



RESOURCE MANAGEMENT POLICY AND STANDARDS

**BRACKNELL FOREST LIBRARY &
INFORMATION SERVICE**

**Issued April 2001
Updated May 2009
Reviewed May 2012**

BRACKNELL FOREST BOROUGH COUNCIL
LIBRARY AND INFORMATION SERVICE
Copyright of Bracknell Forest Library Service
RESOURCE MANAGEMENT POLICY
& STANDARDS

1. Introduction

- 1.1. Principles
- 1.2. Processes
- 1.3. Funding

2. Aims and objectives

- 2.1. Aims
- 2.2. Objectives
- 2.3. Mission Statement

3. Stock collections

- 3.1. Adult fiction
- 3.2. Adult non fiction
- 3.3. Reference
- 3.4. Local history
- 3.5. Children's
- 3.6. Audio-visual
- 3.7. Newspapers and periodicals
- 3.8. Stock outside the scope of the collections

4. Catalogue

- 4.1. Aims
- 4.2. Processes

5. Stock Purpose

- 5.1. Adult lending stock
- 5.2. Children's lending and reference stock
- 5.3. Reference and information stock
- 5.4. Periodicals
- 5.5. Printed music scores
- 5.6. Sound recordings
- 5.7. DVDs
- 5.8. PC Games
- 5.9. Online resources

6. Selection policy

- 6.1. Access and censorship
- 6.2. Standard criteria for resource assessment
 - 6.2.1. Nor non fiction
 - 6.2.2. Fiction
 - 6.2.3. Periodicals
 - 6.2.4. Music scores
 - 6.2.5. Sound recordings
 - 6.2.6. DVDs
 - 6.2.7. PC games
- 6.3. Gifts and donations
- 6.4. Unsolicited stock

6.5. Reservation services

7. Standards of provision

- 7.1. General
- 7.2. Adult non fiction
- 7.3. Adult fiction
- 7.4. Children's – lending and reference bookstock
- 7.5. Reference and information resources
- 7.6. Audio-visual material

8. Stock management

- 8.1. Circulation of book stock
 - 8.1.1. Principles
- 8.2. Stock maintenance and editing
 - 8.2.1. Criteria for appraisal of resources
- 8.3. Review and repair of stock
 - 8.3.1. Criteria for review of resources
 - 8.3.2. Assessing damaged material
 - 8.3.2.1. Repair
 - 8.3.2.2. Binding
 - 8.3.2.3. Replacement
 - 8.3.2.4. Disposal of stock
- 8.4. Reserve stock options
 - 8.4.1. Stock to be held in the reserve collection
 - 8.4.2. Stock to be excluded from the reserve collection
 - 8.4.3. Children's reserve stock
 - 8.4.4. Reference reserve stock
 - 8.4.5. Criteria for withdrawal of reserve materials

9. Promotion

10. Performance indicators

- 10.1. Stock turnover
- 10.2. Stock replacement rate
- 10.3. Acquisitions
 - 10.3.1. Stock added per 1000 head of population
- 10.4. Percentage on loan
- 10.5. Stock issue rate
- 10.6. Percentage of requests supplied
- 10.7. Balance of stock
- 10.8. Qualitative performance measures
- 10.9. Stock profiling

Appendices

1. Introduction

All Local Authorities have a legal duty under the *Public Libraries and Museums Act 1964* to provide a full and effective library service for all those who live, work or study within Bracknell Forest. This document will fulfil the Mission Statement to inform all potential library users of the rationale behind the library resource holdings, advise and guide staff in resource selection, deployment and disposal, and monitor the use of all resources in line with best value practice.

It is the Stock Services Manager's responsibility to ensure that the processes set out in this document are adhered to and that all members of the library staff are familiar with them.

Staff, stock, and electronic resources are the Service's major resources and management of these is one determinant of service quality. This document looks at the holistic management of stock resources from their initial selection to their eventual disposal and sets out how these resources are managed within the available budgets to meet the Library Service's commitments to the people of the Borough. The Resource Management Policy is based on the concept of 'best value' with the understanding that this does not only apply to the acquisition of new material but also to material already on the library shelves.

The nature of resources is perceived as changing (one reason why this is a resource policy and not simply a stock policy). In line with a commitment to provide a full library service, libraries within the Borough now stock a range of material beyond book collections, including DVDs, CD's, cassettes, PC games and access to on-line electronic media such as the Internet. Considerations of space have meant that smaller branches are unable to be all things to everyone, with a less than in-depth collection in all areas. The provision of alternative media and in particular the access to electronic formats, together with an effective reservations service and the provision of circulating stock, aims to alleviate shortfalls in provision at smaller branches.

1.1. Principles

- It is impossible for the library service to buy everything. Library staff must chose a selective and representative range of stock, guided by the criteria within this policy.
- Stock is a system wide resource and not the property of a single library.
- To gain maximum use from the stock we aim to circulate 30%. The measurement of this indicator depends on the ability of the library management system (LMS) to be able to do this.
- The stock on the shelf (visible holdings) makes a greater impact on users than that on the catalogue (actual holdings).

1.2. Processes

- The preparation of stock policies
- Analysis of stock requirements in relation to policies and community needs
- Monitoring of stock policies and the standards set out within them
- Budgeting for stock purchase
- Formulating stock action plans and setting standards and targets for stock
- Selection, procurement, processing and deployment of stock
- Collection and use of management information on the deployment, use and performance of stock
- Promotion of stock

- Activities to ensure the maximum use of stock such as a review of stock age and performance
- Withdrawal and disposal of stock
- Training of all staff in stock management

1.3. Funding

- All activities within in this policy will be carried out within the constraints of the stock fund
- Efficient and effective supply depends on using the most appropriate sources for stock. The vast majority of stock will be provided by contracted suppliers in accordance with the Borough's Contract Standing Orders 2009.
- Library suppliers cannot provide all stock, therefore, some stock, such as large print and spoken word will be purchased directly from the publishers.
- Funding will be allocated by stock type, as follows:
- Adult Fiction, Adult Non Fiction, Children's books, Young adults, Reference, Online Resources, Periodicals, Large Print, Adult Spoke Word, Children's Spoken Word, DVDs, PC games, Music CDs, Local History, Foreign Language, Bibliographies.
- The balance of the allocation will change annually depending on service objectives, past performance and any budget constraints

2. Aims and objectives

2.1. Aims

- To provide the widest possible range and choice of stock within our resources
- To enable staff to provide a sustainable and quality Library Service for all potential users.
- To provide guidelines for accountability to the public.
- To enable the staff to respond to claims of censorship and to complaints.
- To assist the staff in standardising provision, and in staff training.
- To fulfil the Council's aim of providing quality services with careful regard to the impact on charge payers and the constraints of national economic policy.
- To be responsive to the needs of individuals and groups of individuals while exercising an equitable and flexible approach which is fair to all.
- To provide a high level of efficiency in service delivery.

2.2. Objectives

To enable staff to achieve more efficient management of the resource fund:

- By linking together book selection and performance indicators and analysis of statistical data.
- By aiming to circulate up to 30% of stock to obtain maximum use.
- By continually examining the balance of fiction to non fiction.
- By surveying the overall performance of all library resources.

To present a bright and attractive stock to library users:

- By systematic rebinding and maintenance of stock.
- By widespread use of face-on display.
- By adopting standard criteria for removing resources from library shelves.

To maintain existing stock levels:

- By active policy of rebinding and replacement.
- By regular purchase of new material.

To increase the use of stock:

- By active promotion of books and reading with particular reference to local and national initiatives.
- By promotion of other resources, with particular reference to local and national initiatives.
- By circulating stock around all our libraries.

To improve the content of stock supplied:

- By surveying stock and reviewing age, content and validity.
- By a programme of stock renewal and replacement.
- By use of a variety of suppliers to give a balanced and unbiased content.

To satisfy the overall needs of the users:

- By actively seeking public opinion through regular surveys, verbal comments and suggestions boxes.
- By responding to local and national initiatives.
- Acting on bestseller information.

2.3. Mission Statement

The Library and Information Service will inform, educate, inspire and give pleasure to the community in Bracknell Forest.

Bracknell Forest Library and Information Service works as part of the Leisure Services Department of Bracknell Forest Borough Council to provide a comprehensive library service for everyone who lives, works or studies in Bracknell Forest.

The Library and Information Service will provide open access to knowledge, cultural works and information that will:

- Promote reading as a pleasurable activity
- Support all those undergoing education including life long learners, school children and students
- Promote higher standards of reading and literacy skills
- Encourage involvement in the democratic and social life of the community
- Encourage the positive use of leisure time
- Create a resource to stimulate cultural and intellectual thought in the arts, humanities and sciences and encourage active participation in these fields
- Make available and preserve information on Bracknell Forest

In order to present these services to the highest standard the Library and Information Service will:

- Maintain the high quality of the service provided by constantly reviewing its operations
- Make the most effective and efficient use of the resources provided for the operation of its services
- Support its staff in the form of training, organisation and resources to help them carry out their work to the best of their ability
- Be innovative in the development of new services to meet future demands and to present current services in new and better ways
- Respond positively to customer comments and suggestions to improve the level of service provided for all

The focus of Library and Information activities will be to meet the needs of all its customers

3. Stock collections

The Library Service will provide access to the following material:

3.1. Adult fiction

- Popular genre fiction
- Popular classic authors
- Graphic novels
- Hardback and paperback; more paperbacks in the smaller branches where space is an issue
- In languages for which a need has been identified
- Formats to aid people with disabilities e.g. large print and audio books
- Some duplication of titles where a demand is perceived and availability of budget.
- Resources to appeal to new and less confident adult readers

3.2. Adult non fiction

- Hardback and paperback; more paperbacks in the smaller branches where space is an issue
- Formats to aid people with disabilities e.g. large print and audio books
- Language courses in various formats

3.3. Reference

- Online resources, available in libraries and remotely
- Directories, encyclopaedias, dictionaries, annual reports, atlases, maps, monographs, leaflets, yearbooks, statistics.

3.4. Local history

- Photographs
- Newspapers on microfiche
- Books and pamphlets – some available for loan

3.5. Children's

- Fiction and non fiction, mainly in paperback. Popular fiction authors will be bought in hardback
- Fiction categories – picture books, board books, early reads, fiction, young adult (shelved away from children's collections), graphic novels.
- Early reads are an attractive range of first reading material. The stock is graded to help children and parents select the appropriate book. Reading scheme material is not purchased, mainly due to the variety of schemes available. Early reads are designed to compliment these schemes.
- Special situation books – designed to be used by parents/carers to help children cope with potentially stressful situations, e.g. divorce, bereavement.

3.6. Audio-visual stock

- Formats available for loan – DVDs, music CDs, audio books in CD and cassette, PC games
- Not all formats are available in every branch

3.7. Newspapers and periodicals

- National and local newspapers
- Wide coverage of subjects available in periodicals for reference
- Popular periodicals for loan

3.8. Stock outside the scope of our collections

- Books with additional objects which are an integral part of the package e.g. tarot cards.
- Unsuitable format for their purpose e.g. ring-bound items for lending stock (unless the information they contain is unavailable in any other form)
- Expensive luxury items, unless there is a unique local interest.
- Tutors, school reading schemes, workbooks with sections to fill in
- Vanity publishing – items paid for by the individual responsible to be published – unless of exceptional content and/or local interest.
- Material published outside the UK is not normally stocked due to publishing rights restrictions.

4. Catalogue

4.1 Aims

- Facilitate access to stock for staff and users:
 - By providing details of title in stock, where they are held and their location.
 - By allowing searches to be made by author, title, subject, keyword, classification number
 - By providing details of items on order
- The catalogue will be made available to the public via the OPAC. (Open Access Catalogue)
 - Allowing users to manage their own requests
- Provide an audit trail, as required.
- By the use of recognized national and international standards, ensure that data can be supported by whichever Library Management System is in use by the Library service.
 - Catalogue practice is defined by the Anglo-American Cataloguing Rules (AACR2)
 - Classification is by Dewey Decimal Classification, latest edition
 - Subject headings by Library of Congress (LCSH)
 - All catalogue records are in MARC21 format

4.2. Processes

- Where possible catalogue records will be provided by reputable service providers to be downloaded in to the LMS.
- Classification numbers are standard across the Borough's libraries. For spine labelling, extended numbers will be truncated for shelving purposes after the 4th decimal point and then the 1st four letters of the author's name.
- Some branches stock will be arranged by subject categories, but the Dewey number will still be used to file in the subject area. (See appendix 3 for a list of categories)

5. Stock purpose

5.1. Adult lending stock

Stock is purchased:

- To encourage an active participation in cultural, democratic and economic activities.
- To promote lifelong learning and other educational initiatives.
- To assist in the use of leisure time and for personal enjoyment.
- To promote reading and literacy skills.
- To support the development of the individual in an age of rapid growth in ICT.
- To help people understand their own and others' cultural heritage.

- To reflect the diversity of cultures in Britain
- To provide resources to fulfil information needs.
- To provide resources in formats accessible to those with information, learning or physical difficulties.

5.2. Children's - lending and reference stock

Stock is purchased:

- To support the National Curriculum.
- To support informal learning.
- To support and promote literacy.
- To encourage enjoyment of, and lifelong interest in information and reading.
- To help children to contribute to the community as they grow to maturity.
- To develop their knowledge of ICT.
- To encourage knowledge of the wider world.
- To promote understanding of other people, their behaviour, cultures and situations.
- To develop a range of skills and promote information handling in various formats.
- To develop confidence and independence.
- To provide resources in formats accessible to those with information, learning or physical difficulties.

5.3. Reference and Information stock

Stock is purchased:

- To provide the resources required to fulfil information needs.
- To promote lifelong learning and other educational initiatives.
- To enable customers to participate in educational development through formal or informal programmes.
- To encourage the use of information in all formats.
- To develop the use of ICT and the confidence of the users.
- To provide information about the local community.
- To encourage active participation in local decision making.
- To preserve and provide access to a record of the past.

5.4. Periodicals

Titles are purchased:

- To provide information regarding employment.
- To provide recreational information.
- To provide information about the local community.
- To provide awareness of national and international issues.
- To provide a balanced selection of information titles on more specialised subjects.

5.5. Printed music scores

Stock is purchased:

- To provide a range of scores for popular instruments.
- To provide a range of scores representing the works of popular composers.
- To encourage musical understanding and appreciation, and to encourage the performance of music.
- Only individual copies will be purchased. Collections will be requested through inter-library loan.

5.6. Sound recordings

Stock is purchased:

- To reflect current tastes in music.
- To represent popular artistes and performers.
- Music items are purchased primarily as a means to raise income.
- To provide spoken word material to supplement the printed books, and particularly for those unable to use printed materials.

5.7. DVDs

Stock is purchased:

- To provide access to a range of recreational programmes.
- To provide access to educational programmes where appropriate.
- To supplement printed books.
- These items are purchased primarily as a means to raise income

5.8. PC Games

Stock is purchased:

- To provide access to a range of popular and educational material.
- Lending stock is purchased primarily to raise income

5.9. Online resources

Resource is purchased:

- Where Information is not already freely available elsewhere on the internet
- Easy to use – clear screen layout, easy searching mechanisms
- Access limitations i.e. licensing issues and concurrent usage may inform whether the resource is best value.
- Remote access available, where possible
- Able to monitor usage
- To support the concept of the 24/7 library service

6. Selection policy

Resource selection is a professional task and will be carried out by professional librarians. In order that librarians' time can be spent on developing the stock, less time will be devoted to purchasing popular stock that need not be seen, and can be provided by standing orders or by supplier selection. Selection will be carried out from suppliers lists, occasionally supplemented by showroom visits when deemed necessary. To supplement this, bibliographies of English titles will be used to identify less popular titles or stock gaps. It is therefore important to provide resources that will support librarians in carrying out their professional duties. Suppliers may also be asked to produce bespoke lists to support stock revision. A major aim will be to ensure that we achieve 'best value' - not necessarily the cheapest option but one anticipating the inclusion of add-on services which provide a better service. However, any item purchased should represent value for money.

Local interest and demand should be reflected in the choice of stock for each library, assessed through customer profiles, user surveys, customer comments, information from the library management system and the experience of local staff. Stock should reflect community needs while considering provision across the Borough. Each service point should present a balanced stock to its users and individual libraries will have different emphases owing to their size and the local community's demographic make-up.

Selection should reflect the guidelines established for the tiering of the libraries. Stock should be selected in the context of existing stock, its age, validity, and the

use being made of it. Consideration should also be made of the stock circulating around the libraries. Material for which there is a considerable but short-lived demand should not be over-bought, restricting purchase to as a few copies as possible.

To reflect current interests both in topic and format, stock in all formats is to be provided. Where a demand is perceived stock in languages other than English will be provided.

While endeavouring to respond to current needs it is vital to anticipate future needs and demands and to consider new formats, changes in community requirements and expressed user preferences.

6.1. Access and censorship

We recognize that many materials are controversial and that any given item may offend some library users. However, our aim is to include a representative selection of materials which meet our selection criteria and are not prohibited by law. We aim to provide materials that represent all sides of controversial issues. CILIP's statement on "Intellectual Freedom, Access to Information and Censorship states:

"CILIP is committed to promoting a society where intellectual activity and creativity, freedom of expression and debate, and access to information are encouraged and nurtured as vital elements underpinning individual and community fulfilment in all aspects of human life. It is the role of a library and information service that is funded from the public purse to provide, as far as resources allow, access to all publicly available information, whether factual or fiction and regardless of media or format, in which its users claim legitimate interest. [In some cases this will be limited to those areas reflecting the primary purpose of a parent institution; in others it will be generalist in nature].

Access should not be restricted on any grounds except that of the law. If publicly available material has not incurred legal penalties then it should not be excluded on moral, political, religious, racial or gender grounds, to satisfy the demands of sectional interest. The legal basis of any restriction on access should always be stated."

Material will not be excluded according to personal, moral or political judgements by library staff or customers, but only if it is illegal under the law of the land to provide such material. The principles laid out in the MLA's New Guidance on the Management of Controversial Material will be used as an aide when assessing controversial stock.

Material is purchased with the intention of making it available to all the people of Bracknell Forest Borough Council. Closed access will only operate where space is limited.

All stock, apart from reference stock, will be available for requests to anyone living, working or studying in Bracknell Forest Borough Council. It may be necessary to keep some formats on closed access where theft is a problem, e.g. music CDs. Materials for children will be provided in separate sections within the library building. Every effort will be made by staff to discourage children from consulting material that is unsuitable to them. However, the responsibility of a young person's reading and study remains the responsibility of the parent or guardian. Some material, although freely available for loan, will not be publicly displayed because of the high risk of defacement and theft.

6.2. Standard Criteria for Resource Assessment

See also section 8.3 on stock maintenance and editing.

6.2.1. Non fiction

Coverage:

- Information content should be accurate, without hidden bias.
- Breadth and depth of coverage should be appropriate to intended readership.
- Best seller lists should be consulted regularly to ensure that stock in the libraries reflects real demand for stock being purchased. Other criteria for selection should still be considered before buying.

Currency:

- Information should be up to date. This is especially important in science, law, medical, travel and other subjects where out of date material may be misleading, of poor quality, or dangerously inaccurate.
- Stock that is out of date will be withdrawn even if there is no budget to buy replacements.

Organisation:

- Organisation should be appropriate to intended use of the material.
- It should be coherent, and where bibliographies, indexes and content pages are included these should be relevant and useful.

Illustrations:

- These should be complementary to the text, clear and accurate, particularly in scientific publications, and in children's books.

Production and Typography:

- Binding and paper should be durable enough to last for the expected shelf-life.
- The spine should be easy to read.
- Spiral bindings or fragile formats are not normally appropriate for robust use.
- Loose-leaf formats are not suitable for loan.
- Typeface should be clear, and the requirements of elderly or partially-sighted users should be particularly considered.

Comparisons:

- Stock will not normally be selected where coverage is already good or better material on the subject is available.

Potential Use:

- Selection should reflect the variety of needs of the community.
- Stock will not normally include specialist academic material above undergraduate level which would be more appropriate to a university, college or specialist library.

Price:

- Material should not normally be bought where better value items are available.
- Cost should not be used as the sole criterion in assessing material for purchase.

6.2.2. Fiction

Coverage:

- A wide range of new and best-selling authors
- English translation of new novels in other languages should be considered.
- A wide range of writing styles representing all interests including controversial and experimental literature should be bought where an audience has been identified.
- Best seller lists should be consulted regularly to ensure that stock in the libraries reflects real demand for stock being purchased, and that likely popular titles are not omitted. Other criteria for selection should still be considered before buying.

Production and Typography:

- Binding and paper should be durable enough to last for the expected shelf-life.
- The spine should be easy to read.
- Trade paperbacks will be considered when available as an alternative to a hardback.

Illustrations:

- Cover art is a strong influence in promotion to users and needs to be considered as a point in assessment.
- Illustrated fiction for children should be attractive and appropriate.

Comparisons:

- Popular authors and series are obvious choices for selection. However, consideration for the need for a well-rounded stock and look for 'writes like' authors.
- Consideration should also be given to the overall content of fiction subject collections (romances, crime, westerns, science fiction, teen) so that well-used collections are regularly supplemented.
- Be aware of the influence of popular television programmes or films when purchasing fiction.
- Is it part of a series, do we hold the earlier volumes, do we want to buy any we do not have

Potential Use:

- Selection should reflect the variety of needs of the community. The aim should be to present a well-rounded stock with items of varying levels of popularity, not simply high-issue titles.

6.2.3. Periodicals

Coverage:

- The Library Service will provide a balance of titles to reflect business, educational, local, national and recreational needs.
- Branch libraries will include only local and recreational titles, and single national newspaper titles in stock.
- Continual assessment will be used to ensure that the most up-to-date/current titles are provided.
- The need to keep backfiles will be continually assessed.
- Where available, online newspaper archives will be purchased
- Backfiles of local newspapers will be kept on microfilm until such time they are available online.

6.2.4. Printed music scores

Coverage:

- A balanced and representative selection of popular and classical music for all ages should be chosen, as well as items catering for expressed local demands.
- Some popular printed music is very ephemeral and care should be exercised when selecting this stock e.g. popular groups.
- Sets of vocal/orchestral scores will not be purchased. These will be provided via inter-library loans.

Production and Typography:

- The rigours of performance and rehearsal make it essential to consider the physical durability. Binding may be necessary.
- Spines must be robust and capable of opening flat.
- Music should be printed clearly, preferably black on white or off-white paper.
- Music printed on coated paper should be avoided. The shiny surface can cause difficulties.

Comparisons:

- Where a variety of publishers and interpretations exist for particular printed music scores, it is advisable to take advice on preferred publications.

6.2.5. Sound recordings

Coverage:

- Musical recordings are purchased to generate income, and this should be taken into consideration when selecting.
- Musical performances should be to the highest possible standards. The reputation and/or popularity of the composer, performer, conductor will be sufficient to establish this
- Published reviews should be consulted. This is especially important when the choice lies between several versions of the same piece of classical music
- Spoken word should cover a wide range of authors and titles, avoiding duplication. Unabridged editions will be preferred.

Format:

- A balanced provision of cassettes and CDs should be provided. However, the demise in popularity of cassettes should be noted and will be provided while we can source them.
- The possible audience for spoken word should be considered when purchasing this material – many may be more familiar with cassette formats than CDs.
- Consideration should be given to listening equipment available when purchasing spoken word.

Presentation:

- CDs and cassettes should be in a reasonably robust container.
- Sets designed for shop display (e.g. hanging cases) may need re-boxing.
- Covers are a strong promotional feature of this material since much may be on face-on display.

Legal:

- Music sound recordings of less than three months publication cannot be loaned out under the BPI (British Phonographic Institution) Agreement. When purchasing music sound recordings it is important to consider whether material is ephemeral and will no longer be required after the three month 'hold-back' period.
- The BPI Agreement also restricts duplication of holdings in different formats. No more than 4 copies of any one title can be held in any service point, and no more than 2 copies of any one title can be held in any one format. However, if smaller service points hold less than their legal allocation, larger service points may duplicate up to the maximum of copies allowed across the authority.

6.2.6. DVDs

Coverage:

- DVDs are primarily an income generating service and coverage should reflect more popular usage, with educational materials provided where they fulfil this criterion.
- Popular titles should be bought in sufficient quantity to ensure the Library Service capitalises on the demand when these titles are released. The extra titles will be sold when their popularity diminishes.
- When buying items which are part of a series, consideration should be given to difficulties created by generating demand for other items in the series. Generally TV series will not be purchased.

Presentation:

- DVD boxes should be robust.
- Special consideration should be given to double video sets or video and book collections.
- Covers are a strong promotional feature of this material since content cannot be browsed.

Legal:

- When items are purchased consideration must be given to the BFI classification restrictions.
- Loans will be restricted to the appropriate age group as guided by the classification.

6.2.7. PC Games

Coverage:

- PC games for loan are primarily an income generating service and coverage should reflect more popular usage, with educational materials provided where they fulfil this criteria.
- Staff should use printed reviews where possible to assist in choosing this material since viewing this material is not presently possible.

Presentation:

- PC games for loan should be in a reasonably robust container.

Legal

- If PC games are bought for loan it will be necessary to confirm beforehand with suppliers or producers that purchase for loan is permitted.
- Loans will be restricted to the appropriate age group as guided by the classification.

6.3. Gifts and donations

Occasionally the Library Service receives donations of all formats from members of the public. Staff should thank the donor, but emphasise that they cannot guarantee that the material will be put into stock.

- All donations will be passed to the professional staff for a decision on inclusion in the library stock.
- Donations will be assessed against the criteria for new stock, and before sending donations in for assessment, Branch staff can use the selection criteria to make a critical decision and save staff and delivery time.
- Donations that are not in near perfect condition will not be added to stock.
- All donations will be considered a Borough resource.
- We will not provide information on how a donor's book is performing.

6.4. Unsolicited stock

- The Library Service will only accept and admit payment for goods if an official order number has been issued.
- Some authors and/or publishers send items that have not been order, enclosing an invoice, in the hope that a purchase will be made. Items such as this will not be accepted unless required. Should the sender require its return the cost of postage must be provided in advance
- Unsolicited gifts will be kept for 6 months then disposed of.

6.5. Reservation services

The reservation service is one area where user input allows staff to judge whether the resources supplied are meeting user needs. Requests should be surveyed regularly both for resource implications in item and subject fields, and for service implications such as speed of supply and satisfaction levels. There should be a healthy balance between purchase of stock to meet perceived demand, and use of interlibrary loans internally and externally to fulfil user needs without recourse to purchase.

- Requested items will not necessarily be purchased for income generating services. A suggestion for purchase can be put forward for consideration, on the basis of likely future use.
- Requested titles will only be purchased if they comply with the selection policy. Material which does not comply includes items which are very expensive, material at a higher educational level than that purchased for the branch, and material produced in an unsuitable format, e.g. ring bound and pamphlet materials, or items from a publisher not normally stocked because of production failings.
- Generally, no adult stock under the price of £5.00 will be purchased, and no children's stock under the price of £3.00. (Note; this does not imply to material such as Mills & Boon romances.)
- The Library Service has the right to refuse to buy titles if it is felt that there is limited interest and therefore use. The decision to purchase will be made on considerations of subject coverage, limited use e.g. very specialist title, availability of title in a different format or of better titles on the same subject, and whether the title forms part of a series not stocked by the Authority.
- With waiting lists a further copy of a requested item will be purchased once 5 requests have been received, using the ratio 5 requests per copy.
- Although stock will be purchased to tie in with all the above criteria the bottom line is that stock must earn its keep. Stock purchased, especially

for the community libraries, will be material which will achieve maximum use.

7. Standards of provision

The stock fund is a limited resource which does not enable us to buy all the stock for all the libraries in the Borough. In order to manage the fund more effectively the libraries are split in to different tiers as follows:

- Central Library – Bracknell Library
- Large Community Library – Crowthorne, Sandhurst, Whitegrove
- Medium Community Library – Binfield and Ascot Heath
- Smaller Community Library – Birch Hill, Great Hollands and Harmans Water.

This tiering is based on the size of the library as well as the community it serves. Local factors, such as the proximity of other service points will be taken into account. The tier reflects the level and coverage of stock a library will have.

7.1. General

- The range of stock available will depend on the category of library.
- One third of total stock will be for children (higher where the child population is higher).
- When purchasing and withdrawing stock the balance of stock ratios must also be maintained.
- 5% - 8% of bookstock will be provided in large print
- The ratio of fiction to non-fiction will be decided by category of library:
 - Central Library – 55% F – 45% NF (+/- 10%)
 - Larger Community Library – 65% F – 35% NF (+/- 10%)
 - Medium Community Library - 70% F – 30% NF (+/- 10%)
 - Smaller Community Library – 75% F – 25% NF (+/- 10%)
- These will be checked bi-annually

7.2. Adult non fiction

- All popular subject areas of non fiction will be circulated where feasible. (See Appendix 3)
- Adult non fiction will be bought for the Bracknell Central Library at an educational level up to undergraduate. For the larger community libraries this will be at an educational level up to A level, and in smaller community libraries at an educational level up to GCSE.
- Other than Bracknell Central Library, adult non fiction will be popular mainstream provision as reflected by a bookshop.
- All libraries will provide access to accurate and current information on local, national and international issues.

7.3. Adult fiction

- The top 100 authors measured against the PLR (Public Lending Right) listings should all be in stock. (See Appendix 1)
- The top 20 fiction authors (PLR listings) must show at least 5 different titles in stock. (See Appendix 1)
- The top 30 classic authors (PLR listings) must be in stock. (See Appendix 1)
- Multiple copies will be bought in hardback providing funds are sufficient.
- A standing order of 40 romance titles will be purchased each month (Mills and Boon).
- Standing orders for large print and spoken word to be established.

7.4. Children's - lending and reference book stock

- The following categories will be applied to fiction stock to assist children in their selection: - early readers, stories, picture books, teen read.
- The top 20 fiction authors (PLR listings) must show at least 5 different titles in stock. (See Appendix 1)
- The majority of children's fiction stock (80%) will be purchased in paperback format.
- The educational level in the children's library will cover up to age 13.
- Young adult titles contain subjects which are considered too 'adult' to shelve in the children's section
- Young adult material will be shelved separately in the adult section because of content.
- Consideration should also be given to reading level when assessing stock for the young adult collections
- Young adult collections are also the 'bridge' between children's and adult and will, therefore, include both adult and children's titles if considered suitable

7.5. Reference and information resources

The priority for providing information is to reach as many people as possible in a range of flexible ways. The ability of electronic delivery to offer additional benefits over hard copy will be continually assessed.

- Bracknell Library will be the main source for reference stock. A wide range of up-to-date material is held, including directories, yearbooks, encyclopaedias, dictionaries, education and career guides, legal guides.
- A wide range of online reference resources available in every library, some being available remotely .
- A full range of relevant local and national newspapers, periodicals and journals will be provided according to the needs of the community.
- The reference collections in the branches will be small, with a few key texts such as dictionaries and encyclopaedias. Staff will be expected to rely on online reference resources and referring enquiries to Bracknell reference library.
- Local history collections are held in all libraries relating to their specific local heritage. Bracknell Library holds the main Borough collection. The resource includes printed material and a large collection of photographs.

7.6. Audio-visual material

- Total sound recordings to be no less than 100 items per 1000 population.
- No less than 20 sound recordings per 1000 population to be added annually.
- 50% of the top fiction authors (PLR listings) will be available for loan in spoken word if produced in this format.
- Language cassettes will be held in larger libraries. The central library will hold a comprehensive collection, while the larger community libraries will hold popular languages.
- Music stock will be held in the following categories: - classical, popular, jazz and blues, country and western, folk/world, show/films and easy listening.
- Video stock to be no less than 10 videos per 1000 head of population (also includes DVD format when purchased).
- No less than 4 videos per 1000 population to be added annually.
- Sound recordings collections, other than spoken word material, will be maintained to maximise issues and meet income targets. The range of

stock will depend partly on generation of income and be reviewed in the light of this aspect as well as others.

- Standing orders will be established for spoken word cassettes.

8. Stock Management

8.1. Circulation of stock

Circulating or rotating stock round the libraries is an efficient method to ensure users see a broad and different coverage in their local libraries.

8.1.1. Principles

- At least 30% of popular fiction and non fiction stock to circulate after 6-12 months. To be measured by the LMS if possible.
- To be managed with as little staff in-put as possible - if supported by the LMS. To manage without the LMS is too staff intensive and it may not be possible to maintain, achieve nor measure our 30% target.
- Stock to be circulated should be measured against the criteria for maintenance and editing so that unwanted, unattractive stock is not being moved on.

8.2. Stock maintenance and editing

Appraisal and replacement of the library's resources is an on-going process and the responsibility of all staff. The professional staff, who assess the resources as a whole for currency, content and overall coverage, and who look at ways to promote and exploit usage, and increase the value of the resource coverage as a whole. The frontline staff, who assess material as it is returned by users, ensuring that the material in stock and in use is attractive, clean and well presented and informing the professional staff as required of problems.

The guidelines to assessment of resources for purchase apply here, but staff should also look at the wider picture. In the best possible scenario, it should be possible to consider resources in the light of overall holdings within the Authority, to move material from one site to another where it may do better, and to promote material by presenting it differently, by linking alternative but related formats and by reviewing expressed needs from the users.

8.2.1. Criteria for appraisal of resources

Context

- Look at the stock in the context of:
- Subject area/subject balance – are holdings in a specific subject area high or low. It might be possible to move overflows in one stock area to another service point where they would fill a gap.
- Related subject areas – does material covering this subject appear elsewhere in the Dewey sequence, and are there ways to draw the attention of the users to this material.
- Wider local issues – what subject needs of local schools, colleges, learning centres and community organisations are served by this material.
- Wider national issues.

Currency

Look at the currency of the stock:

- Are newer editions in print, are duplicate titles or older editions on the shelves.
- Does the stock in this area in general look dated and need an overhaul
- Do surveys show that the stock is older than the average.

- Music and DVD stock in particular can get dated, so it is important to look regularly at material which is under-performing, and consider whether this can be discarded or moved elsewhere.

Usage

Look at how the material is being used:

- Is it being presented or promoted to the correct user group
- Do surveys show a lower or higher than average issue rate per volumes (authority average is 5.1 issues per year).
- Does it follow in a logical order (sometimes straight Dewey order is not necessarily the best way to go).
- Small collections will need regularly changing to maintain the 'freshness'

Quality

Look at the overall subject quality of the material:

- Does it cover the full range of ability for this type of service point.
- Does it give a comprehensive subject coverage.
- Is it accurate.
- Would it be better and more accessible presented in a different way (e.g. newspapers online).

8.3. Review and repair of stock

Responsibility for ensuring that stock is maintained and where necessary, repaired, rests with all staff. The state of the stock can determine whether the authority gains or loses a customer. It is important that all stock on display to the customer is physically attractive; no one would visit a book shop and expect to find unappealing, dirty or tatty stock. The fact that the support staff handle more stock than any other members of staff means that the greater responsibility rests with them. It is their duty to assess the condition of stock at all times - issuing, tidying, delivery, shelving. A pleasant, tidy library reflects your commitment to your customers. Ask the question - would you like to borrow this book?

8.3.1. Review of resources

When handling stock it is important to remove from circulation items which possess any of the following defects:

Books

- Torn jackets, dirty jackets/covers, fading jackets
- Loose pages, torn pages, defaced pages
- Stains
- Grubby pages/edges, yellowing pages
- Unpleasant odour
- Missing /damaged book plates, date labels
- Full date labels, loose date labels
- Missing spine labels/category labels, hand-written spine labels
- Broken binding
- Other general damage

Audio visual materials

- Broken CD/cassette cases
- Scratched CDs
- Broken/damaged video and spoken word cases
- Missing items

- Missing inserts (where crucial to the use)

8.3.2. Assessing damaged material

Items removed from circulation can be dealt with as follows - repair, bind, replace and withdraw. Using the following criteria support/branch staff will set the item to the appropriate status on the LMS.

8.3.2.1. Repair

- Slip placed in item at time fault detected and placed under counter
- Support staff to issue and place item on appropriate mending shelves
- All repairs are to be carried out within 2 weeks
- Do not repair items that have not issued in the last 6 months for children and DVDs, the last year for all other material. Pass to librarian to consider for withdrawal
- Do not repair items that look or are dated - pass to librarian. Repairs should only be undertaken when damage is minor. Never use sellotape - magitape and acetate labels are preferred
- Spine labels - label needs to be typed. If the label is placed on top of the jacket, then an acetate label should be placed over the spine.
- Torn/dirty jacket covers - re cover.

8.3.2.2. Binding

Binding can extend the life of a book, is a cheaper alternative to buying new and the only option if the item is out of print. When deciding whether to rebind stock, the following considerations should be borne in mind:

- Well used - check issues
- Validity and currency of contents - is the title still relevant? Is the information current? Is the approach dated?
- Could it be replaced with a more appealing but different title on a similar subject?
- Do not re-bind time sensitive material e.g. travel guides/law/computing - use dates between editions as a guide or check bibliographical sources for newer editions. Pass to librarian
- Width of margins to central gutter i.e. will text be lost. Minimum of 2cms.
- Illustrations that are in the margins or run across the centrefold
- Non standard shape - e.g. landscape, costs more to bind
- Light minor stains will fade under the pressure of the binding press, heavy ones will not. Check inside of pages thoroughly.
- Pages should not be too yellow. The edges will be trimmed during binding thus eliminating yellow edges.
- Jacket is in reasonable condition
- Mark for binder's special attention, torn pages that may need repairing, special features e.g. end papers or fold-out illustrations.

8.3.2.3. Replacement

A damaged item which is to be replaced should be withdrawn as soon as possible, and a note made of the bibliographical details for re-ordering purposes. Items removed from the shelves for replacement should also be withdrawn quickly. Professional staff should be responsible for the replacement process, although the suggestions and advice of the frontline staff in this process will be valuable for their user awareness. Criteria for re-ordering should include:

- Currency (especially non-fiction) – is a new edition available.
- Is the item in print

- Is the item part of a series
- Is the item a seminal work
- What is the overall coverage within this subject section, or of this author
- Is the item a duplicate or a last copy
- Does the issue record show that this item is popular
- Use the criteria for purchasing new material as these parameters apply to replacement stock.

8.3.2.4. Disposal of stock

Stock should be withdrawn as soon as possible after removal from the shelves.

Once stock is withdrawn there are several options for disposal.

- Sale of withdrawn material to library users – the commonest solution, and one practised by the majority of authorities. It may be advisable not to sell material which has been removed because it is seriously dated, and occupies a subject area such as law or medicine where this can be misleading.
- Sale of bookstock and periodicals to wastepaper disposal companies.
- Provision of withdrawn material to charitable organisations, or local community ventures. Highly acceptable if material is still in reasonable condition, and picture books which are damaged, but which can be used for other purposes (collage) are often acceptable to local nurseries and playgroups.
- Provision of withdrawn material to national library collections – via British Library's Booknet, or via interlending collection schemes such as LASER. Could be important if the item is out of print.
- Sale through a bookdealer. This is appropriate if the item is old and valuable, but should be a decision taken at senior level.
- Amazon will be used to sell books where a higher price may be gained through this method.

8.4. Reserve stock options

The Reserve Stock is kept and maintained at Bracknell Library, but the stock for this collection can come from any library. The reserve stock is to increase the breadth of coverage provided by the library service when an item is no longer attractive or quite so popular. It is not to be used to deposit an item because a decision cannot be made whether to withdraw or not. For this reason, quite stringent guidelines are used for reserve stock, and as with all stock, regular checking and withdrawal of stock should also be carried out.

Reserve Stock is a valuable resource, particularly for the smaller branches, and knowledge of the collection should be widely disseminated amongst the staff, and promoted to the users. This is of particular importance for requests for out of print material, series, classics and other items likely to be held centrally.

8.4.1. Stock to be held in the reserve collection:

- Out of print fiction by standard and classical authors.
- Out of print fiction within a series
- Less popular titles by standard authors (e.g. Catherine Cookson)
- Material that has a limited but continued demand
- Out of print seminal non-fiction works
- Works by non-fiction authors who are leaders in their field (e.g. Marx, Freud, Galbraith)
- Local Studies titles on Bracknell & Berkshire

- Out of print Booker prize winners (for five years)
- DVDs where part of a collection or classics that may support the National Curriculum e.g. Star Trek, Shakespeare productions.

8.4.2. Stock to be excluded from the reserve collection:

- Overflow book stock and media materials such as cassettes, CD's or videos, should not be held in large quantities, as they are not generating issues. Overflow bookstocks should only be kept for 'seasonal' overflows i.e. during summer and Christmas, and to support demand from school projects for children's stocks. Close liaison with schools is required to ensure this type of stock is kept relevant. This would include non-fiction covering a seasonal subject, or subject areas for which there is a regular but intermittent demand. Stock is usually kept in overflow storage when the shelves are too full, and should be issued to overflow to aid location for requests, and regularly swapped with 'live' stock on the shelves.
- Unwanted stock from branches should not be held in overflow collections. Stock showing any signs of age must be withdrawn. Only new, clean stock is to be held briefly in overflows before re-circulating. When re-circulating stock, care should be taken not to send duplicates or titles previously held.
- Duplicates of specific subject titles already in stock (e.g. Workshop Manuals)
- Duplicates of any fiction stock available elsewhere in the Authority with the exception of Classics.
- Books of poetry already included in 'Collected Works' of a poet (e.g. W.H. Auden)
- Non-fiction stock which is out of date (e.g. New editions or new subject stock available).
- Duplicates of stock already in the reserve collection.

8.4.3. Children's reserve stock:

Children's bookstock should be live to be viable, but a case can be made for maintaining reserve stocks of classic and award winning authors, and out of print series. Reserve stock for the children's section will include:

- Classic children's authors especially out of print authors
- Award winning authors for which a small but regular demand might be expected
- Illustrated works by well known artists which are out of print (especially picture books)
- Out of print fiction within a series
- Material that has a limited but continued demand

8.4.4. Reference reserve stock

As with lending stock, there is often a good case for holding reference materials in reserve. Standard but old reference materials may still be useful in providing information and answering enquiries. These may be more appropriately accommodated in reserve, particularly if they are no longer attractive in appearance or insufficient room is available on the open shelves.

Items produced on a regular basis should also be retained if they still contain useful information. These include:

- Periodical back files
- Standing order back files, particularly annual publications that contain information of historical and/or comparative interest (e.g. almanacs, yearbooks and statistical series)

- In both cases, the back file lengths should be established in line with perceived user demand and subsequently altered whenever necessary. Wherever possible customer information should be produced which draws attention to the back files held.
- Back files of reference reserve stock, whether books or periodicals, will only be held at Bracknell Library. If space allows, branches can keep a file of local periodicals for a month

8.4.5. Criteria for withdrawal of reserve materials

- Items that have not been issued for ten years.
- Items which have now been replaced by reprints or re-issues (e.g. Re-issue of books after a period out of print).
- Items which can be replaced by a more presentable copy (e.g. Classics, works by authors who are leaders in their field).
- When withdrawing older stock, ensure that if likely to be valuable it is valued by a bookseller.

9. Promotion

Promotion of the resources within the library is both a service issue and a resource issue. Promotion can be via displays, visits (external or internal), talks and guided tours, and through bookmarks, website information and leaflet promotions. Look at areas such as DVDs, and audio visual, which promote themselves via face-on display and positioning within the service point and apply these criteria elsewhere. Promotions should;

- Aim to keep books and reading in the public eye
- and with the library service branding
- Be publicised to carefully targeted audiences using publicity materials produced to the highest quality
- Use displays at all library events.

Some areas to consider include:

- Community outreach – bringing resources within the reach of groups which use the library service less effectively or less frequently.
- Business resources – and their promotion to the local business community.
- Local society interests in specialist areas.
- Schools work – promotion for projects and via contact with teachers.
- Summer reading schemes.
- Links with local promotions, fairs, festivals, events and performances.
- Information point promotions – e.g. Tax/pensions, first aid/medical, using a local or national organisation's promotional posters and leaflets.
- Awards promotions linked to book, IT or local community awards.
- Promotion to non-users via displays outside of the library environment, or by outreach activities.

10. Performance Indicators

The performance of stock needs to be measured to ensure that our primary resource is in the right place to encourage use by customers and is being managed successfully in line with this stock policy.

Performance measurement helps library staff to prioritise spending on stock. It helps library staff to identify areas where resources need to be spent, to take account of customer demand and to maintain adequate stock coverage.

There are no longer national standards in place since the demise of the Public Library Service Standards in 2009. However, the library service will continue to use those standards that related to stock, plus additional ones. This will provide comparative historical data to assess consistency of the library service's performance.

The indicators will be measured in March of each year. Where a 'snapshot' indicator is taken, this will be measured twice a year, in March and September. Appendix 3 show an assessment template.

10.1. Stock turnover.

Former Public Library Service Standard

Stock Turnover = Number of issues divided by stock size.

Turnover is used instead of simple issue statistics because it relates performance to the size of each library stock. It is easier for a large collection to generate a large number of issues. The stock turnover rate shows how hard library stock is working in relationship to its size.

Current target: 6

10.2. Stock replacement rate.

Former Public Library Service Standard

Stock Replacement Rate = Current stock total divided by the number of accessions per year.

By dividing the current total stock by the number of items added to stock each year the library service can measure how long it would take to replace the its whole stock. This figure can help us to keep stocks fresh over time and sustain stock levels. It will help to target spending by identifying worn out stocks.

Current target: 6.7 years

10.3. Acquisitions

10.3.1. Stock added per 1000 head of population

Former Public Library Service Standard

This measure allows the library service to match library-stocking levels to local community needs with greater accuracy.

Current target: 216 items

The Council will aim to provide 2 volumes total bookstock per head of population.

No less than 20 sound recordings per 1000 population to be added annually.

No less than 4 videos per 1000 population to be added annually.

10.4. Percentage on loan

It allows a snapshot of how well particular areas of stock are performing and if the balance of stock held needs changing

Adult Fiction	
Bracknell Library	minimum of 35%
Larger Community Libraries	minimum of 30%
Smaller Community Libraries	minimum of 30%
Neighbourhood Libraries	minimum of 30%

Adult non Fiction	
Bracknell Library	minimum of 25%
Larger Community Libraries	minimum of 20%
Smaller Community Libraries	minimum of 15%
Neighbourhood Libraries	minimum of 10%

Children's Fiction	
Bracknell Library	minimum of 35%
Larger Community Libraries	minimum of 30%
Smaller Community Libraries	minimum of 25%
Neighbourhood Libraries	minimum of 20%

Children's Non Fiction	
Bracknell Library	minimum of 20%
Larger Community Libraries	minimum of 15%
Smaller Community Libraries	minimum of 10%
Neighbourhood Libraries	minimum of 10%

Spoken Word	
Bracknell Library	minimum of 20%
Larger Community Libraries	minimum of 15%
Smaller Community Libraries	minimum of 10%
Neighbourhood Libraries	minimum of 10%

Large Print	
Bracknell Library	minimum of 20%
Larger Community Libraries	minimum of 15%
Smaller Community Libraries	minimum of 10%
Neighbourhood Libraries	minimum of 10%

Music CD	
Bracknell Library	minimum of 20%
Larger Community Libraries	minimum of 15%
Smaller Community Libraries	minimum of 10%
Neighbourhood Libraries	minimum of 10%

PC Games	
Bracknell Library	minimum of 20%
Larger Community Libraries	minimum of 15%
Smaller Community Libraries	minimum of 10%
Neighbourhood Libraries	minimum of 10%

DVDs	
Bracknell Library	minimum of 35%
Larger Community Libraries	minimum of 30%
Smaller Community Libraries	minimum of 25%
Neighbourhood Libraries	minimum of 20%

10.5. Stock issue rate

This standard is used to ensure that materials are used to their full potential. An issue rate in any library below the suggested minimum indicates that a particular area of stock is not being used to its full potential. An issue rate above the

maximum would suggest that the stock is subjected to a high rate of wear and/or the area of stock may benefit from being expanded.

Calculation: issues for a category of stock divided by the total category of stock for a specific library.

Adult Fiction	
Bracknell Library	6 issues per year
Larger Community Libraries	5 issues per year
Smaller Community Libraries	5 issues per year
Neighbourhood Libraries	4 issues per year

Adult non Fiction	
Bracknell Library	5 issues per year
Larger Community Libraries	4 issues per year
Smaller Community Libraries	4 issues per year
Neighbourhood Libraries	4 issues per year

Children's Fiction	
Bracknell Library	6 issues per year
Larger Community Libraries	5 issues per year
Smaller Community Libraries	5 issues per year
Neighbourhood Libraries	4 issues per year

Children's Non Fiction	
Bracknell Library	4 issues per year
Larger Community Libraries	4 issues per year
Smaller Community Libraries	3 issues per year
Neighbourhood Libraries	3 issues per year

Spoken Word	
Bracknell Library	6 issues per year
Larger Community Libraries	5 issues per year
Smaller Community Libraries	5 issues per year
Neighbourhood Libraries	4 issues per year

Large Print	
Bracknell Library	6 issues per year
Larger Community Libraries	5 issues per year
Smaller Community Libraries	5 issues per year
Neighbourhood Libraries	4 issues per year

Music CD	
Bracknell Library	6 issues per year
Larger Community Libraries	5 issues per year
Smaller Community Libraries	5 issues per year
Neighbourhood Libraries	4 issues per year

PC Games	
Bracknell Library	6 issues per year
Larger Community Libraries	5 issues per year
Smaller Community Libraries	5 issues per year
Neighbourhood Libraries	4 issues per year

DVDs

Bracknell Library	8 issues per year
Larger Community Libraries	6 issues per year
Smaller Community Libraries	5 issues per year
Neighbourhood Libraries	5 issues per year

10.6. Percentage of requests supplied within 7, 15 and 30 days

Former Public Library Service Standard.

This is a guide to the purchase of sufficient copies of requested items as well as the efficiency of the delivery system.

Current target: 50% within 7 days, 70% within 15 days and 85% within 30 days

10.7. Balance of stock

- 5% - 8% of adult bookstock will be provided in large print.
- One third of total stock will be for children (higher where the child population is higher).
- The ratio of fiction to non-fiction will be decided by category of library:
 - Central Library – 55% F – 45% NF (+/- 10%)
 - Larger Community Library – 65% F – 35% NF (+/- 10%)
 - Medium Community Library - 70% F – 30% NF (+/- 10%)
 - Smaller Community Library – 75% F – 25% NF (+/- 10%)
- 50% of the top fiction authors (PLR listings) will be available in spoken word.
- *Total sound recordings to be no less than 100 items per 1000 population .*
- *Video stock to be no less than 10 videos per 1000 head of population.*

10.8. Qualitative performance measures

There is very little qualitative data available. We assess as best as we can from specific questions asked in the Public Library User Survey, customer comments and stock suggestions

10.9. Stock profiling

Stock profiles for each library will be carried out in June in order to decide in September where resources will be used in the following financial year. Stock profiles are compared with community profile to assess levels of stock for each age group. A profile of the service as whole will be drawn up so that library profiles can be compared against it. Targets will be set after the profile which will be checked the following year. Appendix 5 shows the templates to be used.

Appendix 1

Core Popular Fiction Stock

Public Lending Right Popular Author lists 2007-08

Most borrowed Authors (Adult Fiction)

- | | |
|---------------------------|-----------------------|
| 1. James Patterson | 11. Michael Connelly |
| 2. Nora Roberts | 12. Jodi Picoult |
| 3. Josephine Cox | 13. Patricia Cornwell |
| 4. Danielle Steel | 14. Lyn Andrews |
| 5. Ian Rankin | 15. Clive Cussler |
| 6. Katie Flynn | 16. Harlen Coben |
| 7. Alexander McCall Smith | 17. Tess Gerritsen |
| 8. Anna Jacobs | 18. Ruth Rendell |
| 9. Agatha Christie | 19. John Grisham |
| 10. Bernard Cornwell | 20. Jack Higgins |

Most borrowed Children's Authors

- | | |
|----------------------------|----------------------|
| 1. Jacqueline Wilson | 11. Lucy Cousins |
| 2. Daisy Meadows | 12. Eric Hill |
| 3. Francesca Simon | 13. Vivian French |
| 4. Mick Inkpen | 14. Fiona Watt |
| 5. Janet and Allan Ahlberg | 15. Tony Ross |
| 6. Ian Whybrow | 16. Rose Impey |
| 7. Julia Donaldson | 17. Lucy Daniels |
| 8. Enid Blyton | 18. Nick Butterworth |
| 9. Lauren Child | 19. Terry Deary |
| 10. Roald Dahl | 20. David McKee |

Most Borrowed Classic Authors

- | | |
|----------------------|----------------------------|
| 1. Enid Blyton* | 11. William Shakespeare |
| 2. Roald Dahl* | 12. A. A. Milne* |
| 3. Agatha Christie | 13. George Orwell |
| 4. Georgette Heyer | 14. Thomas Hardy |
| 5. Beatrix Potter* | 15. H. G. Wells |
| 6. Charles Dickens | 16. Rudyard Kipling* |
| 7. Jane Austen | 17. Arthur Conan Doyle |
| 8. Daphne Du Maurier | 18. Robert Louis Stevenson |
| 9. C. S. Lewis* | 19. Ernest Hemingway |
| 10. J. R. R. Tolkien | 20. Charlotte Bronte |

Those marked * are children's authors (but may also write for adults)

Appendix 2

Core Popular Non-Fiction Stock:

Definition

Purpose - pleasure, interest and informational reading

Level - reading age 12+, conveying non-technical information

Issues - high issue/high stock turnover figures

General Core popular

Dewey number	Subject	Coverage
004/6	Computers	Home PCs
133	Astrology, etc.	Most titles
Law	Which? guides	
wills, divorce	Laypersons approach	
355	Military history	Popular e.g. war, SAS
364	True crime	Most titles
385	Transport	Railways
392	Etiquette	Weddings
400	Language	Basic holiday language
582	Flowers, trees	Identification guides
590/9	Animals, birds, fish	Identification guides
612/9	Alternative medicine, common illnesses, diets,	
	Laypersons approach	
623	Transport	As 385 (not car manuals)
635	Gardening	Most titles
636	Pets	Most titles
641	Cookery	Most titles
643	DIY and decorating	Most titles
646.7	Beauty care	Most titles
52-658	Applications, CVs, Interviews, Business Laypersons approach	
690	Home improvements	Most titles
745/50	Hobbies	Most titles
770	Photography	Amateur
782	Biographies	Popular to be shelved at 920
791.43	Biographies	Popular to be shelved at 920
796.333	Biographies	Popular to be shelved at 920
(N.B. other sportsmen)		
808	Speeches	Especially wedding
914/9	Travel guides	Popular holiday resorts
920	Biographies	Popular personalities note
940.3-5	World wars	Popular histories,
personal accounts		

Public Lending Right Popular Non Fiction 2007 - 08

To be found at

<http://www.plr.uk.com/mediaCentre/mostBorrowedTitles/mostBorrowedTitles.htm>

It should be recognised that this represents popular bestsellers loaned from libraries at a particular moment in time. Nielsen Bookscan will give current data on bestsellers, in all categories.

Appendix 3

Adult Non Fiction Subject Categories

CODE	CATEGORY
ANIM	Animals
ANTI	Antiques and Collecting
ARCH	Archaeology
ARTS	Arts and Artists
BIOG	Biographies
BUSI	Business
COMP	Computing
CRIM	True Crime
EART	Earth Sciences
EDUC	Education
EMPL	Employment
FAMI	Family and Local History
FASH	Fashion and Beauty
FOOD	Food and Drink
HEAL	Health
HIST	History
HOBB	Hobbies and Crafts
HOME	Home and Family
LANG	Language and Literature
LAWS	Law
MIND	Mind and Spirit
MONE	Money and Finance
MUSI	Music and Entertainment
PLAN	Plants and Gardening
POLI	Politics
SCIE	Science and Technology
SOCI	Society
SPOR	Sports and Games
TRAN	Transport
TRAV	Travel
TTAL	Travellers' Tales
WARS	Wars and Weapons

Children's Non Fiction Subject Categories

Animals
Arts and Artists
The Body
Building
Costumes
Countries of the World
Dinosaurs and Fossils
Environment
Facts and Figures
Festivals
Folk and Fairy Tales
Food and Drink
History
Hobbies and Crafts
Language and Literature
Life skills

Music and Entertainment
Myths and Legends
People
Places
Poetry
Religions
Science and Technology
Space
Sport
Supernatural
Transport

Appendix 4

Performance Indicators

Sample form, different categories of stock will have different targets. Some of the information will be used for the stock profiles.

STOCK PERFORMANCE			
LIBRARY	TIER		CATEGORY OF STOCK
YEAR			
MEASUREMENT	ACTUAL	DESIRABLE	VARIATION
Stock turnover (issues/stock)		6	
Replacement rate (Holdings/accessions)		6.7 years	
Stock added per 1000 head population – this category			
Percentage on loan			
Average issue rate			

General table

STOCK PERFORMANCE			
LIBRARY	TIER		
YEAR			
MEASUREMENT	ACTUAL	DESIRABLE	VARIATION
Stock added per 1000 head population – all stock		216	
Balance of stock			
Percentage Large Print			
Percentage sound recordings			
Percentage of DVDs			
Spoken Word additions			
DVD additions			

**Appendix 5
Branch Stock Profile
Adult Stock**

BRANCH STOCK PROFILE - ADULT				
LIBRARY			YEAR	
Category	Percentage of total stock	Percentage of issues	Percentage on loan	Average annual issues per item
FICTION				
REVISED TARGET				
CRIME				
REVISED TARGET				
HISTORICAL				
REVISED TARGET				
ROMANCE				
REVISED TARGET				
SCIENCE FICTION				
REVISED TARGET				
FANTASY				
REVISED TARGET				
SHORT STORIES				
REVISED TARGET				
WESTERNS				
REVISED TARGET				
LARGE PRINT – ALL				
REVISED TARGET				
LARGE PRINT – CRIME				
REVISED TARGET				
LARGE PRINT - HISTORICAL				
REVISED TARGET				

LARGE PRINT – ROMANCE				
REVISED TARGET				
LARGE PRINT – WESTERNS				
REVISED TARGET				
LARGE PRINT – NON FICTION				
REVISED TARGET				
SPOKEN WORD - CASSETTES				
REVISED TARGET				
SPOKEN WORD - CDS				
REVISED TARGET				
NON FICTION - ALL*				
REVISED TARGET				
COMPUTERS				
REVISED TARGET				
CRIME				
REVISED TARGET				
MEDICINE				
REVISED TARGET				
GARDENING				
REVISED TARGET				
COOKERY				
REVISED TARGET				
BIOGRAPHIES				
REVISED TARGET				
TRAVEL^				
REVISED TARGET				
MAGAZINES				

REVISED TARGET				
MUSIC CDS				
REVISED TARGET				
DVDS				
REVISED TARGET				
PC GAMES				
REVISED TARGET				
REFERENCE				
REVISED TARGET				

* Different areas of stock may be assessed in different years

^ Additional check of how many older than 3 years

Children's Stock

BRANCH STOCK PROFILE – CHILDREN'S				
LIBRARY		YEAR		
Category	Percentage of total stock	Percentage of issues	Percentage on loan	Average annual issues per item
FICTION				
REVISED TARGET				
EASY READS				
REVISED TARGET				
PICTURE BOOKS				
REVISED TARGET				
BOARD BOOKS				
REVISED TARGET				
YOUNG ADULT				
REVISED TARGET				
NON FICTION				
REVISED TARGET				
SCIENCE				
REVISED TARGET				
COUNTRIES				
REVISED TARGET				
DVDS				
REVISED TARGET				
SPOKEN WORD – CASSETTES				
REVISED TARGET				
SPOKEN WORD – CDS				
REVISED TARGET				

REFERENCE				
REVISED TARGET				