



Collection Management Framework

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Introduction

Aberdeen City Libraries' Collection Management Framework brings together documentation relating to the full life cycle of resources within all of Aberdeen City Libraries (ACL) collections and services.

The purpose of this framework is to guide and inform ACL staff in the effective selection, management and promotion of stock within our collections. It is also designed to help inform elected members, partners, library members and residents of Aberdeen about the stock management principles used in libraries across the city.

Vision

Aberdeen City Libraries will provide a valued, high-quality library & Information service that is relevant and accessible to all.

Mission

The mission of Aberdeen City Libraries is to inspire lifelong learning and creativity, advance knowledge, and strengthen our communities.

To deliver on this promise, we rely on three key resources: our staff, our collections, and our library spaces, as well as on a set of core values.

Library resources are selected from all published material in print as well as other media including audio-visual and local ephemera. Material is chosen for its literary, cultural and recreational relevance or for its information and learning value, reflecting the objectives of the service as documented in our Annual Service Plan.

Collection Management Aims

- To provide access to a range of resources that reflect the demographics of the communities we serve and the agreed priorities of the library and information service and Council
- To provide access to a wide range of resources to meet the leisure and recreational needs of the community, reflecting interests, tastes, age groups, language and reading ability
- To provide materials in a range of formats to support accessibility such as large print and talking books, as well as eBooks and eAudiobooks.
- To provide access to a range of resources that support educational, and information needs in all aspects of learning, study and research

Objectives

- To enable and encourage access for all to information, knowledge, learning and recreation.
- To maintain and provide access to quality and wide-ranging resources in all formats
- To ensure best value to the service by obtaining resources in the most cost-effective way
- To make effective use of the resources in delivering and promoting a high quality information service
- To establish routes for customers to input into the selection and procurement of resources

Diversity

Aberdeen City Libraries is committed to supporting diversity, inclusion and wellbeing within our local communities. We aim to have collections which meet the needs of our residents and reflect the diverse, multicultural nature of the communities we support.

We continually review our stock to ensure it covers a broad range of topics and genres, and includes writers of all backgrounds and nationalities. The decision to stock an item is based on quality of content and its relevance to the needs and demands of Aberdeen City Library members.

Overview

Aberdeen City Libraries (ACL) network comprises

- 11 staffed libraries:
 - Aberdeen Central Library which houses four departments: Lending, Children's Library, Information Centre and Media Centre
 - 10 Community Libraries
- 1 Unstaffed service point – Old Aberdeen Library, located within the University of Aberdeen's Sir Duncan Rice Library
- Curriculum Resources and Information Service: a specialist resource service for those who work with children and young people in Aberdeen City or who are educating children and young people at home (home schooling)
- Home Library Service

ACL's network of libraries lends fiction books and non-fiction books covering a wide variety of genres and subject areas for readers of all ages. The Central Library also houses specialist and historical collections.

Stock is selected by experienced and appropriately skilled staff as outlined in the roles and responsibilities document. Selection aids include professional and trade journals, supplier websites and book reviews. .

Items are catalogued to Marc 21 and Resource Description and Access (RDA) standards. cataloguing standards. Non-fiction stock is classified and shelved in Dewey Decimal order.

User engagement

ACL undertakes to consult with users on the relevance, currency and range of resources available within our service. We actively encourage feedback from staff, customers, partners and non-library members through a range of channels including:

- Customer consultation exercises.
- Stakeholder group consultations.

- Partnership working.
- Customer comment cards.
- Readers' requests and suggestions for purchase.
- Reading group suggestions.
- Event evaluation forms.

Selection and Acquisition

The key principles of our selection and acquisition processes are:

- To ensure best value for money.
- To obtain stock as efficiently and quickly as possible.
- To reflect the diversity of our local communities in our collections.
- To support learning and education, both formal and informal, for all ages and abilities.
- To ensure a wide range of resources are available to support library users of all ages with a range of different needs.
- To ensure access to resources in a range of formats including large print, audio and digital.
- To keep up to date with technological developments where appropriate, particularly new formats and mediums of delivery.

Budget

Aberdeen City Libraries (ACL) works with Aberdeen City Council's (ACC) procurement team to ensure access to the relevant consortia framework discounts and supply benefits/terms negotiated by Scotland Excel and ACC. We principally purchase from approved suppliers listed in such frameworks. Where not available from these frameworks, we seek to source materials from local and/or specialist suppliers in line with ACC audit and procurement processes as appropriate.

In addition to the allocated budgets which are reviewed annually, alternative funding may also be available to support appropriate ACL initiatives.

Purchasing

The majority of stock is purchased from approved preferred library suppliers as outlined in the 'Budget' section. Selection is undertaken by librarians with input from staff at all levels. Recommendations are also received from the public and via user engagement activities.

ACL purchases a percentage of fiction and non-fiction stock, for both adult and junior, through Supplier Selection lists provided by our main suppliers. Purchasing profiles are created for each service point using evidence-based stock management information. The remainder is allocated to purchase titles from a range of suppliers depending on the type of resource. This is to provide a balanced coverage of genres

and topics in fiction and non-fiction, suitable for all ages, interests and abilities, taking account of trends and performance indicators.

Dual and Foreign Language resources are purchased in a range of languages from specialist suppliers, in line with established selection criteria, to meet current and potential future demand.

Many local titles are not available from library suppliers and so are bought from local booksellers or directly from the identified supplier or publisher. Other material such as foreign language books and material in specific formats such as large print and audio books are purchased from specialist suppliers.

Titles are bought specifically for book groups throughout the year. Such titles are bought to reflect the range of reading preferences of and with input from ACL supported book groups

Stock selection criteria

The following selection criteria are applied to ensure that the most effective use of available resources is made and that standards of quality are maintained throughout the service. These criteria are applicable to all media and formats, both physical and digital.

Non-fiction

- Content – quality, accuracy, currency and authority of information it contains
- Relevance – to the development of our collections, both community and service wide
- Accessibility – physical content and format of the item
- Cost – cost balanced by the benefits of the item to overall stock provision
- Scottish content – will be given special consideration within the context of the above criteria
- Local material – will be purchased preferentially within the context of the above criteria
- Social and cultural diversity - works which raise awareness of and positively support the rich diversity of cultures and lifestyles represented in our society.

Fiction

- Potential popularity – of author or genre
- Content – quality, accuracy and currency
- Relevance – to the development of our collections, both community and service wide
- Accessibility – physical content and format of the item
- Cultural contribution – Scottish authors and context will be given special consideration
- Local connection – works where the author/content has a regional or local connection
- New authors – will be supported within the above criteria where possible
- Social and Cultural diversity - works which raise awareness of and positively support the rich diversity of cultures and lifestyles represented in our society.

For Junior stock, both Fiction and Non-fiction, additional consideration is also given to how age appropriate the item is in terms of topic, content and language.

Audiobooks

Audiobooks for both adult and junior, fiction and non-fiction, are purchased from several different suppliers from an approved supplier framework. ACL stocks a variety of formats to meet the demands of existing and potential users and purchases these resources through standing orders and specific purchases.

Non-fiction – Reference

Each library holds a core adult and junior reference collection. Purchases of reference material seek to provide an authoritative collection of trusted information covering a wide range of subject interests. Business and Employability stock seeks to reflect the information needs of entrepreneurs, inventors, job seekers & members of the public in general on subject areas including management, intellectual property, careers & employability skills.

The Local Studies resources acquires resources to create a comprehensive collection relating to the local area. Titles of local interest can become difficult to obtain in the future therefore, on publication, multiple copies may be acquired for the Local Studies collection.

To enable the public to access them, official publications, such as council minutes, governmental reports and electoral registers, are typically provided to Aberdeen City Libraries at no charge. Photographs, postcards, ephemera and older books are sometimes added to the collection through approved public donations.

Audio/Visual (AV)

The DVD and Blu-ray stock is purchased via approved suppliers with input from all staff, considering customer recommendations, press reviews and circulation statistics.

Local Studies acquire a selection of audio/visual material which are of value in understanding the heritage and culture of the city of Aberdeen and the surrounding area. This material is selected by examining local press, relevant publications and taking into account customer recommendations.

CRIS audio/visual resources are purchased through approved educational and specialist suppliers.

eBooks and eNewspapers

eBooks and eAudiobooks are purchased using the same criteria as physical books. ACL's digital library service is provided by an approved supplier and titles are selected from those available via the supplier to complement and enhance the physical collection and ensure that demand for both print and digital books can be met.

Newspapers

Editions of the Press & Journal are provided in every library. The Evening Express is available to consult at the Central Library. A small selection of other local papers from

the region are acquired and made available for consultation in the Information Centre. These are kept as long-term reference items for the Local Studies collection.

ACL subscribes to an eNewspaper service which provide access to a wide range of local, national and international titles.

Periodicals

ACL provides access to a small range of current periodicals in physical format (including limited numbers of previous editions) on a reference only basis. They are acquired to provide up-to-date reading on a variety of topics and complement our core stock of books and audio-visual material. Physical periodical subscriptions operate on a standing order system and are assessed for value using criteria which include price, anticipated demand, authority, currency and geographical area.

Toys and games

Items purchased for community library toy collections are educational in nature to support child development e.g. counting sets. Items should be of robust construction, of a material which can be easily cleaned, and which do not have numerous small parts.

Education support resources

Stock is selected to meet the needs of existing and potential library users, reflect social and cultural diversity and support topics explored in educational settings.

A wide range of resources are selected to support the learning and teaching of the four capacities of the Curriculum for Excellence across all abilities from age 3 -16. An overview of city-wide provision also informs the stock selection. Awards and Initiatives can assist in the stock selection process. Input is provided by library staff and recommendations are encouraged from users and these are considered for purchase. Adult Non-fiction titles are purchased for CRIS principally to support Carer Long Professional Learning (CLPL). Such items are bought to support staff working with Other items e.g. educational games, learning packs and wall charts are purchased through approved educational and specialist suppliers

Online Resources

ACL subscribes to a variety databases and online resources to support all ages and abilities, reflecting the differing needs of existing and potential users and include reading for pleasure, authoritative information sources and historic collections. ACL aims to acquire subscriptions to databases which allow customers the flexibility to use them at times and in places convenient to them, therefore, online resources which are available remotely are favoured. However, licensing restrictions to some subscription resources may mean they are only available for use in libraries.

Collections Access

Unless otherwise stated, all loanable resources are available to borrow by members of Aberdeen City Libraries (ACL). Loan limits, loan periods and charges are determined by the membership category. For more details on the current charges and loan periods, please see the library website.

<http://www.aberdeencity.gov.uk/library>

Library Catalogue

All items are catalogued on arrival allowing them to be easily found in the libraries and via the online library catalogue. The exceptions to this are newspapers and periodicals. The library catalogue is available online. It can be accessed using free public access PCs in all libraries, as well as 24/7 remote access via the website and library app.

The catalogue is kept up to date to ensure items can be quickly and easily located. The library catalogue facilitates searches, reservations, and renewals 24/7. eBooks and eAudiobooks can also be accessed via links from the library catalogue.

Stock Rotation

ACL aims to ensure all our libraries provide a varied stock which is relevant to the needs of its community. To support this, certain categories of stock are rotated across our network of libraries to ensure best use of new and recent additions to stock, allowing users access to a wider range of material. This is facilitated by the library management system

Reserving and Requesting Items

All loanable items within our collections are available to borrow across the city regardless of the item's location. Borrowers may reserve items from any site within the ACL network which can be sent to any ACL library of their choice.

Requests for items which are not currently in stock can be made in libraries or via the 'Suggest an item' link on the library catalogue. Each request will be considered on an individual basis, considering stock selection criteria, the type of material and potential public demand. Requests are monitored and borrowers are updated at regular intervals.

Requesting items from other library services is also possible, for a fee, through Interlibrary Loan requests. Such requests will be considered on an individual basis and borrowers are updated at regular intervals.

Information Centre

The Information Centre contains a range of general resources, including books, newspapers and periodicals, official publications, maps, plans and photographs. The Information Centre's book stock covers a variety of topics including:

- Business information
- Intellectual Property
- Careers and jobs
- Oil and gas industry
- Migrant information

- European information
- Health and wellbeing
- Local heritage
- Family history

The resources in the Information Centre are principally “*Reference Only*” - meaning they are not made available for loan. This is to help ensure that they are always available and helps to protect them for future generations of library users.

As many resources as possible are made immediately accessible to users, however many items in the collections are bulky, rare and/or fragile. Therefore, some items may require staff assistance before a user can consult them. Users of items which are for “*Reference Only*” should be aware that it is not always possible to make personal copies, either for reasons of copyright or preservation. Staff will be happy to advise and assist on the best course of action, depending on the item in question. Please be aware, for reasons of preservation, it is not always possible for users to consult original documents. In such instances, ACL aim to provide access to a duplicate of the best quality possible (for example, microfilm version of historic newspapers).

Official publications held in the Information Centre include council minutes, official reports, consultation documents and electoral registers. These items are generally kept as reference only. Documents may be available in electronic or print format as appropriate.

ACL provides access to a range of modern and historic maps including a complete set of UK Ordnance Survey Landranger maps for reference use only.

ACL acquires current and historic mapping of the city and surrounding area to help illustrate changes over time. A wide range of historic maps and plans are available for the city area, as well as the historic neighbouring counties of Banffshire, Aberdeenshire and Kincardineshire.

ACL holds a considerable photographic collection covering historical aspects of the local area, alongside a large collection of historical postcards of the City. Other illustrative material also exists and includes etchings, sketches and diagrams. Where possible, these photographic and illustrative items are digitised and made available online.

Electronic Resources

Most of the electronic resources available to ACL customers can be accessed remotely 24 hours a day, 7 days a week.

eBook and eAudiobook titles can be accessed from the library catalogue, the library app, the library website and the dedicated eBook service provider website and app. eNewspapers and eMagazines titles are not listed on the library catalogue. Access is available from the library website and the dedicated service provider website and app.

A small number of databases, such as Which? and Ancestry Library Edition are only accessible within libraries. Access limitations are determined by an individual

resources' licencing. For full details on all available databases, please visit the library website.

Book Group Collection

Book groups which meet in Aberdeen City are welcome to make use of the dedicated Book Group collection. The collection is stored centrally and titles are issued to groups on request. Access to this collection and information about the titles available can be found in libraries and on the library website. Book group titles borrowed on a book group ticket are not liable for fines.

Staff Library

Access to items in the Staff Library is limited to ACL staff and ACC School Library Resources Centre Coordinators for continuous professional development purposes.

The Curriculum Resources and Information Service

Curriculum Resources and Information Service (CRIS) is a specialist resource service for those who work with children and young people in Aberdeen City or who are educating children and young people at home (home schooling). A range of book and non-book resources are selected to support the social, emotional and educational needs of children and young people aged 3-16.

Resources are also selected to support the Career Long Professional Learning of those working with children and young people aged 3-16 in Aberdeen City and to support educational practice in settings.

All resources are catalogued and classified by or in consultation with the Collections Access Librarian and the Library Acquisitions team.

CRIS members can access all CRIS resource types and may reserve items via the online catalogue. Topic and other requests can be made by email, telephone or via the online form available on the ACL website. CRIS is also open for personal visits by CRIS members. Individual library members may borrow books and talking books from CRIS and can access CRIS stock via the online catalogue; reservation charges may apply.

Stock Maintenance and Editing

Care and Maintenance/Conservation

ACL staff are trained to monitor, review and edit stock on a regular basis to ensure the stock remains attractive, in good loanable condition and current/relevant to readers' needs. The condition of stock is noted on return from loan and items requiring attention are removed from circulation and set aside for examination by a librarian who will determine whether they should be repaired, withdrawn or replaced.

Minor repairs can be carried out in-house. Specialist items which require major repairs or re-binding, and items which are out of print and cannot be replaced are sent to a commercial bindery.

Stocktakes

Stocktaking is part of the ongoing process of identifying items which may need to be considered for withdrawal or replacement. Stocktakes are conducted throughout the year across the library network in line with internal audit requirements. This is facilitated by performance data generated by the LMS.

Full training is provided to staff before a stock take is undertaken and support and guidance is provided by relevant librarians.

Books and AV material

Lending items may need to be withdrawn and/or replaced for a variety of reasons. Examples for withdrawing items include:

- damaged or in poor physical condition
- no longer in demand
- duplicated throughout the collection
- missing/lost/long overdue

In addition, non-fiction items may be withdrawn for the following reasons:

- out of date and lacking currency
- revised and updated version available
- no local or historical interest
- available in other libraries
-

Once approved for withdrawal by the relevant librarian, and in line with Aberdeen City Council audit procedures, identified items are withdrawn from stock on the LMS. Where an item may still be in a readable condition, it will be made available for sale to the public either within the library itself or online.

Audiobooks

Audiobooks will be removed from the collection if the item is unusable. On occasion, it may be possible to request a replacement disc from the supplier. Items damaged beyond repair are withdrawn from the LMS.

Local Studies collections

Our Local Studies collections aim to preserve material of local interest for the use of current and future generations. Therefore ACL only withdraw this stock on rare occasions. Items may be withdrawn due to damage if the costs of repair are deemed excessive. Excess stock, such as unneeded multiple copies, may be removed from the collection with consideration of the following methods:

- internal transfer to another Aberdeen City Council heritage department
- offered to alternative heritage organisation
- offered for sale

The Local Studies collections in community libraries primarily consist of loanable items and, as such are more susceptible to damage and wear and tear. Where this is the case, books are withdrawn. Items may also be transferred to the reference Local Studies collection if demand for them is low but they remain required

Audio / visual material is only removed from the Local Studies collection if the item becomes unplayable. In such cases the item will be withdrawn from stock and disposed of by environmentally responsible means

Newspapers and Periodicals

Print newspapers and periodicals available across the ACL network are retained for a maximum of six months.

The exception being newspapers and periodicals acquired for the Local Studies reference collection which may be retained indefinitely for their historical and cultural value.

Some withdrawn titles may be made available for sale, otherwise they will be disposed of in an environmentally responsible manner.

Official Publications

Hard copy official publications are periodically assessed according to the currency of the information contained and whether it is available online. Those which contain material of regional significance will be retained as part of the Local Studies reference collection. Otherwise, the items will be regarded as book stock and dealt with accordingly.

Maps and Plans

Current maps and plans are replaced on a regular basis and older copies withdrawn from stock. Maps and plans of historic value are retained indefinitely. Items are only withdrawn from this collection if a copy exists which is in a better condition or alternative format (e.g., electronic scan) and, in the case of damaged items, if it cannot be repaired

Photographs and Postcards

The historic collection of photographs and postcards are retained indefinitely. Where duplicates are discovered, these may be offered for sale unless significantly damaged.

Toys and Games

As ACL encourage children to become members of the library from birth, to ensure that children have access to high quality resources in good condition, items are disposed of if they are damaged or have parts missing which impact on the functionality of the toy/game. Consideration is given to replacing well-used, popular items.

It is accepted that damage will occur. Damaged items should be dealt with on a case-by-case basis by the Senior Library Assistant (with advice from line manager and the appropriate age and stage professional as required) with consideration given to the age of the item, the number of issues and the age of the child involved.

Education support resources

Curricular Support Resources held within the Curriculum Resources and Information Service are edited on an on-going basis following a predetermined timetable and according to the following criteria. Stock is checked on return, during shelf tidying and stock editing to ensure resources are relevant and attractive. General guidelines for withdrawing stock are: any resource over 10 years old and/ or not issued in last 5 years. Consideration is also given to:

- equal opportunities
- physical condition of resource
- age of resource
- how attractive the resource is to children and young people
- relevancy to curricular needs

Overflow and Reserve Stock

Overflow Stock

Each library holds a small Overflow collection, generally consisting of items which have been temporarily removed from the open shelves in the public areas. This can be due to seasonal fluctuations in demand when there may be no room on the open shelves. Overflow stock may also include duplicate copies purchased to satisfy initial demand for popular titles, or older edition of publications that have been replaced but that are not yet redundant.

The general principles outlined in stock maintenance and editing also applies to overflow stock.

Reserve Stock

Reserve stock consists of items which have been permanently removed from the open shelves in the public areas. It constitutes a large and important part of our collections.

This includes material that is important in terms of our local or national heritage and special collections purchased or bequeathed to the Library.

Reserve stock is split into two main categories – Lending Reserve and Information/Local Studies Reserve.

Lending Reserve items can be accessed and requested via the library catalogue.

Information and Local Studies reserve stock may still be accessed for consultation. However, some items are held in off site stores and may not be available for immediate access.

Some examples of subject areas that are transferred to Reserve Stock are outlined below. This list is not exhaustive and all items are evaluated in terms of physical condition as well as content and value.

- Items for which there is reduced demand but enduring interest Items of North-East or Scottish interest
- Items no longer in publication or available through inter-library loan Items still in demand from other authorities via inter-library loan Classic texts and standard works of non-fiction
- Classic literature, ancient and modern Prize winning literature
- Bequests of collections or single items to the library

Due to their nature, reserve stock items are less likely to be withdrawn however their use and condition is regularly monitored as part of ongoing care and maintenance.

Donations

Donations from borrowers are accepted at the discretion of library staff. Such donations are subject to the same stock selection criteria as all other resources. Donations of reference and study materials are generally not accepted.

Due to licencing restrictions, it is not possible to accept donations of DVDs.

ACL make the decision on where the donations are housed and reserves the right to withdraw donated items in line with stock editing procedures. Such items will not be offered for return to the donor.

Unsolicited Donations

Unsolicited donations and materials from publishers and authors are only accepted if they are in keeping with the acquisition selection criteria. ACL do not encourage such donations and reserve the right to dispose of these items.

ACL will not acknowledge receipt of such donations and will not advise of acceptance or rejection, unless specifically requested to do so. Unsolicited donations will not be returned to the sender unless the cost of postage is provided in advance by the sender.

Donations of eBooks/eAudiobooks

It is not currently possible to accept donations of eBooks or eAudiobooks

