

# Richmond upon Thames Libraries Lending Stock Policy

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## 1. Introduction

### **This stock policy explains:**

- How the library service contributes to achieving the priorities of Richmond upon Thames Borough Council in terms of its stock
- How we choose the books, audiobooks, DVDs and other materials you find in your libraries
- How we maintain and promote those materials
- How we circulate stock between libraries to ensure all libraries are able to provide the widest choice of reading material
- Why and how we decide to keep some items and withdraw others
- How we measure stock performance and how this helps to inform stock development

### **Who is the policy for?**

The policy is intended for the public, staff, and Councillors.

### **What is the policy for?**

The stock policy is intended to provide a framework for collection management, purchasing, planning, standard setting and benchmarking. It is intended to assist in the effective and best use of resources. A huge number of books and audio visual items are published every year yet the space available in library buildings generally remains static. Therefore, what to buy for stock must be carefully selected based on our purpose and the needs of local communities. Stock must also be managed and weeded according to strict criteria to retain the size, currency and relevance of the collection. This policy sets out the guidelines for these processes to take place.

### **It will**

- Provide realistic expectations for staff and users of the nature and level of collections available at any given library

- Provide a guide to selection of stock and exploitation of collections enabling staff to maximise use and respond to perceived demand both locally and across the service
- Provide consistency across the service in terms of provision and quality
- Provide a better understanding by users of both the strengths and limitations of the service.
- Provide a definition of benchmarks against which service performance can be assessed

The policy is dynamic and constantly under revision to ensure it remains current.

## 2. Priorities, aims and objectives

### National Priorities

From *Culture, knowledge and understanding: great museums and libraries for everyone* (published 13 November 2011 by the Arts Council England)<sup>1</sup>

- Excellence is thriving and celebrated in museums and libraries
- More people experience and are inspired by museums and libraries
- Museums and libraries are sustainable, resilient and innovative
- The leadership and workforce in museums and libraries are diverse and highly skilled
- Every child and young person has the opportunity to experience the richness of museums and libraries.

### London Borough of Richmond upon Thames Library Service Priorities

From *Connecting Communities* (Library Strategy 2011-2014)<sup>2</sup>

1. Providing a relevant and responsive library service
2. Inspiring a community of readers and learners
3. Putting partnership at the heart of service delivery
4. Including local people to create improved community spaces
5. Extending access through innovation and new technology

### Purpose of the library service

To promote reading and support lifelong learning

### Aims

- To provide accessible resources appropriate to the needs of all parts of the community and promote their existence to the whole community
- To provide the widest possible range of resources to support educational achievement and lifelong learning and provide inspiration for all ages
- To be engage with the community, respond to their needs and listen to their feedback
- To provide resources to support cultural activities both within the library service and the local community
- To provide resources and use new technologies to extend access to library services for the community

### Objectives

- To provide material in the most appropriate formats according to availability,

<sup>1</sup> [http://www.artscouncil.org.uk/media/uploads/pdf/culture\\_knowledge\\_and\\_understanding\\_final010312.pdf](http://www.artscouncil.org.uk/media/uploads/pdf/culture_knowledge_and_understanding_final010312.pdf)

<sup>2</sup> Taken from *Connecting Communities* [http://www.richmond.gov.uk/2125\\_library\\_strategyweb.pdf](http://www.richmond.gov.uk/2125_library_strategyweb.pdf)

capacity and community need

- To supply a range of material within current resources for the use of the local community, accommodating both established and emerging authors and ideas.
- To engage with and seek feedback from all sections of the community (via a range of methods) on stock matters and use this as far as possible in the development of resource provision
- To maintain the currency and physical condition of print stock to a high standard
- To measure resource performance and use this data in the management and development of services and stock provision
- To maximise the use of resources by the whole community through display, promotion and reader advisory services
- To provide targeted collections in partnership with other organisations where appropriate

### 3. Background

#### **Responsibility for library stock and collections**

Overall responsibility for the collections rests with the Head of Culture and Service Improvement.

Responsibility for resource selection and ordering rests with the Stock and Promotions Manager and the Information and E-Services Manager, whether this is accomplished through manual selection online or supplier selection processes based on library profiling.

Community Libraries Managers and professional teams have responsibility for the maintenance, presentation and promotion of collections locally.

#### **The consortium**

- The London Borough of Richmond upon Thames is part of a consortium of 12 (currently) library authorities across the South East (SELMS) who have purchased the same library management system and maintain a joint library catalogue.
- This means that customers holding library cards from the participating authorities are able to view books held in stock by consortium authorities, request them, collect them from any library within the consortium and borrow them with their current library card.
- This service widens the choice of materials that customers can access, allowing them to request items online from home that would previously only have been available via the interlibrary loan system. This helps us to fulfil requests more efficiently.
- Membership of this consortium does not affect the stock policy or buying decisions of the London Borough of Richmond upon Thames Libraries. The priority for us remains serving the local community as set out in our aims and objectives above. The consortium contributes to our aims by offering the community further flexibility and choice.

### 4. Stock supply and selection

#### **Objectives**

- Achieving a range of material within current resources for the use of the local community, accommodating both established and emerging authors and ideas.

- To provide material in the most appropriate formats according to availability, capacity and community need.

### **Collection content**

Stock selection and collection management are co-ordinated across all service points and stock is considered to be a borough wide resource. It is not the property of any single library within the borough. This helps to maximise the depth and range of stock borough-wide.

The library service does not endorse or promote any particular political, religious or social ideology and does not exercise censorship. Library collections should offer the customer the greatest possible freedom of choice and reflect all points of view. Items which have not incurred any penalty under the law will not be excluded merely because they are controversial. Items in stock will not be removed from the shelf based on the personal tastes of readers. This policy is in line with the MLA guidance endorsed by the Chartered Institute of Library and Information Professionals (CILIP) in February 2009<sup>3</sup>.

The London Borough of Richmond upon Thames covers diverse communities with huge variations in age, culture, economic stability, education, lifestyle and aspiration. The stock must address the needs of everyone in the local community, including those who do not currently use the service.

### **Levels of service**

Materials selected for each library will be relevant and appropriate to the needs of the community it serves. In order to make the most effective use of resources not all libraries will provide all services or materials. The collection in any particular library will be based on an assessment of community need, levels of use and its place in the hierarchy of library provision. The latter is determined by grouping libraries into bands.

It is not possible within the resources available for all libraries to have the same level of coverage, in terms of breadth and depth. It is also the case that the physical constraints of existing buildings make it impossible to offer all services and complete stock coverage at every library. Each library has a role as a gateway to the full range of resources available within the local library service and beyond. The library collection is available borough-wide.

### **Library Bands**

Banding of libraries enables customers to better understand the levels of stock and range of services they can expect to find at any particular library within the borough. It also enables automated stock selection based on library band profiles where appropriate.

Libraries are banded in relation to size, levels of usage, active membership, issue figures and local area profiles. The library banding is reviewed every 3 years to allow for changes in population and behaviours.

The London Borough of Richmond upon Thames Lending Libraries are in bands as follows:

#### **Band A**

Richmond Lending  
Twickenham

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<sup>3</sup> [http://www.cilip.org.uk/get-involved/policy/responses/past-consultations/consultations2008/pages/mla\\_controversial\\_material2008.aspx](http://www.cilip.org.uk/get-involved/policy/responses/past-consultations/consultations2008/pages/mla_controversial_material2008.aspx)

East Sheen  
Teddington

**Band B**

Whitton  
Hampton

**Band C**

Ham  
Castlenau  
Hampton Hill

**Band D**

Kew  
Hampton Wick

To see a full explanation of criteria for each library band please go to appendix 1

The London Borough of Richmond upon Thames does not have a large central library in the usual sense. The Richmond Lending Library and Richmond Reference Library are on separate sites due to considerations of space within the buildings available.

**Purchasing procedures**

The library service purchases stock from library and specialist suppliers in line with local Government purchasing guidelines. Materials are thus supplied with much of the processing done, reducing the need for administrative staff to do this in-house.

The majority of book funds are contracted to a principal supplier via the Central Buying Consortium (CBC), currently Askews and Holts for adult and children's lending stock and Bertrams for reference books. This ensures that the library service can obtain discounts and achieve best value. These contracts are monitored and reviewed regularly under the CBC framework.

The London Borough of Richmond upon Thames Library Service currently uses supplier selection, through Askews and Holts, to purchase our new adult and children's lending stock. Selectors at Askews and Holts use detailed profiles of the borough's libraries, created by LBRuT's Librarians, to make up baskets of newly published stock suggested for purchase. These are then checked by LBRuT's Librarians before being passed for submission. Results are monitored via issue statistics and request levels to monitor the effectiveness of this process.

Stock that is not obtained through this route is selected and ordered by dedicated stock librarians for the borough as a whole.

**Adult book selection – main principles:**

**Fiction:**

- Purchasing of a wide range of new and popular fiction titles in both hardback and paperback for all libraries. Some duplication of titles for band A and B libraries. However, where possible, no more than two copies of any one title at band C and D

libraries. Exceptions are made for Top Titles on standing order.

<b>Target % of adult fiction stock purchased in hardback and paperback</b>		
	Band A and B libraries	Band C and D libraries
<b>Hardback</b>	35	30
<b>Paperback</b>	65	70

- Selections of first novels, works of minority interest and works by local authors are purchased to broaden the stock range available and address the needs of the wider community. Some specialist collections/authors/genres are held at specific libraries.
- Books are purchased for major literary prizes and promotions (e.g. Orange, Whittaker, Booker, Costa, TV Bookclub etc). This may include some duplicates of existing stocks but very large numbers of multiples are not purchased as demand is very short term.
- Popular fiction is selected on the basis of the most borrowed authors according to our own figures and also according to the most popular authors ordered by other library services. Existing holdings and past performance of titles and authors are also considered when selecting titles.
- A standing order for copies of the top ten paperback bestselling fiction titles ensures that each time a title enters the chart all libraries receive one or more copies, based on anticipated local demand.
- Fiction in community languages is hired from Bright Books and the selection is changed every 6-9 months depending on usage. This ensures a wider selection for readers and better value for money, as well as enabling the library to alter the languages required easily if necessary.

#### **Non-fiction:**

- Non-fiction selection aims to cover the broadest possible subject coverage to reflect current and potential use by all members of the community. All basic subject areas are catered for (philosophy, religion, social sciences, science and technology, arts, leisure, literature, geography, biography, history etc) in band A and B libraries with some duplication of titles. For levels please see appendix 1.
- In smaller band C and D libraries, it is not possible to sustain the same levels of coverage within the space available. Therefore they will cover the main subject areas of popular interest and material for children's homework projects. Where possible, no more than two copies of the same title will be at band C and D libraries. For levels please see appendix 1.
- Stock is reviewed and individual titles may be moved to other lending libraries to refresh the selection.
- Content, currency and authority are primary criteria when selecting non-fiction stock. Community needs, current holdings and gaps in subject coverage will also be taken into account along with the requirement for the library service to reflect all viewpoints on a subject.
- Collections aimed at minority interest groups are purchased to broaden the stock range and address the needs of wider community. Some specialist non-fiction collections are held at specific libraries.
- Books are purchased for prizes and promotions, this may include some duplicates of existing stock.
- The Local Studies Collection retains out-of-print material relating to the borough.

## **eBooks and eAudiobooks**

- The London Borough of Richmond upon Thames libraries subscribes to eBook platforms and purchases content for these platforms.
- Customers can read eBooks for free via Public Libraries Online over the Internet on their computer screen or a mobile internet device using their Richmond Libraries card. These books are licensed for reading online only and not for download. They are purchased in set collections from publishers.
- eBooks and eAudiobooks can also be reserved and downloaded for free onto computers, compatible mobile devices or eReaders via the Richmond eLibrary (powered by Overdrive) by customers using their Richmond Libraries card. These books are licensed for download and are purchased individually through Overdrive from publishers. The choice of titles and formats is restricted as certain publishers do not currently licence their content for library lending through this model.

## **Items not normally purchased for adult library stock:**

- Excessive duplication. Heavy short-term demand for particular subjects or titles can mean that money is wasted purchasing large numbers of duplicates which are then surplus to requirements before they have worn out. Levels of duplication in subject matter and in individual titles will be monitored to strike a balance between satisfying demand and avoiding waste.
- Budgetary constraints. When considering expensive items, the stock team may consider a cheaper alternative title, should one be available. In some cases purchase may be deferred (e.g. until a cheaper paperback version becomes available).
- Low demand. There may be certain titles or subject areas that can be supplied more satisfactorily or economically by using stock from the consortium or from another library via inter-library loan.
- Poor content or presentation. Stock is often selected from pre-publication lists or reviews so this factor is not always easy to assess.
- Stock containing dated information. Regularly updated or periodical titles in non-fiction are not usually purchased if the information need is better served via electronic sources.
- Unsuitable format. Loose-leaf or workbook format items may not be suitable for lending.

## **Children's book selection – main principles:**

- A range of good quality books are purchased from mainstream publishers to appeal to all age ranges from 0-16 years. Selections are made mainly from the Askews and Holts website.
- Information from specialist publications, TV/radio/newspaper reviews and children's book awards are all taken into account when stock is selected.
- Choices and suggestions from children via reservation lists and stock suggestion cards are also used to guide stock selection, plus Chatterbooks group sessions are used as focus groups for stock selection twice a year.
- Duplicate titles are usually only purchased for one branch if the author is a bestseller like Jacqueline Wilson or Anthony Horowitz. Even then this only applies to band A and B libraries.
- Hardback fiction is normally only purchased for band A and B libraries and this only

- applies to bestselling titles.
- Books are purchased to support regular local promotions such as 'Cover Story' and 'The Current'.
- Reference is made to the demands of the National Curriculum and topics done regularly by local schools when purchasing stock for the children's collections. However, school based reading scheme materials are not generally purchased as they are provided directly by schools.
- The Stock and Promotions Team purchase children's stock for the Dyslexia collections (only in Band A libraries) and the Practical Parenting collection.

In general the London Borough of Richmond upon Thames Library Service makes every effort to purchase:

- Material that is age appropriate
- Material for all levels of reading ability
- Material with attractive and relevant covers
- Durable material with strong spines and bindings and hard-wearing covers
- Material containing positive images representing a range of different ethnic groups, cultures and abilities.
- Material which gives value for money

### **Guidelines on items purchased for children's stock:**

#### **Board Books**

Items need to have clear illustrations/photographs and be of a suitable size with minimal text and rounded corners. They need to be in a sturdy hardwearing format with no flaps and moving parts unless they are very robust. No pop-ups, bath books, buggy books or cloth books are considered suitable.

#### **Picture Books**

These include books for ages 2-5 years as well as for older readers. They need to have good quality text and illustrations and a clear typeface. Pictures and texts should be making sense together. Some dual texts are considered but again flaps and moving parts only if they are robust. Pop-up books are only purchased in exceptional cases. Items need a durable binding (no spiral binding) and should have no removable parts

#### **Children's fiction (approximate age range 8-12)**

A mixture of contemporary and classic texts and popular bestsellers are purchased with easy to read typeface and appropriate, attractive covers and illustrations (where included). Some film/TV tie-ins are considered.

#### **Easy readers (approximate age range 5-7)**

As for the children's fiction parameters but they usually need to be under 48 pages long and have short sentences and simple vocabulary suitable for children who are beginning to read. Illustrations should be of good quality.

#### **Young readers (approximate age range 5-8)**

As for the children's fiction parameters but they usually need to be under 90 pages long and have vocabulary suitable for this age range. Illustrations should be of good quality.

#### **Children's non-fiction and reference**

Items must have an index and contents list, be clearly laid out, factually accurate and up to

date, with some input from an expert source. The illustrations/photographs need to be of good quality. The item must be suitable for the intended age group and be entertaining and interesting. Workbooks or answer books are not purchased.

### **Teen fiction (approximate age range 11-14)**

Items selected reflect relevant current trends and include a variety of formats (including comics/manga).

### **Teen non-fiction**

Items selected reflect the current lifestyles of this group. Material consists of social issues, life skills and leisure interests. Homework resources are in the children's or adult area as appropriate.

### **Young Adult books (approximate age range 15+)**

Items selected reflect relevant current trends and include a variety of formats (including comics/manga). Some items may also be found in the adult stock.

### **Dyslexia collection**

Books for people with specific learning difficulties are found in this collection. It contains large print and graphic books with high interest, suitable for low ability readers. Books published to help people with dyslexia (e.g. Barrington Stoke) and unabridged audiobooks are also purchased.

### **Practical Parenting**

The children's books in this collection aim to introduce new experiences (e.g. going to playgroup) or address issues (e.g. bullying) and they can be used by parents, carers or teachers.

### **Children's and Teen audiobooks**

Items are selected with famous readers and quality delivery in both abridged and unabridged formats. Recordings of popular texts are purchased which are suitably packaged for library use.

## **Audio Visual stock selection – main principles:**

### **Income generating collections**

Adult audio visual collections (music CDs and film DVDs) remain static in each library. These resources carry a hire charge which contributes to income targets and therefore 'blockbusters' may be purchased in multiples. Titles are chosen for their income generating potential and are considered 'browsing collections' which compliment the book stock.

Collections of audio-visual materials (CDs and DVDs) are managed within the constraints of any licence and holdback agreements which determine the availability of materials for purchase and loan.

### **Audiobooks**

Unabridged audiobooks on CD are available for all customers to borrow for free. Supply is mainly from W F Howes (Clipper), Ulverscroft or AudioGo (formerly BBC) as replacement discs and replacement inserts can be supplied at little or no charge.

## 5. Community engagement

### Objective

- To engage with and seek feedback from all sections of the community (via a range of methods) on stock matters and use this as far as possible in the development of resource provision
- To provide targeted collections in partnership with other organisations where appropriate.

Collections held will reflect the current and future needs and demands of users, potential users and local communities; subject to available resources. These needs and demands are identified through community profiles, feedback, suggestion and comments forms, surveys of users e.g. Public Library Users Survey (PLUS), and non-users, focus groups, analysis of stock use and user requests.

### Reservations and suggestions

Lists of customers awaiting reservations are monitored regularly and additional copies of titles are purchased according to reservation demands. The cost of the title and the likely future demand after the reservation has been satisfied are considered here. If the cost is prohibitive or the addition of extra copies unjustified by future demand the reservation may be filled by consortium or inter-library loan stock after consultation with the requestor.

Stock suggestion forms sent in by customers are a mechanism by which local people can help to shape the stock. They are evaluated by the stock librarians and acted upon accordingly with any purchases based on the usual criteria outlined above. Supply of items in response to suggestion forms is not guaranteed as they are not reservations.

### Community involvement

Some areas, such as community language stock are managed in conjunction with consultation groups of relevant local people in order to assess demand and maintain standards. This is particularly necessary when working with stock that cannot necessarily be read and therefore evaluated by staff members.

In some cases, such as with children and young people, the library staff may accompany groups (e.g. from a local school) on trips to purchase stock for particular library collections. This helps the service to provide what local people want and engage with service users and non-users.

The London Borough of Richmond upon Thames Library Service works with local partners to provide targeted collections and promotions for the community whenever possible.

### Donations

The London Borough of Richmond upon Thames Library Service would be pleased to accept donations from the general public at the discretion of the stock librarians and library managers.

Donations will be accepted if they meet the standards that are applied to purchased stock.

The library would welcome donations in the following areas:

- Current editions of non-fiction books
- Books that are less than 5 years old for general stock
- Hardback fiction books

- Mint condition paperbacks
- Reference, local history and archive materials. Please contact the Reference or Local Studies Librarians to discuss items of this type.

Sometimes donations will not be acceptable and this is in most cases due to one or more of the following:

- The library already has the item and does not need more copies or have the space for them
- The items are not in acceptable condition or are not current
- The item is not considered to be in sufficient demand
- The content or format is unsuitable and does not fit with our policy
- Staff are unable to assess content due to language. In this case it is possible items may be considered by appropriate customer consultation groups
- DVDs purchased for home use are not acceptable as donations because libraries can only lend rental copies that are specifically licensed for the purpose.

All items donated to the library service will be evaluated before being added to the stock. Items may be added to any one of LBRuT's libraries and may also be transferred to another library or discarded at a later date. Unsuitable donations or those excess to requirements may be discarded or offered for sale, either directly to the public or via our contract with Better World Books.

## 6. Collection maintenance

### Objective

- To maintain the currency and physical condition of print stock to a high standard

### Stock editing

In any library constraints upon space mean that as new stock is purchased and added to the shelves a proportion of old stock must be removed to accommodate it. This weeding process is also vital for maintaining the currency, relevance and physical condition of the collection.

Stock is targeted for **removal** based on the following criteria:

- If out of date, inaccurate, superseded or irrelevant (no children's non-fiction book over ten years old should be on shelf)
- If it is damaged, tatty, has parts missing, is stained or smelly or has deteriorated through usage
- If it is not being sufficiently used (see section on standards and performance) or there are excessive copies in the system

Items may be considered for **replacement** based on the following criteria:

- Popular author or title still in demand (these may be replaced by a new edition)
- 'Classic' titles that customers expect to find in stock
- If the title is still the best one on the subject and has not been superseded and the subject is still required

Sometimes an item should be replaced but has become unavailable, or replacement is not economically viable. In these cases items may be rebound if possible.

Items may be **transferred** to another library based on the following criteria:

- If books on that subject or by that author are known to be popular in the receiving library and not already in stock (or duplication is considered justified)

- If a current edition is to replace an older one
- If it is in better condition than the copy it will replace
- If the condition of the item suggests it will give at least one years further usage
- If it satisfies the criteria for transfer to the store

A weeding rota and log is kept to ensure stock librarians visit each library on a regular basis to carry out stock weeding and editing. Stock lists produced by our SmartSM software are also used locally to monitor stock and edit the shelves. This is a rolling programme and is supplemented by ad-hoc visits by individual stock librarians or visits in response to a request from library managers.

### **Stock withdrawal and disposal**

Items that are removed from library shelves are disposed of in a variety of ways depending upon their condition.

Items in good condition but no longer required for library stock (due to age, currency etc) may be offered for sale for a limited period of time directly to the public via the library website. Alternatively, these items may be offered to other organisations to sell or charities requiring books, either in the UK or overseas. Richmond upon Thames Library Service is currently working with Better World Books, an organisation which takes all saleable condition discarded library stock to sell, and returns a percentage of the profit to the library service whilst also donating a percentage to literacy charities.

Items in poor physical condition containing out of date information will be withdrawn and discarded. This is particularly important in terms of items containing, for example, medical or legal information as passing on out of date information in this case could be dangerous. No discarded children's non-fiction items more than ten years old will be sold. Discarded stock will be recycled wherever possible.

### **Library store**

In the course of stock editing, items are sometimes removed from the open shelves and relocated to the library store area which is in the basement of Twickenham Library. The criteria for this decision are as follows:

- Items of local interest or by local authors
- The item is in poor condition but cannot be replaced (e.g. out of print) or rebound but is still in demand
- If the item contributes to our coverage of a subject or author for which there is known to be a continued demand.

Items in the final category would usually be kept in the central library where there is space to house them but as the London Borough of Richmond upon Thames does not have a large central library it is sometimes economical to use the store for this purpose rather than repeatedly requesting an item from the consortium or through inter-library loan.

## **7. Performance and collection development**

### **Objective**

- To measure resource performance and use this data in the management and development of services and stock provision

The library service needs to measure the performance of stock to ensure that our most important resources are in the right place to gain maximum use by customers. Performance measurement helps the Stock and Promotions Team to prioritise spending on stock. It also helps staff to identify areas where resources are needed, to take account of customer demand and maintain a range of stock coverage.

Stock with low use/demand is reviewed by the stock team. Under-performing items may be reallocated to another location, replaced with another title in the same subject area, discarded or put in store if they fit the store criteria. The range of stock is, however, particularly important in relation to non-fiction stock. Discarding items on the grounds of low usage must be balanced against the need to hold a wide range of available stock for the community. Some stock will be retained at the discretion of stock librarians even if it does not meet high performance targets.

### **Performance targets and measures**

The London Borough of Richmond upon Thames Library Service measures performance of stock by benchmarking against our own performance year on year and that of other comparable authorities. Targets are set based on these measurements. Areas to measure are shown in appendix 2.

Targets for library bands are shown in appendix 3 and are mainly taken from the National Acquisitions Group (NAG) Supply specification guidelines: Best practice for public libraries, 2007.

Data on stock performance and issues at all libraries is analysed by the Stock and Promotions Team on a six-monthly basis to aid with editing and purchase.

## **8. Maximising the use of resources**

### **Objective**

- To maximise the use of resources by the whole community through display, promotion and reader advisory services

### **Diversity and access**

Collections should be accessible to all sections of the diverse communities of the London Borough of Richmond upon Thames and reflect equality of opportunity. Collections are arranged and presented wherever possible in a way that shows material to its best advantage (e.g. Face-on display, targeted displays and promotions) and enables customers to see what is available more easily. Collections are user-focussed and the large majority are open access.

Materials that are not on open access are those in the library store and some of those in local studies. Items in the library store are there for reasons of space, condition and lower demand and can be requested from any library or fetched straight away by staff if they are in the same building as the enquirer. All the store items are on the catalogue. Some local studies materials are delicate and/or valuable and are therefore kept on closed access in a climate controlled environment but members of the public can consult the local studies staff and items can be brought out for perusal within the local studies area.

All libraries provide access to adult and children's lending stock, reference resources, items for visually impaired users (large print and audiobooks) in electronic, printed or audio format. The

public access catalogue is available at all service points and also via the internet so customers may consult it remotely. In addition selected libraries provide access to collections targeted as specific parts of the community such as quick reads for reluctant readers and books in community languages.

Customers have access to further collections primarily through the consortium stock available on the online catalogue and then through the inter-lending scheme which covers the UK, including the British Library.

Access to the Internet for information and enquiries is available free at all service points.

### **Access to children's stock**

Materials for children are held in separate, clearly defined areas in all libraries. When purchased, a decision is made as to where the item should be sited in terms of suitability for age group and/or reading level. Teen areas are in the adult library where at all possible. Books and other materials from the general library collection may be borrowed by children. Library staff will take every care that children do not consult or borrow materials that may be considered unsuitable, however, responsibility for the use and loan of adult material rests ultimately with the parent or guardian.

Library staff have a legal duty to uphold the provisions of the Video Recordings Act 1993 with regard to the hire of age-restricted DVDs and may refuse to allow any DVD to be hired by any individual without proof of eligibility.

### **Housebound library service**

A home library service is in operation within the borough for local people who are not able to physically visit a library themselves. Each library serves users within its catchment area. A range of stock is provided for these users according to their needs and requests. Most of the stock for users is provided from existing stock, including large print and audiobook stock. The large print stock is rotated between all libraries to refresh the collections. In addition, access to the full range of library stock is possible through the library catalogue and request service. Deposit collections are also available in certain residential homes around the borough. These are administered and maintained by the local library.

### **Promotion**

Wherever possible, materials are presented in the most helpful way for customers, for example, using specific furniture to display items face on, making them easier to browse. Displays are also put together with readers in mind and aim to be reader focussed rather than stock focussed. This means, for example, putting together items offering a similar reading experience rather than simply grouping items based on genre or cover art.

A rolling programme of temporary displays is active throughout all libraries and these often follow a calendar of events, supporting and promoting prizes such as the Booker, promotional periods such as Family Learning Week and National Storytelling Week and also Richmond Libraries' own events programmes.

### **Stock movement**

Stock is moved around in order to maximise its use by the community. Two of the main methods for doing this are transfer and circulation rotas. Many individual titles are considered on a case by case basis during stock weeding for transfer to another library to extend their useful lives, thereby obtaining maximum value for our investment.

The London Borough of Richmond upon Thames Libraries also uses circulation rotas to move selected stock such as audiobooks and large print between libraries. Titles for circulation are transferred between libraries automatically without the need for excessive staff intervention which can be time consuming. The reasons for having stock circulation rotas are:

- To provide a greater variety of titles and subject material at each participating library
- To provide value for money from stock by making it work harder

Once stock on a circulation rota has been around all participating libraries it is reviewed with a view to being integrated into permanent stock at one library, transferred to store or discarded.

The only items of children's stock that are on a circulation rota are the audiobooks, which rotate on a three monthly basis.

## 9. Appendix 1: Library banding criteria

### **Band A libraries**

Type: Town libraries, situated in areas acting as local centres for shopping, services and schools<sup>4</sup>.

Opening hours: Full time

Community: Over 15,000 people

Issues: Over 150,000 PA

Active membership: Over 6,000

Collections:

Purpose – information, recreation, education, culture

Audience – popular, professional, school, college/university, adult learner, BME, emerging reader, visually impaired

Level – introductory, intermediate, advanced

Academic level – up to and including some popular undergraduate level material

### **Band B libraries**

Type: Community libraries, situated in larger urban and suburban communities. Serve a wider community accessing shopping, services and schools<sup>5</sup>.

Opening hours: Full time

Community: Under 15,000 people

Issues: Between 100,000 and 150,000 PA

Active membership: Between 3,000 and 6,000

Collections:

Purpose – information, recreation, education, culture

Audience – popular, school, college, adult learner, BME, emerging reader, visually impaired

Level – introductory, intermediate

Academic level – up to and including A-level material

### **Band C libraries**

Type: Village libraries, serve the needs of the immediate community only. Usually remote from other service points<sup>6</sup>.

Opening hours: Part time

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<sup>4</sup> National Acquisitions Group (NAG) *Supply specification guidelines: Best practice for public libraries*, 2007

<sup>5</sup> National Acquisitions Group (NAG) *Supply specification guidelines: Best practice for public libraries*, 2007

<sup>6</sup> National Acquisitions Group (NAG) *Supply specification guidelines: Best practice for public libraries*, 2007

Community: Under 15,000 people  
 Issues: Over 40,000 PA  
 Active membership: Over 1,600

Collections:

Purpose – information, recreation, education

Audience – popular, school, college, adult learner, BME, emerging reader, visually impaired

Level – introductory, intermediate

Academic level – up to and including GCSE level material

### **Band D libraries**

Type: Neighbourhood libraries, situated in small suburban communities. Serve the needs of the immediate community only<sup>7</sup>.

Opening hours: Part time

Community: Under 15,000 people

Issues: Under 40,000 PA

Active membership: Under 1,600

Collections:

Purpose – information, recreation, education

Audience – popular, school, adult learner, BME, emerging reader, visually impaired

Level – introductory, intermediate (via rotation collections)

## **10. Appendix 2: Performance measurement areas**

<b>Areas of performance measurement</b>	<b>Method</b>
<b>General</b>	
Number of active borrowers per 1000 population	Library Management System (LMS)
Total Materials stock per 1,000 population i) Books and ii) Audio, Visual, Electronic and other items	LMS
Total material acquisitions per 1,000 population i) Books and ii) Audio, Visual, Electronic and other items	LMS
Time taken to replenish the lending stock on open access or available for loan.	LMS
Number of issues - books	LMS
Number of issues – audio, visual, electronic and other items	LMS
Total number of requests	LMS
Request satisfaction rates (time)	LMS
<b>Adult lending stock</b>	
Stock turn (Book issues / Books available for loan, broken down by stock type – Adult fiction / Adult non-fiction)	LMS
Six-monthly analysis of issue figures for rota stock	LMS
Analysis of issue figures/take-up of specially promoted stock (particularly in relation to national promotions)	LMS

<sup>7</sup> National Acquisitions Group (NAG) *Supply specification guidelines: Best practice for public libraries*, 2007

Range and quality of stock - fiction	SmartSM
Range and quality of stock – non-fiction (usage figures for subject sections)	SmartSM
Percentage of users who think the choice of books is 'very good' or 'good'.	Survey
Usage figures for downloadable e-books and downloadable audio books	Overdrive
Number of housebound reader visits	LMS
Percentage of users of the 'at home' service classing the choice of materials as 'very good' or 'good'.	Survey
<b>Reference stock</b>	
Number of searches of online information databases and subscription based content provided by the service	LMS, website and online resources
<b>Children's stock</b>	
Stock turn (Book issues / Books available for loan, broken down by stock type – Children's fiction / Children's non-fiction)	LMS
Percentage of girl starters who complete the Summer Reading Challenge	Staff
Percentage of boy starters who complete the Summer Reading Challenge	Staff
Percentage of Bookstart packs, Stages 1/2/3, delivered to children in the relevant age group	Staff
Percentage of, under 16s, that think the books are 'good'	Survey

## 11. Appendix 3: Performance targets for library bands

### Targets - Band A Libraries

(Richmond, Teddington, Twickenham, East Sheen)

Adult stock	Target average annual take up	Minimum issues - guide	Standards and targets
Ratio of fiction to non-fiction 40:60			
Ratio of paperback to hardback fiction 65:35			
Fiction	50%	6 per annum	Poor performance = no issues in last year
Non-fiction	35%	2.5 per annum	Poor performance = no issues in last 18 months No travel guides older than 3yrs Annual publications = current and previous year only
Large print	45%	3 per annum	Ratio of fiction to non-fiction 10:1 15% of stock to be transferred and replaced per annum
Community languages		3 per annum	
Language courses		2 per annum	

Graphic novels		6 per annum	
Talking books	35%	4 per annum	
Young adult	35%	3 per annum	
Adult reference stock	To account for 3% of branch stock		
Store			
<b>Children's stock</b>			
Ratio of fiction to non-fiction 70%-30%			
Junior fiction, picture books and board books	60%	4 per annum	Poor performance= no issues in 1 year
Junior non-fiction	35%	2 per annum	Includes dyslexia collection and practical parenting collections
Teen fiction	55%	3 per annum	Poor performance= no issues in 1 year
Teen Non-fiction	35%	2 per annum	Poor performance= no issues in 1 year
Talking books	50%	4 per annum	Poor performance= no issues in 1 year
Large Print	40%	3 per annum	Poor performance= no issues in 1 year

**Targets - Band B Libraries**  
(Whitton, Hampton)

<b>Adult stock</b>	<b>Target average annual take up</b>	<b>Minimum issues - guide</b>	<b>Standards and targets</b>
Ratio of fiction to non-fiction 50:50			
Ratio of paperback to hardback fiction 65:35			
Fiction	50%	6 per annum	Poor performance = no issues in last year
Non-fiction	35%	2.5 per annum	Poor performance = no issues in last 18 months No travel guides older than 3yrs Annual publications = current and previous year only
Large print	45%	3 per annum	Ratio of fiction to non-fiction 10:1 15% of stock to be transferred and replaced per annum
Community languages		3 per annum	
Language courses		2 per annum	
Graphic novels		6 per annum	
Talking books	35%	4 per annum	
Young adult	35%	3 per annum	

Adult reference stock	To account for 3% of branch stock		
<b>Children's stock</b>			
Ratio of fiction to non-fiction 70%-30%			
Junior fiction, picture books and board books	60%	3 per annum	Poor performance= no issues in 1 year
Junior non-fiction	35%	2 per annum	Poor performance = no issues in 1 year. Includes dyslexia and practical parenting
Teen fiction	55%	3 per annum	Poor performance= no issues in 1 year
Teen non-fiction	35%	2 per annum	Poor performance = no issues in 1 year
Talking books	40%	3 per annum	Poor performance= no issues in 1 year
Large Print	35%	2 per annum	Poor performance = no issues in 1 year

**Targets - Band C Libraries**  
(Ham, Castelnau, Hampton Hill)

Adult stock	Target average annual take up	Minimum issues - guide	Standards and targets
Ratio of fiction to non-fiction 60:40			
Ratio of paperback to hardback fiction 70:30			
Fiction	35%	4 per annum	Poor performance = no issues in last year
Non-fiction	30%	2 per annum	Poor performance = no issues in last 18 months No travel guides older than 3yrs Annual publications = current and previous year only
Large print	30%	3 per annum	Ratio of fiction to non-fiction 10:1 15% of stock to be transferred and replaced per annum
Community languages		2 per annum	
Language courses		1 per annum	
Graphic novels		3 per annum	
Talking books	30%	2 per annum	
Young adult	30%	2 per annum	
Adult reference stock	To account for 1% of branch stock		
<b>Children's stock</b>	<b>Target average annual take-up</b>	<b>Minimum issues-guide</b>	<b>Standards and targets</b>

Ratio of fiction to non-fiction 70%-30%			
Junior fiction, picture books and board books	35%	2 per annum	Poor performance= no issues in 18 months
Junior non-fiction	25%	1 per annum	Includes dyslexia collection and practical parenting collections Poor performance= no issues in 18 months
Teen fiction	35%	1 per annum	Poor performance= no issues in 18 months
Teen Non-fiction	25%	1 per annum	Poor performance= no issues in 18 months
Talking books	25%	2 per annum	Poor performance= no issues in 18 months
Large Print	25%	1 per annum	Poor performance= no issues in 18 months

**Targets - Band D Libraries**  
(Kew, Hampton Wick)

<b>Adult stock</b>	<b>Target average annual take up</b>	<b>Minimum issues - guide</b>	<b>Standards and targets</b>
Ratio of fiction to non-fiction 65:35			
Ratio of paperback to hardback fiction 70:30			
Fiction	30%	4 per annum	Poor performance = no issues in last year
Non-fiction	25%	2 per annum	Poor performance = no issues in last 18 months No travel guides older than 3yrs Annual publications = current and previous year only
Large print	25%	3 per annum	Ratio of fiction to non-fiction 10:1 15% of stock to be transferred and replaced per annum
Community languages		2 per annum	
Language courses		1 per annum	
Graphic novels		3 per annum	
Talking books	25%	2 per annum	
Young adult	25%	2 per annum	
Adult reference stock	To account for 1% of branch stock		
<b>Children's stock</b>			
Ratio of fiction to non-fiction 70%-30%			
Junior fiction, picture	35%	1 per annum	Poor performance= no

books and board books			issues in 18 months
Junior non-fiction	20%	1 per annum	Includes dyslexia collection and practical parenting collections
Teen fiction	35%	1 per annum	Poor performance= no issues in 18 months
Teen Non-fiction	20%	1 per annum	Poor performance= no issues in 18 months
Talking books	20%	1 per annum	Poor performance= no issues in 18 months
Large Print	20%	1 per annum	Poor performance= no issues in 18 months