

REPORT OF THE SERVICE DIRECTOR, YOUTH, FAMILIES & CULTURE**NOTTINGHAMSHIRE LIBRARIES, ARCHIVES AND INFORMATION STOCK
MANAGEMENT POLICY 2014-18****Purpose of the Report**

1. To seek approval for the introduction of a new Stock Management Policy 2014-18, attached as **Appendix 1**, to take effect from April 2014.

Information and Advice

2. The previous Stock Management Policy was written in 2002 and has not been substantially reviewed since then. There have been several changes in the intervening years affecting both the public library service and the publishing and stock supply industry that make the existing document out of date.
3. The national and local context within which libraries operate has changed and needs to be reflected in the new policy:
 - the legislative framework within which the libraries operate has been added to the policy document
 - corporate objectives, policies and priorities have changed as detailed in the 10 year Strategy for Libraries approved in 2010
 - nationally, a new Universal Offer for public library services has been published by the Society of Chief Librarians based on four key areas of service: Reading, Information, Health and Digital.
4. Resources for library stock have been significantly reduced in recent years, which means that the current approach to rational and proportionate allocation of stock needs to be revised and documented.
5. More effective methods of stock management and distribution are now employed, including:
 - a well-established concept of “county” stock rather than ownership by individual libraries
 - library bandings by size have been modified.
 - stock is now categorised in all libraries based on a County-wide standard.

6. Stock formats available to library customers and demand for them has changed in recent years:
- demand for music on compact disc has declined rapidly as other digital media have become available
 - customer demand for electronic resources has become a major growth area, and the service has responded by introducing e-books, e-magazines and e-audio books
 - the number of special collections has increased and improved to meet the needs of identified groups in the community. These include:
 - Books on Prescription (to address mental health needs)
 - Dementia Collection
 - Parents & Carers, Adoption & Fostering Collections
 - Enhancement of stock in community languages to meet changing populations
7. There is now a well established Donations Policy.

Other Options Considered

8. The existing policy document is out of date and is not suitable as a guide to or statement of proposed practice in Libraries.
9. A survey was conducted of other library authorities in the East Midlands, and their policies were consulted in the drafting of the current document.

Statutory and Policy Implications

10. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION/S

- 1) That the introduction of the new Stock Management Policy 2014-18, attached as **Appendix 1**, be approved to take effect from April 2014.

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Constitutional Comments (LM 10/01/14)

11. The Culture Committee has delegated authority to approve the recommendations in the report.

Financial Comments (KLA 10/01/14)

12. There are no financial implications arising directly from this report.

Background Papers and Published Documents

New Library Donations Policy – report to County Council on 27 January 2011

Society of Chief Librarians 'National Offer':

<http://www.goscl.com/libraries-of-the-21st-century-scl-launches-four-national-offers-for-public-libraries/>

A Strategy for Nottinghamshire's Libraries (December 2012)

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Electoral Division(s) and Member(s) Affected

All.

C0354

DRAFT

Nottinghamshire Libraries, Archives and Information Services

Stock Management Policy

2014-2018

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1. Legislative Framework

Libraries in the United Kingdom provide for the social, cultural and intellectual needs of all its citizens. As such, the provision of books and other resources which enable individuals and groups to flourish and grow is underpinned by a framework of national policies and guidelines.

“Libraries provide a popular and heavily used service for everyone, allowing unbiased and unparalleled access to the world’s knowledge” (CILIP 2009)

The Public Library and Museums Act 1964, Section 7 states that:

“It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof...”

Our service operates within national legislative boundaries including:

- Public Libraries and Museums Act 1964
- Data Protection Act 1998
- Copyright, Design and Patents Act 1988
- Freedom of Information Act 2000
- Equalities Act 2010
- Human Rights Act 1998
- Video Recordings Act 1984
- MLA Guidelines on the Management of Controversial Materials in Public Libraries 2007

2. Corporate Objectives, Policies and Priorities

In its strategic plan “One Council”, Nottinghamshire County Council has identified five priority areas which it seeks to address in both the immediate and medium term future. These are:-

- Aspiration
- Economic Prosperity
- A Safer Place
- Good Quality Affordable Services
- Financially Robust

The Library Service contributes to all five of these policy areas, with its multimedia stock of over one million items forming an integral part of this.

For that contribution to be maximised, the stock must be properly managed. To do this we need to ensure that there are sufficient resources available in order to deliver an effective service, and that library users are able to access the type of materials they require. This provision must take into account the diversity of public expectations on one hand, balanced against the constraints of library budgets on the other.

This document sets out the stock management policy for the County Library Service. Its content reflects the authority's corporate policies and constitutes a practical working tool to be used in the day to day operation of the Library Service.

3. Library Service Objectives

3.1 Our Vision

In Nottinghamshire the Libraries, Archives and Information Service seeks to be "at the heart of Nottinghamshire communities and community life". To achieve this we aim to:

- **Inspire** the enjoyment of books and reading
- **Create** knowledge through access to learning opportunities, information and the provision of a continuing record of local heritage and community life.
- **Stimulate** and encourage cultural activities.
- **Offer** excellent and inclusive customer service for all every time

3.2 Universal Offers

Nottinghamshire Libraries are committed to supporting the four key areas of service identified by the Society of Chief Librarians and partners in January 2013 which today's users regard as integral to public libraries. These are:

- Health
- Reading
- Information
- Digital

3.3 Our Aims

Through our provision of library resources we aim to:

- Promote literacy and knowledge
- Encourage reading for enjoyment
- Meet the information needs of individuals, groups and organisations
- Encourage life-long learning and personal development
- Meet the needs of specific user groups with unique requirements, including those with disabilities, older people, the unemployed and the housebound
- Encourage participation in the community and foster community identity
- Embrace the concept of intellectual freedom by making available material expressing a wide range of ideas
- Promote an awareness of Nottinghamshire's history and heritage
- Support the economic life of the community
- Reflect the positive values of a multicultural society
- Offer value for money

3.4 County Stock

Underpinning the entire policy is the concept of County Stock. Whilst the Library Service is divided into levels for administrative purposes, the collective stock constitutes a countywide resource and does not belong to any one library. This is of fundamental importance. People live in different areas of the county served by libraries of different

types and sizes. The provision of a computerised catalogue and library network ensures that everyone has access to the whole county stock. This widens customer choice, ensures optimum use of the bookfund and demonstrates value for money.

3.5 County Libraries

Nottinghamshire's 60 static and 3 mobile libraries have been grouped into 4 levels based on their catchment populations, range of provision and services offered, and the level of business transacted through them. By doing this the Service is able to both:-

- Compare the performance of similar libraries and
- Take account of and reflect the needs of individual communities.

3.5.1 Library Banding

The allocation of libraries to the 4 levels is as follows:

Level 1

West Bridgford, Newark, Arnold, Mansfield, Beeston, Retford, Worksop, Sutton in Ashfield, Bingham, Southwell, Hucknall, Kirkby in Ashfield.

Level 2

Stapleford, Eastwood, Carlton, Keyworth, Mansfield Woodhouse, Kimberley, East Leake, Radcliffe, Ravenshead, Forest Town, Mapperley, Ruddington, Calverton, Ollerton, Balderton, Edwinstowe, Warsop, Cotgrave, Bircotes, Dukeries.

Level 3

Burton Joyce, Selston, Carlton Hill, Ladybrook, Collingham, Farnsfield, Jacksdale, Carlton in Lindrick, Toton, Woodthorpe, Skegby, Tuxford, Blidworth, Lowdham, Rainworth, Huthwaite, Clipstone, Bilsthorpe, Misterton, Sutton Bonington, Sutton on Trent, Langold, Gedling, Gotham, Balmoral, Inham Nook, Annesley Woodhouse, Edgewood.

Level 4

Kirkby in Ashfield Mobile, Worksop Mobile, Southwell Mobile.

3.6 Nottingham Central Library

Nottingham Central Library is managed by the City of Nottingham (along with a further 14 smaller branch libraries). However, as the largest library in Nottinghamshire it continues to support the needs of the County. This is facilitated by the Central Library and Archives Partnership Agreement.

4. Customer Profile

Everyone who lives, works or studies in Nottinghamshire is a potential user of the County Library Service, and their needs must be considered with regard to, and be reflected in, the materials stocked in our libraries. Nottinghamshire Libraries recognise the right of all minority groups to the full range of library and information services.

A vital prerequisite to achieving this is to have a clear and accurate picture of the communities we serve, both locally and for the county as a whole. To build up this picture, information will be drawn from a range of sources including Mosaic Data, other County Council departments and strategic documents such as *“The Condition of Nottinghamshire”*.

4.1 Countywide

At a countywide level, some key figures of the current demography of Nottinghamshire are as follows:-

- 50.79% Females
- 49.21% Males

Age (years)	Borrowers (%)	Population (%)
0-9	28%	26%
9-19	16%	15%
20-29	9%	10%
30-39	9%	10%
40-49	9%	10%
50-59	8%	10%
60-69	10%	10%
70 – 79	7%	10%
80 – 89	3%	9.50%
90 - 100	0.45%	3.50%

4.2 Local

At a local level it is very important that the library staff has a clear and accurate knowledge of the communities they serve. To this end each library maintains a written community profile which can be used to inform stock plans.

5. Stock Procurement

The Library Service seeks to obtain the largest number of relevant materials and related services at the least possible cost. European Union directives and the public services contract regulations require stock procurement to be subject to competitive tender. This involves:

- Undertaking a tendering process which is seen to be fair in terms of both processes and outcomes.
- The drawing up of a detailed specification of library requirements.
- The determination of criteria for the evaluation of tenders received.
- The actual evaluation of tenders received. This involves an analysis and assessment of the written tender, possible inspection visits to suppliers, the taking up of references from relevant authorities, and the drawing up of a shortlist of suppliers who are invited to make presentations.

- Based on the outcome of the presentations, decisions are made with regard to which offer or offers represent the overall best value for the authority.
- Awarding the contract to the successful supplier.

5.1 Consortium

Nottinghamshire Library Service operates as part of a consortium along with Nottingham City, Derby City and Derbyshire Libraries to negotiate contracts with major suppliers. This allows us to obtain the best discount and services.

6. Controversial Stock

Nottinghamshire Libraries follows the Chartered Institute of Library and Information Professionals (CILIP) position statement:

“if a publication has not incurred penalties under the law it should not be excluded from libraries under any moral, political, religious or racial ground alone to satisfy any sectional interest. The public are entitled to rely upon public libraries for access to information and enlightenment upon every field of human experience and activity. Those who provide library services should not restrict this access except by standards which are endorsed by law.”

7. Acquisition

In the selection of new stock we aim to make available to our users, as far as resources will allow, the broadest possible range and depth of material, both factual and fiction. In doing so we:

- Will work within the policy framework of Nottinghamshire County Council
- Will keep within the law
- Will seek to provide information which is accurate and up to date
- Will not exclude material simply because it may give offence, or on racial, political, moral, religious, sexual orientation or gender grounds, providing it is legally available.

7.1 Stock Formats

Nottinghamshire Libraries stock a range of titles in the following formats:

- Printed reference works
- Fiction and non-fiction books
- DVDs
- Audiobooks on CD
- Large Print
- Braille and very large print books for children
- Language courses
- Music scores
- Maps
- Newspapers
- Microfilm/microfiche
- E-books
- E-audio
- E-magazines
- Online subscription based services

7.2 Budget Allocation

The majority of the annual budget is allocated proportionately based on issues per format, with some adjustment made to take into account the cost of more expensive items. Additional sums are set aside for items not intended for loan such as newspapers and reference items.

8. Stock Selection

8.1 Criteria

The stock selection process involves an element of rejection. Some items are beyond our scope and will not be purchased, for example:

- workbooks or items with loose pages.
- Items that do not enhance the existing range of material in stock.
- high level academic textbooks of limited interest to a public library audience.
- poorly produced items.
- expensive luxury or gift editions.
- Items not in print in the UK.

8.2 Methods and Processes

New books are selected in a number of different ways, which will vary according to the type of material being selected, the amount of bibliographic information available, the knowledge of the selector and the speed with which the items are required. Whichever method is chosen, it should always be appropriate to the category of material being selected.

- Pre-programmed supplier selection
- Targeted stock selection by librarians
- Standing orders
- Supplier selection
- Bookshop visits
- Showroom visits
- Catalogues and brochures

8.2.1 Adult Fiction

The majority of newly published Adult Fiction is purchased through pre-programmed supplier selection. These are chosen proportionately based on supplier's ratings. Only the most popular authors are purchased in hardback both on grounds of cost and availability. A larger percentage is spent on paperbacks in order to obtain best value. The remainder of the budget is used to buy paperback copies of less well known authors in order to extend our range and for stock revision purposes. This is selected from monthly lists. Larger libraries provide additional copies of adult fiction that appears on the top ten bestsellers lists in the form of One Week Loan collections.

8.2.2 Adult Non-Fiction

New Adult Non-Fiction is selected from fortnightly lists. Some categories of stock e.g. music scores, revision guides and atlases are bought on an annual basis to avoid duplication and ensure up to date coverage. Books in other languages are bought by a combination of supplier selection from specialist providers and customer consultation. Reference material is bought using standing orders.

8.2.3 Children's Stock

The majority of newly published fiction items are purchased through automated supplier selection where possible. This includes Picture Books, Beginning to Read, Younger Stories and Children's Fiction. Other items, including Non-Fiction, are purchased from monthly lists.

8.2.4 Young Adult Stock

Titles that are appropriate for and of interest to this age group are drawn from both children's and adult stock. These include both fiction and non-fiction items.

8.2.5 DVDs

Adult and Children's DVDs are bought using a combination of monthly lists and supplier selection. These are available in selected libraries based on issue statistics. However, they may be reserved from any library in the county.

8.2.6 Audiobooks on CD

Audiobooks on CD are bought, for adults and children, on a rota system to increase access to a wider selection of titles. The majority of these are purchased by standing order from specialist suppliers. Additional titles and copies may be bought from quarterly lists subject to budgets.

8.2.7 Large Print

Large Print books are bought, for adults and children, on a rota system to increase access to a wider selection of titles. The majority of these are purchased by standing order from specialist suppliers. Additional titles and copies are bought from quarterly lists subject to budgets.

A collection of Braille Picture Books (75pt) and giant print children's stories (48pt) are available from Central HQ. These are bought according to demand.

8.2.8 Local Studies

Each library has books relating to the local area. Level 1 and some Level 2 libraries have more extensive collections covering a variety of different formats. These are bought and maintained by the Local Studies Team. Special collections include:

- D. H. Lawrence – Eastwood Library
- Lord Byron – Hucknall Library
- Eric Coates – Hucknall Library
- Robert Dodsley – Mansfield Library
- Joseph Whitaker – Mansfield Library
- The English Civil War – Newark Library
- The Pilgrim Fathers – Retford Library
- Arthur Mee – Stapleford Library
- The Dukeries and Sherwood Forest – Worksop Library

8.2.9 Newspapers

A selection of UK national and local newspapers is bought for all libraries from local suppliers. Larger libraries have a wide range of both broadsheets and tabloids. Smaller libraries have a local paper on days when they are open.

8.2.10 Digital Resources

A growing range of electronic resources is available, as at 1/11/2013, through the library web site.

8.2.10.1 e-Books

E-Books for adults and children are provided by our major book supplier. Credits are bought annually and new titles selected to add to our catalogue on a monthly basis.

8.2.10.2 e-Magazines

E-Magazines are supplied on a subscription basis. Titles are selected to suit a wide range of interests and reviewed annually. Due to publishing rights titles may be added or removed periodically.

8.2.10.3 e-Audiobooks

E-Audiobooks are supplied on a subscription basis from our supplier. Their full catalogue is available to customers and additional titles are added monthly.

8.2.10.4 e-Newspapers

Options for introducing e-Newspaper services as a supplement or alternative to the printed format are taken as they become available in a developing market place

8.2.10.5 Online Subscription Based Services

Nottinghamshire Libraries subscribes to the following online reference resources. These are reviewed periodically and added or removed subject to use and demand.

- 19th Century British Library Newspapers
- British Newspaper Archive
- Ancestry
- Citizen's Advice Notes (CANS)
- Driving Theory Test
- Encyclopedia Britannica
- John Johnson Collection of Printed Ephemera
- Kompass
- Life in Britain
- Newsbank
- Oxford Art Online
- Oxford Dictionary of National Biography
- Oxford English Dictionary
- Oxford Music Online
- Oxford Reference Online
- Sequelonline

8.3 Local Requirements

The requirements of individual libraries / customer needs are met through a process of stock revision using the following tools:

8.3.1 Surveys, Consultation and Feedback

User surveys, consultation and feedback provide valuable information. These are used to inform us about stock needs or stock gaps across the county. Information is gathered in a variety of ways:

- Comments relating to stock in Public Library User Surveys (PLUS)
- Consultation that is carried out on a one off or occasional basis either locally or countywide to collect information regarding client perceptions of a particular aspect of stock.
- Written or verbal comments from users, non-users and staff
- Suggestions for stock made through the online catalogue
- Comments, complaints and compliments are recorded on slips that are provided in all libraries
- Requests for items not in stock
- Reservation lists

8.4 Management Information

Our computerised library management system provides much useful and detailed information with regards to stock usage. This can be broken down by library and also item type so that areas of demand and the performance of different stock categories and libraries can be monitored.

The drawing together of all the information gained from the above processes helps to build up a picture of our customers' requirements with regards to stock. This information is then used to inform stock selection and the stock management process.

8.5 Stock Management Tools

Further information on the performance of items both locally and nationally is found using the following subscription services such as:

- Nielsen Bookscan
- CollectionHQ

These tools assist us in identifying stock gaps, drawing attention to authors, subjects or items that are performing well and are used for targeted stock revision.

9. Special Collections

Nottinghamshire Libraries provide special collections to address areas of specific need.

9.1 Externally Funded

These collections are jointly funded through grants from other departments or organisations and the library bookfund:

- Books on Prescription
- Reading About Dementia
- Adoption and Fostering

9.2 Internally Funded

These collections are funded by Nottinghamshire Libraries to meet community needs:

- Parents and Carers
- Foreign Languages
- Braille and Very Large Print for Children

10. Management and Maintenance

The objective of the stock management process is to provide the maximum amount of access to the broadest range of high quality stock to all our customers. We achieve this through the following:

10.1 Management

10.1.1 Access to Stock

All books and audio-visual material can be accessed through the library catalogue and can be reserved from any library in the county. Digital material can be found through the library web pages.

10.1.2 Cataloguing

The majority of items are received with a full catalogue record which we purchase from BDS. Certain items such as some local material, foreign language books and donations of items that are not already in stock are catalogued in-house.

10.1.3 Categorisation

To enable customers to find items more easily stock is arranged in categories according to either genre or subject. These are the same across the county, dependant on size of library, to ensure consistency of approach. Staff are expected to shelve accordingly and actively maintain the categories.

10.1.4 Stock Circulation

Circulation offers the means of refreshing stock at minimum cost. It ensures that stock reaches the greatest number of readers and achieves maximum value for money. Stock circulation is particularly important at our smaller libraries as it is the only way in which we can provide sufficient choice for our regular customers. In order to achieve this the following processes are used:

10.1.4.1 Stock rotas

Some items of stock are selected to rotate around specific libraries. These include certain item types such as Large Print and Audiobooks where limited numbers are purchased, to provide a greater range in smaller libraries, and to cater for minority interests.

10.1.4.2 Stock Management Applications

A stock exploitation tool is used by all libraries to choose items of stock identified as being of high demand in their own collections that have ceased issuing in other libraries.

10.1.4.3 Swaps

Individual libraries may choose to manually swap elements of their stock in order to meet local demand.

10.1.5 Reserve Collections

10.1.5.1 As part of the National Joint Fiction Reserve (NJFR) the county has an obligation to purchase and conserve fiction by authors whose surname falls within the following range of letters:

GAJ-GDG
GOP-GOZ
HBA-HEA
HEQ-HET
HOM-HOP
HOR-HOZ
HPA-HUB
HUC-HUD
JEN-JIZ

This collection is housed at Sutton in Ashfield Library, along with a backup stock of out of print or lesser used titles kept to satisfy readers' requests. A Large Print reserve is also kept here with the sole criterion of future potential use.

10.1.5.2 A Non-Fiction reserve collection is maintained by Nottingham Central Library.

10.1.5.3 A Local Studies reserve collection of specialised or less generally required materials is held at Mansfield Central Library. All of this stock is available for loan, and is maintained by the Local studies team.

10.1.6 Stock Security

Prevention of damage and theft is an integral part of the stock management process.

10.1.6.1 All items are RFID tagged and some larger libraries have security gates installed. Vulnerable categories of stock such as DVDs are strategically placed to deter theft and some DVDs are also kept in lockable security cases.

10.1.6.2 Overdue charges apply to items that exceed the standard loan period in order to encourage timely return of stock. Items that remain unreturned are followed up by Stock Collectors.

10.1.6.3 Rare, fragile or valuable local studies materials are stored in locked glass fronted cabinets and accessioned on request

10.1.7 Donations

Donations are accepted on condition that they meet the criteria set out in the Donations Policy. Appendix I. These are located or disposed of according to the needs of the service.

10.2 Stock Maintenance

Local staff are responsible for the day to day maintenance of stock.

10.2.1 Stock Standards

Guidelines have been produced which stipulate the age, condition and performance of stock in different levels of library. (*Appendix II*).

10.2.2 Display

Displaying stock appropriately can vastly increase its issue potential. Therefore we aim to present 10% of suitable stock face-on in order to attract customers. (*Appendix III*).

10.2.3 Duplicates

In general libraries are not provided with more than one copy of a title in the same format. Exceptions to this include bestsellers or where there is very high demand.

10.2.4 Withdrawal

Withdrawal of stock is a vital element in the stock maintenance process to ensure that collections remain physically attractive and relevant. Library staff are expected to withdraw items that are no longer current, are in poor physical condition or have not been used for a long period.

10.2.5 Disposal

In order to maximise income items of stock that have been withdrawn are disposed of either at local book sales or through a national book buying company. Revenue from these sales contributes to the purchase of new stock.

11. Stock Promotion

We promote stock in order to:

- encourage greater use of the collections
- raise the profile of the service
- encourage a positive image of libraries and reading
- assist readers to find the right book for their needs
- make readers aware of the full range of items available to them

We do this by:

- Engaging with national and regional promotions such as The Summer Reading Challenge, TV based book clubs and book awards
- Engaging libraries in local, regional, national and digital Reader Development programmes
- Online promotions including new book lists and social networking
- Themed displays
- Reading Group book lists
- Digital signage

12. Training

Training is the essential element in turning the stock policy into everyday practice and is necessary in a number of key areas:

- Book selection
- Stock maintenance
- Stock promotion

This can be delivered in a number of different ways:

- On the job
- Written instructions
- Online
- Training sessions