



RESOURCE MANAGEMENT POLICY AND STANDARDS

BRACKNELL FOREST LIBRARY & INFORMATION SERVICE

Updated 2018

BRACKNELL FOREST BOROUGH COUNCIL
LIBRARY AND INFORMATION SERVICE
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RESOURCE MANAGEMENT POLICY
& STANDARDS

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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 inform all potential library users of the rationale behind the library resource holdings, will 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 Library Services Manager's responsibility to ensure that the processes set out in this document are adhered to and that all Supervisors ensure that library staff are familiar with them.

Staff, stock, e-books, 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 rapidly 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, e-books and e-magazines, and on-line resources. Considerations of space have meant that smaller branches are unable to be all things to everyone, so the stock provided reflects the most popular borrowing trends in those local communities. 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, especially with reductions in the stock fund. Therefore, stock is selected that has a wider appeal to the majority of customers and is representative of borrowing trends, guided by the criteria within this policy.
- Stock is a borough wide resource and not the property of a single library.
- To gain maximum use from the stock we aim to circulate 20% especially between smaller libraries, as informed by Collection HQ reports.
- 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 supplier selection criteria.
- Analysis of stock requirements in relation to selection criteria and community needs.
- Monitoring of supplier selection criteria and the standards set out within them.
- Budgeting for stock purchase.
- Selection, procurement, processing and deployment of stock.
- Collection and use of management information on the deployment, use and performance of stock.
- Promotion of stock.

- Review of stock age and performance, including analysis of areas of dead stock.
- Withdrawal and disposal of stock.
- Training of key staff in the use of stock management tools, such as use of Collection HQ reporting.

1.3. Funding

- All activities within 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 through consortium purchasing arrangements to achieve best value for money, and by contracted suppliers in accordance with the Borough's Contract Standing Orders 2009.
- Library suppliers cannot provide all stock, therefore, some stock, such as Stationery Office publications, may 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, E-books and E-audio books, Reference, Online Resources, Periodicals, Large Print, Spoken Word, and DVDs.
- The balance of the allocation will be reviewed annually in light of and changes to service objectives, past performance and any budgetary constraints.

2. Aims and objectives

2.1. Aims

- To provide stock that is current and relevant to the local community.
- To enable staff to provide a sustainable and quality Library Service for all potential users.
- To provide stock that is in a very good physical condition.
- To provide stock that is well displayed and actively promoted.
- To provide guidelines for accountability to the public.
- To enable the staff to respond to claims of censorship and to complaints.
- 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 whilst exercising an equitable approach and within budgetary constraints.
- To provide a high level of efficiency in service delivery.

2.2. Objectives

To enable more efficient and effective management of stock selection and supply whilst providing best value:

- By utilising supplier selection for mainstream stock and EDI (Electronic Data Interchange) for direct online ordering and receipting.
- By monitoring the quality of stock selected and speed of supply to shelves.
- By aiming to circulate up to 20% of stock, especially amongst smaller libraries, to obtain maximum use.
- By reviewing the balance of fiction to non-fiction in line with borrowing trends and analysis.
- By monitoring the overall performance of all library resources.

To present a bright and attractive stock to library users:

- By widespread use of face-on display.
- Shelving arrangements that are attractive, inviting and easy to use.
- By reviewing the physical condition and age of stock and removing / replacing tatty stock on a quarterly basis.
- By adopting standard criteria for removing resources from library shelves.

To maintain existing stock levels:

- By regular purchase of new material.
- By repurchasing popular stock that has become tatty, but is still current and in demand.

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 the borough's libraries.

To satisfy the overall needs of the users:

- By actively seeking public opinion through stock suggestions, monitoring of stock gaps and inter-library loans.
- By responding to local and national initiatives.
- Acting on bestseller information and national awards and prizes.

2.3. Mission Statement

The Library and Information Service will provide a comprehensive service for everyone who lives, works or studies in Bracknell Forest and will provide open access to knowledge, cultural works and information, underpinned by the Society of Chief Librarian's six key universal offers for UK public libraries. These offers, (reading, digital, health, learning, information, and culture) along with the Children's Promise are an integral part of our service to customers.

Our mission is to:

- Encourage and support literacy and reading by delivering and promoting reading activities in libraries.
- Facilitate and deliver opportunities for learning, supporting education, lifelong learning and digital skills.
- Provide access to trusted and quality sources of information.
- Facilitate access to diverse cultural experiences.
- Contribute to the health and wellbeing of local communities by providing information on health and activities that promote health.
- Reduce social isolation and inequality.
- Support the local economy and those seeking employment opportunities.
- Provide every child with the best start in life by inspiring them to read for pleasure, and to engage in digital and other activities to improve their well-being.

Our vision is to provide:

- Libraries open when and where people want them.
- Safe, welcoming environments that are free and accessible to all.
- Collaboration with others to have more impact and to save money.

- Delivery of both Bracknell Forest Council and public health objectives.
- The “go to” place for digital enablement, increasing digital inclusion for all.
- At the heart of communities, a community “hub” with more local community involvement and a managed volunteering programme.
- Smarter use of Library buildings, and creating space for hire to maximise community use.
- Increased visibility.
- Getting the books that people want quickly and cheaply.
- Smarter stock management through supplier selection and stock circulation.
- Having the technology to support smarter working.
- Events and activities that support Bracknell Forest Council’s priorities.

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.
- Support staff and volunteers 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.
- Respond to customer comments and suggestions to improve the level of service provided for all.

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
- Books in both hardback, paperback and e-book format
- Formats to aid people with disabilities e.g. large print and spoken word
- Duplication of titles across the service where a significant demand is perceived.
- Resources to appeal to new and less confident readers (adults and children).

3.2. Adult non fiction

- Books in hardback, paperback and e-book format
- Formats to aid people with disabilities e.g. large print and spoken word
- Language courses in various formats

3.3. Reference

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

3.4. Local history

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

3.5. Children's

- Fiction and non-fiction in hardback and paperback format.
- 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.
- 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, spoken word in CD and cassette format. Cassettes are retained by the Home Library Service for elderly clients who prefer this format.
- 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 in both physical and e-format.

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, lift the flap children's books and books that are very small.
- Unsuitable format for their purpose e.g. ring-bound items for lending stock.
- Expensive luxury items.
- Tutors' resources, school reading schemes, workbooks with sections to complete.
- 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 titles in stock, where they are held and their location.
 - By allowing searches to be made by author, title, subject, keyword, new books, format and classification number.
 - By providing details of items on order.
- The catalogue will be made available to the public via the OPAC. (Online Public Access Catalogue)
 - Allowing users to manage their own requests.
- Provide an audit trail, as required.
- By the use of recognised national and international standards, to 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, all catalogue records will be downloaded from suppliers into 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 4 for a list of categories)

5. Stock purpose

5.1. Adult lending stock, including e-books

Stock is purchased:

- To encourage an active participation in cultural, democratic and economic activities.
- To promote lifelong learning and the learning of new skills.
- To assist in the positive use of leisure time and for personal enjoyment.
- To promote reading and literacy skills.
- To promote health and well-being, and a healthy lifestyle.
- 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.
- 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 provide spoken word material to supplement printed books, and particularly for those unable to use printed materials due to visual impairment.
- Music CDs are no longer purchased and have largely been withdrawn from stock.

5.7. DVDs

Stock is purchased:

- To provide access to a range of recreational programmes, including television series.
- 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. Online resources

Resource is purchased:

- Where information is not already freely available elsewhere, such as on the internet.
- In preference to hardcopy reference materials as information is updated frequently.
- 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 for the vast majority of popular stock is undertaken by the suppliers, by means of supplier selection specifications for each category of stock. The Askews and Holts' specifications were created by, and are monitored monthly by the Library Services Manager. Additional, specialised areas of stock, such as large print and spoken word are provided by standing orders, utilising supplier selection criteria, specified by, and monitored by the Central Services' Manager. Stock gaps and stock suggestions are ordered directly from suppliers by the Library Services Manager.

Stock selection may be supplemented by showroom visits when deemed necessary, and to rectify any potential underspend in the budget. A major aim is to ensure that we achieve 'best value' – i.e. there has been a vast reduction in the use of the number of small and independent suppliers in order to achieve maximum discounts through consortium purchasing arrangements.

Local interest and demand should be reflected in the choice of stock for each library, assessed through analysing the highest issuing categories of stock, Collection HQ reports, customer comments, and feedback from local staff. Stock should reflect community interests while considering provision across the Borough. Whilst each service point should present a balanced stock to its users, individual libraries will have different emphases owing to their size and the demographic make-up of its customers.

Selection specifications reflect the guidelines established for the tiering of the libraries. Whilst there is considerable demand for bestsellers when they are first published, the maximum number of copies purchased will never exceed 5 hardbacks, supplemented by 4 additional paperback copies once they have been printed.

To reflect current interests both in topic and format, stock in all formats is to 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.

Material is purchased with the intention of making it available to all the people of Bracknell Forest Borough Council.

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. DVDs. 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.

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, current, and 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.

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.

Potential Use:

- Selection should reflect the needs and interests 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:

- Cost should not be used as the sole criterion in assessing material for purchase, especially where maximum discounts are already being obtained.

6.2.2. Fiction

Coverage:

- A wide range of best-selling and new authors.
- English translation of novels in other languages will be considered if there has been widespread coverage in the media.
- 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 popular titles are not omitted.

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 needs and interests of the community.

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.
- 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:

- Spoken word should cover a range of popular authors and titles, avoiding duplication. Unabridged editions will be preferred.

Format:

- The possible audience for spoken word should be considered when purchasing this material.
- Consideration should be given to listening equipment available when purchasing spoken word.

Presentation:

- Spoken word CDs and any remaining cassettes should be in a reasonably robust container.
- Covers are a strong promotional feature of this material since much may be on face-on display.

6.2.6. DVDs

Coverage:

- Adult and children's 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.

Presentation:

- DVD boxes should be robust.
- 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 and rental agreements.
- Loans will be restricted to the appropriate age group as guided by the classification.

6.3. Gifts and donations

The Library Service receives donations of various formats from members of the public. Staff should thank the donor, but emphasise that only bestselling authors and titles in "as new" condition will be accepted. Non-fiction books must be in "as new" condition and must be current, unless they are books of local and historical interest, such as local studies. Staff cannot guarantee that the material will be put into stock and the Library Service reserves the right to either sell on donations or dispose of them.

- All donations will be passed to the Area Supervisors or Central Services Manager for a decision on inclusion in the library stock.
- Donations will be assessed against the criteria stated above, and before sending donations for assessment, branch staff can use this criteria to make a decision in order to save managers' 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 if it has been added to stock, or if it has been disposed.

6.4. Unsolicited stock

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

6.5. Reservation services

The reservation service is one area where user input enables 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.
- The Library Service has the right to refuse to buy titles if it is felt that there is limited interest and, therefore, minimal potential 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 on one individual copy. Additional copies will not be purchased if there are already 4 or more copies in stock. The decision to purchase additional copies is made by the Library Services Manager.

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 into different tiers as follows:

Large Library – Bracknell, Crowthorne, Sandhurst, Whitegrove

Medium / Small Community Library – Ascot Heath, Binfield, 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.
- Approximately 36-40% of total stock will be for children.
- When purchasing and withdrawing stock the balance of stock ratios must also be monitored.
- Collection HQ understocked / overstocked reports will be analysed bi-annually.
- 3% - 6% of total book stock will be provided in large print, depending on the size of the Library and borrowing trends.
- The ratio of adult fiction to adult non-fiction and children's stock will be decided by category of library:
 - Large Library (including Central Library) – 25 - 30% Fiction / 18 - 23% Non-Fiction / 31-36% Children's
 - Medium / Small Library – 30 - 35% Fiction / 10% - 15% Non-Fiction / 40 – 45% Children's
- These will be checked annually through a stock audit.

7.2. Adult non fiction

- Adult non-fiction will be bought for the large libraries at an educational level up to undergraduate.
- Other than at Bracknell Library, adult non-fiction will be popular mainstream provision.
- All libraries will provide access to accurate and current information on local, national and international issues.

7.3. Adult fiction

- The top 20 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 20 classic authors (PLR listings) must be in stock. (See Appendix 1)
- Collection HQ top author charts will also be used to identify any gaps in provision.
- Multiple copies of bestsellers are bought in hardback.
- Large print and spoken word are purchased by standing order.

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)
- Collection HQ top author charts will also be used to identify any gaps in provision.
- 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 away from the Children's areas because of content.

- 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 influence purchasing decisions.

- 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 is available in every library, many 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 to refer enquiries to Bracknell Reference Library where appropriate.
- Local history collections are held in all libraries relating to their specific local heritage. Bracknell Library holds the main collection for the Borough. The resource includes printed material and a large collection of photographs. Many of the photographs are now available digitally through Flickr.

7.6. Audio-visual material

- 2% of current stock will be in spoken word format.
- They will be largely top fiction authors, as far as these are available.
- Language courses will be held in larger libraries. The central library will hold a comprehensive collection, while the larger community libraries will hold popular languages.
- Music sound recordings on CD will no longer be purchased.
- 5% of total stock will be DVDs – these will represent a mixture of feature films on new release, popular television series and children's programmes to maximise potential income generation.

7.7. E-books

- E-books and e-audio books added to stock will be the most popular authors and titles of both fiction and non-fiction that are available in this format.
- There are approximately 4,700 e-books in stock and 830 e-audio books.
- Approximately 20 new e-books and 5 e-audio books are purchased per month.

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, especially in the smaller libraries.

8.1.1. Principles

- The circulation of stock is largely dictated by Collection HQ reports, which are run monthly. These reports recommend the transfer of stock from one branch to another, albeit to refresh grubby stock where demand is higher in one library than another, or to rectify understocked areas or overstocked areas.
- To be managed with as little staff input as possible, which is the reason why circulating stock is no longer managed by the LMS.
- 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 is the responsibility of all staff. The Area Supervisors and Librarians 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, ensure that the material in stock is attractive, clean and well-presented and inform their managers of any 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 of 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 is simple 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?

Usage

Look at how the material is being used:

- Is it being presented or promoted to the correct user group?
- How many times has the item issued in the last 12 months? (Authority average is 5 issues per year).
- Does it follow in a logical order (sometimes straight Dewey order is not necessarily the best way to go)?

Quality

Look at the overall subject quality of the material:

- Does it give a comprehensive subject coverage?
- 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 well maintained rests with all staff. It is important that all stock on display to the customer is physically attractive and not 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.

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
- Missing spine labels/category labels, hand-written spine labels
- Broken binding
- Other general damage

Audio visual materials

- Broken CD / DVD / spoken word cases
- Scratched CDs and DVDs
- Missing items
- Missing inserts (where crucial to the use)

8.3.2. Assessing damaged material

Items removed from circulation should be withdrawn and the Library Services Manager informed if a replacement copy is required.

8.3.2.1. Repair

- Spine labels - label needs to be re-typed. If the label is placed on top of the jacket, then an acetate label should be placed over the spine.

8.3.2.2. 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. The Library services Manager is 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 still in print?
- Is the item part of a series?

- Does the issue record show that this item is popular?

8.3.2.3. 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. Staff are 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 to Revival who either pay by weight or pay individually for items that are valuable.
- Recycling of very old or damaged books that cannot be sold 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.
- Amazon will be used to sell books where a higher price may be gained through this method.

8.4. Overflow stock

- Overflow book stock and media materials should not be held in large quantities, as they are not generating issues. Overflow bookstocks should only be kept for 'seasonal' overflows i.e. Christmas themed items, 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.

8.4.1. Reference overflow 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 a closed access area, 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

9. Promotion

Promotion of the resources within the library is both a service issue and a resource issue. Promotion can be via displays, and through posters, website information, social media, and e-newsletters. 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

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 informs decisions on spending on stock, taking into account customer demand and the maintenance of adequate stock coverage.

There are no longer national standards in place since the demise of the Public Library Service Standards in 2009. Performance monitoring will be carried out using Collection HQ reporting tools, including an assessment of any areas of dead stock and whether these can be withdrawn or transferred to another library.

10.1. Number of issues

Clearly there are some popular areas of stock that will issue many times over their lifetime. The current average number of issues per year per item of stock across all areas is 5. E-audio issues are slightly higher at 6 per item per year.

The target is to achieve a minimum of 30% of total stock on loan at any one time, with the expectation that adult fiction and children's books will be considerably higher.

10.2. Stock replacement

There is no set timescale for the replacement of stock. Non-fiction and reference stock will be replaced as soon as a revised edition has been published.

Fiction will be assessed according to demand and tatty copies replaced where necessary.

10.3. 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. The percentages below are targets to be achieved / maintained.

Adult Fiction	minimum of 35%
Adult non Fiction	minimum of 15%
Children's Fiction	minimum of 50%
Children's Non Fiction	minimum of 20%
Spoken Word	minimum of 10%
Large Print	minimum of 10%
DVDs	minimum of 20%
E-books	minimum of 15%
E-audio books	Minimum of 50%

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

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

Number of requests satisfied within 7 days – 346

Number of requests satisfied within 15 days – 424

Number of requests satisfied within 30 days - 478

10.5. Balance of stock

- 3% - 6% of total book stock will be provided in large print, depending on the size of the Library and borrowing trends.
- 36-40% of total stock will be for children.
- The ratio of fiction to non-fiction and children's stock will be decided by category of library:
- Large Library (including Central Library) – 25 - 30% Fiction / 18 - 23% Non-Fiction / 31-36% Children's
- Medium / Small Library – 30 - 35% Fiction / 10% - 15% Non-Fiction / 40 – 45% Children's

10.6. 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.

Appendix 1

Core Popular Fiction Stock

Public Lending Right Popular Author lists 2016-17

Most borrowed Authors (Adult Fiction)

1. James Patterson
2. M.C. Beaton
3. Nora Roberts
4. Anna Jacobs
5. Lee Child
6. Danielle Steel
7. David Baldacci
8. Clive Cussler
9. Peter James
10. John Grisham
11. Michael Connelly
12. Harlan Coben
13. Ann Cleeves
14. Jeffrey Archer
15. Ian Rankin
16. J.D. Robb
17. Alexander McCall Smith
18. J.K. Rowling
19. Agatha Christie
20. Peter May

Most borrowed Children's Authors

1. Julia Donaldson
2. Daisy Meadows
3. Roald Dahl
4. Roderick Hunt
5. Francesca Simon
6. Adam Blade
7. Jacqueline Wilson
8. David Walliams
9. Fiona Watt
10. Michael Morpurgo
11. Claire Freedman
12. Enid Blyton
13. Jeff Kinney
14. Jeanne Willis
15. Lucy Cousins
16. Holly Webb
17. Kes Gray
18. Liz Pichon
19. Mick Inkpen
20. Terry Deary

Most Borrowed Classic Authors

1. Roald Dahl*
2. Enid Blyton*
3. Agatha Christie
4. Beatrix Potter*
5. Charles Dickens
6. Harper Lee
7. Georgette Heyer
8. George Orwell
9. Jane Austen
10. William Shakespeare
11. Daphne du Maurier
12. P.G. Wodehouse
13. C.S. Lewis*
14. J.R.R. Tolkien
15. Arthur Conan Doyle
16. Graham Greene
17. John Steinbeck
18. Lewis Carroll
19. Thomas Hardy
20. Robert Louis Stevenson

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

Public Lending Right Most Borrowed Non-Fiction Titles 2016-17

1. Bill Bryson – The road to Little Dribbling (hbk)
2. Joe Wicks – Lean in 15: the shape plan
3. Bill Bryson – The road to Little Dribbling (pbk)
4. Joe Wicks – Lean in 15 – the shift plan
5. Marie Kondo – The life changing magic of tidying
6. Jamie Oliver – Save with Jamie
7. Michael Mosley – The 8-week blood sugar diet
8. Jamie Oliver – Super food family classics
9. Driving Standards Agency – The official DSA theory test for car drivers
10. Jo Scarratt-Jones – Eat well for less
11. Ella Woodward – Deliciously Ella every day
12. Davina McCall – Davina's 5 weeks to sugar free
13. Steve Peters – The chimp paradox
14. Mark Williams & Danny Penman – Mindfulness
15. Si King & Dave Myers – The hairy dieters' fast food
16. Ella Woodward – Deliciously Ella
17. Mary Berry – Mary Berry cooks the perfect
18. Driver & Vehicle Standards Agency – The official DVSA theory test
19. Joe Wicks – Lean in 15 – the sustain plan
20. Sue Perkins – Spectacles
- 21.

Appendix 2

Bracknell Forest Top Author Chart (Adult Fiction) 2018

1. James Patterson
2. Danielle Steel
3. Lee Child
4. Clive Cussler
5. Susan Lewis
6. Jeffrey Archer
7. Anna Jacobs
8. John Grisham
9. Carole Matthews
10. Jenny Colgan
11. David Baldacci
12. Katie Fforde
13. Nora Roberts
14. Lisa Jewell
15. Veronica Henry
16. Hilary Boyd
17. Charles Dickens
18. Trisha Ashley
19. Simon Kernick
20. Michael Connelly

Bracknell Forest Top Non-Fiction Chart 2018

1. Susie Boulton – Lisbon
2. Michelle Obama – Becoming
3. Joe Wicks – Veggie lean in 15
4. James Gatenby – Android tablets explained for all ages
5. Si King – The Hairy Bikers' British Classics
6. Rob Allison – Save money, good food – family feasts for a fiver
7. Fearne Cotton – Calm: working through life's daily stresses to find a peaceful centre
8. Michael Greger – The how not to die cookbook
9. Penny Junor – The Duchess: the untold story
10. Roberta Mitchell – Rome
11. Jamie Oliver – Jamie's Christmas cookbook
12. Sue Perkins – East of Croydon
13. Jo Scarratt-Jones – Eat well for less: quick and easy meals
14. Matthew P. Walker – Why we sleep: the new science of sleep and dreams
15. Bob Woodward – Fear: Trump in the White House
16. Jan Bowen – Australia
17. Dean Burnett – The happy brain: the science of where happiness comes from and why
18. Adam Kay – This is going to hurt: secret diaries of a junior doctor
19. Tom Kerridge – Fresh start
20. Marie Kondo – The life-changing magic of tidying

Appendix 3

Core Popular Non-Fiction Stock

Purpose - pleasure, interest and informational reading

Issues - high issue/high stock turnover figures

General Core popular

Dewey number	Subject	Coverage
004/6	Computers	Home PCs
133	Astrology, etc.	Most titles
340	Law, 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	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
652-658	Applications, CVs	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
808	Speeches	Especially wedding
914/9	Travel guides	Popular holiday resorts
920	Biographies	Popular personalities note
940.3-5	World wars	Popular history

Appendix 4

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