



**Education Resources**

## **Library Services**

# **Stock Management Guidelines and Standards**

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# Stock Management Guidelines and Standards

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# Stock management guidelines and standards

## 1. Rationale

### 1.1 Background

1.1.1 'Every authority should prepare and approve a collection policy...The provision of a comprehensive and well balanced stock, which is relevant to the needs of the community, is essential for all library services' **COSLA Standards for the Public Library Service in Scotland 1995.**

1.1.2 In accordance with the above standards and in line with the Council's Best Value approaches to service delivery, South Lanarkshire Library Services will implement the undernoted guidelines and standards. The Council's aim is to make the library service inclusive and accessible to all.

1.1.3 These comprehensive Stock Management Guidelines and Standards will ensure that all library resources, regardless of format, are managed effectively for the Council by library staff. This will support lifelong learning and cater for the cultural, information and recreational needs of individuals, organisations and communities in South Lanarkshire.

### 1.2 Aims

1.2.1 Stock is an authority wide resource. The guidelines and standards will support the provision of a comprehensive selection of stock and enable the 'right item to be made available to the right person at the right time as cost-effectively as possible'.

1.2.2 The library service will endeavour to take a pro-active, uniform approach to stock provision throughout South Lanarkshire, although individual library stocks will be tailored to meet the needs of their local communities, using branch profiles and on-going analysis of stock use.

1.2.3 These guidelines link to the six themes in **Fourcast**, South Lanarkshire Council's four year plan. These are *creating successful communities, learning in the community, living in the community, supporting communities, modernising services and resource management.*

1.2.4 In addition, two priority themes from **Stronger Together**, South Lanarkshire's Community Plan are *successful and inclusive communities* and *working and learning communities*. Education Resources has given a commitment to promote social inclusion and work towards social justice by identifying specific targets including the enhancement of libraries as

community and family learning centres to meet the needs of all sections of the community.

1.2.5 These guidelines link to the Education Resources policy **Maximising the use of resources**.

### **1.3 Objectives**

1.3.1 The guidelines and standards reflect key Council principles and objectives and have been approved by the Council. The key objectives are :

- to provide and maintain quality and wide-ranging resources, both book and non book, for all who live, work and study in South Lanarkshire
- to provide services to meet the needs of communities
- to make effective use of the resources available in delivering library services to the community
- to promote and encourage lifelong learning and literacy
- to invest in children and young people by recognising that reading is fundamental to their intellectual, emotional and imaginative development
- to provide information services to individuals, groups and businesses
- to monitor and respond to changes in community needs
- to provide equality of access and opportunity for all, recognising the needs of people with disabilities and those from diverse cultural, social and economic backgrounds
- to effectively manage stock, staff and systems to maximise the use of all resources
- to effectively promote library resources

### **1.4 Library services network**

1.4.1 South Lanarkshire Library Services is part of Education Resources and serves a population of 302,216. Library and information services are delivered through a network of 25 libraries and 5 mobile libraries. A Home Delivery service provides library services to housebound users.

1.4.2 Library Services liaise with the Community Learning Service to deliver a range of courses and learning opportunities.

## **2. Selection and acquisition of stock**

### **2.1 Community profiles and stock plan**

- 2.1.1 Each library will develop and maintain a community and stock profile which will reflect the requirements of the community served, help to inform the selection process for that community and feed into the overall collection guidelines. Copies of the profiles will be available at individual libraries.
- 2.1.2 A stock plan identifying priorities from the community profiles, the Council's Fourcast and Community Plans, Council and Education Resources policies, and Library Services area development plans will be compiled and reviewed annually.
- 2.1.3 Summaries of the community profiles and the stock plan will be available through the library Active IT web site at [www.slc-learningcentres.org.uk](http://www.slc-learningcentres.org.uk) and the Council web site at [www.southlanarkshire.gov.uk](http://www.southlanarkshire.gov.uk)

### **2.2 Library management system and stock audits**

- 2.2.1 The library service uses its DS Galaxy library management system to monitor the performance of existing stock and enable informed decisions to be taken about new purchases to help ensure that Best Value is obtained for the Council. These stock audits will :

- monitor current demands
- identify stock gaps and appropriate stock levels
- identify material which should be moved to reserves or withdrawn
- assist in the monitoring of the condition and currency of stock
- assist in the allocation of resources
- assist in the preparation and maintenance of stock plans
- assist in identifying lost and missing stock items

- 2.2.2 The library automated management system supports:

- audit trail from original requisition to current location with transaction details for the last six months
- a MARC (Machine Readable Catalogue) record for every item purchased for loan or reference within libraries, searchable by author, title, keyword, control number, classmark and series
- analysis of stock performance through regular snapshots of % on loan figures
- automatic stock rotation from branch to branch based on preset rules

## **2.3 Selection principles**

2.3.1 South Lanarkshire Council has adopted the **COSLA Standards for the Public Library Service in Scotland** in principle. This document defines the minimum standards for additions to stock as :

- Adult - 280 items per 1000 population
- Children - 100 items per 1000 population

2.3.2 Stock levels and stock purchasing will broadly reflect borrowing and usage patterns in each library.

## **2.4 Censorship**

2.4.1 The Chartered Institute of Library and Information Professionals (CILIP) policy on Intellectual Freedom and Censorship states that 'The function of a library or information service is to provide, as far as resources allow, all publicly available information in which its users claim legitimate interest'. This is available on the Internet at :  
[www.la-hq.org.uk/directory/prof\\_issues/ifac.html](http://www.la-hq.org.uk/directory/prof_issues/ifac.html)

2.4.2 The library service will make available a balanced and appropriately selected range of material. No publication will be excluded on any moral, political, religious or racial grounds if the publication has not incurred penalties under law.

## **2.5 Selection criteria**

2.5.1 The library service will ensure that selection is viewed service wide. Selection criteria will be applied to ensure that the most effective use of available resources is made and that standards of quality are maintained throughout the service. The agreed criteria will apply to all media and formats.

### ***Content***

Content should demonstrate quality, accuracy and currency of information, where applicable.

### ***Relevance***

Material should be relevant to the development of the collections, both community and service wide.

### ***Accessibility***

Consideration will be given to the physical format of an item and its suitability for library use.

**Cost**

The cost of an item will be balanced against the benefits of the item to overall stock provision and estimated use.

**Availability**

Consideration will be given to whether this information or content is available elsewhere in current stock resources or in other formats.

**Potential Popularity**

Potential popularity due to author or genre will be assessed via the library management system and available published information including trade publications and reviews.

**New Authors**

New authors will be supported where possible, subject to the selection criteria.

**Cultural Diversity**

Works will be supported which promote diversity of lifestyles and culture.

**Scottish Material**

The cultural contribution of Scottish material will be recognised and supported. Scottish authors and context will be viewed preferentially.

**Local Material**

The library service has a responsibility to collect, retain and preserve material of local interest. Material where the author or content has a local connection will be purchased preferentially.

**2.6 Selection methods**

- 2.6.1 As far as possible selection will be made in advance of publication to ensure that stock is available in libraries as soon after the publication date as possible. Selection will be carried out by a team of experienced and appropriately skilled staff and linked to a stock circulation system to make best use of resources. Efforts will also be made to include target groups of users, where appropriate, in selection of stock.
- 2.6.2 The Council has appointed accredited principal suppliers, via a tender process, on the basis of the services they are able to offer. Other suppliers are also used where deemed appropriate for different formats. Wherever possible, order transactions will be dealt with electronically both within the authority and with suppliers.

2.6.3 The following methods of stock selection will be used as appropriate :

- pre-publication lists
- standing order fiction lists updated on a regular basis
- collections on approval from booksellers
- specialist suppliers
- Internet
- publishers catalogues and lists
- showroom visits
- special collections defined by identified stock gaps through stock use monitoring and customer demands
- trade and specialist publications e.g. The Bookseller, Books for Keeps
- reviews
- user requests and suggestions

## **2.7 Budget**

2.7.1 Funding for the purchase of all materials will be allocated on a pro-rata basis of the total materials fund in relation to the population served, number of service points, level of issues and stock.

2.7.2 The materials fund for stock purchase will be subdivided as follows :

2.7.3 A central fund will purchase material in various stock categories for all libraries. These will include Romances, standard Crime series, Westerns, Large Print and Spoken Word (Talking Books).

2.7.4 Each service point will have a materials fund based on current stock levels, use and identified community needs.

2.7.5 A special collections fund will be available to target resources at specific library service priorities identified in the annual stock plan.

2.7.6 Some materials, particularly electronic and reference sources, will be purchased on an area or consortium basis.

2.7.7 Systems are in place to monitor and report levels of spending to ensure that resources are deployed to maximum effect.

2.7.8 Funding allocation will be reviewed annually.

## **2.8 User involvement**

2.8.1 Library users are able to influence selection in the following ways :

- individuals and groups will be involved in consultations into the library service development plan, including the purchase programme
- Readers Groups' feedback and comments on library stock
- user requests and suggestions
- user surveys
- analyses of borrowing patterns and Viewpoint catalogue enquiries
- comments received via the Council's established comments and complaints scheme

## **3. Stock categories and services**

### **3.1 Book stock - adult**

- 3.1.1 A range of books in all fiction genres will be available in each library.
- 3.1.2 Decisions about non-fiction purchases will be made using the selection criteria listed at section 2.5 linked to the on-going stock audit analysis to ensure that appropriate stock levels are maintained at individual branches and in the service overall.
- 3.1.3 The number of copies of a title purchased will vary according to customer demand, funding availability and current stock levels .
- 3.1.4 Authors popular in South Lanarkshire and titles on the national and Scottish bestseller lists will receive due consideration depending on the funding available .
- 3.1.5 Consideration will be given to purchasing titles to support national and local media promotions.
- 3.1.6 At least 1 copy of shortlisted titles nominated for the major literary prizes will be purchased. e.g. Booker, Whitbread Awards
- 3.1.7 Special consideration will be given to the purchase of Scottish material, local history items and material supporting lifelong learning courses within the libraries and community learning services.

### **3.2 Book stock - children**

- 3.2.1 The selection of material for children and young people will follow the broad selection principles and criteria for all material. New stock items will be evaluated by a professional librarian.

3.2.2 Material purchased for children and young people will cover :

- fiction, including Nursery books and Picture books
- non-fiction, including material for parents where appropriate
- graphic novels
- multi-media

3.2.3 All libraries will include separate and identifiable collections of Nursery, Early Readers and Young Adult material. Nursery books will be chosen in hardback format, wherever possible.

3.2.4 The popularity of paperbacks amongst children and young people must be considered in the selection of fiction. In addition, the attractiveness of material is important and the most visually appealing will be chosen.

3.2.5 A range of books will be available in each library .

- one copy in hardback will be purchased where appropriate, e.g. Scottish authors
- at least one copy of titles nominated for major prizes will be purchased, in hardback if necessary, e.g. Smarties Prize, Carnegie Medal, Greenaway Medal, Whitbread Award
- Summer Reading Programme material will be purchased throughout the year. This material will be purchased in paperback and where possible all libraries will purchase a copy to ensure a good supply of new material available for the Programme.
- the selection of Junior non-fiction will aim to support children in school project work where possible

### **3.3 Multi-media material**

3.3.1 The library service aims to provide a comprehensive selection of multi-media material including music, feature films, language courses and items of factual and local interest. The selection process will consider the various chart listings available, reviews and user requests.

3.3.2 Consideration will be given to supplying material in various formats according to customer demand and market availability of material and equipment.

3.3.3 The number of copies of a title purchased will vary according to customer demand, funding availability and current stock levels.

3.3.4 Where possible, at least one copy of local interest material will be obtained taking into account the physical format and content of an item.

- 3.3.5 Language courses will be purchased in a range of languages at various levels.
- 3.3.6 Factual/instructional material will be purchased taking into account the educational curriculum, user interest and the request guidelines.
- 3.3.7 Multi-media material will be circulated, but, because of space and funding considerations, it will not be possible to provide the full range of material in all libraries.

#### **3.4 Mobile services**

- 3.4.1 The mobile libraries will stock a representative selection of books and multi-media material for adults and children to meet local demand.
- 3.4.2 Users of the mobile libraries will have access to the total stock of the library service.
- 3.4.3 New stock will be purchased by a librarian from the geographic area in which the mobile is based.
- 3.4.4 Due to the restrictions of choice on a mobile vehicle, stock will be exchanged at a rate of 50% of total stock annually.
- 3.4.5 Catalogue access is available through a laptop PC on each mobile vehicle.
- 3.4.6 Services provided by mobile libraries will take account of the recommendations in the **Library Association Charter for Public Mobile Library Services 1997**.

#### **3.5 Special needs and home delivery services**

- 3.5.1 For readers with sight impairment the library service will provide a collection of books in large print format and Spoken Word material (Talking Books) at every service point.
- 3.5.2 Screen magnifying and screen reading equipment is available at libraries with larger Active IT Learning Centre facilities. There is also a variety of equipment available to assist users with disabilities to access IT services.
- 3.5.3 Identified need for stock and equipment to address special needs will be considered in accordance with the Disability Discrimination Act 1995.

3.5.4 The Home Delivery service is available for library users who are unable to visit public library buildings. This service is area based and operates with the assistance of volunteers. Due to the volume of demand there may be a waiting list in operation. A small collection of items will be delivered monthly to a reader's home based on a personal reader profile prepared by the individual. Application for this service can be made through local libraries.

### **3.6 Minority language material**

3.6.1 The library service will work in partnership with minority ethnic and cultural organisations and groups to provide material in other languages where there is a demand for this type of material. Stock will be provided by purchase, donation or via loan collections and rental agreements from other local authorities and commercial organizations.

### **3.7 Information services**

3.7.1 An increasing percentage of reference material is becoming available in electronic formats. Provision of reference services electronically is cost effective in comparison with traditional printed sources, ensures information is up-to-date, and addresses rural and digital exclusion.

3.7.2 Recent provision of free Internet access through Active IT Learning Centres means that information sources have the potential to be made available to all communities, regardless of size or geographical location.

3.7.3 As expenditure on electronic sources benefits all libraries, rather than a few as is the case with printed material, printed reference collections will be reduced to a minimum level in community libraries. In addition to electronic formats, community libraries will have small collections of printed information sources and these will be reviewed with each edition of the Stock Management Guidelines.

3.7.4 All libraries will have access to a range of electronic information sources via their Active IT Learning Centre.

3.7.5 Significant printed reference collections will only be maintained at East Kilbride and Hamilton Town House Libraries. These collections will consist of materials which are not available in electronic formats or where cost favours the retention of printed sources. Rutherglen and Lanark Libraries will maintain printed reference collections suitable for quick reference enquiries.

### **3.8 Local history**

- 3.8.1 Local History collections constitute an important part of any library service's range of information sources. They include a wide range of primary source material including local newspapers, specialist collections relating to aspects of local life, census and parish records, maps and photographs as well as ephemeral material. This material is invaluable to historians and genealogy researchers.
- 3.8.2 The library service has two significant local history collections at Hamilton Town House and Lanark Libraries. East Kilbride has a limited collection on the development of the new town while Rutherglen holds a small collection of material relevant to the local area. Some community libraries hold very small collections of local history material relevant to their communities.
- 3.8.3 The overriding aim is to ensure the security and conservation of this material. The main area for development will be promoting the local history collection via the web catalogue. It is not intended to have local history material catalogued on the web catalogue but a list of collections available will be posted to lead researchers to the appropriate location and allow remote enquirers to e-mail requests for information.

### **3.9 Lifelong learning**

- 3.9.1 It is intended that the primary channel for delivery of Lifelong Learning material be electronic, via the Active IT Learning Centres. These centres already offer access to a wide range of training packages installed on the learning centre network. Acquisition of this material is carried out centrally as it affects all learning centres and will be funded from an electronic resources budget as referred to previously at 2.7.6.
- 3.9.2 Material will be acquired to support adult literacy, numeracy and other core skills. Collections of material appropriate for the learners' level of ability will be made available at a number of libraries. Selection of this material and its location will be made in co-operation with the Community Learning Service. These collections will support the Adult Literacy Action Plan.

## **4. Collection management**

### **4.1 Stock circulation**

- 4.1.1 Optimum use is a key principle which applies to all lending stock. Materials will be circulated around all service points, using appropriate systems and procedures depending on the type of stock.
- 4.1.2 Each service point will change at least 10% of its stock annually. This figure will be increased for smaller libraries, and, due to the restrictions of choice on a mobile library vehicle, stock will be exchanged at a rate of 50% of total stock annually.

### **4.2 Care and conservation**

- 4.2.1 Stock will be maintained in the best possible condition by ensuring that items are in an attractive, undamaged and clean condition. Material will be repaired or rebound as appropriate according to written guidelines.
- 4.2.2 Re-binding extends the useful shelf life of an item. In making decisions about conservation or binding the following factors will be taken into account :
- contribution of an individual item to the collection as a whole
  - cost of replacing the item relative to the cost of binding or another form of conservation
  - availability of a value for money replacement or there being adequate coverage of a specific stock area
  - available budget for binding and conservation
  - where a work is seen as having a significant value to the collection and is irreplaceable, every effort will be made to conserve it
- 4.2.3 A binding and conservation fund will be available to enable items satisfying the above criteria to be rebound.
- 4.2.4 Separate conservation guidelines for local history material will be compiled. The objectives will be to:
- create, as far as is reasonably possible, a secure environment suitable for all stock
  - ensure the identification of valuable and at risk material
  - identify appropriate material for conservation, microfilming and digitisation
  - maximise resources for the purposes of conservation
  - determine methods of exploitation with the demands of preservation

- take account of archival policies and seek guidance from archive services and agencies
- define the key collections of the authority which are considered valuable, rare or unique.
- develop a disaster plan

4.2.5 Systems are in place to minimise stock losses within the library network, including security systems, overdue stock reminders and the Council's debt recovery system.

### **4.3 Withdrawal and disposal**

4.3.1 Items in poor physical condition or those achieving limited issues will be considered for withdrawal. Stock will be withdrawn according to written guidelines for withdrawal and discarding of stock.

4.3.2 Reserve stock will be maintained in line with the selection principles and its use monitored. Thereafter decisions will be taken on retention based on written guidelines.

4.3.3 Once material has been identified for disposal it will initially be offered for sale at book sales in individual libraries at set rates, where appropriate. Materials not sold will then be disposed of. Consideration will be given to supporting charitable organisations.

### **4.4 Disaster plan**

4.4.1 The library service will develop a disaster plan covering all categories of stock.

## **5. Services to users**

### **5.1 Access to the library catalogue - Viewpoint**

5.1.1 The library service provides public access to the library catalogue at every library. Catalogue access is made available through a laptop PC on each mobile vehicle. Standard searching by author, title and keyword will be offered for all types of material.

5.1.2 The library service also offers access to the library catalogue over the Internet from home. Future developments to this web-based catalogue include the opportunity to renew items on loan and to reserve items in stock for collection at your local library.

## **5.2 Bibliographic and other resources**

5.2.1 Members of the public are offered access to a variety of other sources of bibliographic information. For example, the home page for our Active IT Learning Centres web site at [www.slc-learningcentres.org.uk](http://www.slc-learningcentres.org.uk) offers a one-click link to the major national and international library catalogues and other information sources.

## **5.3 Requests**

### **5.3.1 Request guidelines**

5.3.1.1 Each request will be reviewed individually, taking into account current stock resources, available budgets, type of material and likely public demand. In general, an item will only be purchased if it is considered that it will offer value for money in terms of potential usage.

5.3.1.2 The library service reserves the right to refuse a request where:

- a) There is already sufficient coverage of the subject area within library stock to meet the wider community need.
- b) The cost of meeting an individual's request(s) would result in that individual receiving a disproportionate share of available resources.

5.3.1.3 To ensure an equitable and fair circulation of stock to all library users the combined total of current requests and items on loan per person will not exceed the current borrowing limit (26 items for adults and 13 items for children).

5.3.1.4 All requests will be monitored and library users updated on progress at regular intervals.

### **5.3.2 Request charges**

5.3.2.1 Requests are charged according to the Council's current tariff of charges. Concessions are available for the under 16s, senior citizens (over 60s) and other adults meeting the concession criteria. Charges are subject to annual alteration in line with Council policy.

### **5.3.3 Reservations for stock items**

5.3.3.1 Library members have access to all material held by the library service. Reservations can be placed for any loan stock item at any library. Additional copies of items in heavy demand may be purchased according to the Stock Management Guidelines. Loan periods will also

be reduced for titles with long waiting lists to make these available as soon as possible.

### **5.3.4 Requests for items not in stock**

5.3.4.1 Requests or suggestions for books and multi-media items will be considered for purchase in line with our Stock Management Guidelines. Due to the restricted availability of commercial multi-media material for library loan it may not always be possible to obtain some material in this category.

5.3.4.2 Non-fiction books which are out-of-print may be borrowed from another library service, where possible. There will be an additional charge for this service.

5.3.4.3 Requested items may be allocated to the most relevant library location.

### **5.3.5 Multi-media loan restrictions**

5.3.5.1 South Lanarkshire Council complies with the agreement between the Chartered Institute of Library and Information Professionals (CILIP) and the British Phonographic Institute which means that newly released recorded music cannot be offered for lending until 13 weeks after the date of release.

5.3.5.2 Producers of video and DVD material specify which editions of new material are available for library use and also stipulate which titles cannot be offered for lending until 6 weeks after the date of release.

## **5.4 Display and promotion**

5.4.1 Libraries provide a welcoming and friendly environment to all age groups. The library service ensures that resources are easy to locate within libraries and appropriate guiding and signage is displayed. Each library ensures that the material is effectively promoted through displays, booklists, promotional events etc.

5.4.2 The library service will seek sponsorship and partners to produce quality promotional literature.

## **5.5 Reader development**

- 5.5.1 A number of Readers' Groups have been established to promote the enjoyment of reading and discuss books. Library staff are encouraged to develop their own personal reading, to interact with users and to advise and encourage the reading habit. The library service will promote *reader development* through staff training and a variety of promotional programmes, and encourage reader feedback and involvement.
- 5.5.2 Loan Collections for Readers' Groups are also available.

## **6.0 Review of Stock management guidelines and standards**

- 6.1 We review these guidelines every three years. The next review will be by September 2008.

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