



Provision of Library and Information Services

CORE PRINCIPLES FOR MEMBERS

Introduction

The Australian Government invests significantly in the provision of library and information services to support achievement of government agencies' outcomes.

The Australian Government Libraries Information Network (AGLIN) adds value to government investment in library and information services as outlined in the Strategic Framework 2010-2013 [link] by:

- A. Serving as a forum to consider and reach consensus on issues and policies, which affect Australian Government libraries and information services.
- B. Representing the interests and concerns of member libraries and information services in government and industry fora.
- C. Advocating on issues affecting government libraries.
- D. Enhancing Government library staffs' professional skills and supporting library staff in the management and operation of member libraries.
- E. Developing, implementing and participating in co-operative schemes and resource sharing activities.

This statement of Core Principles provides a broad policy framework for provision of library and information management services by AGLIN member libraries. It is complementary to the Australian Library and Information Association's [Guidelines for Australian Special Libraries](#).

AGLIN will review biennially the overall effectiveness of this document and make amendments to ensure it reflects best practice provision of government library and information services.

AGLIN member libraries are encouraged to adopt and apply these principles as appropriate when conducting planning and as a part of routine library operations.

GENERAL PRINCIPLES

Member libraries:

1. *Align with the strategic directions of their agencies and broader government initiatives.*
2. *Provide targeted and cost effective library and information management services that contribute to their agency's outcomes.*
3. *Participate in cooperative schemes and resource sharing activities with other government libraries when mutually beneficial.*
4. *Develop innovative library and information management services.*
5. *Collaborate to exchange knowledge and experience gained in the management and operation of government libraries.*

COLLECTION DEVELOPMENT, MANAGEMENT AND ACCESS

6. *Member libraries manage the information resources in their control or custody in an effective, efficient and ethical manner.*

Libraries will manage information resources:

- as a valuable asset
 - using a Collection Management Policy with supporting procedures and practices
 - from a full lifecycle perspective.
7. *Individual library Collection Development Policies define*
 - the scope and nature of collections
 - how collections support the outcomes of the agency
 - selection and disposal principles for materials in all formats
 - strategies for collaboration and resource sharing with other libraries and agencies
 - a framework for accountability and control over material acquired by the library.
 8. *Member libraries maintain a flexible approach when considering options for ownership, management and licensed use of information resources.*
 9. *Member libraries use resource discovery standards to organise information resources so that clients and staff can access the information they require.*
 10. *Information resources provided by the member libraries are authoritative, relevant, and accessible in a timely, secure and convenient manner.*
 11. *Member libraries ensure copies of publications produced by their agency (excluding classified and caveated publications) are held, preserved and accessible within Australia in accordance with the Copyright Act of 1968.*
 12. *Member libraries aspire to support open government initiatives by facilitating discovery of research resources.*
 13. *Member libraries inform and train clients in how to access the information they require.*

LIBRARY SERVICE DELIVERY

14. *Member libraries, within resource allocations, provide best practice library and information management services to clients.*
15. *In consultation with clients, member libraries regularly review the relevance of the services they provide. Results are used to amend and realign the suite of services provided.*

The review process includes evaluation, monitoring library services usage trends and seeking formal feedback from clients, to identify:

- the comparative importance of services provided
- how services are used to support agency business
- requirements for new and agile services, and
- irrelevant services.

16. *Member libraries do not duplicate services to their clients that are readily available from other libraries.*

LIBRARY STAFF

17. *Member libraries should be managed by information professionals with relevant tertiary qualifications, who meet the Australian Library and Information Association's (ALIA's) [Library and information sector: core knowledge, skills and attributes](#).*
18. *The classification of library positions should meet agency and [ALIA](#) work level standards.*
19. *Libraries are committed to improving the professional knowledge and skills of their staff, and facilitate opportunities for career progression.*

LIBRARY PERFORMANCE REPORTING

20. *Libraries communicate timely performance reports to demonstrate the value of their services to the agency's outcomes.*
21. *Member libraries evaluate achievements against agency performance indicators, and use the findings to refine the services provided.*

RESOURCES

AS/NZS ISO 4789:2004 *Information and Documentation: International Library Statistics*. 2004.

Attorney-General's Department. *Intellectual Property Principles for Australian Government agencies*. 2007.

[http://www.ag.gov.au/www/agd/rwpattach.nsf/VAP/\(22D92C3251275720C801B3314F7A9BA2\)~Statement+of+IP+Principles+for+Australian+Government+Agencies-t.pdf/\\$file/Statement+of+IP+Principles+for+Australian+Government+Agencies-t.pdf](http://www.ag.gov.au/www/agd/rwpattach.nsf/VAP/(22D92C3251275720C801B3314F7A9BA2)~Statement+of+IP+Principles+for+Australian+Government+Agencies-t.pdf/$file/Statement+of+IP+Principles+for+Australian+Government+Agencies-t.pdf)

Australian Government Libraries Information Network. *Strategic Framework 2009-2013*. 2010.
Link to be added after launch at AGLIN AGM.

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ISO 11620 (Second Edition 15-08-2008) *Information and Documentation: Library Performance Indicators*. 2008.

LexisNexis. *2010 Best Practices for Government Libraries*. 2010.
http://www.lexisnexis.com/tsg/gov/Best_Practices_2010.pdf

Special Libraries Association. *Positioning SLA for the Future: Alignment Initiative Results and Recommendations*. 2009.
http://www.sla.org/pdfs/FH_PositioningSLA0113090-Notes.pdf

Step Two Designs Pty Ltd. *10 Principles of effective information management*. 2005.
http://www.steptwo.com.au/papers/kmc_effectiveim/index.html

Therapeutic Goods Administration Library. *Principles of our information services delivery*. 2009.