



The Policies and Procedures *for the* Libraries

Updated: March 2018

MISSION STATEMENT:

We enhance teaching and learning within the Tanglin Trust School community. We are proactive in developing a community of information literate global citizens.

We aim to:

Provide and manage information, resources and services that satisfy the varied needs of our users.

Create a safe, stimulating and aesthetically pleasing environment for our community.

Promote a reading culture and provide opportunities for users to engage in literature enrichment activities.

Collaborate with teachers in designing strategies that develop information literacy skills.

Maintain a perspective of the whole school within the international community.

Embrace the Learner Profile for students, staff and the Tanglin community.

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1. LIBRARY COLLECTION DEVELOPMENT POLICY

1.1 INTRODUCTION: Purpose of the Policy

Tanglin Trust School aims to provide a high quality learning experience for 3-18 year olds so that students have a rich and stimulating all round education which prepares them for life in a rapidly changing and competitive world.

The Library Collection Development policy is concerned with how we build and maintain high quality resources to support this aim and the library mission statement. It is also concerned with providing access to resources which are held or hosted elsewhere.

1.2 COLLECTION DESCRIPTION

The Tanglin Trust School library can be accessed by any member of the Tanglin community. The total library collection is over 80,000 catalogued resources.

The collection for each branch library will consist of a wide range of age and development appropriate resources which meet the needs of its specific user group. Increasingly the library is providing a range of formats including books, periodicals, newspapers, audio books, internet sites, databases, CDs, DVDs e-books and online resources (including internet sites and databases) in order to provide for users varied learning purposes and styles. Mobile technology devices also form part of the collection.

1.3 SELECTION RESPONSIBILITY

The co-ordination of resource selection and the ultimate responsibility for the collection resides with the branch librarian. Suggestions for purchase are welcomed from all members of the Tanglin Community and may be made to the branch librarian. All librarians have a professional responsibility to be inclusive, not exclusive and have a responsibility to develop materials in the library collection that cater for all needs, promote an internationally-minded outlook and support the Learner Profile. This includes the promotion of global well-being and understanding between nations, celebrating cultural diversity and promoting internationalism.

1.4 GENERAL SELECTION PRINCIPLES AND PRIORITIES

Each branch library will have specific collection goals which reflect the needs of the community it serves. There are however a number of overriding selection principles which will influence the decision to include resources in the collection:

- Although a large proportion of the collection is in English, the library recognises that the Tanglin community includes people who are learning other languages or whose mother tongue is not English. The Library will

therefore develop a foreign language collection to include a variety of languages, reflecting those learned and spoken in the community.

- Intercultural awareness will also be stimulated through the provision of resources which reflects a variety of cultures and those of S.E. Asian, in particular.
- Resources selected must be in line with the school’s obligation to provide a safe environment which protects students from practices which will foster racial, religious and other forms of discrimination.
- Resources selected should enrich and support the curriculum, taking into consideration the range of abilities and learning styles and the maturity levels of the students. Resources that reflect current pedagogy and best teaching practice will also be considered for the professional collection.
- Provision of balance in the collection to reflect the recreational interests of the users needs consideration.
- The library aims to provide a variety of formats and to build non-print materials in the collection, including resources that can be accessed remotely. Resources should be acquired with this in mind but the quality of content rather than format should be the first priority in selection decisions.
- Where interlibrary loans are not deemed to meet the needs of users, the branch librarian will consider the acquisition of duplicate copies of resources.

1.5 GENERAL SELECTION CRITERIA AND PROCEDURES

SELECTION CRITERIA FOR ALL RESOURCES	ADDITIONAL CRITERIA FOR SPECIFIC FORMATS	SELECTION PROCEDURES
<ul style="list-style-type: none"> • Authority • Currency • Accuracy • Scope • Ease of use • Readability • Interest level • Presentation • Impartiality • Potential use • Cost effectiveness • Format • Relevance (including Diversity) • Singapore Copyright Laws & licensing requirements and school copyright policy 	<p>Preference will be given to items that are Curriculum or Literary linked</p> <ul style="list-style-type: none"> • DVD resources acquired by individual branches will comply with the censorship laws of Singapore • Electronic resources will be selected in line with school policy • Additional software & hardware requirements will be taken into consideration when purchasing Electronic Resources • Realia - items to be selected with due consideration for the safety of the patrons of the Library • Periodicals / Newspapers - Consideration should be given to the range of formats available and there may be instances where it is advisable to hold more than one format of the same resource • Reference - priority will be given to on-line resources • Fiction books – paperbacks are bought in preference to hardbacks, subject to availability • Mobile devices must be approved in line with EBT procedures • Apps must have educational value and be effectively evaluated with IT co-ordinators 	<p>Whenever possible, direct inspection of resources is used to ensure items meet selection criteria.</p> <p>The following sources may be consulted in selecting resources for the library:</p> <ul style="list-style-type: none"> • Staff, students, parents and library professionals and other members of the wider community • Book reviews from reputable sources • Professional journals • "Best of" and "Recommended" lists (including Award Winning books) • Subject lists • Publisher catalogues • Reputable online sources

1.6 INTER-LIBRARY LOANS

The library has a co-operative arrangement with other libraries in Singapore. This arrangement will be used by the libraries involved:

- to acquire items that are only required temporarily;
- to economise;
- to extend the range of resources available to clients;
- to assess the need to permanently include resources in the collection.

1.7 DONATIONS

The library is pleased to consider donations as these can make a useful contribution to the collection. Resources will only be considered if they meet the library selection criteria.

The library reserves the right to dispose of the material in the manner that it sees fit.

1.8 CHALLENGED RESOURCES

When a library branch receives an objection to a resource, the first step will be to try to resolve this informally. This will involve face to face, phone or e-mail communication with the challenger in order to ascertain the nature of their complaint and to explain the library's selection procedures and criteria as well as the place of the particular item in the collection. Informal requests for re-consideration will be logged with the student's name, resource questioned and details of the challenge recorded. In the case of books relating to issues that arise within PSHCE, any objections to resources will be passed to the relevant PSHCE co-ordinators.

If the challenger feels that their issue has not been resolved, they will be asked to file a formal request for reconsideration and will be issued with a form as well as a copy of the selection criteria.

All formal objections need to be made on an official form (see below), which once received by the branch librarian should be filed. The challenged resource will be withdrawn from circulation pending the outcome of the review.

The branch librarian will set up a re-consideration committee of 3 members, one from the library management group and two others from the Tanglin community. The committee should, within two weeks, review the challenged material and judge whether it conforms to the principles of Tanglin Trust School's selection policy. They will make a written recommendation to indicate the decision they have reached.

The challenger and the Head of School will be notified of the outcome (in summary) by letter or e-mail and any action recommended by the committee will be carried out immediately.

Request for reconsideration of library material form

Date:	
Request initiated by: (Name, email & telephone number)	
Patron relationship:	Parent of: Class: or Staff designation:
Details of resource (please complete as much as possible)	Title: Author: Publisher: Format: Book – Magazine – DVD – Audio – Other (circle applicable format)
<p>Did you read, listen or view the entire work?</p> <p>How was the item brought to your attention?</p> <p>For whom do you think the work was intended?</p> <p>What aspect of the work are you concerned about?</p> <p>What do you believe is the theme of this work?</p> <p>What do you suggest that TTS library does with this item? (check applicable)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Do not assign to my child / children <input type="checkbox"/> Reassign it to another library within the school <input type="checkbox"/> Withdraw it from the collection <input type="checkbox"/> Other 	
Signature	
<p>FOR OFFICE USE ONLY:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Discussed with complainant (verbal / email) <input type="checkbox"/> Reconsideration form & Selection criteria (copied to the back of this form) given to complainant <input type="checkbox"/> Completed form received <input type="checkbox"/> Resource removed from library <input type="checkbox"/> Head of School notified 	

- | |
|--|
| <ul style="list-style-type: none">□ Resource considered by committee. Names of committee members |
|--|

1.9 COLLECTION ASSESSMENT

An organised assessment of the library collection will be carried out annually in order to inform funding priorities and long term planning.

Collection Mapping

The following data may be generated to inform a better understanding of the library collection:

- number of titles in each subject area;
- percentage of growth/replacement/decline in each subject area over a designated timeframe;
- percentage of a specific subject area in relation to the whole collection;
- range and distribution by publication date in each;
- proportion of subject area in circulation at any given time;
- materials median or mean age;
- circulation statistics by subject area and by format;
- number of resources per user group;
- turnover rate/total circulation for subject area for 12-month period.

Collection Evaluation

Ideally this will be completed by the librarian in co-operation with subject teachers or subject co-ordinators. It should identify areas of strength and weakness in the collection and provide the means of ensuring curriculum initiatives are well resourced. A collection evaluation will involve direct examination of the collection to assess whether resources:

- are providing good coverage of the topics taught
- are relevant to the age group
- are current
- provide information for less and more able students

Timeline

Any results of collection assessment will be presented in the branch report to the relevant management team so that information can be shared with the other branch libraries and also with subject teachers and others if appropriate.

1.10 STOCKTAKING

Stocktaking will ensure that the library resources are checked in order to ascertain the presence and condition of the collection. Stocktaking will:

- indicate losses
- inform future collection development planning
- assist in the review of current procedures for security, services and circulation
- locate resources which are dispersed throughout the school

- ensure that the database accurately reflects the existing collection

Ideally, the whole of the resource collection will be stock checked annually. Each branch library will develop a schedule for a rolling stocktake which will aim to minimise any access restrictions during the stocktake.

During stocktaking library staff will need to ensure that every item in the database:

- is accounted for as available, on loan or missing/lost
- has a barcode
- has a spine label which is legible
- has a valid RFID tag (senior and junior libraries)

1.11 COLLECTION MAINTENANCE

It is important to maintain the collection in order to ensure resources continue to be of the highest quality as this will enhance the credibility and use of the Teaching and Learning Resources Centre. Maintenance of the collection is an ongoing process and involves the following procedures:

- Repair
- Cleaning
- De-selection

Repair

The library follows a policy of prevention rather than cure. Resources are treated with additional measures before they are circulated in order to avoid common wear and tear issues (e.g. selected paperbacks are covered with KAPCO and specialised tape is used inside the front and back covers to strengthen the binding). Resource repair is therefore only used if the renovation of the resource still allows it to appear as high quality, otherwise the resource should be de-selected. Books should only be sent for rebinding if it is more cost-effective to re-bind than replace.

Cleaning

An agreed cleaning procedure/schedule, including operations and library staff, should be in place in each branch library. Areas of attention needed are:

- Books
- Shelving
- Workstations
- Computer areas
- Tables
- Chairs
- Library generally

It is the responsibility of the branch librarian to ensure that the environment is clean and safe, including carpet vacuuming and cleaning.

De-selection

Materials will be continually evaluated for their contribution to the collection as a whole, their physical condition and their usefulness to the specific branch user group. When resources fail to meet these criteria they should be withdrawn from the library collection. The ultimate decision for de-selection of materials is the responsibility of the branch librarian.

The following specific criteria will be used in making de-selection decisions:

- Out of date and incorrect: In general, 10 years of age is considered the cut off point but resources for Information Technology, Science and Travel guides will need to be evaluated after 3 years due to the speed by which information becomes obsolete or incorrect in these areas.
- Physical condition: Resources which are worn and do not look in good condition and are beyond repair should be de-selected immediately staff become aware of their condition.
- Unused or un-needed: Due to the size and width of the library collection there are likely to be many resources that are not circulating. This in itself should not mean a resource is deselected but if the branch librarian finds, after promoting such resources, that the item still does not circulate then it should be considered for removal.
- Superseded: Where new editions of the resource or where better sources are purchased de-selection is appropriate.

Date of publication, last date circulated and average number of circulations per year are useful indicators of the above factors.

1.12 DISPOSAL OF LIBRARY MATERIALS

Library materials are discarded if they meet the criteria for de-selection or if they are replaced by a second copy. The following process is used:

- Item barcodes are deleted from the Library Management System and bibliographic record is weeded when the last copy is deleted;
- Books should be indicated as 'disposed' (barcode crossed) and, where applicable, donated to charity.

1.13 POLICY REVIEW AND REVISION

This policy will be reviewed as required by the Library Management Team. Input from members of the Tanglin community will be welcomed.

2. CIRCULATION POLICY

The Circulation policy exists to make explicit and to facilitate Tanglin Trust School community members' access to the resources in the school collections whilst also aiming to give some protection to these resources.

2.1 LIBRARY MEMBERSHIP

Library membership is extended to:

- Current TTS students
- Adults currently employed by TTS
- Parents of current students who request membership

All students will be given a unique membership number (their iSams reference number) which remains with them for the period of their stay at TTS. Parents will be required to produce identification with the following information for our records:

- Full name and email address
- FIN number/passport number

Adults employed at TTS will use their Tanglin ID card as their identification. Their FIN/NRIC number will be used as their membership number. External members must fill out and sign a hard copy form and must provide their FIN/NRIC/passport numbers and contact details.

2.2 BORROWING PRIVILEGES

Patron Status	Resource Type	Loan Period	Renewals	Max. no items
Parents	Branch library fiction books	30 days	Once	6
	Branch library non-fiction books	30 days	Once	6
	Branch library AV materials	14 days	No	6
Teaching staff	PDC resources	1 year	No	Unlimited
	Other branch library books	30 days	Once	Unlimited
	Other branch AV materials	14 days	No	20
	Other branch reference materials	3 days	No	2
	Textbooks	1 year	No	Unlimited
	Guided reading books	1 year	No	2000
	Big books	1 year	No	Unlimited
Periodicals	30 days	Once	100	
Non teaching staff	PDC resources	30 days	Once	12**Maximum
	Branch library fiction books	30 days	Once	12*of 6 items allowed
	Branch library non-fiction books	30 days	Once	12*from any
	Branch library AV materials	14 days	No	6 one branch

Patron Status	Resource Type	Loan Period	Renewals	Max. no items
Students Years 12-13	Textbooks	For period until 2 weeks before the end of term 3	Y12	unlimited
	Fiction books	30 days	Once	10
	Non-fiction books	30 days	Once	10
	Reference materials	3 days	No	2
	Periodicals	14 days	Once	4
	AV materials	14 days	Once	4
	E books	Varies		3
Students Years 7- 11	Textbooks	For period until 2 weeks before the end of term 3	Y10 only	unlimited
	Fiction books	14 days	Once	10
	Non-fiction books	14 days	Once	10
	Reference materials	3 days	No	2
	Periodicals	14 days	Once	4
	AV materials	14 days	No	4
	E books	Varies		3
Year 3 Students – Term 1 (first half)	Fiction	14 days	Once	2
	Reader	7 days	Once	1
Year 3 Students – Term 1 (second half) – Term 3	Fiction/ Non-Fiction Readers	14 days 7 days	Once No	3 1
	Serials	7 days	No	1
	Audiobook / DVD	7 days	Once	
Year 4 Students	Fiction/ Non-Fiction Readers	14 days 14 days	Once No	4 1
	Serials	14 days	No	1
	Audiobook / DVD	14 days	Once	1
Year 5 Students	Fiction/ Non-Fiction	14 days	Once	5
	Serials	14 days	No	1
	Audiobook / DVD	14 days	Once	1
Year 6 Students	Fiction/ Non-Fiction	14 days	Once	6
	Serials	14 days	No	1
	Audiobook / DVD	14 days	Once	1
Year 2 Students	Fiction/ Non-Fiction	7 days	Once	2
	Class Library books	7 days	No	1
	Individual readers	3 days	No	2
Year 1 Students	Fiction/ Non-Fiction	7 days	Once	2
	Class library books			
	Individual readers	7 days	Once	1

		3 days	No	2
Reception students	Fiction/ Non-Fiction Class library books Individual readers	7 days	Once	1
		7 days	Once	1
		3 days	No	2
Nursery students	Nursery Fiction books Nursery Non-fiction books	7 days	Once	1
		7 days		

2.3 RENEWALS

Patrons may extend the original loan period (renew) items depending upon:

- Material type
- Loan privileges (see tables above)
- The presence of a reservation by another patron

These limits on renewals are in place so that all patrons have an equal opportunity to use the resources.

Under normal circumstances patrons may renew materials **ONCE** but further renewal may be granted at the discretion of the branch librarian.

Students may be required (Infant School) to bring items to the library in order to renew them. Other patrons may renew items by one of the following methods:

- Self-check renewal
- E-mail to the issuing branch
- Phone call to the issuing branch

Patrons will not however be allowed to renew items past the circulation expiry date. This can only be done by library staff.

2.4 HOLIDAY LOANS

Patrons may borrow resources during school breaks as long as they do not have any outstanding resource loans.

2.5 RECALLS

All resources are subject to recall at the discretion of the branch librarian. Teaching and learning needs will be considered the highest priority when such decisions are being made.

2.6 OVERDUE RESOURCES AND NOTICES

Patrons will be reminded when they have retained items past their due date. In an effort to conserve paper, TTS branch libraries will, whenever possible, send all library overdue notices and lists by e-mail.

Infant library

Infant – Loan reports will be generated and given to class teacher during library lessons. Emails are sent to parents if an item is overdue longer than 2 weeks, or at the discretion of the teacher/librarian. Consequent emails will be sent should the item/s not be returned.

Junior Library

Loan reports will be generated and given to tutors during library lessons. Emails to parents will be sent fortnightly for items that are more than 8 days overdue. A second email will follow when an item exceeds 30 days.

Senior Library

An overdue email notice will be generated on a weekly basis, to be sent to group tutors, where students have items that are more than 3 days overdue. Once a fortnightly, an overdue email notification will be generated to parents of students who have items that are more than 30 days overdue. Students will be copied in on this e-mail. Bills will be issued where items have not been returned 30 days after the parent notification.

All libraries

Where parents and staff have overdue items that are more than 14 days overdue an overdue email notice will be generated.

2.7 RETURN CLAIMS

In the event of a patron indicating that they have returned an item that the computerized circulation system indicates is still loaned to them, the following procedure will be followed:

- Relevant shelves will be searched by TLRC staff for the item
- The patron is advised to check the shelves themselves and should be made aware that they will be charged for the item should it not materialise

2.8 NON-RETURNED/DAMAGED MATERIALS

Patrons are expected to report lost or damaged materials to the issuing branch as soon as they become aware of the situation.

When items are long overdue they will be assumed to be lost and student, parent, CPD members and non-teaching staff patrons will be issued with a bill. In the case of students this will be sent via e-mail direct to the patron's parents.

If the item is not paid for within 28 days of the first bill being issued, a final bill will be e-mailed to the patron (or their parents.) If payment is not forthcoming within 7 days of this e-mail, the branch librarian will follow up with a phone call.

Charges for lost or damaged materials will be calculated as the cost of replacement (retail price at time of purchase) plus an additional \$10.00 processing fee.

A patron is permitted to replace the lost item with an identical one in terms of title, ISBN and format. The replacement item must be in new condition, as judged by the branch librarian. In such cases processing costs will be waived.

Patrons are requested to pay for lost/damaged items, preferably by cheque. Receipts will be issued for all payments received. The patron's loan record will be updated accordingly, and the item record will be changed to indicate a lost item. At item level an alert message should be added and in notes the comment "*Cheque(no) payment received(date) from(patron name) by(staff member).*"

Resource charges will be refunded when items are found within 12 months of payment and if the item is returned in good condition.

The full cost will be charged for any resource returned damaged if, in the opinion of the branch librarian, the extent of the damage renders the resource unsuitable for circulation. Patrons may keep any damaged items which they have paid for.

2.9 LEAVERS LOAN RIGHTS

Once the TLRC has been notified that a patron is confirmed as leaving, their last date is set in the library system for two weeks prior to their actual leaving date. An e-mail is sent to parents to advise them when and why borrowing rights will be withdrawn.

The Finance department will be notified of leavers with outstanding charges one week before the patron's leaving date. The library then endeavours to ensure resources are returned, or lost items paid for prior to departure.

2.10 INTER-BRANCH LOANS

For students, request for resources from other branches should be made through their own branch.

Requesting branches should e-mail the book title, author, shelf reference number and name of patron requesting the resource.

The resource will be issued to the requesting branch librarian who is responsible for arranging the collection and return of the resource. If the requested resource is considered age-appropriate the branch librarian will issue the resource to the patron who requested it.

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