

Libraries in Bath and North East Somerset Stock Management Policy

The aim of the Customer Services: Libraries' team is to enrich and empower individuals and communities by providing easy access to services for information, culture and lifelong learning.

The provision and management of library stock contributes to this aim by working to the following four objectives:

1. To provide a welcoming and stimulating environment in order to encourage the use of library materials for relaxation and leisure purposes and to act as a focal point for the local community.
2. To promote access to materials and services for all customers in Bath and North East Somerset
3. To conserve and reinforce local identity, heritage and history and to enable residents and communities to develop an understanding of their own and other cultures.
4. Library stock will:
 - Be in a variety of accessible formats and languages
 - Support lifelong learning
 - Provide accurate, balanced and current information
 - Support and encourage well-being

A summary of the stock management policy's central elements

- 1 We provide a core lending service in all libraries
- 2 We provide specialist / targeted stock
- 3 We provide 'Library Use Only' material
- 4 We provide material on-line and in electronic formats
- 5 We provide an Interloans service in line with regional and nationally agreed standards.
- 6 We acquire, manage and dispose of stock efficiently.
- 7 We maximise the opportunities for accessing our stock
- 8 Partnership working is key to making the most of our finite resources
- 9 We actively encourage our customers and library staff to be involved in stock development

Detailed appendices are available on request.

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What we do	How we do it	Further details
<p>1 We provide a core lending service in all libraries.</p>	<p>Stock is provided to meet the needs and demands of the whole community, for all ages and reading levels and is provided in the most suitable formats in proportions matched to need and demand.</p> <p>Best practice in public libraries elsewhere, customer feedback, new technologies and trends in society at large are monitored to inform this process.</p>	<p>All libraries maintain core collections of adult fiction and non-fiction; children’s fiction and non-fiction; adult and children’s audio books; large print books; maps and DVDs. Bath Central Library also holds the Authority’s collection of music CDs and music scores.</p> <p>The amounts of each type of stock are determined by individual library profiles, which are based on internally & externally compiled data and are reviewed annually.</p>
<p>2 We provide specialist / targeted stock</p>	<p>Special collections of local history and historic material are maintained at Bath Library. Other libraries have small collections of printed material and maps relating to their specific locality in accordance with local knowledge.</p> <p>Digitisation projects will be developed to maximise access to local interest material and also bring in additional income e.g. through the reproduction of digitally stored photographs.</p> <p>To satisfy demand for hard to obtain or out of print material we maintain a reserve collection of out-of print lending stock, both for adults and children which includes a back list of classic works.</p>	<p>Bath Library is recognised as having a specialist remit to house and to make available detailed and in depth information about the history of Bath and its environs. Resources to develop this specialism are made available from the overall service budget. These resources include specialist staff, secure and environmentally controlled storage, money for conservation and money for purchase of items for the collection from specialist dealers or auctions.</p> <p>Full details of the historic collections in Bath Library are listed in the Specialist Collections file see Appendix 2</p>

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	<p>Stock is provided in languages other than English in libraries with an identified need based on their community profile or expressed demand from customers.</p> <p>Stock is selected to support national or local initiatives aimed at specific target groups e.g. adults with basic skills needs; regional reader promotion activities.</p> <p>Stock will be provided to promote health and well-being, tying-in and supporting national and regional initiatives.</p>	<p>National initiatives include: Books On Prescription, Stop Smoking, Domestic Violence Awareness.</p>
<p>3 We provide 'Library Use Only' material</p>	<p>The amount of stock designated as Library Use Only is kept to a minimum in every library in accordance with each libraries individual stock profile. The aim is for the majority of stock to be available for loan.</p> <p>The number of 'Library Use Only' items purchased is reviewed annually.</p> <p>Back copies of periodicals will only be kept if they are in demand or have a local relevance.</p>	<p>Stock is categorised as being for Library Use Only if it is :</p> <ol style="list-style-type: none"> 1. Exceptionally valuable 2. In great demand on a daily basis 3. In a format that is not suitable for loan 4. Unique or rare
<p>4 We provide material on-line and in electronic formats</p>	<p>Access to online resources is key to our future development as a cheaper and more efficient alternative to printed formats and therefore they will continue to be a central</p>	<p>Online products are made available via Peoples Network Computers in Libraries and where possible via library members' personal electronic devices.</p>

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	feature of stock development. We will continue to extend the range of online material available for staff and customers. We provide for e-books and e-audio books in conjunction with our LibrariesWest partners.	
5 We provide an Interloans service in line with regional and nationally agreed standards.	We aim to obtain a copy of any book or periodical article requested by a customer. Any new item which is suitable for library use and falls within our existing criteria for stock selection is purchased on request. Older, out-of-print, or otherwise unsuitable items are borrowed via the Inter Library Loans scheme for a fee as specified in the current scheme of fees and charges.	See Interloans policy for more details Appendix 3
6 We acquire, manage and dispose of stock efficiently.	<p>Stock selection and acquisition procedures are reviewed regularly to ensure that they are efficient and conform to recommendations of national bodies such as National Acquisitions Group and DCMS.</p> <p>Servicing requirements will be kept to a minimum by regular review of need and comparison with National Acquisitions Group (NAG) standards.</p> <p>Ongoing management of current stock is enabled through the use of individual branch profiles.</p>	<p>We use Supplier Selection systems in partnership with our main suppliers and Consortium colleagues to assist us with our selection of Adult Fiction and Non-fiction, Children's Fiction, DVDs and Music CDs.</p> <p>Stock reports are monitored regularly and provide information on the balance of stock levels across the authority.</p> <p>Tools such as reports on Artemis (LibrariesWest data archive) are employed to</p>

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	<p>Disposal of redundant stock is managed in line with the disposal policy. Any material that is no longer in demand, is showing out of date information or is damaged may be removed from stock as long as it is not part of the local history or special historical collections as described in Appendix 1</p> <p>New technologies that can assist in the development of more efficient and meaningful stock management will be sought.</p>	<p>ensure that there is a good balance of stock in key areas</p> <p>See the Stock Disposal policy for more details at Appendix 4</p>
<p>7 We maximise the opportunities for accessing our stock</p>	<p>Stock is circulated between libraries.</p> <p>Methods of display are revised and developed continually. Best practice in public libraries elsewhere, customer feedback, new technologies and trends in society at large are monitored to inform this process.</p> <p>Access to our stock is made possible</p>	<p>All libraries circulate stock to ensure the widest audience reach. Rotation plans are constructed according to library profiles and function automatically as part of the automated library management system</p> <p>Non-fiction will be displayed using the Dewey Decimal System and subject categorization in our libraries. Alternative methods for displaying non-fiction will continue to be explored to enable customers to find material as easily and conveniently as possible.</p> <p>Alternative ways of delivering the service include: home delivery, deposit collections in</p>

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	<p>through a widening number of alternative venues and opportunities.</p> <p>Alternative opportunities for customers to collect or return library materials are to be developed in line with overall service developments.</p> <p>Activities to stimulate participation in reading and library use are held regularly.</p> <p>We produce an annual programme of promotions and events targeted at specific groups or linked to major national or local events.</p> <p>Opportunities for improving access to Local History material are sought and exploited</p>	<p>non library locations, community libraries and other outreach projects. These means are being used to maximise social inclusion. Bath Library supports the work of Read Around Bath, taking books in a variety of formats to groups who cannot access Library buildings.</p> <p>The use of RFID technology enables self service opportunities to be offered in libraries and non library venues.</p> <p>Examples of activities currently held are: reading groups for adults and children; Summer Reading Challenge; Bookstart; author events; storytimes; visits to libraries from community groups.</p> <p>E.g. annual events held in partnership with the Bath Literature Festival, displays tied to Literary Prize awards, Black History Month.</p> <p>Local History material is being catalogued onto the on-line catalogue. Opportunities for digitising suitable parts of the collection are being explored. We are improving our ongoing displays of historic stock within the Library which helps raise</p>

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		awareness of what we hold with staff and customers. We loan items to local museums and galleries, and to exhibitions elsewhere in the country
8 Partnership working is key to making the most of our finite resources	<p>We will continue to work in partnership with the LibrariesWest Consortium so that we:</p> <ol style="list-style-type: none"> 1. provide access to stock in all consortium libraries for any consortium customer in person or via the consortium website to maximise individuals' choice 2. negotiate jointly the subscriptions to online information sources and contracts with suppliers 3. co-operate with wider regional and national initiatives to get the best value from new contracts 4. maximise the use of staff expertise and specialist knowledge across the all member authorities <p>Use of specialist knowledge from colleagues and professionals in other organisations is sought to advise on titles for specific stock areas; e.g. law; health; education; IT; music.</p>	<p>Current joint contracts are in place within the consortium for the supply of library stock, on-line reference material and binding services.</p> <p>National and regional agreements are continually being negotiated for the supply of further on-line information material.</p>
9 We actively encourage our customers and	Customers are encouraged to make suggestions for stock purchase to library staff, or on customer comments forms.	Book reviews can be submitted via the on-line library catalogue

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library staff to be involved in stock development	<p>Reservations for specific titles made through the reservation system are monitored daily. Stock is purchased in response to these requests where suitable – see 5 above.</p> <p>Customer and staff feedback and opinion is sought through a variety of channels across the authority</p> <p>We will develop opportunities for specific target groups to participate in stock selection and thus become more engaged with libraries</p>	<p>Customer Satisfaction levels are monitored via PLUS surveys and council surveys. We participate in ad hoc surveys when requested e.g. surveys from publishers or library suppliers.</p> <p>e.g. a teenage reading group can be given money to select teenage material.</p>