



***ACCESS ALL AREAS: developing access & collections  
getting the right book\* to the right person at the right time***

Selection & Purchasing

- selection policy
- purchasing policy

Developing Access

- providing access to external resources
- enhancing access to our resources

“To every book its reader”: making the most of our stock

- stock management - evaluation, exchange, & renewal
- arranging, displaying, and aiding in the use of stock
- stock preservation & protection

Training for collection development

- staff training programme focused on collection development.

\* *books, journals, CDs, DVDs, digital materials, etc.*

## 1 Preamble

*Access all areas* has been developed to fulfil Action 1 of *Books, Bytes & Buildings* which states

“The Council will prepare and implement a collection development policy covering the selection, acquisition, and management of stock in all formats, including electronic. This policy will cover popular lending materials for children and adults, research stock, local studies materials, stock in Gaelic and other languages, and music and multi-media”.

It aims to ensure that we provide the right book (and other material) for the right person at the right time. The policy covers not only how we develop collections - children’s, general fiction, popular non-fiction, local studies, reference, music, etc. - but also how we provide access to materials which we do not have, through inter library loans, co-operative ventures, and most importantly through electronic access.

Cork City Libraries will give special attention to children and adults with special needs, including persons with a physical, sensory, learning, mental health or emotional impairment, and we will provide suitable reading materials to meet such needs, for people of all ages.

Public libraries are a publicly funded intervention in the lives of local communities, set up to achieve objectives which have the broad support of society at large. While librarians and users know the value of libraries and of library resources, this in itself is not enough; the public have the right to expect public bodies to account for the spending of their money. Thus Cork City Libraries will, throughout the lifetime of *Books, Bytes & Buildings*, monitor 1) the degree to which the selection, purchasing and management of stock, and the provision of access to resources generally, meets the standards set out in this document, and 2) the degree to which they meet the needs of the public.

## 2 Selection & Purchasing

*a comprehensive selection policy covering all types of materials and seeking to meet all types of needs*

*a purchasing policy based on principles of quality, choice and value for money*

### 2.1 Selection

#### 2.1.1 *Selecting for Children and Young People*

Cork City Libraries will select books, audio-visual, multi-media, and other materials designed to stimulate and improve the minds and imaginations of young people, encourage and foster their intellectual and social development, and enable them to become independent, resourceful citizens of the future. Cork City Libraries will have regard in selecting stock i) to the need to foster a love of reading and of the pursuit of knowledge, ii) to the need to help children to be discriminating in their use of information and reference sources, and iii) to curricular changes, with the consequent greater emphasis upon resource-based learning - e.g. project and local history collections for children. Special consideration will be given to literature and informational materials from Cork city and region.

The needs of teenagers and young adults will receive attention from Cork City Libraries and from librarians running individual libraries. This will involve the purchase of teen oriented books, magazines, and audio-visual materials.

Cork City Libraries will aim to spend 30-33% of the total bookfund on books and other materials for children and young people.

#### 2.1.2 *Selecting for Adult Lending*

Cork City Libraries will devote the major part of the book fund to selecting lending materials for adult users. The emphasis will be on good quality fiction and non-fiction with a wide appeal, designed to facilitate the creative use of leisure time. This provision will be supported by a document delivery/inter-library loans service for people with specific needs not met from the general stock. Cork City Libraries will ensure that the stock is kept up to date and in a good and attractive condition by constant replacement and refurbishment in order to meet the requirements of existing users and to attract new users. Cork City Libraries will also ensure that the stock is appropriate to the particular community being served.

Cork City Libraries will make generous provision for contemporary writers, and especially contemporary writers from the region, in lending collections.

Cork City Libraries will continually review its collection development policy in the area of lending materials, so that recreational and informational material in all its forms is available to the community. Cork City Libraries will, for example, be alert to the changing age profile of particular communities, and ensure that the needs of older readers are catered for. The Libraries will also make appropriate provision, in terms of stock, equipment, signage etc. for people with disabilities, including visual, hearing/speaking and mobility impairment. Printed material will continue to be the main element in lending services, but multi-media material - music and spoken word, entertainment and information videos, CD-ROM and multi-form educational packages - will assume increasing importance as part of the library stock.

### *2.1.3 Selecting for Information and Learning - Research and Information*

Cork City Libraries will provide comprehensive and continually updated collections designed to meet, as far as possible, the information, research and learning needs of individuals, community groups, local agencies both state and voluntary, and the business community. These collections will include reference, research, Official Publications, business information, and community information collections in the Central Library, appropriate to the main public library service point in Munster, and reference and information collections in each of the local libraries.

In Central Library the reference collection will include material on all topics, with special attention given to the social sciences and humanities - economics, society, folklife, literature, arts, music, area studies and history. In addition to the reference collection, Central Library will continue to develop a research collection of materials in these subject areas, available for consultation in the Library. The business information collection will have books, serials and on-line services designed to assist economic development in the city and region. The community information collection will comprise printed materials, including leaflets, and on-line services, designed to provide both information on everyday-living and problem solving, and citizen action information. The Official Publications collection will comprise documents produced by the Oireachtas, government departments, semi-state bodies, the EU, and local authorities in the region, and will provide primary sources of information on law, economy, technology & industry, education, social policy and other topics. In certain cases we will provide lending copies of titles also held in the reference/research collection. Material which is rare, valuable, or difficult to replace will be for consultation only.

Cork City Libraries will continue to develop relevant and up-to-date reference and information collections in each local library, appropriate to the communities being served.

#### 2.1.4 *Selecting for Life and Learning Cork Local Studies*

The Cork Local Studies collection contains a wide range of material in printed, microfilm, audio-visual, and electronic formats on the history, geography, antiquities, archaeology, folklore and culture of Cork city and county. The collection contains books, newspapers, journals, periodicals, manuscripts, maps and photographs. It is one of the most important resources provided by the service as we endeavour to preserve the the written record of Cork City and County. To develop and enhance the service Cork City Libraries will acquire

- books and other materials printed and/or published in Cork city and county;
- books and other materials by Cork writers published elsewhere in Ireland or abroad;
- books and other materials about Cork, Cork persons or subjects published elsewhere in Ireland or abroad;
- theses and ephemeral material about Cork, Cork persons or subjects.

Cork City Libraries will strengthen the core Cork interest collections in all local libraries, and acquire copies of the various types of Cork interest material in appropriate numbers, for lending purposes and/or to ensure long-term availability of titles.

#### 2.1.5 *Selecting Periodicals*

Having a range of newspapers, periodicals and serials available for the public is a crucial element in provision, especially in the Central Library.

Cork City Libraries will provide in Central Library a comprehensive range of periodicals and serials in the areas of literary, music & cultural studies, history, folklore, general science and technology, current affairs & politics, nature and environment, art & architecture, with special emphasis on Irish published/Irish interest material. We will provide a representative collection of periodicals and serials in other libraries in the network, including a range of general interest magazines in all libraries.

#### 2.1.6 *Ag Roghnaigh do Phobail na Gaolainne*

Bainneann ceithre rannóg le soláthar leabhair i nGaolainn i Leabharlanna Cathrach Chorcaí:

- leabhair faoin nGaeilge/nGaolainn: an teanga, an Ghaeltacht, pobal na Gaolainne agus an cultúir Gaelach;
- fóghlaim na Gaolainne: leabhair agus acmhainní eile;
- leabhair do mhúinteoirí & do thuismitheoirí: treoir agus maoine eile ag cuidiú leo an teanga a mhúineadh;

- leabhair ginearálta: i) litríocht; ii) leabhair ag cur síos ar gach aon ábhar - stair, beatháisnéis is ar uile; iii) leabhair aistrithe ón nGaolainn.

Sa Lárleabharlann beidh cóip amhain de beagnach gach aon leabhar i nGaolainn sa 'Cnuasach Gaelach' agus cóip eile i measc na habhair éagsúla. Sna leabharlanna eile beidh mioncnuasach de leabhair i nGaolainn.

Ó thaobh páistí agus daoine óga de, ní mór do Leabharlanna Cathrach Chorcaí soláthar a dheanamh do:

- cáinteoirí ó dhúchais;
- daltaí scoile lán Ghaolainn;
- daltaí a thógadh le Béarla a bhfuil Gaolainn á fhoghlaim acu ar scoil.

### 2.1.7 *Selecting for InterCultural Cork*

Cork City Libraries will ensure that stock selection shall reflect the new communities which are growing and developing in Cork. Our approach will be based on the principle of inter-culturalism - different cultures living together with mutual respect and cultural integration - and will have regard both to the need for materials in the relevant mother tongues and on the relevant cultures of origin, and the need for English language learning. Cork City Libraries will consult widely with members of the various nationalities/language groups, and will select appropriate stock to meet the needs of these communities, including books, periodicals and newspapers both in paper and in digital formats. We will also provide materials to aid learning English as a foreign language - materials for lending and as part of learning resources in local libraries.

### 2.1.8 *Selecting music*

Cork City Libraries will provide a comprehensive music collection to anticipate and support the needs of the community we serve and stimulate the musical life of Cork city and its region. We will aim to provide an imaginative and high quality collection in all genres and for all age groups, taking into account local, national and international music making.

#### 2.1.8A *Rory Gallagher Music Library*

The Rory Gallagher Music Library will continue to encourage, and make creative use of, the large and enthusiastic input from its users to provide a collection of music that reflects, and is relevant to, the needs of the community it serves. Cork City Libraries will respond to the needs of:

- the people of Cork of all age groups, who wish to enrich their lives through music, for entertainment and personal development;
- the formal and informal educational institutions;
- amateur and professional musicians/composers/societies, of all genres;

- festivals, concert promoters, radio/T.V. stations;
- professional organizations & libraries.

We will select all relevant formats: books, scores, CD/SACDs & DVDs. While the bulk of the stock will be for loan, we will regularly update and expand music reference and archival sources to meet the information and research needs of this musical city. We will continually review the usefulness of virtual music libraries and other online resources and make them available where appropriate. The Rory Gallagher Music Library will develop

- a comprehensive DVD collection with particular emphasis on opera, dance and stage shows.
- expand folk/world music collection, with particular emphasis on music from Eastern Europe, Asia & Africa.
- develop resources to support the new music curriculum for primary schools, and develop music reference resources.
- extend our local and national musical heritage collection of traditional and contemporary music for loan and for archival purposes.
- re-evaluate our general music collection to provide modern, top quality recordings in top quality condition.
- improve access by 1) removing financial barriers which militate against equal access to the library, and 2) offering more windows to our collection through stock lists, finding aids etc.

#### 2.1.8B *Music for local libraries*

Cork City Libraries will develop music collections in all local libraries, catering for a broad level of musical interests and including collections for teenage and young adults. Collections in local libraries will also include a range of DVDs and music books.

#### 2.1.9 *Selecting Audio-visual and Non-book Materials*

Cork City Libraries are committed to providing educational and recreational materials in all relevant formats: as well as monographs, newspapers and periodicals, we will select and make available CD-ROMs, DVDs, computer software, maps, prints, photographs, sheet music, theses and other 'grey' literature, videos where material is available only in these formats, newspaper cuttings, ephemera, manuscripts, and other formats as they become available in the future. As more and more material is published in audio-visual and multi-media formats, this element of provision will continue to grow in importance and volume. Expenditure on these formats will be appropriate to the level of usage.

## 2.2 Purchasing

### 2.2.1 *Purchasing: general guidelines*

Cork City Libraries will order books and other materials from a range of general and specialist library suppliers. These suppliers will be requested to supply all items except in the case of non-mainstream and locally published items.

Stock will be purchased on the basis of principles of quality, choice and value for money. In assessing value for money particular attention will be paid to pricing and discount, but these will not be the only factors. Cork City Libraries will also take into account the range of stock carried/supplied by the supplier, and factors such as the general performance of suppliers over time, user-friendliness of invoicing procedures, supply times, completeness, provision and reliability of backup reports, and the manner in which requests and damaged and faulty copies are dealt with. While we will make every effort to support local book shops and suppliers and Irish library suppliers in general, regard must also be had to choice, value for money and continuing support on the part of suppliers. Cork City Libraries recognise that, given the importance of these factors and given current trends in library supply, greater emphasis must be given to ordering from on-line sites; for this reason we will continue to assess new suppliers, and if appropriate, buy from them.

The book fund will be divided, in line with this access & collections policy, between adult, children's, reference / local studies, music and non -book material. Provision will also be made during the lifetime of *Books, Bytes & Buildings* for a rolling fund to strengthen collections in local libraries in particular subject areas. While department heads are currently involved in selection, librarians in charge of local libraries will also be more involved in selecting and purchasing the material most suited to their particular community.

### 2.2.2 *Acquisitions*

Acquisitions will be centrally controlled and deliveries will be to one location: the Acquisitions & Cataloguing unit. The Horizon library system used by the Council allows the acquisitions process to be fully automated; maximum use will be made of ICT to reduce the amount of staff time spent on technical processing.

Cork City Libraries intend to have new material available to users as soon as possible after publication and to respond rapidly to readers' requests, and to keep an overview of what is being purchased in all areas.



### 2.2.3 *Supply*

Cork City Libraries will ensure that suppliers are fully aware of the Council's requirements when ordering stock, and will require suppliers to comply with such requirements as they evolve, e.g. clearly identified purchase order nos, budget codes, processing costs, currency conversion details (if applicable), and other requirements.

### 2.2.4 *Pricing / Discount*

The net discount applicable to various categories of material will be a factor in the purchasing of stock. At the beginning of each financial year Cork City Libraries will review the range of discounts being offered by existing suppliers, and will, if deemed necessary, extend the range of suppliers to ensure value for money in expenditure on stock.

### 2.2.5 *Processing*

Cork City Libraries will seek to ensure that the proportion of staff time spent on acquisitions/cataloguing/technical processing is kept to a minimum. This will be achieved, as appropriate, by requiring suppliers to laminate paperbacks, provide jacketing for hardbacks, stamp books etc., and carry out such other processing as will be required from time to time.

### 2.2.6 *Service Level Agreements*

Cork City Libraries will investigate whether reaching service level agreements with our suppliers would benefit the service. A service level agreement is an agreement between two parties detailing the essential elements of the services, timescales and performance levels to be provided by the supplier to the client.

A service level agreement would:

- state what Cork City Libraries need by providing a service statement;
- show the mechanics and processes of fulfilling these needs;
- describe the volume to be handled and the ways of measuring them;
- record what Cork City Libraries wish to purchase and what the supplier is expected to provide.

It would identify the materials and services we wish to purchase in such a way as to act as an agreement, but would be flexible enough so as not to preclude service enhancements or negotiated improvements.

### 3 Developing Access

To fully meet our users' needs we must combine access to external sources with the development of our own collections. Information in electronic form is rapidly growing in importance; increasingly certain forms of information such as directories and encyclopaedias are only being provided through electronic or digital\* format, a process driven both by commercial pressures and technological innovation. Cork City Libraries will 1) provide much more comprehensive access for our users to external electronic resources, 2) enhance access to our own electronic resources, and 3) continue to give our users access to external resources through interlibrary lending.

#### 3.1 eLibraries: Access in the 21<sup>st</sup> century

One of the major challenges to be addressed by Cork City Libraries, in common with all library authorities, will be the provision of wide public access to information in electronic form, including the internet and subscription databases, and the costs that this will imply. Cork City Libraries will bring the skills of staff in collection development and in providing access to information to bear on the material on the world wide web, much of which is of little use without finding aids. Just as staff working in reference and information provide a valuable service to users through their skills and experience in choosing, arranging, and exploiting information in printed formats, so they will bring those skills to assist the public in making the best use of the internet.

Many libraries, especially in the academic sector, have moved from a policy which concentrates on holdings to one of access, particularly for periodicals, reinforcing reliance on external sources. In the future, more and more library and information services will be delivered online and in electronic formats. Cork City Libraries will make full use of opportunities for electronic access to resources, within budgetary constraints, in order to fulfil the potential for delivery of information by electronic means.

The traditional accessibility of the public library is one of its great strengths. No other public institutions are more widely used, and no other public institutions have such a wealth of material in their collective custody. No other body is thus better placed to make invaluable materials of local and/or national interest available in electronic formats.

*\*In this document 'electronic' is used to describe electronic and digital resources and access*

### 3.1.1 *Enhancing electronic access to our resources*

Cork City Council will develop a fully interactive online library to be a third strand of service alongside the Central Library and the network of local libraries. This eLibraries service will introduce our resources to a wider audience, provide for online value-added services, and attract more users for the libraries' resources in general.

The Council will develop the library web presence (both [www.corkcitylibraries.ie](http://www.corkcitylibraries.ie) and [www.corkpastandpresent.ie](http://www.corkpastandpresent.ie)) to be a comprehensive portal to the libraries' resources. Our web presence will offer access to information, including digitized images and information, about Cork, about the library service, and about cultural and educational facilities and programmes; it will house the online catalogue with links to other selected other websites and databases. We will continue to digitize images and full-text documents to strengthen the libraries' online presence.

A fully developed Cork City Libraries eLibraries service, with its focus on content and on fostering cultural identity, will provide users, in Cork and throughout the world, with

- a library of electronic resources selected by librarians, including our own databases, with a special emphasis on Cork local studies materials - bibliographic data and digitised materials;
- an integrated information retrieval system which will go beyond bibliographic records, to give access to information and knowledge in all its forms - books, journal articles, recorded music, moving images, maps, cuttings, photographs, etc.

### 3.1.2 *Access to external websites and databases*

Cork City Libraries will provide access to information held in websites and online databases. These online resources will include:

- Encyclopaedias, both general and subject, accessible in all service points;
- Electronic journals and online newspapers;
- eBooks, particularly reference works and classical literature;
- Music sites, for music of all genres;
- eLearning resources e.g. computer and language learning;
- online resources of other libraries, in Ireland and throughout the world.

We will provide access to this information in all libraries and enable registered members to access much of it from their home computers (where the provider allows).

## 3.2 Sharing resources

No library can ever hope to provide every item required by its users from its own resources, so the provision of access to the resources of other libraries will be a key part of our approach. Such access will have a number of elements: document delivery (books, CDs, DVDs, etc. and photocopies) to our users from the resources of all service points in the Cork City Libraries network and the general inter-lending of resources between local service points; document delivery to our users from the resources of other libraries in Ireland and further afield; as well as electronic access to the resources of other libraries and information sources.

### 3.2.1 *Interlibrary Loans / 'Borrow Books'*

Cork City Libraries will ensure that, as far as possible, the entire resources of the service will be available to all users, regardless of which service point they use. We will seek to achieve this aim by providing an accurate, up-to-date, and user-friendly online catalogue, in addition to bibliographies and other finding aids, and by putting in place mechanisms for speedy inter-lending of items between service points. We will provide photocopies and microform printouts where appropriate, to lessen the use of valuable and heavily used items. Cork City Libraries will try to ensure that the resources of libraries in the rest of Ireland and further afield will be available to our users. For material that is not available through our own network we will ensure that every effort is made to purchase or borrow the item from another library. We will maximise use of the online 'Borrow Books' system through other Irish libraries, and utilise the British Library Document Supply Centre system where appropriate. We will enhance and develop co-operation with other local library services, including local academic libraries, to enable our members to avail of their materials. We will continue to support and avail of the Irish Joint Fiction Reserve Scheme (IJFRS) to provide out-of-print and rare fiction to our members.

### 3.2.2 *Sharing our resources*

Co-operation between libraries, and in particular interlibrary lending, must be a two-way process. Cork City Libraries will undertake to make items available from our resources to libraries and their users elsewhere in Ireland and further afield, through the 'Borrow Books' system and through other means, including more long-standing interlibrary loan arrangements. We may, in exceptional circumstances, make rare items available on restricted access. We will, however, seek to provide external access to our unique collections mainly through digitization and the use of photocopies within the copyright regulations. Digitization initiatives will greatly assist external access to our resources, while lessening pressure on books and other materials; Cork City Libraries will continue to implement a coherent digitization programme, not least for this reason. We will continue to meet the needs of borrowers elsewhere in Ireland and abroad by maintaining and developing our IJFRS collection.

## 4 'To every book its reader': making the most of our stock

The management of existing stock does not usually receive the same attention as the acquisition of new stock. Both users and non-users alike think that a good bookstock is more important than increasing opening hours or enhanced services, and the impression which the public have of bookstock depends on appropriate stock management and renewal as well as the purchase of new stock.

### 4.1 Stock Evaluation, Management, Exchange & Renewal

Cork City Libraries will operate on the basis that our resources must be viewed as one complete stock available to users throughout the network of service points, rather than a series of separate collections, and will develop an effective stock management mechanism, leading to both financial and service improvements.

Effective evaluation of stock and the monitoring of resources generally are essential steps in achieving such an effective mechanism. Cork City Libraries will measure the use of stock resources, both in-house and through lending, the rate of turnover of materials, and other indicators to guide selection and purchasing policy. We cannot develop, and indeed secure, the collection if we do not know what we have and where it is. In addition to maintaining an accurate online catalogue as a key feature of the Libraries website we will make regular stock checks to assess levels of loss, both theft and non-return.

The Library Service will put in place during the lifetime of *Books, Bytes & Buildings* a stock management and renewal schedule that will:

- set out concise stock criteria for (i) Central Library and (ii) local libraries which will include minimum standards of provision for all types of materials for adult lending; children and young people; reference and information; music; and local studies;
- make provision to ensure that requested material, material of topical interest (including in-demand fiction), and material of local interest, is made available to users as quickly as possible;
- make provision for library users to recommend additions to stock if appropriate to overall collection development and to ensure that these titles are supplied as quickly as possible;
- make provision for stock audits to compare the stock actually present with the needs established in the profile;
- make provision for a programme of regular stock rotation to refresh what users see and can borrow in each service point. Stock rotation will be actively managed, by setting targets for the % of stock to be moved, and by monitoring actual rotation against the targets;
- make provision for a programme of stock disposal, to prevent users receiving out-of-date information, or old, damaged, and unattractive lending materials.
- make provision for the retention of the last copy of a particular book;
- ensure effective disposal of old stock through donation or sale.

## 4.2 Stock promotion

We will develop an effective strategy to encourage the use of the library and maximise the use of our stock resources by promoting existing collections. This will involve:

- regular displays based on occasions or themes to make the public aware of the depth of our resources;
- internal mechanisms for promotion such as 'Additions to Stock' lists for individual departments and local libraries and a 'Recent additions' list on the Libraries web site;
- organizing World Book Fest each April, the Children's Book Festival each October/November, and the children's summer programme;
- active participation in national reading and arts related activities such as Readiscover, Libraries Week, Bealtaine, Heritage Week, as well as local events such as the Learning Festival;
- continuing assessment of display equipment and investment in new equipment where appropriate;
- liaison with local media to create a greater awareness of new material in the Library;
- using the Libraries website in a more focused way to encourage and make use of feedback from the public.

## 4.3 Stock Protection & Preservation

Cork City Libraries will enhance mechanisms for preserving the most important stock from our children's and adult collections through an effective policy of preserving last copies and by providing adequate storage both at branch level and centralised storage. A separate policy will be developed for Reference and Local Studies resources, in particular for newspapers, photographs and manuscripts.

The preservation of library collections is often considered an expensive part of collection management. This need not be the case. Cork City Libraries will implement (i) procedures for the handling and storage of items designed to contribute towards their preservation; (ii) practical ways in which damage to collections can be avoided; and (iii) a set of simple repairs which can be undertaken inhouse. For example, much subsequent strain on the binding can be avoided if new, or newly bound books, are "opened up" carefully before they are used to the first time.

Cork City Libraries will seek to ensure, through our own actions and through advice to our users, that:

- modern books and newspapers are not left negligently face upward in sunlight;
- books are not casually left open, face downwards over the arm of a chair or on a table so as to weaken and eventually break at the spine;
- careless photocopying does not lead to damage to books;
- books are not shelved carelessly, so that they partly protrude, and shelves are not overcrowded.

### *Binding*

Cork City Libraries will undertake a regular programme of binding/boxing of newspapers and periodicals. We will also send for binding, re-binding, or paperback reinforcing, valuable materials including reference and research titles, local studies materials, and other expensive or difficult to replace materials. In addition we will, where appropriate, seek the advice and help of library professionals and binders on the binding and overall preservation of older and more valuable items in our collections, including dealing with mould and staining of both covers and pages.

### *Microforms/Digitization*

Cork City Libraries will continue to provide newspapers, and where appropriate, other material on microfilm, whether such microform resources are purchased from commercial suppliers or commissioned by Cork City Libraries. We will continue to digitize important materials, especially local studies resources.

### *Security*

Ensuring the security of any library collection is a problem. Collections are at risk from theft, vandalism and negligence, as well as from disasters such as fire and flood. The issue of security affects all libraries, from the Central Library to the smallest local library.

With each building we will assess security risks by:

- carrying out a thorough survey of existing arrangements and at the layout of the building generally;
- reviewing where we keep the most valuable items;
- reviewing areas open to the public;
- reviewing the effectiveness of detection systems.

In particular Cork City Libraries will:

- ensure that there are adequate locks on all doors and windows;
- take extra care with areas which present easy access, for example skylights or gratings;
- ensure that external alarm systems and lighting are fully functional;
- make sure that the outside of each building is visible and not obscured by foliage and fences;
- ensure that cash is not kept at service points in any large amounts;
- avoid 'hidden areas' in the building, try to ensure that stacks are arranged for maximum visibility, and secure staff-only areas.

## 5 Training for collection development

In order to fully exploit the library collection, particularly in the areas of reference and research, and most particularly in specialised areas such as government publications and the Cork Local Studies collection, Cork City Libraries will put in place a programme of staff familiarisation and training focused on collection development; this will involve (i) a continuing training programme and (ii) special training to accompany any major investment in stock. Particular care will be taken to ensure that materials do not lie unused, and enquiries remain unsatisfied, due to lack of knowledge regarding the content of available resources.

Cork City Libraries will ensure that all staff are familiar with the collection immediately accessible to them at the service points where they work, and to resources available through the use of information technology (for example Internet access to other library catalogues).

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