

Stock Management Policy

Why have a stock management policy?

“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.**

This stock policy will explain the following:

- 1) How stock is selected
- 2) How books are purchased
- 3) How we monitor stock performance
- 4) How stock is censored
- 5) How our users influence stock selection
- 6) What stock categories and services we have
- 7) How we manage our collection
- 8) How the stock in our libraries links to the vision, values, objectives and priorities of South Lanarkshire Leisure and Culture’s business plan and “Connect” South Lanarkshire Council’s four year business plan.

1) How stock is selected

The aim of this document is to explain how stock is selected, managed and developed. Stock is allocated to one branch when purchased but is a service wide resource that can be circulated to any branch within South Lanarkshire where there is customer demand. Each library depends on the others to fully meet the needs of its customers. Requests can be placed free of charge which ensures that every customer has equal accessibility to the stock that we hold.

Adult and Junior Fiction

Fiction material is primarily selected due to the popularity of the author’s previous publications and will be informed by reports generated by the CollectionHQ automated stock performance system which will produce a listing of the most popular 200 authors based on borrowing in South Lanarkshire over the previous 12 months. Branch staff and children’s assistants are also consulted to gather information on authors that have recently become popular in their branch. Our supplier selection list of authors is reviewed annually.

Non-fiction

Non-fiction material is selected using the criteria below:

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.

Cultural Diversity

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

Scottish and Gaelic Material

The cultural contribution of Scottish and Gaelic 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.

e-Books/e-Audiobooks

e-Books are selected using the same criteria as physical books, the choice of authors/titles available to public libraries is limited and all effort is taken to ensure that a varied selection is available to our customers.

It is anticipated that, as ownership of reading devices grows and more e-books become available, that the e-book collection will grow steadily to become an increasingly important part of the library's collection of reading resources.

2) How books are purchased.

Selection Methods

Popular fiction/junior and non-fiction selections are commonly made 3 months prior to publication to ensure that stock is available in our libraries as soon after the

publication date as possible. The majority of general lending stock is selected by means of a detailed specification which is given to our contracted book suppliers. The book suppliers then send draft proposed orders to the library service for approval or modification before these become firm orders. As this method will not meet all requirements library staff supplement this method using other funds to select items of local interest. SLLC has appointed accredited principal suppliers, via a national tender process (Scotland Excel), on the basis of the services they are able to offer. Other suppliers are also used where deemed appropriate for different formats.

The following aids to stock selection will be used as appropriate :

- supplier selection
- standing order fiction lists updated on a regular basis
- specialist suppliers
- Internet
- publishers catalogues and lists
- bookshop visits
- trade and specialist publications, for example The Bookseller
- user requests and suggestions

Budget

- Funding for the purchase of all materials will be allocated on a pro-rata basis of the total materials fund in relation to level of issues and stock, reflecting the population and number of service points.
- Central funds will purchase material in various stock categories for all libraries. These will include adult fiction, adult non-fiction, Mills & Boons, westerns, large print and spoken word (talking books), DVDs, eBooks and eMagazines. These funds will be allocated to support the supplier selection of popular material and support the maintenance of our online services.
- Each cluster group of branch libraries will have a stock improvement fund based on current use and identified community needs. This budget is spent at the discretion of the Community Librarian for the branches within their cluster group.
- Systems are in place to monitor and report levels of spending to ensure that resources are deployed to maximum effect.
- Funding allocation will be reviewed annually.

3) Stock Monitoring and Performance

The library service uses the Spydus library management system and the CollectionHQ stock management system to monitor the performance of existing

stock. These systems enable evidence based decisions to be taken about new purchases to promote value for money. These systems allow us to:

- monitor current demands to achieve more relevant collections
- make more informed buying decisions to identify stock gaps and appropriate stock levels
- identify material which should be withdrawn due to non-usage and poor condition
- rotate the material we have to another branch where there is evidenced customer demand
- assist in the allocation of resources
- assist in the preparation and maintenance of stock plans
- assist in identifying lost and missing stock items

The new Spydus library management system also supports:

- audit trail from original requisition to current location with transaction details
- 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
- enhanced bibliographic content including book jackets and film trailers
- automatic stock rotation from library to library based on preset rules for defined areas of stock i.e. large print; spoken word; DVDs; Mills & Boon and adult non-fiction.
- customers can set up Alert Profiles via the online catalogue in order to be notified of additions to stock that match their requirements

4) Censorship

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:

<http://www.cilip.org.uk/cilip/archived-policy-statements/statement-intellectual-freedom-access-information-and-censorship>

The library service will endeavour to 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.

5) User Involvement

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

- Customer feedback and comments on library stock

- user requests and suggestions
- online requests
- regular user surveys
- comments received via the Trust's established comments, compliments and complaints scheme

6) Stock Categories and Services

Book Stock Adult

- A range of books in all fiction genres will be available in each library.
- Decisions about non-fiction purchases will be made using the selection criteria listed at section 1.
- The number of copies of a title purchased will vary according to customer demand, funding availability and current stock levels.

Consideration will be given to purchasing titles to support national and local media promotions.

At least 1 copy of shortlisted titles nominated for the major fiction literary prizes will be purchased.

Self-published material will be considered for addition to our stock for local authors or material with local content. Consideration will also be given to self-published titles by established authors whose works have previously been published by recognised publishers. Self-published material can have a lack of publishing standards i.e. no editing or proof reading and is often very poorly presented. This would be the main reason for rejecting to purchase a self-published title for a library user.

Special consideration will be given to the purchase of Scottish material, Gaelic material, local history items and material supporting lifelong learning courses within libraries.

Book Stock Children

The selection of material for children and young people will follow the broad selection principles and criteria for all material as described above.

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

All libraries will include separate and identifiable collections of nursery, early readers, teenage and young adult material. Nursery books will be chosen in hardback format, wherever possible.

A range of books will be available in each library:

- one copy in hardback will be purchased where appropriate
- at least one copy of titles nominated for major junior fiction literary prizes will be purchased, in hardback if necessary.
- Summer Reading Programme material will be purchased throughout the year. This material will be purchased in paperback and will ensure a wide range of material is available for the duration of the programme.
- the selection of junior non-fiction will aim to support children in school project work where possible.

E-books and Multi-Media Formats

- South Lanarkshire Libraries introduced an e-Book/e-Audiobook service to customers in March 2012. In addition a comprehensive selection of other multi-media material including feature films, language courses and items of factual and local interest will be provided. The selection process will consider the various chart listings available, reviews and user requests.
- Spoken word is currently purchased for the library service in the following formats:- e-Audio, CD, MP3 and playaway. Demand for each format is monitored and standing orders for this material is adjusted on an annual basis.
- Consideration will be given to supplying material in various formats according to customer demand and market availability of material and equipment. The balance between differing formats will change over time as formats increase in popularity, decrease or become obsolete. DVDs are currently held in all branch libraries with the additional format of Blu-rays being available in East Kilbride Central and Rutherglen Library. CDs are no longer being purchased by the library service but are still available in East Kilbride Central Library.
- The number of copies of a DVD title purchased will vary according to box office revenue for the title and will be subject to funding availability.
- Where possible, a copy of local interest material will be obtained taking into account the physical format and content of an item.
- Factual/instructional material will be purchased taking into account the educational curriculum, user interest and the request guidelines.
- 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.
- In January 2014 South Lanarkshire Libraries introduced an e-Magazines service to library users. There are currently 55 titles available, offering popular magazine titles in a range of subject areas. This is a free service for all South Lanarkshire library users.

Mobile Services

- The mobile libraries will stock a representative selection of books and multi-media material for adults and children to meet local demand.
- Users of the mobile libraries will have access to the total stock of the library service through placing free reservations and requests.
- Catalogue access is available through laptop PCs and tablets on each mobile vehicle.

Home Delivery Services

- The Home Delivery service is available for library users who are physically unable to visit public library buildings. This service covers all of South Lanarkshire. Due to the demand for this service 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. Applications for this service can be made through all local libraries.
- 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. A wider range of material is available for people with visual impairments through our eBook and e-Audiobook service.

Minority Language Material

The library service will work in partnership with local 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.

Information Services

Almost all general reference material is now 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. Provision of free internet access means that information sources are available to all customers and communities regardless of geographical location. Some of these services are available to library members from home PC"s.

Significant printed reference collections will 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. No other libraries will hold printed reference collections.

Local History

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.

The library service has three significant local history collections at Hamilton Town House, Rutherglen Heritage Centre and Lanark Libraries. East Kilbride Central Library also holds a smaller collection of material relevant to the local area. Some community libraries hold very small collections of local history material relevant to their communities.

The overriding aim is to ensure the security and conservation of this material for research purposes. The main area for development will be promoting the local history collection via the web catalogue. There is an ongoing project to ensure that as much of this collection is catalogued and therefore will be searchable by our library users.

Services to Users

Access to the Library Catalogue

- The library service provides public access to the library catalogue at every library.
- The library catalogue is available on the Internet at www.sllclibrary.co.uk

Request Guidelines

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

Request Charges

- Requests for material not currently in stock are free of charge to our library users. Charges are subject to annual alteration in line with SLLC policy.

Reservations for Stock Items

- Library members have access to all material held by the library service. Reservations can be placed free of charge for any loan stock item at any library or via the Internet. 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.

Suggestions for Items not in Stock

- Suggestions by customers for books and multi-media items to be stocked will be considered for purchase in line with the principles expressed in this document. These items may be allocated to the most relevant library location.

Multi Media Loan Restrictions

- Producers of DVD material specify which editions of new material are available for library use. This may restrict the multi-media items that we can purchase to satisfy customer requests.
- Music CDs are no longer being purchased for our libraries although a central pool stock of CDs will be held in East Kilbride Central Library.
- The provision of multi-media resources is regularly reviewed to ensure that we are staying relevant to the needs of our customers.

Display and Promotion

- 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 themed displays, booklists, promotional events etc.

Reader Development

- Readers' Groups have been established in 20 of our branch libraries to promote the enjoyment of reading and discuss books, information on these groups can be found at:-
http://www.slleisureandculture.co.uk/info/59/readers_groups.
- 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 a variety of promotional programmes, and encourage reader feedback and involvement.

7) Collection Management

Stock Circulation

- Maximising the usage of all lending stock and using evidenced based systems to place the stock where there is the customer demand for it are our key principles. Materials will be circulated around all service points, using CollectionHQ and our library management system depending on the type of stock.
- CollectionHQ is used to maximise the effective use of stock by identifying under used items at individual libraries and have them moved to other libraries to generate increased use of these items. This will increase the range of different titles presented to customers, reduce unnecessary expenditure and increase issues of books overall.
- Systematic stock rotation plans are set up for a number of stock categories i.e. large print; spoken word; adult non-fiction; DVDs and Mills & Boons so that stock is automatically moved from library to library after an agreed period of time. This maximises the number of customers who have an opportunity to access these resources which are purchased from limited funds.
- A regular programme of stock checks for all material will be carried out to identify stock which has been stolen, not returned from loan or missing.

Procedures and systems are in place to reduce stock loss including security systems and overdue notices to customers via e-mail and post.

Care and Conservation

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.

A binding and conservation fund will be available to enable items satisfying the above criteria to be rebound.

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 and maintain Disaster Recovery Plans for local history collections.

Withdrawal and Disposal

- 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.
- Once material has been identified for disposal it will initially be offered for sale within our branch libraries. Materials not sold will then be disposed of by either Revival Books or Betterworld Books. Both companies give us a percentage of the income made from selling these books and if they don't sell them they will dispose of them in an environmentally friendly way.
- To maximise income from the stock we are withdrawing we started to sell our discarded stock on the Amazon website (from February 2014).

8) How the stock in our libraries links to the vision, values, objectives and priorities of South Lanarkshire Leisure and Culture's business plan.

South Lanarkshire Leisure & Culture's Mission

“Working in partnership to enrich people's lives through the provision of a wide range of high quality services that are customer focussed, affordable and accessible to all”

In accordance with the above mission statement and in line with South Lanarkshire Leisure and Culture's (SLLC) strategic objectives to-

- To become an inclusive organisation providing quality leisure, cultural and learning opportunities for all.
- To continually improve the service to our customers by developing the effectiveness of our workforce and our working practices.
- To work in partnership with local and national agencies to promote participation in leisure, cultural and learning opportunities.
- To maximise resources and operational efficiencies.

These comprehensive Stock Management Guidelines and Standards will ensure that all library resources are managed effectively 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.

These guidelines link to the vision, values, objectives and priorities of the SLLC Business Plan and “Connect”, South Lanarkshire Council's four year plan

Review of Stock Management Guidelines and Standards

We review these guidelines every three years. The next review will be in September 2017.

**South Lanarkshire Leisure and Culture
Library Services
September 2014**