

**Lancashire County Council
Cultural Services**

**Library Collection Management and
Development Policy**

June 2021

1 Introduction

- 1.1 Lancashire County Council delivers a statutory public library service across the administrative county of Lancashire through 64 library buildings, 5 mobile libraries and a home library service. It also serves 5 prison libraries, while the Schools Library Service provides a paid for service to schools in Lancashire and the neighbouring authorities of Blackpool and Blackburn with Darwen.
- 1.2 The Lancashire Library service [hereafter the service] operates within the framework of the Public Libraries and Museums Act 1964 'to provide a comprehensive and efficient library service for all persons' who live, work or study in the area; and under the Local Government Act 1972.
- 1.3 The Department for Digital, Culture, Media and Sport, as superintending authority for the provision of library services in England, requires that, in drawing up and delivering library strategies and plans, councils should consider various legal obligations, including:
 - Equality Act 2010, including the Public Sector Equality Duty
 - Best Value Duty 2011
 - Localism Act 2011
 - Human Rights Act 1998

In addition, the service operates in accordance with the Freedom of Information Act 2000, the Data Protection Act 2018 and copyright legislation.

- 1.4 Lancashire's library collections are managed in accordance with its own approved policies and procedures. These comply with the Libraries Connected framework of standards and best practice guidance and follow the *Code of Ethics* of the Chartered Institute of Library and Information Professionals (CILIP) and other professional best practice statements.
- 1.5 The collections support the delivery of the Libraries Connected Universal Offers, the Vision and Print Impaired People's Promise and The Children's Promise. They also support Reading Agency programmes in Lancashire, and projects funded by Arts Council England, the development agency for libraries.
- 1.6 This policy is informed by the current Lancashire County Council Library Strategy and the vision, strategies and documents which have shaped it.
- 1.7 The vision for Lancashire Libraries is 'a library service which is embedded and flourishing at the heart of Lancashire communities and community life, and which makes a difference through reading, information, digital, health, learning and culture.'
- 1.8 The purpose of Lancashire Libraries is enriching lives in Lancashire.
- 1.9 This Library collection management and development policy outlines how the service ensures that the library collections are accessible to people who live, work and study in Lancashire, and are relevant and responsive to the changing needs of local communities and individuals.

2 Purpose of the Library collection management and development policy

- 2.1 The purpose of this policy is to set out the principles for managing and developing the library collections held by Lancashire County Council so that they are responsive to the needs of communities, fulfil the service's purpose of enriching lives in Lancashire, and deliver the goals and objectives of its strategy and plans.
- 2.2 The policy serves as a point of reference for staff to inform understanding and decision-making for building and managing the collections held in each library.
- 2.3 The policy demonstrates to external organisations and individuals that the service operates in accordance with relevant legislation, has adopted recognised professional standards and codes and aims to follow good practice.
- 2.4 This policy is implemented by standard procedures recorded in 'service information documents' which provide guidance to all library staff and are published on the service intranet pages.
- 2.5 This policy replaces the suite of Lancashire County Library policies dating from 2012.
- 2.6 This policy will be reviewed in June 2022 and subsequently every three years.

3 Purpose and scope of the library collections

- 3.1 The purpose of the library collections is to:
 - Encourage reading for enjoyment
 - Contribute to the development of language and literacy
 - Provide knowledge, inspiration, entertainment, and cultural stimulation
 - Offer accessible and inclusive collections, attractive and relevant to existing and new or potential members
 - Encourage access to reading materials through a wide range of formats
 - Promote awareness of Lancashire's culture, history, and heritage
 - Reflect the positive values of a diverse community
 - Meet the information needs of individuals, businesses, and other organisations
 - Encourage and support life-long learning
 - Provide a range of resources which promote health and wellbeing
- 3.2 Library collections are available in a wide range of formats, both printed and electronic, and across all genres. They aim to meet the cultural, information and reading needs of people who live, work and study in Lancashire.

- 3.3 Lancashire library stock is a countywide resource, with 1.13 million items available for use across Lancashire.
- 3.4 All libraries in Lancashire have a core range of stock, tailored to the size and demographic of their local community. In addition to the core lending stock for adults, young people and children, a selection of books and maps of local interest is held in all Lancashire libraries.
- 3.5 Library branches are banded A-D according to the length and pattern of opening hours, the range of services offered, and the total quantity of stock held:
- Band A libraries usually have 20,000 - 50,000 items
 - Band B libraries have a total stock of 12,000 - 16,000 items
 - Band C libraries have a total stock of 6,000 -11,000 items
 - Band D libraries have a total stock of up to 5,000 items
- 3.6 Lending collections include:
- Fiction
 - Non-fiction
 - Books in languages other than English
 - Local history materials
 - Large print books
 - Maps
 - Audiobooks on CD
 - eBooks
 - eAudiobooks
 - eMagazines, eNewspapers and eComics
 - Sets for reading groups
 - Vocal scores
 - Plays
 - Instrumental music
 - DVDs
 - Music CDs
 - Reserve collections
- 3.7 Reference collections include:
- Newspapers
 - Printed reference works
 - Local collections
 - Special collections
 - Lancashire Printed Collection
 - Online reference resources
- 3.8 Sets of up to 15 copies of a title are available for reading groups. The collection is refreshed annually and includes alternative formats such as large print and audiobooks. Simultaneous access titles from the eBook and eAudiobook collections are also available.

- 3.9 The music and drama collections comprise vocal scores, instrumental music, and play sets. Most are held at Lostock Hall library although the Stocks Massey music library is held at Burnley.
- 3.10 Fiction, non-fiction and local history reserve collections are held at Skelmersdale Library. The collections comprise out-of-print titles of merit or significance. Last copies withdrawn from lending stock may be added to the reserves.
- 3.11 A countywide collection of music CDs is held at Fleetwood Library. Music CDs are no longer purchased, and the collection is not being added to. There is also a collection of DVDs at Fleetwood. This collection is added to according to demand.
- 3.12 Reference collections:
- Local daily and weekly newspapers are provided in some libraries. Historic newspapers are held on microfilm in the larger libraries and at Lancashire Archives.
 - Some libraries hold collections of unpublished local material including manuscripts, local authority records, original photographs, and oral history recordings. This material needs special care and handling, and consideration should be given to each item is and whether it might be more appropriately located at Lancashire Archives.
 - Some libraries hold special collections, including some of regional, national, and international significance. Many were donated or bequeathed by local benefactors and include rare books and historic printed material.
 - The Lancashire Printed Collection is held and managed for the Library Service by Lancashire Archives. It includes printed books, pamphlets, periodicals, maps, and ephemera.
 - The service provides a wide range of free online reference resources including material to support the business community, homework and study, and family and local history research.

4 Collections development: selection, acquisition, and disposal

- 4.1 Most library stock is acquired by purchase. The service aims to ensure that the library resources fund is spent responsibly and effectively to provide a balanced and diverse collection meeting the needs of Lancashire communities.
- 4.2 Contracts to supply library resources are procured in line with the ethics, standards, and values of Lancashire County Council, and to minimise environmental impact and maximise value for money. Suppliers are selected

according to the procurement standing orders under Appendix R of the county council's Constitution.

- 4.3 Stock is chosen through a combination of automated supplier selection and selection by library officers, with standing orders for audiobooks and large print titles.
- 4.4 Most newly published material is selected by supplier selection. Stock is ordered in advance to ensure titles are available for loan and request as soon as they are published.
- 4.5 Specifications for supplier selection provide detailed instructions on types of books, number required, and which titles each library should receive. The specifications are reviewed annually on the contract anniversary.
- 4.6 Specialist stock officers use their knowledge of the book market and trade publications to make supplementary selections. They consult library staff and monitor customer demand and feedback to identify and fill stock gaps. They ensure that the collection includes popular series and authors, emerging authors, and authors with a Lancashire connection, as well as publications relating to local history, topography, and communities. Special orders are placed to support promotions, activities, events, and book awards.
- 4.7 Decisions on stock selection take the following into account:
 - Merits and popularity of the author or series
 - Quality and format of production
 - Publisher and availability from registered suppliers
 - Desire and commitment to be inclusive and to meet the needs of all readers and potential readers as well as to reflect social and cultural diversity, religion, cultural beliefs, gender, sexual orientation, age, and disability
 - Local interest
 - Current affairs and media productions
 - Forthcoming promotional activities and events
 - Estimated shelf life
 - Stock gaps
- 4.8 Decisions on stock selection are not based on anticipated approval or disapproval. In accordance with the Chartered Institute of Library and Information Professionals', *Statement on Intellectual Freedom, Access to Information and Censorship* material will not be suppressed or removed because it may cause offence to some readers.
- 4.9 Occasionally a collection may be transferred to or from another organisation or institution. The decision to transfer a whole or part of a collection is made by the Head of Service.
- 4.10 Donations of lending stock are not usually accepted because of the resources required to service and catalogue the items and the need to adhere to our collection policy. Donations of significant local interest, titles written and self-

published by Lancashire authors, or stories with a significant Lancashire connection are considered by the stock team. These titles may be added to library collections and/or the Lancashire Printed Collection.

- 4.11 Library staff routinely dispose of books to make way for new titles in line with agreed stock management guidelines.
- 4.12 Last copies of titles are given careful consideration before disposal. The following may be added to the reserve collections:
 - Last copy of out-of-print title of historical importance
 - Last copy of out-of-print title still in demand for lending
 - Last copy of in-print title of historical importance
 - Last copy of books still requested regularly and having content of value and interest
- 4.12 The service ensures the ethical disposal of items which are no longer fit for public lending because of condition, age, or current relevance to the collection.
- 4.13 Items from the Lancashire Printed Collection or any local or special collections are disposed of with reference to the relevant guidelines of the Chartered Institute of Library and Information Professionals, particularly the *Disposals Policy for Rare Books and Manuscripts*.

5 Collections information

- 5.1 The service recognises that good documentation of its collections is fundamental to effective collections management and to good public access.
- 5.2 Newly created collections information meets common international standards and principles governing the creation of electronic catalogues for libraries.
- 5.3 The library catalogue conforms with the bibliographic data instructions and guidelines of the international Resource Description and Access (RDA) cataloguing standard and the MARC 21 standards for electronic catalogue records. Most catalogue records are provided by the supplier via electronic data interchange (EDI).
- 5.4 Non-fiction titles are classified in accordance with the latest edition of Dewey Decimal Classification with some minor local variations. Lancashire local studies material is classified in accordance with a bespoke classification system developed in 1974.
- 5.5 The catalogue is currently held on ESS's ALTO library management system and is accessible to users through the Prism public interface.

6 Collections management

- 6.1 The library management system used in Lancashire is ALTO, provided by Education Software Solutions.
- 6.2 Books are usually delivered to each library fully serviced by the supplier, and shelf ready. They have a protective jacket to prolong shelf life, a unique barcode identifier, a spine label with classification number or fiction genre, an internal sticker with date of purchase, and a label to allow the item to be stamped on issue. The individual barcode allows each item to be linked to a borrower's library account when issued.
- 6.3 Books are shelved and displayed by branch staff and are grouped and arranged to allow easy access by customers and to encourage borrowing.
- 6.4 The collection is reviewed regularly by staff to ensure that it is current and in a suitable condition for public lending in accordance with agreed stock management guidelines.
- 6.5 The collection is refreshed and circulated through the principle of dynamic stock - transferring most items to the library to which they are returned, regardless of the branch of origin.
- 6.6 The service subscribes to an online collection management system which links with ALTO to run reports for each library. These enable staff to move items to where they are most needed, using performance-based evidence. This increases book issues and overall stock turnover

7 Access to collections

- 7.1 The service allows free access to buildings, information, and reference services. Borrowing, and access to digital collections is generally restricted to library members.
- 7.2 Anyone in the UK may become a Lancashire library member but access to some digital services and reading group materials is limited to Lancashire residents. People may join online or in person at any library in the county.
- 7.3 Public access to the library catalogue is online via Prism which shares information in real time with ALTO. Customers can view the full range of material held in the collections, including eBooks and eAudiobooks, and see book covers of lending stock with a brief synopsis of each title. Prism includes a range of features to facilitate access, including the ability for members to manage their loans, search for and request items, add ratings, reviews and tags, and create bespoke lists of titles.

- 7.4 Each library member may borrow up to 20 books at once and may request items from the county lending stock, the reserve collections, or music CD and DVD collections for an approved fee.
- 7.5 If a library member requests a book not held in stock the service will try to acquire it in accordance with service procedures, either by purchase or through the inter-library loan scheme. Customers are advised that the fees for such loans will be recharged to them.
- 7.6 There is a system of fines for overdue items, approved by Lancashire County Council, but library members are encouraged to use free resources, such as managing renewals online and the automated reminder service. Materials may also be renewed by contacting the Customer Contact Centre or via a 24-hour automated phone service.
- 7.7 Library branches are grouped by Lancashire district and the opening hours of each branch are co-ordinated to ensure maximum opportunity for people to access collections in person across each district, and across the county as a whole. The fleet of mobile libraries provides additional access to collections in areas where there is no library building nearby.
- 7.8 The Home Library service, for people unable to get to a branch or mobile library because of age, disability, or ill health, offers full access to library stock through a free request service. Library staff may select books and audiobooks on behalf of a customer. Items may be collected, or volunteers deliver and collect material every 4 weeks.
- 7.9 Digital collections available through apps and web browsers allow library members to search for, reserve and borrow eBooks and eAudiobooks, and provide free access to eNewspapers, eMagazines and eComics.
- 7.10 The service provides free access to sets of books and eBooks for reading groups. The books are selected from a list of titles by the group co-ordinator and sent to a nominated library for collection.
- 7.11 Music and drama collections
- These collections are available only to music and drama groups or societies registered with the library service. Sets may be requested for collection at any library in Lancashire and visits in person to browse the collections can be facilitated.
 - Charges are made for loans and an interlibrary loan agreement is in place with other library authorities to maximise use of these resources and meet the needs of Lancashire organisations.
- 7.12 Reference materials may be consulted in libraries but may not be borrowed. A range of free online reference resources is available for use on library computers. Many online reference materials may also be accessed from home by library members.

- 7.13 Local and special collections may be viewed in libraries by prior arrangement. The Lancashire Printed Collection is available at Lancashire Archives.
- 7.14 The service uses social media platforms to promote a wide range of events and initiatives to encourage children and adults to read. These may include reading challenges, in-branch activities and podcasts and may highlight collections or individual titles of interest.

8 People and Training

- 8.1 The service manages the collections effectively by providing an adequate level of staffing and ensuring that the people who work in libraries are appropriately skilled and trained.
- 8.2 The service delivers Lancashire County Council's stated performance management objectives through management support, service induction plans, opportunities for continued learning and professional development and regular performance engagement meetings to ensure that all staff have the necessary skills and abilities to meet their work objectives and carry out their defined roles.
- 8.3 The service manages the health, safety and wellbeing of all staff and volunteers working with the library collections, in accordance with the Health and Safety at Work Act 1974, the COSHH (Control of Substances Hazardous to Health) Regulations 2002, Lancashire County Council's Health and Safety Policy and specific premises guidance.
- 8.4 Qualified librarians are encouraged to become chartered members of the Chartered Institute of Library and Information Professionals (CILIP). They are expected to subscribe to its Code of Ethics and to continue to develop their professional knowledge and skills.