

Collection Development Policy for Public Libraries

A Template



In association with



Chartered Institute of
Library and Information
Professionals



Template for a Model Collection Development Policy for Public Libraries

Format

This document is in two parts which must be treated as a whole:

Part 1 contains background information and provisions for content to enable formulation of the document. Numbers in brackets link to headings in part 2.

Part 2 is the template with numbered headings followed by a short definition.

These form a prompt for the writer and to these we have added sample statements in italics as examples.

The use of appendices may meet other requirements and we suggest possible content for these.

Definitions

Stock is defined as: all materials provided by public library services including books, journals, reference information, grey literature, AV materials, electronic and online information. We have used collection/materials/stock but they are interchangeable.

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Consultation

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This document is taken from, extends and updates NAG's *Public Library Stock Management* (1998).

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Part I – Content and formulation

Introduction

Building and maintaining a comprehensive, high-quality collection, which is matched to community need, expertly and efficiently acquired, managed and delivered is an essential activity for a public library service. Collection development is the process of planning, acquiring and managing a balanced collection of materials in many formats. Collections are developed by buying or otherwise acquiring and accessing materials over a period of time, based on assessment of the information, recreation and citizenship needs of the library's users.

What is a Collection Development Policy?

All library authorities should have a publicly available and up-to-date Collection Development Policy that responds to the demography and needs of the community and the library's role to promote information, ideas and the cultural experience. This should inform all aspects of stock management, from selection through access and promotion to eventual disposal. Good practice will recognise:

- *Personal and academic freedoms*
- *The rights of individual citizens to access published material*
- *The neutrality and responsibilities of the librarian²*

A Collection Development Policy exists to deliver the public library authority's stock objectives and should link to other strategic service policies. It provides the strategic framework for all processes and decisions related to stock supply and management, both at the current time and in the foreseeable future.

Stock is the lifeblood of a public library service and the management of that stock is fundamental to its effective deployment and use. The objective of a Collection Development Policy is to ensure that public libraries have the materials they need to deliver an effective service. It supports a systematic approach, which resolves the conflicting priorities that arise from the diversity of public expectations and needs, and the constraints of budgets for staff and materials, in a way that is demonstrably efficient, cost-effective and based on evidence and performance.

A robust collection development policy **should include:**

- a description of the range and breadth of stock, formats etc., its purpose and use
- acquisition and selection processes and the context in which these take place e.g. consortia membership
- consideration of materials/media for income generation and any factors relevant to this



Libraries provide a popular and heavily-used service for everyone, allowing unbiased and unparalleled access to the world's knowledge



Taken from:
CILIP, What Makes a Good Library Service?
Guidelines on Public Library Provision in England for Portfolio Holders in Local Councils 2009

- the ways in which the requirements of children and other client groups (such as people with disabilities) are met, and how the policy addresses the needs of a culturally diverse society within existing legislative frameworks
- an outline of the stock management and maintenance process
- the criteria which underpin decisions relating to the inclusion and exclusion of materials
- appropriate qualitative and quantitative measures
- circulation or rotation provision to ensure access to a wide range of titles and the optimum use of stock
- refurbishment/replacement/conservation practice
- withdrawal and disposal policies
- stock security
- the use of management and performance information in an evidence-based approach to all aspects of stock management
- the facility for regular review in order to respond to the changing needs of the library community and the wider community
- the rationale behind budgeting decisions, strategies, stock action plans, with targets etc.
- means of accessibility to and by the library staff, stakeholders, elected members, partners and public

Overview of Content

Criteria for the selection of all materials in all formats should reflect the authority's policies for service to the whole community in all its diversity. An analysis of stock requirements should be made in relation to policies and community need using technical tools, staff input and user consultation. The delivery of materials in all formats/media should respond to cultural change and support cultural variety. Management information should inform selection decisions, with a procurement process which seeks to achieve best value through a tendering process, often as part of consortium. Activities to ensure maximum use of stock will involve promotion, presentation, rotation, reader involvement and partnership working. Ongoing review of stock will assist decisions regarding for example, additional copies, replacement, de-selection, preservation and disposal. Loss should be minimized through adequate security and safeguarding procedures. Interaction with other agencies will assist in the exploitation of materials and increase take-up, whilst ensuring integration, currency and timeliness. Most importantly all staff should be trained in stock acquisition and management activities and processes.

The Role and Alignment of the Public Library Service

The public library has an important role in fostering and maintaining a democratic society. It contributes to a number of areas of local authority programming, including social, educational, cultural, economic development, and public information and participation and also to the authority's service plans and priorities. Collection Development Policies should therefore reflect the authority's corporate policies. (2, 3) An effective policy will be authority-wide, whilst at the same time delivering materials tailored to the needs of individual communities, and of those with special needs and requirements. (4, 5)

Those needs should be identified through demographic studies, profiles, surveys and other means of involvement and feedback. (8, 8.1 – 8.3)

There should be a policy of continuous review which takes into account national and local developments and other changes, formulation of best practice, and interaction with other agencies. (1.1)

This should include performance measurement, including anticipated outcomes, target setting and monitoring. (9.4)

The public library service not only serves the needs of the individual on his own doorstep but is also the gateway to a world of resources and facilities. For this reason co-operative activity must include the sharing of best practice and access to materials and information and joint provision, storage and retention of stock to meet all needs. (10)

Controversial Materials

The library must actively promote resources for learning, education, cultural inspiration and community cohesion. All sectors of the community must be able to play their part in the community without feeling intimidated, marginalised or ignored. The need to safeguard national security must be balanced against the need to discourage discrimination and protect human rights and support the responsibilities and neutrality of library staff. The library provides access to the widest range of knowledge and experience to encourage and inform, but does not endorse or promote any one political, social or religious ideology. The ultimate test against which any potentially controversial materials may be judged is that of legality. (7, 7.1, 7.2)

In providing access to Internet resources the library must identify the particular challenges presented. Their value cannot be ignored but it should be recognised that responsibility in interpretation and subsequent use of information rests with the user. (10.4)

“

In the interests of intellectual freedom, material should not be rejected solely because it is considered controversial. A good library should encompass controversial issues and different perspectives in the interests of democracy and discovery.

”

Taken from:
*MLA Guidance on the
Management of Controversial
Material in Libraries*

Accountability and Transparency

The audience for the Collection Development Policy includes: the staff who need to understand decisions and, if necessary, explain them; elected members; partners and stakeholders; and of course, users.

Policies and the strategies and methods that implement them must be accountable, visible and justifiable to the public, since the majority of funding is provided through local and national taxation. Preparation, approval and dissemination must recognise this principle of visibility and transparency and in so doing secure the understanding and support of the public.

Stock Requirements and the Budget

Management information will also provide data on use of and demand for materials. (9.4)

In addition a systematic approach, such as annual review, will ensure consistency and continuity and will form the basis for budget formulation, both when preserving the status quo and where increased investment is required to implement proposed policy changes. Such an approach can be used to demonstrate the implications of inadequate funding over a period of time.

The construction and deployment of the materials fund should take account of the many services in which stock takes a vital role: information, business information, formal and life-long learning, services for children and young people, reader development, cultural diversity and services for the elderly. A budget which is constructed to reflect these requirements, rather than using one main head of expenditure, enables the implications of any proposed changes to be more accurately predicted. (10.7)

Income Generation Services

It is likely that funding of certain areas of the service, such as audio-visual loans, may be treated differently. (10.6)

It must be stressed that income should ideally exceed expenditure year on year. Such services may also be totally self-financing through a system of rolling budgets or trading accounts. The latter arrangement allows the financial performance of the service to be assessed with any 'profits' re-allocated to expand the service or to go to support other areas.

“

Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.

”

Taken from:

Article 19 Declaration of Human Rights (UN, 1948)

Stock Audits, Standards, Targets and Stock Action Plans

The stock audit will provide a detailed analysis of stock provision in each library and throughout the service as a whole. Such reviews of materials will be supported by data from the library management system and/or accompanying stock management tools and will be complemented by direct evaluation of stock on the shelves and returned from loan. Use of other management information, direct feedback etc. will identify shortfalls where stock is over-used and needs supplementing, and over-provision where stock is surplus to requirements. Examination of the request service and user comments will indicate gaps in provision. Direct examination is also vital in identifying information that is likely to date and where currency dictates high user expectations. This vital information will feed into budgetary decisions and action plans. (9.5)

Targets and standards can be set as a result of the analysis. Standards, which are displayed in the library, provide the public with an indication of what they can expect from the service together with the performance of the library against pre-existing performance measures. Stock action or development plans then translate standards and targets into action and will cover all aspects of collection management. They can show, either for individual libraries or service-wide, how many items should be purchased, circulated, relegated, repaired and rejuvenated, replaced, or disposed of. Monitoring their implementation is a key collection development activity. (9.6)

Stock and Selection

A stated aim of any collection development policy is the provision of the widest range and choice of materials and formats to meet the needs of the individual and community. (8.1)

In meeting those needs the library must recognise that some are obvious and as a result well justified. However there is also the responsibility to meet those needs that are less obvious. Quality must be achieved by providing choice which in turn aids critical selection and develops new perspectives in attitude and knowledge as well as personal fulfilment.

Selection policies are integral to collection development policies and define the range and breadth of the materials that the library acquires. Criteria should reflect the library's policies on the range of services provided, service priorities, community and customer profiling, service and stock objectives, potential use categories, appropriate formats, local need, partnership working, etc. Overarching authority objectives may be reflected together with service philosophy and values. All such policies must be subject to continuous review. (11, 11.1 – 11.5)

Potential levels of use and resources will have a bearing on duplication of core subject areas and of individual titles of popular appeal in all formats. The provision of materials to meet minority need should not be jeopardised by heavy short term

“

Stock reports collate and comment upon all elements of the stock audit process.

”

“

A rolling stock development plan sets targets and priorities for the short, medium and long term and provides for improvements in the quantity, quality and performance of stock.

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Taken from:

Supply Specification

Guidelines: Best Practice

for Public Libraries

NAG 2007

[http://www.nag.org.uk/](http://www.nag.org.uk/publications/SupplySpecificationPublication.php)

[publications/Supply](http://www.nag.org.uk/publications/SupplySpecificationPublication.php)

[SpecificationPublication.php](http://www.nag.org.uk/publications/SupplySpecificationPublication.php)

demand for popular subjects or titles. Any selection policy should also clearly state those factors which contribute to decisions not to purchase such as format, treatment, demand, content, and currency. (11, 11.1)

Materials in specific formats for targeted use, such as spoken word, may need to be treated separately depending on projected utilisation and the availability of options from other agencies. These considerations will also apply in deciding between electronic and print formats, together with other factors such as access, currency and budget. The speed at which new technology becomes widely available and its subsequent implications for use develop will dictate ongoing review. (10.4)

In the provision of audio-visual material any selection policy will need to balance range and choice against any requirements to generate income. However, this may depend on projected use; for instance, where items will be offered to targeted audiences or as part of non-fiction stock. (11.4)

Deployment and Exploitation

Stock is a service-wide resource and its deployment may depend on its category, potential use, scope, and format. Many library authorities recognise the need for stated levels of service delivery, the full range of materials at a large library, less so at smaller ones. Some apply a system of banding in order to cater to potential use, user expectations and exploitation of materials. (9.1, 9.2, 9.3)

This is often complemented by a system of targeted stock rotation to ensure maximum exposure and therefore cost-effectiveness of individual items. (12.7)

Any such operation should take account of local and system-wide needs and stock and user profiles. This may be a manual system or an automated programme integral to the library management system, or a bolt-on product.

Presentation of stock and planning of libraries should incorporate all means possible to ensure access to the collection. (12.2)

Guidance and signage all have a part to play and some valuable lessons can be learned from booksellers and other retailers with user-interest categories etc. Online public access catalogues facilitate access by incorporating other features and other practical initiatives, and allow collaboration with other agencies and national initiatives. (12.1, 12.4)

Promotion of new and existing stock should be planned and managed across the service and on a local basis. Bringing stock to readers' attention using displays, lists, and activities such as author visits, events and online resources enables them to find what they want and contributes to effective use of materials. Literature or reader development activities such as the operation of reader groups may be dealt with separately as a priority area for funding, promotion, events and activities. Involvement in partnership projects, relationships with reader agencies, suppliers, publishers and the media may all be seen to develop and enrich the reading experience. (12.3)

“

Library stock is selected from all published material in print plus other media including audio-visual. Material should be chosen for its literary, cultural and recreational relevance or for its information and learning value reflecting the objectives of the Collection Development Policy.

”

*Taken from:
MLA Guidance on the
Management of Controversial
Material in Libraries*

Maintenance of Stock

Cleaning, replacement of covers and re-binding ensures and extends the useful life of materials. (12.9)

Revision or replacement of stock will be informed by measurable factors such as demand, currency, condition, use, authority and quality. (12.6)

When open access is no longer an option some items may be stored in reserve collections. Some may be based on local arrangements, others on co-operative schemes etc. Arrangements for ensuring the future of items requiring conservation and preservation, such as heritage collections, should also feature in any collection development policy. Digitisation of content may be relevant in the case of materials of local or national significance, both in facilitating present access, and safeguarding collections for the future. (12.10)

Any de-selection of materials should take account of access to resources that may no longer be available. The potential benefits of offering materials to co-operative schemes, overseas etc. should be considered. Sales of withdrawn materials in libraries or through third parties should be regulated and assessed. Other disposal should meet environmental requirements and local authority stipulations. (12.12, 12.13)

Gifts and donations of materials should be assessed on their own merits and will usually be welcomed, but it may be useful to state that the library will reserve the right to discard or dispose of items which do not meet the stipulated selection criteria. (12.8)

Conditions for the supply of reader requests/reservations may require clarification; if a charge is made; if the item is in stock, is popular or in high demand; if is not in stock; if it is available for purchase; if it may be borrowed from elsewhere. (12.5)

Security of stock

A library collection is a valuable asset and the prevention of damage, theft and unofficial loans is essential. Security systems and other devices complement staff vigilance whilst layout is also particularly important. Self-issue should incorporate security systems and developing technologies such as Radio Frequency Identification (RFID), and should take account of any measures to ensure both user and service convenience and the security of materials. Monitoring of loss rates and the success of any recovery methods should be ongoing. The re-acquisition of materials offered on an income-generation basis may be a priority in any recovery process. (12.11)

Acquisition and Procurement

The library service may acquire materials for collections as an independent authority or, more commonly, as part of a collective purchasing body, a consortium of any number of library authorities. There are good reasons to be part of a co-operative arrangement not the least the financial benefits, but there are other positive spin-offs from collaborative working. The tender process, which must be undertaken if the value of contracted supply exceeds £156,442 (7) is easier when the sometimes intensive nature of the workload is shared. The 2005 edition of NAG Tendering for Library Supply (4) provides a template for the production of the specification and tender documents. Some consortia will have the benefit of the input of procurement specialists, and this may be advantageous both in the production of the documentation and the monitoring of the process. It can also be invaluable in the evaluation of the responses which result in the award of contract. (10, 10.1, 10.2)

The negotiation of licenses for the use of online resources may be another reason to be part of a consortium as may be the acquisition of bibliographic records. (10.4)

Some consortia may also agree common stock categories and genre markings. Better terms may be achievable through such co-operative activity and it is well worth the small amount of compromise necessary to reach agreement. Shared provision, for instance in the case of joint collections, should be subject to service level agreements to ensure collective responsibility and collective benefits.

Although the vast majority of library materials will be purchased and kept in collections for their library lifetime, some specialist materials for specific use may be acquired differently. As the supply of foreign language material to a small minority audience requires regular refreshment on an ongoing basis it may be more cost-effectively provided through hire or rental agreements with providers, or through collections from a shared resource. (10.3)

The user then benefits from a regularly renewed selection.

To maintain and develop the library collection, selectors need an understanding of library policies, the ability to apply clear criteria, a means of sharing all information, and an appreciation of user needs, together with professional knowledge, performance information from the library management system and knowledge of any stock action plan. There is a vast amount of information on forthcoming titles, in all formats, and its examination and evaluation can take enormous amounts of time. The library may employ various means of selection for different categories of materials. Some may use the resources provided by suppliers, such as outsourced or pre-specified selection, some may work in partnership with other authorities and agencies, and some may utilise the specific skills, experience and understanding of specialist staff. Supply specification processes will explain the rationale and define the requirements of the service and are vital when employing any kind of third-party or outsourced selection methods. (11.5)

“

Building a comprehensive, high quality stock, matching provision to community needs, improving availability and speed of supply, securing best value prices; and increasing the efficiency and effectiveness of procurement and management processes are essential activities for libraries.

”

Taken from:

CILIP, What Makes a Good Library Service?

Guidelines on Public Library Provision in England for Portfolio Holders in Local Councils 2009

We recommend the use of the *NAG Supply Specification Guidelines 2007* (5) which provide comprehensive best practice guidelines on both supply specification and the stock management framework which underpins it.

When considering of speed of supply and those cost-effective processes which result in shelf-ready materials the application of the *NAG Servicing Guidelines 2010* (6) will ensure best practice.

To facilitate the electronic supply chain, the implementation of the full EDI suite is also recommended to streamline processes and thereby make more effective use of staff time.

Staff Responsibility and Training

Staff are a vital and expensive resource in the acquisition and delivery of materials to the public and their responsibilities and accountability should be clearly defined. Relevant training should be one element of the Policy. Ideally a series of standards should be drawn up and maintained to ensure consistency and best practice. The standards should be integral to staff development and part of a rolling programme of general and specific training activity, as well as a feature of any induction process. (13)



Part 2 – The Template

I. Legislative Framework

1.1 National Policies and Guidelines

All of the following may be relevant: you may wish to quote any documents utilised in formulation of your policy or which you feel have particular relevance:

| | |
|--|--|
| Race Relations Act 1976 (Amendment 2000) | BPI/Library Association Agreement 1994 |
| Public Libraries and Museums Act 1964 | Disability Discrimination Act 1995 |
| Public Order Act 1986 | Copyright and Related Rights Regulations 1996 |
| Human Rights Act 1998 | Crime and Disorder Act 1998 |
| Freedom of Expression: Article 10 ECHR | Representation of the People Act 2000 |
| Freedom of Thought, Conscience and Religion 9 ECHR | Copyright (VIP) Act 2002 |
| Obscene Publications Act 1959 (and amendments) | Terrorism Act 2006 |
| Incitement to Racial and Religious Hatred Act 2006 | Library Charges Regulations (DCMS) |
| Blasphemy Common Law | EC Directive 77/62 (Public Procurement) |
| Libraries NI with DCAL (LISC) – Key Documents | EU Copyright Directive 2000 |
| SLIC/SLAINTE Guidelines for Information Professionals on Accessibility and Equity | Sale of Goods Act |
| CILIPs Council Recommendations on Equality and Diversity | Local Government Act 1988 |
| Freedom of Information (Scotland) Act 2002 (FOISA) | Video Recording Act 1984 |
| Guide to Web 2.0 in Libraries SLIC and CILIPs | CyMAL Wales – Strategy Publications |
| Sex Discrimination Act 1975 | Copyright Design and Patents Act 1988 |
| Public Library Service Standards | MLA Guidance Controversial Materials 2009 |
| The Children Act 1989 | Health and Safety at Work Act 1974 |
| CILIP Guidelines: What Makes a Good Library Service | Forthcoming DCMS Review of Public Libraries |
| CILIP Guidelines on Children's Services | Guidelines for Reference and Information Services in Libraries LA |
| Public Library Service Standards 2006 | Intellectual Freedom, Access to Information and Censorship CILIP 2005 |
| Achieving Higher Standards: a Performance and Assessment Framework for Public Libraries in Wales April 2008 – March 2011. The Third Welsh Public Library and Assessment Framework, June 2010 | Other factors include: SCL 'Use Your Card Anywhere' Project, Government strategies on ageing, learning disabilities etc, and the impact of disposal re: sustainability/climate change. |

2. Corporate Objectives – Mission Statement

Your Council's vision.

Strengthening Values – Safeguarding Communities

3. Corporate Policies and Priorities – Local Policies

Your Council's themed outcomes.

3.1 Outcomes for communities

To maximise independence for older people and adults with disabilities.

3.2 Outcomes for educational achievement

Improve education and lifelong learning.

3.3 Environmental outcomes

To pursue a sustainable environment and economy.

3.4 Protection and safety outcomes

To protect the community.

3.5 Business and economic outcomes

Realise the potential benefit to economic prosperity.

4 Service Mission

Your service's vision statement.

To encourage reading and support learning.

To create opportunity for all through information, advice, guidance, learning.

5 Service Objectives

List here any specific service objectives or aims.

You may wish to define your audience.

We provide materials and facilities to support enquiry, intellectual and cultural needs.

6 Stock Objectives

List here any objectives you have set for the provision and performance of stock.

You may wish to state the purpose and scope of your provision.

We provide stock to meet the widest range of human enquiry and interest without prejudice.

6.1 Stock Management Policy Statement

State the main aims of your stock management policy.

Stock management is a process that supports the acquisition and delivery of all materials to the community. The Policy aims to provide a clear and consistent approach in all libraries.

Objectives include:

To provide a wide range of materials in response to identified need

To maximise use in the most cost effective way

To seek and utilise feedback

To maintain the stock and minimise loss

Stock management activities include the monitoring of policies and ongoing analysis of needs, utilisation of budgets, provision and exploitation of materials, and its use in the community.

6.2 Stock Management Objectives

List here any objectives you have set regarding the management and maintenance of stock.

The physical condition of stock should ensure that it is fit for purpose.

To maximise use of stock through display, promotion and reader advisory work.

7 Controversial Stock

List here any principles you have set regarding the provision of sensitive materials.

7.1 Censorship

Censorship will only be exercised when required by the law.

7.2 Religious and Political Material

In the spirit of free and informed discussion a wide array of religious and political views are presented.

8 Community and customer profile

Explain how you have identified your audience, and any specific target groups; how you will meet their needs, and seek their feedback, participation and involvement.

8.1 Meeting Customer Needs – social needs, target groups, diversity

People from all backgrounds and cultures have an equal right of access to the library... stock reflecting the diversity of cultures is provided in all libraries in the service.

8.2 Feedback and Consultation

Customer comments are dealt with locally and monitored by the Stock Manager.

8.3 Involvement

Use of activities and events to gather feedback eg. reader groups.

9 Stock as a Resource

State how you will provide and manage materials, balance formats, and decide how they are offered and where; how you will measure performance, set targets, monitor use and plan for the future.

9.1 Deployment and Allocation

Stock is a system-wide resource and is not the property of an individual service point. The provision of a broad range of stock is balanced with the need for more specialist material. In widening the range of material on offer we support the library service's appeal to all sectors of the community whether they are direct users of the service or not.

9.2 Levels of Service

Grading of libraries allows customers to better understand the levels of stock and range of services they can expect to find.

9.3 Banding

Library bands (or tiers) group libraries with like characteristics to allow the identification of minimum levels of stock and services sustainable within current budgets.

9.4 Performance Management and Benchmarking

Performance management helps staff to prioritise spending on materials.

9.5 Stock Audits and Reports

We will conduct regular audits of stock and from these produce reports which will inform our management processes.

9.6 Stock Action Plans – forward planning, short, medium and long term planning

The stock we provide is not static – use is monitored and measured against strategies for the future.

10 Acquisition

State those factors which have a bearing on purchase and provision of materials: co-operative acquisition; resourcing; budgets and budget setting; means of access including new technology; self-financing and income-generating services.

10.1 Tendering and consortia

We are members of a local purchasing consortium which means we can buy material cost-effectively from contracted suppliers but we reserve the right to source materials locally where it is more economical, quicker...

10.2 Shelf ready

We will utilise minimum servicing requirements as in the NAG Servicing Guidelines. We aim to get stock onto shelves as quickly and cost-effectively as possible.

10.3 Hiring/renting

Books in languages that are of minority interest in the borough are provided on a lease agreement with a local book supplier.

10.4 Electronic – databases

Many traditional reference works are now available online. Where the provision of

this information is more cost-effective, current and accessible we will provide in place of print formats.

10.5 Downloads

A pilot digital download service for spoken word provided by the BBC is currently taking place. Other download options are being explored.

10.6 Income generation

The film loan service is self-financing through hire charges which fund the purchase of new titles and furniture and equipment for sound and vision areas.

10.7 Budgeting processes

Budgets are set at the start of the financial year but circumstances may lead to re-allocation of budgets or the diversion of funds to priority areas.

11 Selection

List principles, methods, criteria, scope, purpose, access, format, range, currency etc. Include any additional criteria for children's materials and alternative formats.

11.1 Main principles

To provide books and other materials that promote reading and lifelong learning for all.

11.2 Adult

Stock should reflect the racial, ethnic, linguistic and cultural elements of society.

11.3 Children

Stock reflects the leisure and educational needs of children.

11.4 AV

Turnover and income from AV collections is monitored against our performance targets.

11.5 Methods

Stock is selected as cost-effectively as possible.

12 Management and maintenance

State how you will manage, maintain and develop collections, to include means of access, utilisation, presentation, exploitation, rotation, de-selection, conservation, preservation, disposal, reservation, donation and security.

12.1 Access

We will continue to provide access to hard copy whilst making the transition to electronic resources.

12.2 Presentation, promotion and marketing

We will use a range of methods to highlight and draw your attention to areas of stock. Popular genres will be shelved together and can be identified by markings on the spine, eg R for romance.

12.3 Reader development

We recognise the key role of the library in providing access to reading and increasing the range and breadth of the reader.

12.4 Library Catalogue

Use of the enhanced features of our online catalogue will extend and enrich reading and information sources.

12.5 Demand – reservations and inter-lending

The purchase of items in response to a reader request will be subject to standard selection criteria.

12.6 Editing and replacement

Editing of stock is a continuous and ongoing process.

12.7 Exploitation – circulation and rotation

Only a small percentage of material will remain at a service-point for the full extent of its shelf life. Moving stock from library to library has a number of benefits, increased exposure, cost-effectiveness, varied selection.

12.8 Donations and Gifts

Whilst the library welcomes donations all donated material is subject to standard selection criteria. Unsolicited donations may be disposed of after 6 months.

12.9 Rebinding

Books considered for re-binding will be subject to an assessment process which will take account of future use, cost of re-binding, and alternatives on offer.

12.10 Preservation – special collections, local significance, archive, reserve, digitisation

Major factors to be considered in preservation of stock are local value, monetary value, content, historical authenticity and rarity.

12.11 Recovery and security

A range of procedures are in place to safeguard library items such as recovery, catalogue management, management of loans and new membership.

12.12 Disposal

Stock may be withdrawn if it is in poor physical condition, contains out-of-date information or is no longer of interest to readers.

12.13 Sale

Books-sales of older stock in libraries give the public an opportunity to buy discarded items and the library an opportunity for re-cycling as well as maximising income.

13 Staff and Training

State responsibility for collection development and management activity and how you will ensure staff are adequately trained in both collection management and delivery of facilities and materials.

All library staff are involved in stock management and maintenance. Training therefore will extend to all staff from those directly involved in the Stock Team to those serving the public.

Suggested Appendices

- List of current suppliers, contracted, non-contracted
- If a Consortium member, list of other members
- Levels of service or library bands with criteria
- Performance measurement areas/targets
- Selection criteria
- Stock selection methods
- Supply specification practice
- Stock management framework
- Requests – criteria for buying/borrowing
- Stock standards
- Relegation, archival and disposal procedures

References

(1) CILIP, *What Makes a Good Library Service? Guidelines on Public Library Provision in England for Portfolio Holders in Local Councils 2009*
www.cilip.org.uk/get-involved/advocacy/public-libraries/Pages/goodlibraries.aspx

(2) *MLA Guidance on the Management of Controversial Material in Libraries*

(3) *Article 19 Declaration of Human Rights (UN, 1948)*

(4) *Tendering for Library Supply NAG 2005*
www.nag.org.uk/publications/tender_guide.php

Free and Downloadable:

(5) *Supply Specification Guidelines: Best Practice for Public Libraries NAG 2007*
<http://www.nag.org.uk/publications/SupplySpecificationPublication.php>

(6) *NAG Servicing Guidelines 2010*
<http://www.nag.org.uk/publications/servicingguidelines.php>

(7) OJEU threshold from 1st January 2010 and to apply for two years

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