Reference (also known as 'not for loan')

Not for loan items are those items that Auckland Libraries has decided will not be available for customers to borrow or remove from the library, which means they are not part of the lending collections.

Selection

The process of deciding which materials should be added to a library collection.

Transfer

Movement of items from one collection to another, as prescribed by a set of guidelines. For example, the movement of a book from the general current use lending collections to the heritage collections.

Appendix 2 – Auckland Libraries universal access principles

These principles form part of [Auckland Libraries' Te Kauroa – Future Directions](#), which was approved by the Auckland Council Regional Development and Operations Committee in December 2012.

Principle 1: Universally accessible – A place for me, open for everyone

Available, flexible, inclusive, multidimensional, and equitable

Outcomes

- All Aucklanders should have identical means of access to library services where possible, equivalent where not
- Libraries should use targeted programmes and flexible service options to increase the relevance of libraries to all the diverse communities of Auckland
- All libraries whether urban, mobile, digital, and rural, should be able to understand who makes up their customer base, and how best to serve them.

Principle 2: Universally understandable – A world of ideas arranged simply

Understandable, intuitive, useable, considered, elegant

Outcomes

- Minimise complexity for all customers so that libraries are easy to do business with
- Notice when customers interact with services in unexpected or unintended ways, and adapt our service to accommodate or respond with an informative explanation
- Create easy ways for customers to talk with us and share their ideas and create opportunities for innovation together.

Principle 3: Universally appealing – To connect with my family, my community, and our future

Inspiring, dynamic, inviting, attractive, world-class

Outcomes

- Contribute to a great customer experience by making all facilities and spaces easy to find and inspiring to visit.
- Create appeal by balancing form with function in all services and programming. Ensuring that neither is more important than the other will help Auckland Libraries design an inspiring world-class service that is inclusive for all.

Appendix 3 – [IFLA Statement on Privacy in the Library Environment](#)

Statement endorsed by the IFLA Governing Board on 14 August 2015.

Introduction

The rapid advancement of technology has resulted in increasing privacy implications for library and information services, their users, and society. Commercial Internet services, including those used to deliver library and information services, collect extensive data on users and their behaviour. They may also sell data about their users to third parties who then act on the data to deliver, monitor, or withhold services. Using identification and location technology, governments and third parties can analyse a library user's communication and activities for surveillance purposes or to control access to spaces, devices, and services.

Excessive data collection and use threatens individual users' privacy and has other social and legal consequences. When Internet users are aware of large-scale data collection and surveillance, they may self-censor their behavior due to the fear of unexpected consequences. Excessive data collection can then have a chilling effect on society, narrowing an individual's right to freedom of speech and freedom of expression as a result of this perceived threat. Limiting freedom of speech and expression has the potential to compromise democracy and civil engagement.

Privacy as a right

Freedom of access to information and freedom of expression, as expressed in Article 19 of the Universal Declaration of Human Rights, are essential concepts for the library and information profession. Privacy is integral to ensuring these rights.

Privacy is defined as a human right in Article 12 of the Universal Declaration that states, "No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation." Privacy is essential to enable access and use of information without fear of consequences. Electronic surveillance, interception of digital communications and mass collection of personal data negatively impact on freedom of expression and freedom of information. In recognition of this, the United Nations General Assembly in 2013 and 2014 adopted resolutions on the "Right to privacy in the digital age," calling all countries to "respect and protect the right to privacy, including in the context of digital communication."

Privacy in libraries

Individual library and information service policies traditionally value privacy and confidentiality for users. These principles are reflected in the IFLA Internet Manifesto as a specific statement: "Library and information services ...have a responsibility to... strive to ensure the privacy of their users, and that the resources and services that they use remain confidential." The IFLA Code of Ethics identifies respect for personal privacy, protection of personal data, and confidentiality in the relationship between the user and library or information service as core principles.

Users' privacy in libraries has become widely challenged. Commercial content and service providers used by library and information services may collect data on users' activities, communications, and transactions or require that libraries collect data as a condition of providing their content or services. Cloud-based library systems may transfer and store users' data outside of the library or information service. When library and information services offer services on mobile devices, the services may collect identity and location data, track the use of the library or information service, and share the data with third parties.

Library and information services have the opportunity to make independent decisions about local system and data management. Library and information services can decide what kind of personal data they will collect on users and consider principles of data security, management, storage, sharing and retention. They can negotiate with commercial service providers to ensure the

protection of users' privacy, refuse to acquire services that collect excessive data, or limit the use of technologies that could compromise users' privacy. However, library and information services' opportunities to influence, regulate or gain reliable knowledge of the data collection practices of commercial vendors or government institutions may be limited.

Recommendations

- Library and information services should respect and advance privacy both at the level of practices and as a principle.
- Library and information services should support national, regional and international level advocacy efforts (e.g. by human rights and digital rights organisations) to protect individuals' privacy and their digital rights and encourage library professionals to reflect on these issues.
- Library and information services should reject electronic surveillance and any type of illegitimate monitoring or collection of users' personal data or information behaviour that would compromise their privacy and affect their rights to seek, receive and impart information. They should take measures to limit collection of personal information about their users and the services that they use.
- While government access to users' data and data surveillance cannot be completely avoided, library and information services should ensure that intrusion in users' information or communications by government is based on legitimate principles for such practices and necessary and proportionate to legitimate aims (e.g. described in "International Principles on the Application of Human Rights to Communications Surveillance").
- When library and information services provide access to resources, services or technology that may compromise users' privacy, libraries should encourage users to be aware of the implications and provide guidance in data protection and privacy protection.
- Library and information services should support their users' ability to make informed choices, take legitimate actions and weigh risks and benefits in their communications and use of services on the Internet.
- Data protection and privacy protection should be included as a part of the media and information literacy training for library and information service users. This should include training on tools to use to protect their privacy.
- The education of library and information professionals should include data and privacy protection principles and practices in a networked environment.

Appendix 4 – [IFLA Statement on Libraries and Intellectual Freedom](#)

Statement prepared by IFLA/FAIFE and approved by The IFLA Executive Board on 25 March 1999, The Hague, Netherlands

IFLA (The International Federation of Library Associations and Institutions) supports, defends and promotes intellectual freedom as defined in the United Nations Universal Declaration of Human Rights.

IFLA declares that human beings have a fundamental right to access to expressions of knowledge, creative thought, and intellectual activity, and to express their views publicly.

IFLA believes that the right to know and freedom of expression are two aspects of the same principle. The right to know is a requirement for freedom of thought and conscience; freedom of thought and freedom of expression are necessary conditions for freedom of access to information.

IFLA asserts that a commitment to intellectual freedom is a core responsibility for the library and information profession.

IFLA therefore calls upon libraries and library staff to adhere to the principles of intellectual freedom, uninhibited access to information and freedom of expression and to recognize the privacy of library user.

IFLA urges its members actively to promote the acceptance and realization of these principles. In doing so, IFLA affirms that:

- Libraries provide access to information, ideas and works of imagination. They serve as gateways to knowledge, thought and culture.
- Libraries provide essential support for lifelong learning, independent decision-making and cultural development for both individuals and groups.
- Libraries contribute to the development and maintenance of intellectual freedom and help to safeguard basic democratic values and universal civil rights.
- Libraries have a responsibility both to guarantee and to facilitate access to expressions of knowledge and intellectual activity. To this end, libraries shall acquire, preserve and make available the widest variety of materials, reflecting the plurality and diversity of society.
- Libraries shall ensure that the selection and availability of library materials and services is governed by professional considerations and not by political, moral and religious views.
- Libraries shall acquire, organize, and disseminate information freely and oppose any form of censorship.
- Libraries shall make materials, facilities, and services equally accessible to all users. There shall be no discrimination due to race, creed, gender, age or for any other reason.
- Library users shall have the right to personal privacy and anonymity. Librarians and other library staff shall not disclose the identity of users or the materials they use to a third party.
- Libraries funded from public sources and to which the public have access shall uphold the principles of intellectual freedom.
- Librarians and other employees in such libraries have a duty to uphold those principles.
- Librarians and other professional libraries staff shall fulfil their responsibilities both to their employer and to their users. In cases of conflict between those responsibilities, the duty towards the user shall take precedence.

Appendix 5 – UNESCO Public Library Manifesto

A gateway to knowledge

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.

UNESCO therefore encourages national and local governments to support and actively engage in the development of public libraries.

The Public Library

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. Specific services and materials must be provided for those who cannot, for whatever reason, use the regular services and materials, for example linguistic minorities, people with disabilities or people in hospital or prison.

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.

Missions of the Public Library

The following key missions which relate to information, literacy, education, and culture should be at the core of public library services:

1. creating and strengthening reading habits in children at an early age.
2. supporting both individual and self-conducted education as well as formal education at all levels.
3. providing opportunities for personal creative development.
4. stimulating the imagination and creativity of children and young people.
5. promoting awareness of cultural heritage, appreciation of the arts, scientific achievements and innovations.
6. providing access to cultural expressions of all performing arts.
7. fostering inter-cultural dialogue and favouring cultural diversity.
8. supporting the oral tradition.
9. ensuring access for citizens to all sorts of community information.

10. providing adequate information services to local enterprises, associations, and interest groups.
11. facilitating the development of information and computer literacy skills.
12. supporting and participating in literacy activities and programmes for all age groups and initiating such activities if necessary.

Funding, legislation and networks

The Public Library shall in principle be free of charge. The public library is the responsibility of local and national authorities. It must be supported by specific legislation and financed by national and local governments. It has to be an essential component of any long-term strategy for culture, information provision, literacy and education.

To ensure nationwide library coordination and cooperation, legislation and strategic plans must also define and promote a national library network based on agreed standards of service.

The public network must be designed in relation to national, regional, research and specific libraries as well as libraries in schools, colleges and universities.

Operation and management

A clear policy must be formulated, defining objectives, priorities and services in relation to the local community needs. The public library has to be organized effectively and professional standards of operation must be maintained.

Cooperation with relevant partners - for example, user groups and other professionals at local, regional, national as well as international level - has to be ensured.

Services have to be physically accessible to all members of the community. This requires well situated library buildings, good reading and study facilities, as well as relevant technologies and sufficient opening hours convenient to the users. It equally implies outreach services for those unable to visit the library.

The library services must be adapted to the different needs of communities in rural and urban areas.

The librarian is an active intermediary between users and resources. Professional and continuing education of the librarian is indispensable to ensure adequate services.

Outreach and user education programmes have to be provided to help users benefit from all the resources.