Content Development Policy

Introduction

This is the 7th edition of Christchurch City Libraries' Content Development Policy, October 2024.

It is divided into three sections. Each section has its own index to make it easier to find specific information in what is quite a large document while at the same time being able to understand that information in its wider context.

Section 1 - Why	**Policy & principles**
Section 2 - How	**Applying the Content Development Policy -practice & procedures**
Section 3 - What	**Definition of collections – purpose and content**

Content Development Policy SECTION 1 – WHY – Policy & Principles

1. Vision

Connecting people, Inspiring discovery, Enriching communities

2. Purpose

Christchurch City Libraries (CCL) selects, acquires, processes, makes available and deselects resources which support Christchurch City Council's Community Outcomes and works within the framework of the current Long Term Plan

This Content Development Policy documents the philosophy and strategies for developing and managing the collection held by Christchurch City Libraries Ngā Kete Wānanga-o-Ōtautahi in order to:

- Provide overall direction for the selection, creation and management of content for CCL.
- Define the parameters of the CCL's content.
- Provide a basis for the most effective use of the available funds and as an aid to decision making when funding constraints require choices to be made.
- Provide measures for collection evaluation and performance to ensure the needs of current and future customers are met.
- Assist customers' understanding of CCL's content development and management practices.

Associated with this Policy are section 2 guidelines for the practice and procedures for the application of this policy, and section 3 detailing defined collections.

This policy will be reviewed in 2029, but minor amendments may be made on an annual basis.

3. Principles

3.1. Reflects our community

CCL aims to serve our diverse communities by providing appropriate content to meet their needs.

3.2. Bicultural commitment

CCL recognises the unique place of Māori as the indigenous people of Aotearoa, New Zealand. CCL recognises Te Tiriti o Waitangi as the founding document of Aotearoa, New Zealand, and the important relationship between Tangata Whenua and Tangata Tiriti.

This recognition will be reflected in the emphasis given to the collection, creation and management of local and national Māori content within the library.
We aim to ensure that content has a cultural value for Māori, and this contributes to the preservation of Māori culture, traditions and language.

CCL's bicultural commitment is outlined in its bicultural development policy, Ngā Aho:

"CCL recognises the mana of Te Tiriti o Waitangi and upholds the principles of partnership, protection and participation in all that we do."

CCL aims to provide services which meet the needs of Māori within the community, and which are adaptable as those needs change.

In doing so, it adheres to the following guiding kaupapa Māori values

- Manaakitanga – committed to giving care and respect to individuals, the organisation and the Tāonga that they hold
- Te Reo Māori – understanding that Te Reo Māori is vital to the identity and survival of Māori as a people
- Whakapapa – recognising whakapapa is the backbone of Māori society and recognising collections have direct links to an original source
- Kaitiakitanga – preserving, maintaining and protecting all knowledge

CCL is committed to increasing and enhancing access to Māori content within the lending and heritage collections, as well as offering defined collections for Māori.

CCL is committed to using Ngā Upoko Tukutuku, Māori subject headings.

3.3. Accessibility

Content is available to customers when, how and where they want it. A variety of technologies, formats and services are provided to give customers easy and effective access to the resources they may require.

3.4. Freedom of information

CCL commits to the concepts of intellectual freedom and access to information within the parameters set by statute. CCL will provide information required for customers to participate in the democratic process and will attempt to represent varying points of view on a broad range of subjects so that all members of the community may be informed and make individual judgments. For further information see: Appendix 1 – Intellectual freedom and access to information at the end of this section.

3.5. Comprehensive and relevant resources

CCL collects and manages resources to meet the information, research, recreation, cultural and lifelong learning needs of our present and future communities. Resources are collected or created with sufficient breadth, depth and focus to meet those needs.

3.6. Community memory

CCL is committed to collecting, preserving and providing access to documentary heritage pertaining to Christchurch and Canterbury so that appropriate material, irrespective of original format, is acquired and retained for future generations.

4. Context

4.1. History

The Library began as a Mechanics' Institute in 1859. In 1863 it moved to a building on the corner of Hereford Street and Cambridge Terrace where the Library remained until 1982.

In 1873 the building was handed over to the Provincial Council which placed the Library under the control of the new Canterbury College (later the University of Canterbury). With the abolition of the Provinces in 1876 the Library became the property of the College. In 1936 the City Council agreed, in principle, to take over the Library, which it did in 1948 by Act of Parliament.

By the late 1960s it became obvious that a larger site was needed and after seven years' planning a new building on the corner of Oxford Terrace and Gloucester Street was opened early in 1982. Meanwhile a network of community libraries had been developed throughout the city.

By the 1960s the adjoining local bodies of Waimairi District Council and Paparua County Council had also established professional library services, and these, with the city's central and branch libraries, formed the new Canterbury Public Library network following local government reorganisation in 1989.

In 2000 Canterbury Public Library changed its name to Christchurch City Libraries. A new brand and logo were also launched to reflect the new name, and the increasing range of services offered.

In 2006 Christchurch City amalgamated with the Banks Peninsula region and Banks Peninsula libraries became a part of Christchurch City Libraries.

Major earthquakes disrupted service from 2010. The recovery is still being worked through, with repairs and rebuilding of many of the city's libraries almost completed. Tūranga, the new central library opened in 2018.

The COVID19 pandemic led to the introduction of different alert levels where libraries were closed during lockdowns, or access was restricted to customers who had been vaccinated. This led to an increase in the size and usage of digital collections.

A further history of the library is available on our website.

4.2. Trends

The increase in provision of digital content has resulted in the substitution of physical reference material (both monograph and serial) by databases, and often in duplicating borrowable material in both print and digital formats to provide greater customer choice.

The readily availability of digital content has provided access to library resources 24/7.

The trend for physical libraries needing to accommodate a greater range of services has led to a reduction in the space available for physical collections in public areas and a move to more

of a retail display model. This requires a greater focus on the ability to deliver refreshed collections to match customer demand '*just in time*', rather than hold large quantities of stock as a storehouse '*just in case*' there might be customer demand, with evidence-based data used to support collection management decisions.

Despite an increase in the proliferation of other information sources and the variable quality often leading to misinformation and disinformation, the library remains a trusted source of information.

Access to self-service publishing options has led to an increase in the availability of self-published material. Often this has not gone through an editorial process to refine content, check facts, or provide a balance when offering different points of view.

The growth in the use of Artificial Intelligence has led to the creation of some content where credibility needs to be considered carefully as part of the selection process.

An increase in material being challenged as earlier published material does not represent current values, practices, or standards, particularly in relation to gender, and ethnicity.

Thought is given to how some material is described and handled, particularly in instances where New Zealand history content may be considered outdated or controversial in the current context. Material is retained as a part of the historical record.

Increasing demand for non-traditional library material to be added to the collection.

4.3. Priorities
Building digital content across three elements in response to changes in how collections are accessed and used:

- Provision of downloadable content
- Provision of access to eResources, both current and archival
- Provision of digitised heritage content and associated digital curation

Maintaining the right balance between physical and digital formats to meet customer needs.

Increasing and enhancing access to Māori and Pasifika content within the lending and heritage collections.

Enhancing the use of performance measurement tools and reports to improve collection agility to meet customer demand and '*just in time*' delivery.

Increasing the provision of '*one to many*' readers advisory and promotion opportunities and channels, so that the knowledge of the Content Team is shared more with customers.

5. Scope
CCL's content includes what is selected, acquired, or created, for customers' use.

This policy is format neutral. The library selects and acquires or provides access to whichever format best meets customers' needs. In many instances this means providing both print and digital formats to meet customers' needs and expectations; in others, the resource may only be available in one format.

CCL is committed to the preservation and dissemination of material pertaining to Christchurch's tangata whenua, alongside its commitments to the range of multicultural communities living in Christchurch.

As a major public library, CCL considers its responsibilities at both a regional and national level in its collection development and management practices. Areas of relevance are capturing local resources, and consideration of long-term storage and access issues.

6. Exclusions
- Voluntary libraries
- Council Archives
- Council unit libraries, including:
    - Art Gallery Library
    - Parks and Gardens Library

7.   Compliance

7.1. Compliant with legislation…
Copyright Act 1994

Films, Videos, and Publications Classification Act 1993

Local Government Act 2002

Privacy Act 2020

The Treaty of Waitangi

7.2. Conform to Standards and statements…
LIANZA Statement on Freedom of Information 2020

LIANZA Statement on Library and Information Services to Pacific Peoples

7.3. Cognisant of…
Public libraries: strategic framework 2020 to 2025

National Library of New Zealand - Te huri mōhiotanga hei uara | Turning knowledge into value – strategic directions to 2030

IFLA-UNESCO Public Library Manifesto 2022

IFLA Statement on Libraries and Artificial Intelligence 2020

Te Rōpū Whakahau | Position Statements (trw.org.nz)

Appendix 1: Intellectual freedom and access to information

CCL commits to the concepts of intellectual freedom and access to information within the parameters set by statute. CCL will provide information required for customers to participate in the democratic process and will attempt to represent varying points of view on a broad range of subjects so that all members of the community may be informed and make individual judgements.

CCL aims to uphold the principles outlined in the UNESCO Public Library Manifesto:

"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. It underpins healthy knowledge societies through providing access to and enabling the creation and sharing of knowledge of all sorts, including scientific and local knowledge without commercial, technological or legal barriers.

In every nation, but especially in the developing world, libraries ensure that the rights to education and participation in knowledge societies and in the cultural life of the community are accessible to as many people as possible.

This Manifesto proclaims UNESCO's belief in the public library as a living force for education, culture and information, as an essential agent for sustainable development, and for individual fulfilment of peace and spiritual welfare through the minds of all individuals.......

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 based on equality of access for all, regardless of age, race, sex, religion, nationality, language or social status, and any other characteristic.

All age groups must find material relevant to their needs. Collections and services must 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 pressures......."

These principles are endorsed nationally in Public Libraries of New Zealand: a Strategic Framework 2020 to 2025, and the LIANZA Statement on Freedom of Information 2020

Accordingly:

- CCL endeavours to supply appropriate information and resources for the information and recreation needs of its many customer groups.

- To uphold the principle of intellectual freedom, CCL attempts to supply a balanced collection containing varying viewpoints on controversial issues. Material will not be suppressed or removed simply because it gives offence. While recognising the right of the individual to reject material, this should not diminish the overall breadth of the collection for other customers.

- Materials will not be marked or identified to show approval or disapproval of contents.

- Items prohibited by the Films, Videos and Publication Classification Act 1993 will not be purchased by CCL and material restricted by provisions of this act will not be issued to customers under the specified age. Apart from these statutory requirements, CCL will have no active censorship role.

- CCL supports the right of children and young adults to choose their own material. The responsibility for a child or young adult's selection rests with parents or legal guardians.

- There are no restrictions on which types of content may be accessed by specific customer groups except for any existing statutory prohibitions or CCL's membership restrictions.

- Customers may express their views on the content of resources or materials to any library staff member, by contacting CCL by phone or email, or through Christchurch City Council's online customer feedback tool.

Content Development Policy Section 2 - Applying the Content Development Policy - practice and procedures

Section 2 – Applying the Content Development Policy – Practice & Procedures

1. Financial Management

1.1 Financial accountability

Efficient, effective and responsible management of funds received by Christchurch City Libraries (CCL) is necessary to implement the goals of the Content Development Policy and to maintain public accountability. Processes are regularly reviewed to achieve this aim.

CCL provides materials in the most efficient and cost-effective manner possible. Content is added and managed responsibly to ensure the best use is made of available funds.

1.2 Funding

CCL is funded by the Christchurch City Council:

- To provide library and information services to the city's ratepayers, residents (those living and/or working within the city's boundaries), councillors and staff
- To contribute to the city's cultural, economic and social health and development

Other sources of revenue include:

- Gammack Trust
- Anonymous Trust.

Allocation of funds

Collection budgets are allocated to collection areas based on:

- customer demand
- obligations to the community
- priorities within the network's collections such as responding to the opening and closing of libraries, refreshing a specific area of the collection, and developing a new area within the collection

Responsibility for the budget allocation and the general oversight of collection development lies with the Content Manager. Fund allocations are determined on an annual basis.

1.3 Valuation of the collection

CCL's collection is valued periodically to:

- Assist with financial reporting measures required by the Christchurch City Council's Long Term Plan
- Accurately reflect the asset value of the Aotearoa New Zealand Centre collection for the purposes of the Christchurch City Council's Annual Report
- Provide information to assist the Head of Libraries and Information with the accountabilities associated with managing and administering the financial resources of the library in an efficient, effective and responsible manner.

Asset value

Operational assets, including library books, are depreciated over an estimated useful life of three to eight years.

Restricted assets, including heritage assets, are depreciated over an estimated useful life of 1000 years.

1.4 Requirement to charge

1.4.1 Revenue Generation

CCL is required to generate a percentage of its operating budget as determined in the Long Term Plan and Annual Plans 2024-2034 This is partially achieved through charges on some collections and services. These include:

- Areas of the collection which provide a value-added service, e.g. Bestseller Collections
- Charges on some format collections - this does not apply to materials in Children and Young Adult collections, or to library members with a concession status.
- Interloans.

Current library charges are detailed in the Fees and Charges Policy

Factors considered when considering charging rates and application include:

- Implications for specific customer groups to access resources
- Parity with other charges
- Feasibility (cost benefit).

1.4.2 Revenue performance

The effectiveness of CCL's revenue earning collections is monitored annually to endeavour to meet targets.

1.4.3 New collections/new formats

From time to time, a new collection or format may be introduced to the library by passing on a partial charge to the customer. The charge allows the format or collection to be established when otherwise it would not be possible within the available budget.

2. Sustainability

The Christchurch City Council is committed to sustainable development approaches in the Council's activities. CCL incorporates this commitment into its collection development and management practices.

While the library business of "buying once, using many times" is a sustainable practice, additional measures are taken wherever possible such as floating collections throughout the network. This includes maintaining an awareness of overseas trends and the impact these may have on access to resources; and regularly relocating physical resources around the libraries to maximise their usage by customers.

CCL is also committed to working with supplier partners to develop new mechanisms and processes to meet an ever-changing operating environment.

2.1 Financial sustainability

CCL develops and maintains its collection/content in a financially sustainable way. Applications of this may include:

- Selection of content and content format
- Decisions around de-selection and development of new collections
- Ensuring that new collections are sustainable long-term
- Being aware early of changing trends to avoid purchasing multiple copies of stock no longer in high demand
- Ensuring core areas of spending are identified so that these collections can be maintained despite variations in available finance
- Consideration of the cost of storage.

3. Content development and management

3.1 Selection

Material for the library is collected by specialist teams who aim to build a well-balanced collection that meets the overall aims expressed in the Policy. Material is acquired through a range of sources, ensuring CCL is positioned to best meet customer needs and collection requirements.

3.1.1 Selection criteria

 CCL aims to provide:

- Resources to cover the widest possible range of subjects to meet the community's information, educational, recreational and cultural needs
- Resources in any medium appropriate to the community being served. Print, audio-visual, and electronic formats are represented, with the focus being on providing the best possible information in the most appropriate format
- Resources with the appropriate breadth and depth of coverage, including standard works and recent publications and represent divergent viewpoints on all issues

These criteria work together with the Content Development Policy Principles.

Specific selection criteria and issues considered include:

- Quality of content, authoritative
- Accuracy of information
- Currency
- Relevance within the scope of the collection
- Community demand – present or anticipated
- Quality of the physical item or format and suitability for public library use
- Collection strengths or identified gaps

- Price. While this is always a consideration, it is just one factor. Expensive acquisitions in line with collection scope and library responsibilities, are purchased, as are items in popular subject areas.
- Availability – whether currently in print or not
- Availability – through format
- Numbers of items required to satisfy anticipated customer demand for both popular and heritage items
- Consideration of which formats will best meet customer need.

From time to time, items not meeting the usual selection criteria may be purchased if the choice is limited, and they are the best source available to fill a gap or meet a customer need.

Occasionally particular topics or formats are more prone than others to theft, vandalism and loss. This may influence selection decisions, and the way these items are displayed and managed.

Additional selection criteria apply to specialist collections such as the Aotearoa New Zealand Centre collection. These criteria are identified in the appropriate sections of the [Permanent Collection Policy](#).

A range of parliamentary papers and other government publications is provided to CCL by the relevant government departments.

3.1.2 Selection responsibilities

Selection is undertaken by suitably qualified and experienced staff with expert knowledge of the kinds of library materials for which they are responsible, an understanding of the communities served, and the ability to avoid individual bias.

Final accountability for selection lies with the Content Manager.

Customers may make suggestions to buy and these will be considered for purchase when aligned with the Content Development Policy.

Further detail is contained in [Request an item for our collection](#)

Stock is allocated around the network considering:

- Total number of copies required for library network
- Library size
- Location and scope of specialist collections
- Customer demand.

3.1.3 Selection tools

These include:

- Websites
- Trade and library magazines
- Publishers' catalogues
- Reviews in specialised and general interest magazines

- Social media
- Suggestions to purchase from customers and library staff
- Profiles and standing orders created and managed by staff.

3.1.4 Formats

Collection and content is offered in a variety of formats. These include physical, digital, video, audio, and streaming.

Additional selection criteria may apply to specific formats.

Electronic subscription resources:

- Frequency of updating
- Licensing and technical restrictions affecting access – i.e. availability in libraries and/or remotely, with preference given to remote access; city and/or non-city members
- Number of possible concurrent users
- Stability of product
- Functionality and usability
- Availability through subscription, or the purchasing an archive of content.

Serials

- Number of issues a year
- Availability in alternative formats.

New formats are considered and evaluated as they emerge.

Considerations for evaluation of new formats include:

- Community demand
- Potential impact of any new format on equipment, staff, storage and space
- Sustainability issues
- Ease of use
- Reliability of access
- Durability for library use
- Suitability for direct customer use
- Availability of initial and ongoing funding
- Capability for downloading information
- Any consequent reduction or replacement of print or other format materials.

3.2 Acquisition and purchasing

Library content is acquired through a variety of suppliers, most of whom are tendered for contract on a regular basis.

3.2.1 Donations

Some donations are added to CCL's collection. Items are assessed to see if they are in good condition and if they meet usual selection criteria.

Terms of donation required to be clarified with potential donors are:

- Donor has read the Donations Policy and accepts the conditions
- Donated items that are not considered acceptable for the collection will be put in CCL's book sale.
- If a donated item is of a specialised or valuable nature and the donor has requested its return if it is not accepted for the collection, the donor will be advised and invited to collect it.

Some collections, particularly the Archives collection, rely more heavily on donated material than others.

Further detail is contained in the Donations Policy.

3.3 Access provision

Cataloguing standards ensure the library catalogue provides high quality access to print, audio-visual collections and eCollections. In many cases additional reference points (subject headings, notes) are added to highlight material which is otherwise difficult to find. This applies in particular to items of local interest, including the application of Ngā Upoko Tukutuku / Māori Subject Headings.

Archives are described using the guidelines developed by the Society of American Archivists.

Most items in the library are processed in a consistent manner with RFID tags and spine labels to enhance accessibility.

3.4 Content management

Continuous content management results in a current, relevant and attractive collection. This considers the need to relocate resources throughout their lifecycle and recognises that space allocated to collections in libraries is finite.

Content management includes:

- Complying with the provisions of the Content Development Policy and the Permanent Collection Policy
- Using collection tools and a variety of reports to manage collections
- Ensuring tikanga and principles of kaitiakitanga are followed when caring for specialist collections
- Maintaining an awareness of the use patterns of the collection in order to build an area or weed it more accurately to satisfy need
- Managing the collection on a day-to-day basis, ensuring it is tidy, attractive and well displayed
- Ensuring stock is physically appealing to maximise use as a network resource by using book covers and plastication where appropriate

- Repairing and recovering stock as required
- Deselecting stock objectively, and according to guidelines, in order to maintain an attractive, well-balanced collection, at a size that maintains a steady state within the constraints of the building in which it is housed.

3.4.1 Content analysis

CCL's collection is regularly and effectively evaluated to ensure that the goals of collection development are being met and that emerging gaps are identified.

This ensures that it contains high-quality, up-to-date resources, reflecting current trends and local needs and preferences, and conforms to current selection and deselection policies.

Ongoing collection performance is monitored in a variety of ways:

- Achievement of measurements and targets currently required by the Christchurch City Council:
    - General collection meets the needs of the community – defined as 3 - 4 items per capita of city population
    - The number of library items issued, per capita of city population, per year is the same as the national average or better.
- Use of the Public Library New Zealand Statistics to compare performance with comparable public libraries.
- Content use and scope is monitored regularly, to ensure CCL continues to provide the content customers require. Current methods include:
    - Circulation statistics compiled from the Library Management System
    - Holds placed, interloan requests, and suggestions to buy give an indication of areas of collection needs
    - Electronic statistics in terms of page views, site visits and eResource use
    - Formal customer satisfaction surveys to measure satisfaction with collection and performance
    - An ongoing culture of encouraging customer feedback
    - Awareness of strengths and weaknesses in terms of content and formats available
    - Use of software to identify when an item was last issued and when an item needed to be considered for replacement due to a high number of issues
    - Measuring performance against Content Development Policy principles, including statements around recommended future collection priorities.

3.4.2 Content location

Physical collections are held in libraries throughout CCL's network, and in additional non-public access storage facilities.

CCL uses the floating collection method to refresh stock at individual library locations, and to ensure individual items get maximum network use.

Most collections "float" freely among library locations rather than being "owned" by a specific location. The item stays at the location where it is returned rather than being sent back to a 'home' location.

All lending material held in storage is available for loan through the holds process.

Fragile and/or unique Heritage material is stored in a temperature and humidity-controlled environment.

Reference material may be requested and viewed at Tūranga, or by appointment at Archives New Zealand's facility at Wigram.

Digital collections are stored using Christchurch City Council servers, vendor platforms, or open access facilities such as [Canterbury Stories](#) our Digital Heritage Repository.

Access to content is facilitated by consistent signage to print and digital content which enables customers to easily find their way around any library in the network. This includes some bilingual signage.

3.4.3 Preservation and Conservation

Material is preserved to ensure the accessibility of CCL's permanent collections for present and future use.

This includes:

- Maintaining an appropriate environment that minimises the deterioration of the stock. This includes temperature and humidity control where appropriate, correct handling of the stock, individual assessment of the extent and type of repairs required and on-going monitoring of the extent of use of key items.
- Actively preserving material in the collection by:
  - Isolating items needing treatment and withdrawing them from active use
  - Applying appropriate preservation techniques to those items that warrant such treatment as and when possible
  - Producing surrogates where the extent of use is incompatible with the ongoing preservation of the item.

Techniques may include:

- Preservation binding
- Encapsulation
- Phase boxing
- Shrink wrapping
- Format migration.

3.4.4 Content maintenance – lifecycle

Content is reviewed regularly to ensure:

- The best stock to match customer needs is selected and maintained

- A balanced collection is provided within budget allocation
- A network perspective is taken towards the collection
- Materials are suitable for library use
- Collections are responsive to customer needs
- Collection management tools and guidelines are promoted and used confidently by staff members. This includes analysing data compiled from the Library Management System; and the use of Deselection guidelines.

Consideration is given to whether an item should be archived digitally or printed; or bound and housed in a physical collection.

All general collections are assessed regularly for material that may be retained in storage, withdrawn, or replaced.

3.5.1 Deselection and withdrawal

Deselection is an essential activity in order to a) have space to add new content and b) to ensure what is retained still meets customer needs.

The MUSTIE criteria is used for assessing items for withdrawal:

- **M**isleading - and/or factually inaccurate
- **U**gly - worn and beyond mending
- **S**uperseded - by a truly new edition or by a much better book on the subject
- **T**rivial - of no discernible literary or scientific merit
- **I**rrelevant - irrelevant to the needs and interest of the community
- **E**lsewhere - material or information that may be obtained elsewhere.

Other considerations include:

- Currency and format
- Lack of use
- Condition of item
- Material considered classic or part of a core list
- Material not likely to become outdated
- Availability of material on the same subject.

CCL follows the judgements from Te Mana Whakaatu Classification Office in relation to banned and restricted titles. We do not censor our collections based on ideological, political or religious views or pressures.

3.5.2 Disposal

- CCL follows sustainable practices and considers sustainability implications wherever possible. These include reducing the amount of plastication used when processing new items while at the same time considering the potential life of the item

- Where possible using plant-based compostable covering on items
- Considering whether to repair or replace an item in poor condition
- Recycling packaging and other relevant library related materials
- Ensuring best use is made of stock before deselection
- Holding public book sales
- Selling valuable items, no longer appropriate for the collection, at commercial value
- Offering unwanted items to other institutions where content more appropriately matches their collection scope
- Referring Māori material to Nga Ratonga Māori team for appropriate disposal
- Referring Pasifika material to Pasifika Community Liaison Librarians for appropriate disposal.

Specific withdrawn items are not put aside for customers to buy.

3.5.3 Book sale

Withdrawn material may be disposed of through sales in libraries, or through CCL's annual book sale.

Book sales are open to all members of the public.

Not all withdrawn items are sold at the book sale. Some items are damaged beyond repair and destroyed, and others are lost by customers.

Content Development Policy Section 3 – Definition of collections

Section 3 – Definition of collections – purpose and content

Section 3 – Definition of collections – purpose and content

1. **Overview**

This section provides information about the collections offered within the Christchurch City Libraries (CCL) network – the purpose of each collection and what it comprises.

CCL provides collections for all demographic groups and tailors them to reflect our local community and environment.   A strong emphasis is placed on New Zealand authors and content to reflect New Zealand culture.

Selection and retention practices are used in a consistent manner across all formats as outlined under Selection in section 2 Practice and Procedures, unless it is specified otherwise.

New items are added to most collections on a regular basis. A small number of collections are closed to new additions, but existing content is retained.

The balance in formats offered in some collections, for example physical versus digital, may change depending on availability and usage. This is more apparent in some collections than others.

Physical formats include:

- Books
- Magazines
- Audiovisual - DVDs, music CDs, and audiobooks (talking books)

Digital formats include

- Databases, e.g. Mango Languages
- Downloadable – eBooks, eMagazines, eAudiobooks
- Digitised content, e.g. letters, maps, Canterbury Stories
- In-house created databases, e.g. CINCH, Papers Index

CCL also acquires some streaming media, e.g. Beamafilm, Kanopy.

2. **General Collections**

2.1. **Adult collections**

2.1.1.   **Fiction**

To provide access to a broad range of titles to satisfy customer recreation, entertainment and learning needs. This collection aims to be a comprehensive collection of the works of all major English language fiction writers and non-English authors in translation. It includes

a wide range of bestselling and popular fiction as well as literary classics, works by new and local authors and award-winning titles. It is available in both print and digital formats.

2.1.2. Nonfiction

To provide access to materials that contribute to lifelong learning, and which fulfil the informational, recreational and cultural needs of the community. This collection provides reliable, high-quality information across a comprehensive range of subjects and interest levels in a variety of formats including both print and digital. It contains both current and historical material that reflect a wide range of views.

2.1.3. Large print

To provide reading material in enlarged typeface for customers who have difficulty reading standard print-sized editions. This collection includes as great a range of titles as possible for variety and includes both fiction and nonfiction titles, with hardback and soft cover options.

2.1.4. Bestseller

A small collection to meet high demand for the most popular and topical items of the moment. This collection is highly responsive to what is happening at the time, what is being promoted in the bookshops and media, and is readily available. It contains mainly fiction and is guided by bestseller lists and holds.

2.1.5. Graphic novels

To provide reading material that blends words and images to tell a story. This collection includes popular themes and characters. Graphic novels are collected in English. Where possible, series are retained.

2.1.6. Reference collections

To provide quick, easy access to items frequently used as quick sources of information. This collection includes English, New Zealand English, Māori, bilingual and subject dictionaries, encyclopaedias, yearbooks, almanacs, directories, maps and atlases, bibliographies and biographical sources. Because of the need for currency and accuracy, and ease of searching, the preference is for digital format where available.

2.1.7. Standards

To provide access to the relevant standards to support local business development and industry. This collection contains a comprehensive collection of New Zealand standards (NZS), Australian Standards (AS) and joint Australian/New Zealand standards (AS/NZS). AS/NZS standards are also available digitally.

2.1.8. Music scores

A collection of music scores and sheet music, covering both classical and popular music, as well as New Zealand music scores.

2.1.9.   Motor manuals

To provide access to a collection of repair manuals for cars, motorcycles, outboard motors and other engines. Where available, manuals covering other vehicles and appliances are also collected. This is a closed collection.

2.1.10.   World languages

To provide access to material in a variety of languages other than English to support local migrant groups wishing to retain their connection with their home country. This collection contains first language resources for new settler communities, and recreational language resources in other languages for English language speakers. The collection is offered in a variety of physical and electronic formats and includes popular fiction, nonfiction, magazines and newspapers. Further details can be found in the **World Languages Collection Policy**

2.1.11.   English Language Skills / Literacy

To provide access to resources that are specifically designed to help develop English literacy skills in reading, writing, listening and speaking, and for English speakers of other languages. This collection provides access to recreational and informational titles at different reading levels on a range of subjects. Included are learner dictionaries and grammar resources, self-study materials for independent ESOL learners and study guides for students preparing for international language tests such as IELTS, tutor resources and bilingual materials.

2.1.12.   Board games
A small collection of borrowable board games is being piloted in three libraries as a way of gauging demand for a larger and more widespread collection in the future. Games offered are linked to literacy, lifelong learning, and encourage social interactions, listening, collaboration and problem solving.

2.2. Children & Young Adults

To provide the widest possible selection of high-quality resources to assist the learning, development and recreation of children and young adults, taking into account customer demand, interests and changing trends. This collection includes both fiction and nonfiction materials, including information on life skills, study guides and graphic novels aimed at library customers aged zero to eighteen. A strong emphasis is placed on New Zealand authors and content to reflect New Zealand culture. This includes items written in Te Reo Māori and resources written in Pacific Island languages and languages of Christchurch's recent settler communities.

2.2.1.   Picture books

To provide books primarily for younger children to introduce them to a wide range of experiences, settings, themes, feelings, situations, characters, art and language. This collection includes material suitable for pre-schoolers and new entrants, for reading aloud

to groups and for sharing on a one-to-one basis. Also included in this collection are board books designed for children in their early years.

2.2.2.   Into reading

This collection includes both fiction and nonfiction books designed to be used by emerging readers, and parents and children sharing a book together that have simple sentence structures, grammar and font.

2.2.3.   Children's fiction

This collection is divided into two sections: younger fiction for children aged 6-9 years and older fiction for children aged 9-12 years. The collection is made up mainly of chapter books. Series are kept complete wherever possible.

2.2.4.   Children's graphic novels

To provide reading material that blends words and image to tell a story. This collection includes popular themes and characters with appealing visual images aimed at children of all ages.

2.2.5.   Children's nonfiction

To provide access to materials which fulfil the informational, recreational and cultural needs of children and contribute to lifelong learning. This collection includes materials across a wide range of subjects and interest levels to reflect the diversity of interests and needs. The collection does support curriculum requirements: however, this collection does not meet all classroom needs, nor is it designed to support class sets.

2.2.6.   Stories to go

A collection of material and activities in bags for children aged 0-12 years. Stories to go bags are classified by age and contain a variety of fiction and nonfiction books, and a DVD.,

2.2.7.   YA fiction

A range of books which appeals to a wide cross-section of young adult readers. The collection includes fiction of all genres, abridged or complete classics, multi-cultural classics and short stories. Cross-over titles are also included providing a link between Young Adult and Adult collections. Series are kept complete wherever possible.

2.2.8.   YA graphic novels

The collection includes popular themes and characters. Graphic novels are collected in English and languages other than English. Where possible, series are retained.

2.2.9.   YA nonfiction

To provide access to materials which fulfil the informational, recreational and cultural needs of youth and contribute to lifelong learning. This collection includes materials across a range of subjects and interest levels of particular interest and relevance to youth culture

which includes personal and social issues and entertainment topics. The collection includes study guides.

3. Ngā Pounamu Māori

The collection provides the largest and most diverse range of Māori material in CCL's collection. It contains items of cultural, historical, social and linguistic significance for Māori, including whakapapa resources. Items are collected by authors who whakapapa Māori. Special emphasis is given to local content, particularly Ngāi Tahu. This is a lending collection and is located in each of our libraries. Size of the collection varies depending on location, with the largest collection housed on Tuakiri | Level 2, Tūranga in Waruwarutū.

4. Pasifika

To provide access to knowledge, heritage and identity, with a particular focus on helping Pacific Peoples to connect with and engage in their language and culture. This collection contains resources, both fiction and nonfiction, pertaining to cultures of the Pacific. Defined collections are held on Tuakiri | Level 2, Tūranga, Aranui Library, and Matatiki Hornby Centre. This is a growing collection.

5. Serials

To provide access to information to satisfy the recreational, informational, cultural and lifelong learning needs of the community. Serials are defined as publications that have a regular and known publication cycle. Included in the category are recreational magazines, serials on specialist topics, and newspapers. Additionally, some local newsletters and locally published serials, school magazines, items with popular interest and magazines and newspapers in languages other than English to support the needs of the World Languages collection are also collected.

5.1. Newspapers

To provide access to a selection of New Zealand daily and weekly newspapers, both current and historical, with a focus on Christchurch.

Current newspapers. This collection contains a range of local and national publications, with the majority only being available digitally.

Historical newspapers. This collection contains a range of newspapers with a focus on Christchurch and Canterbury. Historical newspapers are preserved in both paper and microform formats to provide long term access and are part of a wider national programme of digitisation.

6. Audiovisual collections

To provide a wide range of non-print resources to supplement print collections to meet entertainment, information and customer needs. These collections contain a variety of formats such as DVDs, CDs, and streamed videos and music to provide greater access.

6.1. DVDs

This collection includes a wide range of popular DVDs including classic, contemporary, family and art-house movies, world cinema, musicals, popular television series (either current or older), general documentaries and specialist material e.g. music, history, opera, travel or yoga. Where possible, DVDs with subtitles are purchased for the hearing impaired. Only DVDs that have been classified in New Zealand are purchased. R18 rated DVDs are not purchased unless they are part of a series where other titles have been classified with a lesser rating e.g. R16. Additions to this collection are decreasing due to a reduction in demand and an increase in the availability of content via streaming media.

6.2. Music CDs

This collection includes a range of recorded music covering a variety of styles including classical, folk, jazz, blues, world, movie soundtracks, rock, pop and country music. This collection is decreasing due to a reduction in demand for music in this format.

6.3. Vinyl collection

A collection of vinyl LPs. This collection covers a range of music genres including classical, folk, jazz and popular music. It also includes some spoken word and comedy recordings. This is a closed collection.

6.4. Talking books

This collection includes both fiction and nonfiction titles in alternative formats for customers. Both full-length and abridged recordings are purchased.

7. Digital

To provide access to engaging and entertaining online destinations which fulfil the informational, cultural and recreational needs of the community.

Access to the internet is provided to enable access to current information in an electronic format and to enable people to participate in and contribute to their city and community. It enables the stories of the people and places of Christchurch and Canterbury to be told, while online databases are provided to meet and anticipate the needs of library customers for specialised, current and in-depth information.

7.1. Databases

This collection enables the library to offer access to indexes, abstracts, and full-text articles via online databases to provide access to the most up-do-date information available for as many customers as possible by subscribing to a variety of authoritative databases.

7.2. Downloadable digital content

To provide access to online books and magazines from eBook, eAudio and eMagazine suppliers for those who prefer this format in order to meet the informational, cultural and recreational needs of the community.

7.3. Digitised content

CCL has a programme to digitise elements of the heritage collections in order to:

- Conserve items that are too fragile or at-risk to be used
- Increase the accessibility of popular or in demand items
- Create greater awareness of the heritage collections and particularly unique, unpublished material
- Enable digital curation and local stories to be retold

Some of this is carried out in collaboration with other institutions, such as collaborating with the National Library of New Zealand by contributing to PapersPast.

7.4. Streaming

7.4.1.   Film

To provide online access to a wide range of popular films including classic, contemporary, family and art-house movies, world cinema, musicals, popular television series, general documentaries and specialist material.

7.4.2.   Music

To provide online access to classical, jazz, and world music, including standard and rare recordings, album notes, reference and tuition material.

7.5. In-house created indexes

7.5.1.   Papers Index

A selective index of articles, mainly of local interest to Christchurch and Canterbury, published in local newspapers. The index includes articles published in The Press, The Star and the Christchurch Mail of both immediate and long-term interest with a local focus.

7.5.2.   CINCH

An online community directory that provides access to clubs, community organisations and continuing education course providers in the greater Christchurch area. It lists current local community run organisations, or national organisations with a local presence, that offer a community service such as a course, workshop or hall for hire. It also provides links to organisations that are part of the local infrastructure such as eco depots, parks, sports and recreational providers. Information is updated regularly.

7.5.3.   Tī Kōuka Whenua

Section 3 – Definition of collections – purpose and content

An online resource that lists historical and cultural information on Ngāi Tahu sites of significance within the Christchurch and Banks Peninsula region. Te Kōuka Whenua provides this information through audio files of interviews with local kaumata, an interactive map of the sites, a bibliography and a glossary of Māori terms. It is accessed through the library website.

7.5.4.   Te Kerēme

A selective online index for the Ngāi Tahu Māori Trust Board's claim material before the Waitangi Tribunal. Included in the indexed material are references to iwi; hapū, marae, individual people, organisations, places, and events.

The online index is housed on the library website and is only compatible with the copies held by CCL. The physical copies of the Ngāi Tahu claim material are held in Waruwarutū on Tuakiri | Level2, Tūranga.

7.6. Canterbury Stories (Digital Heritage Repository)

Canterbury Stories consists of digitised material from the CCL's archives, publications, newspapers, and donors. It also includes material digitised from physical collections and born digital material. An online resource of community contributed images and stories that promotes and supports the creation and sharing of everyday cultural and heritage content. It captures contemporary and heritage memories and stories to celebrate who we are, how we live, and what we do, through photographs, video, audio footage and stories. It brings together records of current and historical local events, people, places and events by gathering the knowledge held by the community about Christchurch and the Banks Peninsula area. As items depict the past, some images may not represent current values, practices or standards. Collecting images that reflect their time enables understanding of the past and encourages conversations.

7.7   Discovery Wall

The Discovery Wall is a large interactive exhibition of images and stories of the history of people and places of Christchurch. It includes images and videos curated from Canterbury Stories, CCL's Digital Heritage collection and appropriate material from other institutions. Content has been contributed by the city's past and present residents and visitors, and contributions can be made directly through the discovery wall website. As items depict the past, some images may not represent current values, practices or standards. Collecting images that reflect their time enables understanding of the past and encourages conversations.

7.8   ArchivesSpace

ArchivesSpace is an open-source web-based information management system providing greater access to the physical archive collections of CCL, Christchurch City Council, and Christchurch Art Gallery Te Puna o Waiwhētu. ArchivesSpace provides descriptions about archive collections held physically and links to digitally held content where these are available.

8.   Heritage collections (Aotearoa New Zealand Centre)

A specialist reference collection providing research level contemporary and historical material about New Zealand/Aotearoa in a variety of formats and including both published and unpublished material.

The primary focus is on Christchurch and Canterbury. All Māori publications are actively sought and acquired with a particular emphasis on Ngāi Tahu.

More detailed information is contained in the Permanent Collection Policy

8.1. Ngā Rākau Teitei e Iwa, Ngāi Tahu collection,

The Ngāi Tahu collection is named *Ngā Rākau Teitei e Iwa*, or The Nine Tall Trees, in reference to the eight land purchase claims plus the mahinga kai/natural resources settlements that formed the Ngāi Tahu claim to the Waitangi Tribunal.

At the heart of Ngā Rākau Teitei e Iwa are copies of some of the claim information including evidence used during the claim from both Ngāi Tahu Māori Trust Board and the Crown. It also holds a range of resources relating to Ngāi Tahu and their histories of people and this land. It is a reference collection only and aims to improve access to Ngāi Tahu information and knowledge. The collection is held in Waruwarutū, on Tuakiri | Level 2, Tūranga.

8.2. Archives

A collection of primary sources within the ANZC collection to document the history of the city and region. This collection consists predominantly of unpublished original papers and records. It includes the records of local and community organisations and clubs, church archives, genealogical records, some business archives, original diaries, as well as the papers of individuals. Material relates to Christchurch, the Canterbury region and the Chatham Islands from 1850 onwards.

8.2.1.   Manuscripts

This collection includes diaries and letters, papers of individuals, local organisations, fiction, drama, poetry, film scripts.

8.3. Ephemera

This collection provides documentary evidence of everyday life, cultural and socio-political information. It includes posters, retail catalogues, advertising material, circulars, local government election material, flyers for local festivals, art exhibition catalogues, postcards, library events and material produced by other Christchurch City Council units, events of national significance, for example the 1981 Springbok Tour, and practical and mixed materials relating mainly to local and community organisations and some businesses as well as to some individuals and families. A selection of Environment Canterbury material is also collected. In the main the material relates to Christchurch and Canterbury.

8.4. Official publications

8.4.1.   Government publications

Section 3 – Definition of collections – purpose and content

The full range of Parliamentary Papers continues to be received and retained in print format, as well as being accessible online. Key local government documents for Christchurch City Council and Environment Canterbury are also received and made available in print format where possible, or online. Statistics from Department of Statistics are accessible online. Government reports are actively collected, with many now available only in digital format. Access to these reports is available through a link in the catalogue record

8.4.2.   Ngā Ripoata o Waitangi / Waitangi Tribunal Reports

The collection contains physical copies of completed settlement reports of iwi from around the country relating to their claims before the Waitangi Tribunal. Reports continue to be received and retained in print format, as well as being accessible online. This collection can be found in Waruwarutū, on Tuakiri | Level 2, Tūranga.

8.5. Annual Reports

To provide access to a variety of New Zealand reports for current and historical information. This collection contains a comprehensive collection of annual reports, with priority given to Canterbury companies and organisations. A selection of contemporary reports is available digitally.

8.6. Map collection

To provide access to both historical and current maps while ensuring ongoing public access to maps that are becoming increasingly physically fragile. The map collection includes contemporary and historical maps of Christchurch and Canterbury and current New Zealand topographical maps, street maps, national parks and track maps, soil and geological maps and nautical charts for local areas. Digitised copies of historical maps are a growing collection. Copies of maps are digitised from originals held by CCL and purchased from other collecting institutions to enhance access.

8.7. Theses

To provide access to academic theses which complement and add depth to the library's collection. This collection includes theses in geography, history, and politics with local content, artistic, literary and cultural topics which have few other printed resources and theses which include research conducted in Christchurch or Canterbury. This is mostly an historical collection with little added in recent years.

8.8. Family history

To provide sources of information used mainly for family history and genealogical research. It includes shipping registers, church registers, past telephone directories and electoral rolls. It also includes some Burke's and Debrett's Peerage resources and parish maps of the British Isles. These are provided in a range of formats including print, microfilm, CD-ROM and digital.

8.9. Zines

To preserve and provide access to a selective collection of zines and small press comics mainly about Christchurch or by Christchurch contributors.

8.10. Special heritage collections

These collections have been obtained either through donation or purchase and have significant content relating to Christchurch or Canterbury as detailed for each collection. Many of these are closed collections or have only significant new titles added.

8.10.1. Butler collection

A collection of books by and about Samuel Butler (1835-1902). A nineteenth century English novelist who spent time in New Zealand and farmed at Erewhon Station in Canterbury. Material is purchased with the aim of having every published edition of Butler's works. Reprinted editions are not purchased.

8.10.2. Margaret Mahy collection

Named in honour of New Zealand author and former Christchurch City Libraries' Children's Librarian, Margaret Mahy, this is a reference collection of New Zealand children's and young adult's books from the nineteenth century to the present day. The collection contains a copy of most New Zealand children's books (excluding 'readers') published since 1987 and builds on a collection of material published since the 1950s. It also contains a selection of self-published titles that focus on Canterbury topics or authors, as well as important/prominent authors, and a snapshot of translated titles by New Zealand authors.

8.10.3. Merton Collection

A collection of books, pamphlets and papers by and about Thomas Merton (1915-1968), a Trappist monk, whose father was a New Zealander and whose two aunts lived in Christchurch and gifted the initial collection. The collection includes titles on monasticism, comparative religion and social issues such as the Cold War, race relations and pacifism. Most items are reference with some lending copies available throughout the network. Currently only significant new titles are added to this collection.

8.10.4. Nautical collection

A small lending collection gifted to Christchurch City Libraries and located at Lyttelton Community Library. This collection contains mainly nonfiction titles with a small number of fiction titles dedicated to seafaring life, ships and shipping. No new titles are being added.

8.10.5. Newton Collection

A collection received in 1962 from a bequest of Canon Henry Edward Newton (1873-1961) who came from England to be vicar of Ross from 1901-1907 and who climbed extensively in the Southern Alps then and on a visit in 1935.This collection includes books, pamphlets and maps mainly on mountaineering and travel in New Zealand. No new titles are being added.

8.10.6. Ngaio Marsh collection

Section 3 – Definition of collections – purpose and content

A collection by and about Canterbury's internationally renowned crime writer, Dame Ngaio Marsh (1895-1982). It also includes translations of most of her works into other languages.

8.10.7.   Peace Collection

A collection of material about the Peace Movement in New Zealand held in trust by Christchurch City Libraries for the Peace Foundation and the Women's International League for Peace. It includes mainly nonfiction titles with a small number of fiction titles. No new titles are being added.

8.10.8.   Rare Book Collection

CCL does not maintain a rare book collection but has a small representative selection of rare and valuable non-New Zealand books that have been retained only for display purposes.