

Auckland Libraries

Collection Development Policy

April 2013



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**Auckland
Council**
Te Kaunihera o Tāmaki Makaurau



Auckland Libraries Collection Development Policy

Auckland Libraries: your place of imagination, learning and connection

1. Purpose

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 posterity
- define legal requirements and responsibilities for Auckland Libraries.

2. Background

In November 2010, the previous eight councils in Auckland amalgamated to form Auckland Council. Auckland is New Zealand's largest local authority, covering a geographical area of 1100km² and is home to around a third of New Zealand's population – an estimated 1.5 million people. It is a vibrant cosmopolitan city made up of more than 180 different ethnicities, and is the city with the largest number of Māori and Pacific peoples in the world.

The Libraries and Information Department, known as Auckland Libraries, is the largest public library system in Australasia. Services are delivered through 55 libraries, four 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 Great Barrier and Waiheke islands. The libraries also provide collection support to the 14 rural libraries in the region.

Auckland Libraries' purpose is to connect the diverse communities and people of Auckland with the world of information and ideas, providing opportunities for growth and enjoyment through inspiration, innovation and creativity.

3. Auckland Libraries' collections

There are over 3.5 million items in Auckland Libraries' collections and over 100 databases provided through the digital library. The collections are managed as one, with requests filled regionally and customers able to borrow and return items at any of the Auckland libraries.

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 a number of collections or taonga which are distinct and unique, including the following.

- Heritage and Research collections – these collections are of enduring local, regional, national and international significance and contribute to the cultural, educational and economic life of Aucklanders. They attract interest for scholarly research and learning both within New Zealand and internationally. The collections are held in the four research centres around the region and the Sir George Grey

Special Collections. They include documents about the civic history of Auckland. Auckland Libraries are increasingly giving access to them online.

- Māori collections – these collections are held in the majority of libraries across the region with significant collections in the heritage research centres and the Sir George Grey Special Collections.
- Pacific collections – this material is available at the majority of libraries across the region, particularly in community libraries with a strong Pacific catchment. There are also Pacific resources in some of the research centres and the Sir George Grey Special Collections.
- Digital Library – provides digitised material from Auckland Libraries' collections, including digital archives and historical photographs as well as purchased databases, eBooks and eAudiobooks.
- Music collections – the Central City Library houses nationally significant collections of sheet and recorded music. The sheet music collection includes choral and orchestral sets, vocal scores, librettos, music with parts, full scores and miniature scores. Sir George Grey Special Collections also holds heritage music materials.
- Corporate Library – provides in-depth work-related research and document supply for both council staff and elected representatives.

4. Scope of this policy

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

Individual collection management policies will provide further detail about the specific collections.

The heritage and research collection management policies and principles will document where the development, management, retention and transfer processes for the heritage collections differ from the current use collections, such as the exchange of titles allowed under the terms of the Grey Collection Exchange Act 1921.¹

4.1 Exclusions

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

- Awataha Marae Library
- Michael King Writer's Centre Library
- the EH McCormick Research Library at the Auckland Art Gallery.

Voluntary rural libraries are also excluded from this policy. Currently most of the rural libraries are supported by a variety of loan or purchase arrangements. These arrangements will continue until we undertake future planning with communities around facilities and services for rural areas.

¹ Grey Collection Exchange Act 1921. See related documents.

5. Guiding principles

5.1 Auckland Libraries will provide collections that reflect Auckland's diverse communities

- Collections which are accessible, understandable and appealing.²
- Open access to a broad and deep range of library materials.
- Collections in digital format, maximising technological advances.
- Collections including both primary (original) and secondary materials.
- A region-wide collection that also reflects the history and interests of local communities.
- Auckland's unique stories are collected, preserved and shared.
- Prioritising the collection of New Zealand, Māori and Pacific materials, including those in Māori and Pacific languages.
- Collections which engage children and young people in reading, learning and discovery.
- Collections to meet the needs of Auckland's diverse communities, including materials in a number of languages other than English.
- Resources accessible for a wide range of customers, including those with disabilities. Amongst other formats, digital resources will increasingly be the means to deliver this access.
- Resources in a variety of formats that are accessible to rural and urban communities and all age groups.
- Customer access maximised by floating the majority of the lending collections. This 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.
- Collections shaped by stakeholder relationships, collection usage information and customer and community feedback derived from surveys, suggestions, comments and complaints.

5.2 Auckland Libraries is committed to Matāuranga Māori (Māori knowledge)

- Auckland Council recognises the unique place of Māori as tangata whenua, the indigenous people of Aotearoa New Zealand.
- The library will invest in the breadth and richness of collections to promote te reo Māori and to provide access to Māori knowledge, heritage and identity for Māori and for everyone who seeks this information through libraries.

² Auckland Libraries Access Principles and Outcomes. Appendix 2

- The library will address matters regarding ownership of Māori material in a manner characterised by cooperation and partnership and which respects tikanga Māori.

5.3 Auckland Libraries is committed to the principle of freedom of access to information

- The library will not suppress or remove material simply because it gives offence.
- The library assesses and places material into age appropriate collections. Parents and caregivers are responsible for their child's selection and viewing of library materials.
- The library endorses the Library and Information Association of New Zealand Aotearoa (LIANZA) statements on Access to Information³ and Intellectual Freedom.⁴
- The library is guided by the International Federation of Library Associations and Institutions Statutes, and the UNESCO Public Library Manifesto.⁵
- The library complies with the Films, Videos and Publications Act 1993.
- The library complies with the Copyright Act 1994 and subsequent amendments.⁶
- The library will advocate for the ongoing protection and expansion of customer access to digital content.

5.4 Auckland Libraries will purchase and manage the collections to provide best value for the people of Auckland

- The library maintains a region-wide and local accountability for the strategic management of collections.
- The library exercises fiscal responsibility in all aspects of collection development.
- The library will maximise use and access by making library materials available for loan wherever possible.
- The library will measure the performance of collections to ensure they deliver the objectives of this policy.
- The library reserves the right to make final judgement on collection development decisions.

³ LIANZA Statement on Access to Information. Appendix 3.

⁴ LIANZA Statement on Intellectual Freedom. Appendix 4.

⁵ UNESCO Public Library Manifesto. Appendix 5

⁶ The Copyright Act 1994 and Amendments: Guidelines for Librarians. Related Documents.

6. Collection management guidelines

6.1 Selection criteria

Auckland Libraries' current use collections will be driven by the guiding principles, focus mainly on new and popular works, and will incorporate the following criteria:

- responding to 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.

Multiple copies and new editions are selected based on customer demand, anticipated popularity and/or already prescribed standing orders.

The library does not generally purchase textbooks, abridged items or workbooks.

The Sir George Grey Special Collections have mainly been acquired through significant donations of entire collections with selection criteria focussing on enhancement of these collections. These criteria are described in the heritage and research collection management policies.

6.2 Collection donations

- The library 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.
- The library will officially acknowledge significant donations to the heritage and research collections.

6.3 Collection evaluation

- Library collections will be attractive and appealing to customers.
- The library will undertake regular assessment of the relevance, age and condition of current use collections.
- The library will attempt to replace collection material which is in poor condition but remains popular.
- The library will review collection material that is either in poor condition, not current or no longer popular and will retain, transfer or deselect it as we consider appropriate.

6.4 Storage and transfer

- The library will move to storage older items of lasting value, or in diminished but still evident demand. More specific collection storage criteria are detailed in the relevant collection management policies.
- Items older than eighty years may be transferred to the heritage collections. More specific criteria for the transfer of material from current use to heritage collections will be detailed in the relevant current use and heritage and research collection management policies.

6.5 Deselection and disposal

- Library staff have the delegated authority to dispose of library collection assets following guidelines.
- Deselection and disposal guidelines for individual collections are detailed in the relevant collection management policy.
- Materials that are no longer required may be:
 - given to the voluntary rural libraries of the Auckland region
 - donated to Pacific Island libraries
 - given to other libraries including school libraries
 - donated to institutions such as rest homes, hospitals and prisons
 - sold to the public at book sales
 - recycled or otherwise disposed of.
- Heritage and research collections are an appreciating asset and are valued on a regular basis. The library does not deselect or dispose of heritage and research collections except in exceptional circumstances.

6.6 Preservation

- The library is committed to the long-term preservation of the heritage collections.
- The library will balance the need for community access with its responsibility to preserve the heritage collections for posterity.
- The library will use digitisation to provide sustainable access to heritage resources.

6.7 Processing

- Current use items will be covered, strengthened, bound or otherwise 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.

Related documents:

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

Title	This document covers
Auckland Plan	<p>The Auckland Plan is a strategy to guide Auckland's future over the next 30 years. It addresses a multitude of challenges facing Auckland, for example transport and housing shortages, giving children and young people a better start, creating jobs in a growing economy, protecting the land and marine environment, and improving the quality of our urban surroundings.</p> <p>The plan covers actions to be undertaken by multiple stakeholders in the development of Auckland.</p> <p>Auckland Council's Governing Body adopted the plan on 29 March 2012.</p> <p>Link to The Auckland Plan</p>
Long-term Plan 2012-2022	<p>This 10-year plan reflects what is important to Aucklanders, captured through various consultations and submissions. It incorporates some new initiatives which have come out of consultation on the local board plans and Auckland Plan in 2011.</p> <p>This plan includes the activities and services provided by Auckland Council and, where appropriate, the activities and services provided by those entities that comprise the Auckland Council group entity (including all subsidiaries, associates and joint venture arrangements).</p> <p>Link to Long-term Plan 2012-2022</p>
The Māori Plan for Tāmaki Makaurau, Independent Māori Statutory Board	<p>The Māori Plan for Tāmaki Makaurau is a 30-year plan designed to address issues of significance to Māori.</p>
Auckland Libraries Te Kauroa – Future Directions 2013-2023	<p>Te Kauroa – Future Directions outlines the strategic plan for Auckland Council's library service over the next 10 years. It articulates the role that libraries will play in helping to make Auckland the world's most liveable city, and identifies how libraries will evolve to ensure services remain relevant in an ever-changing socio-economic environment.</p>

Auckland Libraries and Information Asset Management Plan 2012-2022	The asset management plan spans a 10-year timeframe from 2012 to 2022 and covers all major asset-based activities including collections.
Auckland Libraries Business Plan	The Auckland Libraries' business plan document offers a department overview, a current performance summary, and key focus areas and objectives for the current financial year. The appendices provide a high-level and detailed department action plan outlining actions business units will take each year to accomplish our objectives.
Auckland Libraries Heritage and Research Digital Content Plan, 2011-15	The digital content plan provides the scope, historical background and principles which guide the planned digitisation work for the period starting 2011 and ending 2015. It also includes a breakdown of the proposed projects with project details and budgets, which we update regularly.
Auckland Libraries collection management policies	<p>A set of policies to guide the development of individual collections, including the selection, purchase, delivery, retention, storage, preservation and disposal of the collection.</p> <p>These policies will follow the overall direction of the Auckland Libraries Collection Development Policy and will be used in conjunction with a set of process documents.</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]	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.
Grey Collection Exchange Act 1921	<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><u>Grey Collection Exchange Act 1921</u></p>
The Copyright Act 1994 and Amendments: Guidelines for Librarians.	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.

7 th Edition - revised May 2011	Lianza Copyright Guidelines – May 2011
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Appendix 1 – Glossary of terms

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 a number of 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 taking into account currency, usage and physical condition. This process does not generally apply to heritage items, which are mainly retained permanently.

Digital or electronic resources

Books, periodicals and other information resources published in digital form. This includes both born digital and those physical items which have been digitised. Formats include: databases, e-journals, full-text databases published on the internet, eBooks and CD-ROMs. Some electronic or online resources may not have a printed equivalent. A number of external internet publications require a subscription to obtain access and some may only be accessible from within the library (including heritage resources such as Ancestry.com).

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 majority of the heritage collections are held at the four research centres and Sir George Grey Special Collections, with smaller local collections held at community libraries. Materials come in a wider variety of different formats and collection strengths include: local history, family history, New Zealand, Māori and Pacific resources.

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 – LIANZA Statement on Access to Information

Statement adopted by the Council of the New Zealand Library Association, May 11, 1978.

Revised statement adopted by the Council of the Library and Information Association of New Zealand Aotearoa November 17, 2002.

The Library and Information Association of New Zealand Aotearoa asserts that:

1. Free circulation of information safeguards our democratic society.
2. The members of our society have a fundamental right of access to information.

A basic right of citizens in a democratic society is access to information on matters which affect their lives. At times the interests of the individual have to be subordinated to the interests of the community in such matters as development of energy and mineral resources, industry, town planning, transportation etc. Citizens have a right to be informed of the facts involved and to participate in the decision-making process, e.g. when activities such as massive alterations to the landscape and its use are proposed. The right to be informed, to be consulted, and to intervene is essential and fundamental to the democratic process. The Association recommends that web based information should comply with W3C guidelines⁷.

3. Equally, members of our society have a right to privacy and to protection from misuse and exploitation of information.

A balancing right to that of access to information is that of the community as a whole, and of its members, not to suffer from the misuse and exploitation of the freedom of access to information. There is a growing trend to store information relating to individuals in centralised computer data bases. This undoubtedly facilitates the activities of administration, law enforcement, commerce, and industry, but citizens must be assured that information relating to them is not detrimental to their interests through inaccuracy or through exposure to the scrutiny of those who have no proper interest in it.

4. It is a basic function of democratic government to ensure and balance these at times contradictory rights: that citizens are not denied access to information and that their privacy is protected.

Those who govern must ensure that citizens are not impeded in access to information touching themselves as individuals or as members of the community, and that they are protected from inaccuracy and improper exploitation of information.

5. Information providers should demonstrate a commitment to responsibilities under the Treaty of Waitangi. Staff providing information should be familiar with basic protocol and tikanga and have some understanding of te reo Māori.

⁷ See <http://www.w3.org/TR/WAI-WEBCONTENT/> The guidelines discuss accessibility issues and provide accessible design solutions. They address typical scenarios that may pose problems for users with disabilities such as vision, hearing, physical disability, etc.

6. Libraries, and particularly public libraries, are prime agencies for the dissemination of information. Librarians have a duty to acquire, organise, and provide access to information freely to the communities they serve.

The basic aim of library services is the acquisition, organisation, and circulation of information. Librarians have a duty to fulfill this aim, particularly as it relates to the collection, organisation, and circulation of information on matters which affect individual members of the community or the community as a whole. The Library and Information Association of New Zealand Aotearoa supports all measures which will improve the ability of libraries to serve as public access points for information.

7. Funders of information providers should provide adequate financial support to ensure that the special needs of disabled people, when accessing information, are met.
8. Government agencies – national and local, Parliament, State Departments, public corporations, and other authorities – have a duty to make reports and other documents widely available for consideration by all citizens free of charge. The key way of doing this is to use the existing nationwide network of public libraries, which are open for all to use. It is not enough to send a selection of government publications to some libraries weeks after they have been released. If the public is to participate meaningfully and effectively, there must be quick and complete supply of new laws, reports and documents to public libraries as soon as they become available. Citizens requiring this type of information should not have to rely solely on news media reports, especially if they live outside Wellington.
9. The Library and Information Association of New Zealand Aotearoa recognises that it may be difficult at times to reconcile these principles of access to information and protection against the misuse of that access, but it insists that the right to be informed should be the chief consideration.
10. This statement should be read in combination with other Statements of the Library and Information Association of New Zealand Aotearoa on Intellectual Freedom, Confidentiality of Library Records, and Displays in Public Libraries.

Appendix 4 – LIANZA Statement on Intellectual Freedom

Statement adopted by the Council of the Library and Information Association New Zealand Aotearoa, 21 March 2002 (replaces the LIANZA Statement on Censorship).

1. Society creates libraries as institutions to store and make available knowledge, information, and opinions and to facilitate the enjoyment of learning and creativity in every field. Every library has a responsibility to provide its users with the widest range of information materials possible, which are within the constraints of its budget, relevant to its users' requirements, and which represent the spectrum of points of view on the topic held in the community.
2. Librarians have a responsibility to ensure that the selection and availability of information materials is governed solely by professional considerations. In so doing, they should neither promote nor suppress opinions and beliefs expressed in the materials with which they deal. These professional considerations include the use of knowledge, skills, collection management experience, and collection development policies to make decisions on what is selected for the library collection.
3. No information resources should be excluded from libraries because of the opinions they express; nor because of who the author is; nor on the grounds of the political, social, moral or other views of their author.
4. No library materials should be censored, restricted, removed from libraries, or have access denied to them because of partisan or doctrinal disapproval or pressure. This includes access to web-based information resources.
5. Librarians should resist all attempts at censorship, except where that censorship is required by law. Librarians are free to request, and to lobby for, the repeal of laws, which compromise the principles set out in this statement.

Appendix 5 – UNESCO Public Library Manifesto

[Link to 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.