

Halton Library Service Stock Policy 2011



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1 Introduction

Halton Library Service consists of four libraries (two large and two small), a mobile library service and a small satellite library. Through these six libraries we aim to provide a breadth of stock that will meet the needs of all sectors of the local community and will encourage new users. We view stock as a dynamic, service-wide resource rather than as the property of one particular library and as such stock is considered the key asset of the library service; an asset that allows us to support and actively work towards the vision and priorities of Halton Borough Council:

1.1 Halton's Vision

"Halton will be a thriving and vibrant Borough where people can learn and develop their skills; enjoy a good quality of life with good health; a high quality, modern urban environment; the opportunity for all to fulfil their potential; greater wealth and equality, sustained by a thriving business community; and safer, stronger and more attractive neighbourhoods."

1.2 The Council Priorities

- A healthy Halton
To create a healthier community and work to promote well-being, a positive experience of life with good health (not simply an absence of disease), and offer opportunities for people to take responsibility for their health with the necessary support available.
- Halton's Urban Renewal
To transform the urban fabric and infrastructure. To develop exciting places and spaces and to create a vibrant and accessible Halton - a place where people are proud to live and see a promising future for themselves and their families.
- Employment learning and skills in Halton
To create an economically prosperous Borough that encourages investment, entrepreneurship, enterprise and business growth, and improves the education, skills and employment prospects of our residents and workforce so they can share in all the opportunities Halton affords.
- Children and young people in Halton
To ensure that in Halton children and young people are safeguarded, healthy and happy, and receive their entitlement of high quality services that are sensitive to need, inclusive and accessible to all.
- A Safer Halton
To ensure pleasant safe and secure neighbourhood environments, with attractive, safe surroundings, good quality local amenities, and the ability of people to enjoy life where they live.

Stock management is the management of the whole cycle – this includes knowing what is needed; using information sources well; selecting to meet

needs; managing the deployment, rotation, promotion and use of stock; utilising management information on its use, to relegation or disposal.

2 Statutory Duties and Legal Constraints

Halton Libraries aims to serve the cultural, educational, informational and recreational needs of the people of Halton. This is in line with the Public Libraries and Museums Act 1964, which describes the general duty of a library authority as:

'To provide a comprehensive and efficient library service for all persons desiring to make use thereof....'

And to ensure this is fulfilled:

'By the keeping of adequate stocks, by arrangements with other library authorities, and by other appropriate means, that facilities are available for the borrowing of or reference to, books and other printed matter, and pictures, gramophone records, films and other materials, sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children'.

The stock management policy for Halton has been formulated with this and other guidance available.

3 Community Profile

The spending of the book fund is targeted as far as possible at all sectors of the community and we give due consideration to any changes in demographics.

3.1 Key facts about Halton

- Halton's population is 119300
- 20.2% of the population are 0-15 year olds
- 65.4% of the population are 16-64 year olds
- 14.4% of the population are 65+ year olds. This category has a projected growth of 43% over the coming 12 years
- Halton is considered a deprived borough with 37% of households being considered as 'hard pressed'. However, it also has 27% of households which are considered to be 'comfortably well off'
- 53% of Halton's population claim Job Seekers Allowance. This is above the national average
- 1 in every 5 16-64 year olds claim out of work benefit

- 9% of 16-18 year olds are Not in Education, Employment or Training (NEET)
- 97.7% of Halton is white
- 83.8% of Halton is Christian
- In 2009, there were 130 overseas nationals registered in Halton, 50% of which are from Poland
- Halton's life expectancy is lower than the regional and national averages. The main causes of death are heart disease and cancer

In depth analysis of the borough's demographic profile can be found on the council's website – www.halton.gov.uk.

3.2 Library Ward Profiles

We also take into consideration the individual ward profiles of each of the four libraries when purchasing and rotating stock in order to meet the individual needs of each area and to achieve the most out of our libraries and stock.

Ward profiles are constantly being updated by the council's Intelligence department and, as such, we regularly update our policies in order to be in line with any demographic changes.

3.3 Key Target Groups

We recognise that people throughout their lives have different leisure, learning and information needs as they move through education and work, and then into retirement.

The following 2 groups are seen as having very specific age-related needs:

Young people

Halton Library Service regards its services to children and young people as being of high priority and will provide book stock appropriate for all age groups at every library.

Older people

We are sympathetic to the changing needs of people as they grow older, and in our stock provision and display we strive to respond to these needs.

4 Principles Underlying the Stock We Hold

The stock held by the libraries aims:

- To provide a balanced range of up to date books and other materials suitable for a wide range of age levels, abilities and needs.

- To encourage an awareness of the pleasure of reading
- To assist in literacy development and improve reading standards
- To provide means of extending and dispersing cultural awareness
- To support learning and studies and meet educational requirements with support material.
- To support Lifelong Learning and personal development
- To encourage positive and creative use of leisure time, provide entertainment and relaxation
- To meet the needs of a diverse society and provide an equitable service
- To provide access to a wide range of information to allow people to be more informed citizens
- To encourage people to make more adventurous choices in their reading by introducing new authors
- To continuously identify and meet the needs of people who do not currently use our service

In order to achieve these aims, a well-managed stock of the highest quality is provided in every library. It will be fit for its purpose, physically acceptable and well presented.

5 The Range of Stock the Library Service Will Hold

The range of stock held by Halton libraries is wide and consists of the following:

- Adult fiction hardback and paperback
- Adult non fiction hardback and paperback
- Junior fiction hardback and paperback
- Junior non fiction hardback and paperback
- Books to meet specific needs
- Reference books (we are moving towards electronic information sources where applicable as certain items become unavailable in hard copy)
- Reference CD-ROMs
- Talking books for adults and juniors on CD
- Feature film DVDs
- Special interest DVDs
- Large print paperback and hardback
- Periodicals and newspapers
- Maps
- Atlases
- Community information
- Public acts
- Local studies resources
- Language CDs

- E-books – currently investigating this service
- We recognise readers' changing needs for books and other materials

6 Stock Selection

The key aim in selection is the satisfaction of existing and potential customers.

6.1 Sources of Information Used to Select Stock

- Internet selection using supplier websites
- Supplier selection
- 'The Bookseller'
- Publishers catalogues
- Reservation selection
- Stock purchase suggestion scheme

Selection based upon known demand is a primary consideration which is to be balanced with acquiring the maximum range. The stock management statistics produced for each library test demand against current stock provision and provide guidelines for selection in each of the broad interest categories used in Halton Libraries. This helps to guide how many books to select on each subject each year.

Stock revision is an important process of selection - reviewing stock on shelves, using management information from KOHA and SMART SM to see how stock is performing. We believe it is vital for all staff to be involved in stock revision and our librarians play a key role.

6.2 Criteria for Inclusion and Exclusion of Materials

Demand for materials and the needs of the communities in Halton are at the forefront of our stock selection process.

6.2.1 General Selection Criteria

When selecting stock, staff use the following criteria:

- Usefulness of each item - will it add a new dimension to our existing stock or is it duplication? In this context each book is assessed according to its contribution to an efficient stock, aiming at attracting as many actual and potential users as possible. Accuracy, relevance and currency of the information are also considered.
- Price - this should be considered in relation to the format and presentation and whether it's too expensive to justify purchase.
- Format and presentation - Stock should not be excluded from selection merely because of unusual or difficult formats. However if in our

judgement this overrides other selection criteria then the item may not be selected. Physical appeal and strength of the book; and clarity of layout are important.

- Production quality
- Content - The accuracy and quality of the contents are a major consideration together with the credentials of the author and publisher, also the use of illustration, inclusion of contents page and index and the country of publication.
- Local needs and existing resources
- Whether the item will help, lifelong learning, job opportunities, skills creation and development and social exclusion.

6.2.2 Adult Fiction Selection Criteria

- New authors and multiple copies of bestselling authors
- Titles that will excite, relax, broaden the mind and encourage reluctant readers
- An emphasis on paperbacks as this is the preferred format of our customers and ensures efficient use of the book fund
- All libraries will contain popular 'genre' fiction. Smaller libraries will have greater emphasis on this, whilst larger libraries will also supply first time authors
- Prize winner and short listed titles along with TV tie-in promotions will be supported by our library service
- There will be a representation of all the major 'classics' in the larger libraries
- Fiction titles will be ordered in advance to ensure they are available for loan and request as titles are being promoted in bookshops
- Multiple copies of selected paperback contemporary titles will be purchased in order to fully support the Reading Groups of Halton Libraries
- Large Print fiction is purchased via standing order. All titles purchased are single copies and are rotated between libraries

6.2.3 Adult Non-Fiction Selection Criteria

- All non-fiction stock is selected to primarily meet the formal and informal learning needs of the Halton community. Therefore, it should cover the broadest possible subject coverage and have potential use by all the community
- Multiple copies of non-fiction purchased if demand necessitates this e.g. popular biographies
- An emphasis on paperbacks as this is the preferred format of our customers and ensures efficient use of the book fund
- The smaller libraries stock general non-fiction whilst larger libraries will stock both general and more specific and academic non-fiction

- We aim to work closely with Adult Learning tutors and to provide textbooks suitable for Adult Learning courses
- Non-fiction titles will be ordered in advance to ensure they are available for loan and request as titles are being promoted in bookshops
- Non-fiction stock will be rotated around the libraries in order to ensure the potential use of the stock is fully maximised
- Large Print non-fiction is purchased via standing order. All titles purchased are single copies and are rotated between libraries

6.2.4 Reference Selection Criteria

- Information and reference materials are selected to compliment our lending stock and are intended to be accessible at all times. Therefore, these collections are not for loan.
- The two larger libraries are the principle sources of reference and information stock. The reference stock in Ditton and Runcorn is intended to answer quick reference enquiries.
- Collections are made up of books, maps, periodicals, pamphlets and increasingly online information. The provision of electronic material will inevitably increase, to support the increasing demand from the public for online access. This information is up to date and available 24 hours.
- Periodicals are continuously reviewed in order to ensure that we purchase relevant titles required by residents of Halton.
- A standing order for selected reference titles ensures that new editions are added automatically. This list is updated annually by the Reference and Information Officer. We also use supplier websites and book buys for reference stock.

6.2.5 Local and Family History Selection Criteria

- The local and family history collection aims to preserve and promote the history and cultural heritage of Halton and to meet the needs of those wishing to research local and family history.
- Halton Lea Library houses the main collection of local history stock relating to Runcorn and Widnes Library houses the main collection of local history stock relating to Widnes. Ditton and Runcorn have a small selection of the more general and popular local history books.
- Access to resources will be made available online where possible and we are committed to extending the digitisation of local stock including collection of images made available via the Picture Halton website.
- Items of stock are selected by the Reference and Information Officer. They are selected from local publications and catalogues and through local contacts in the Historical Society.
- Items are purchased in printed formats, maps periodicals and microfilm. They are only purchased if deemed to be of relevant historical value to the community of Halton.

6.2.6 Children and Young People Selection Criteria

- Children and young people's stock is purchased in order to meet the leisure, information and study needs of 0-17 year olds in Halton.
- Stock is ordered in a number of formats including board books, picture books, large print books and spoken word.
- Stock is selected with the aims of cultivating the use and understanding of language, supporting and promoting literacy and supporting emotional and intellectual development.
- Children's non-fiction titles are bought to reflect subjects taught in the National Curriculum in order to provide greatest possible homework support and to help children and young people pursue their interests.
- We continuously aim to meet the needs of the local community and, as such, we have a range of children's dual language and specific needs books and books that reflect the positive values of a multi-cultural and diverse society.
- All children's and young people's stock will be ordered in advance to ensure they are available for loan and request as titles are being promoted in bookshops.
- All children's and young people's stock will be rotated around the libraries in order to ensure the potential use of the stock is fully maximised.
- Promotional collections are purchased to support various schemes including the annual Summer Reading Challenge. We also purchase specific collections of books for the young people's reading groups.
- We aim to purchase new authors, award winning titles as well as bestsellers

6.2.7 Sound and Vision

We provide the following:

Audio books on CD
Bought on standing order

DVD's – feature film and special interest
These are bought using supplier selection and are self-funded.

As new formats develop, we are constantly reviewing what we supply. We are currently carrying out research as to the viability of having an audio download and e-book service.

To maintain the budget for these items we concentrate on new titles and do not have a replacement policy.

7 Procurement

7.1 North West Consortium

Halton is part of a consortium for purchasing with North West and Yorkshire authorities. Contracts with Library Suppliers are awarded every three years following a tender process. Our inclusion in this consortium ensures that we get competitive discounts from the supplier for the supply and processing of new stock.

Orders are placed using our Library Management System, KOHA and EDI is used to transmit these orders quickly and efficiently. Orders are also placed via the Internet, by contacting suppliers direct and where applicable through local bookshops.

7.2 Ordering Items

Certain items are ordered in advance and this is made available to the public so that they can reserve the books in advance.

7.3 Requests

We endeavour to ensure that if materials are unavailable in the library that they can be obtained from other sources for a small charge. All stock, which is reserved, is considered for purchase, though we set the following price limits:

In print = £30 or under

Amazon used = £20

If an item is unavailable to buy/beyond our remit then we offer our Inter Library Loan Service via British Library for non-fiction items. We charge a small administration fee for this.

7.4 Customer Involvement

We welcome customer and staff stock suggestions via feedback forms, online stock suggestion forms and informal verbal feedback. All stock suggestions are then considered against the above selection criteria.

As part of recent projects, young volunteers have been involved in selecting books for the teenage collection.

7.5 Processing

Stock arrives ready serviced by the suppliers with jackets, barcodes, date labels and security triggers. Supplier records are loaded into our catalogue to speed up the ordering and cataloguing process.

7.6 Deployment

The stock is sent out to libraries as quickly as possible via the library courier service. There are 3 van deliveries a week to ensure that our stock is circulated to the public as quickly as possible and works hard.

The catalogue on KOHA contains all materials available within the library service, including reference materials whose titles are abstracted. This is available in the libraries and online.

8 Management of Stock

This includes the editing of stock and the decisions as to balance, suitability, needs etc. in relation to our standards and targets, also the compiling of policies regarding maintenance and the areas of transfer, binding, repair and withdrawal.

8.1 Performance Monitoring

To ensure that the stock provided is what the community wants we monitor our performance through various methods:

- Management information
- Shelf failures for all types of stock are recorded and passed to the appropriate stock specialist who will endeavour to fill gaps
- Staff feedback on what is asked for / used a lot.
- CIPFA Plus surveys
- Stock suggestion for the public

To enable our stock to be of the best quality we ensure that stock is reviewed on the shelves regularly to check that it is in good condition and up to date.

All staff when reviewing stock use the following criteria:

- Currency and validity of subject matter. Is subject matter dated?
- Issue pattern. Is it issuing well?
- Age of stock

- Availability of a new edition
- Physical condition. Is it in reasonable physical condition? If possible efforts should be made to refurbish it.
- Subject balance

All staff have a role to play in the process of editing and maintaining the stock. The removal from circulation of material which is out of date, duplicated or in need of rebinding or repair is an integral part of routine activities such as shelving or discharging books. All staff are encouraged to become actively involved in the process and receive the necessary training.

8.2 Circulation

Circulation of stock ensures that customers see the widest range of titles and that maximum use is made of every item purchased; books are regularly moved between libraries, and this movement also serves to maintain a uniform quality of stock.

In the smaller libraries movement is of particular importance as a means of refreshing the stock and guaranteeing sufficient choice for regular customers. It is also a method of ensuring value for money. We regularly refer back to Library Ward Profiles in order to ensure that the most suitable stock is sent to the correct location to maximise its potential.

Latest ward profiles indicate that there are currently more 65+ year olds living in Widnes and Ditton, more under 15 year olds in the Halton Lea ward and there are more 'hard pressed' families around the larger libraries of Widnes and Halton Lea. Therefore, this information guides how we circulate stock e.g. more basic skills and careers information is directed towards Halton Lea and Widnes libraries.

8.3 Relegation practice

Items of local significance are kept in reserve collections, including borough minutes, agendas, old public acts

There are certain periods of the year when the stock on the shelves becomes tight, for example in the summer. In this instance, temporary stacks can be set up in each library to ensure that the shelves are kept manageable.

8.4 Withdrawal and Disposal of Stock

Our stock is a dynamic collection which is constantly being added to and refreshed by the purchase of new books and transfers. As a result of these

additions and due to books coming to the end of their natural life span, deletions and withdrawals have to be made. We adhere to strict guidelines when withdrawing stock and only librarians and the Stock Officer can authorise deletion after consideration of the following criteria:

- Items which are in poor physical condition.
- Items which have not issued for at least 2 years and have been circulated round all the other libraries.
- Items which are no longer current and include information which is out of date. For example, travel guides are limited to three years old or less.
- Railway collection books which have been discarded after professional evaluation. They will be sold to dealers to ensure that as much income is generated from them as possible.
- We will endeavour to sell all other stock which is withdrawn through book sales.
- Any stock, which fails to be sold by this method, will be sent for recycling or donated to organisations within the local community

8.5 Lost Stock Policy

8.5.1 Overdue Items

There are sometimes problems in retrieving stock from borrowers once it has passed the date for return. We aim to counter this with reminders to borrowers using texts and phone calls. Two reminder letters are also sent, if the book still has not been returned.

8.5.2 Lost and Damaged Items

A charge is made for lost or damaged books. Please see Appendix C for the full policy.

8.6 Donations / Unsolicited Gifts

- We accept donations from members of the public; this is done on the basis that we are not bound to add them to stock. In deciding whether to add a donated item, our selection criteria will apply.

8.7 Stock Security Policies

We aim to minimise stock losses through:

- Security systems
- Vigilant staff

- Monitoring housekeeping processes to ensure that stock is accounted for
- Stock is security tagged

9 Stock Performance

Successful stock management is underpinned by in depth knowledge of different categories of stock and their potential use to a variety of borrowers. It is achieved by:

- Using management and performance information from KOHA and SMART SM
- Reviewing stock

To ensure that stock is working hard and to highlight areas for improvement, we ensure that we have the following information:

Type of Information	Frequency
Issue figures	Quarterly
Reservation figures	Quarterly
Withdrawal figures	Quarterly
Stock Transfer figures	Quarterly
Additions to stock for each category	Annually
Stock suggestions via website	Ongoing
Stock on loan figures	Quarterly
Stock available for loan figures	Quarterly
Staff input	Ongoing
Monitoring requests	Ongoing
Stock Monitoring Programme	Annually
Under performing stock (not issued for 12 months)	Annually
Category performance	Annually / At any time required

In Halton all stock is divided into categories and KOHA provides information on how many issues each category has had, how many items have been purchased for it and for each library. This is invaluable in ensuring that we are buying the necessary quantities of stock.

10 Stock Presentation and Promotion

To ensure that our stock is exploited to its full potential we endeavour to tidy all shelves on a daily basis. Stock is presented in an attractive and accessible manner with face on display where possible. We have Quick Choice display

areas in all libraries which promote up to date, relevant and appealing fiction and non-fiction aimed at attracting both regular and casual library browsers.

Staff are provided with training in stock promotion and reader development in order to add to the customer's reading experience and to fully exploit the stock. We also subscribe to the national 'Frontline' course which advocates and teaches innovative book promotion and merchandising techniques.

11 Literacy

Standards of literacy in Halton are low and the library service aims to support the adult learning classes held in the community. There are collections of easy reading books and of the Quick Reads series in each library aimed at adults and other adult learning textbooks and resources available to support the tutors. We also take part in the annual 6 Book Challenge, which aims to encourage adult readers. We purchase stock to support this.

12 Outreach Collections

These are made available to organisations within the community and the books are changed every 3 months.

13 Reading Group Collections

Multiple copies of book titles are bought in for use by the library reading groups. To maximise the use of the collections, the books are circulated and read by each group. The collection is regularly reviewed and the books added to stock. They are also available for use by reading groups in the community. The number of reading groups is expanding and the books are widely used.

14 Books on Prescription

These are a collection of health books (in multiple copies) which can be "prescribed" by GPs and other health professionals within the borough. They are also available for loan to other library users. There is a collection in each library and the use is regularly monitored.

Books on Prescription is a shared initiative between Halton Libraries and Halton and St Helen's PCT. It enables us to work towards the council's priority of a Healthy Halton.

15 Railway Collection

Halton Libraries holds an extensive Railway Collection, covering a broad range of British railway books, periodicals and DVDs.

Stock is purchased for this collection as and when new items are published. Stock catalogues and supplier websites are used to facilitate the selection process and the following criteria applied:

- Will this item add new information to the Railway Collection stock?
- Will this item be of use to the users of the Railway Collection?
- Price
- Format

The stock is managed in the same way as other library materials. We only accept donations for this collection if they meet the above criteria and any stock we consider to be irrelevant for the collection we offer to the National Rail Museum in York in the first instance.

Appendices

Appendix A - Transfer Policy

If a book hasn't issued well, is in reasonable condition and you think it may go out at another branch, you can transfer it.

- Only send it to a library which doesn't already have a copy of the book.
- It should be sent to either Halton Lea or Widnes first, unless they already have a copy. Runcorn, Ditton and the Mobile are considerably smaller and therefore fewer books should be transferred there.
- A book can be transferred up to 3 times, if it hasn't gone out well or only had a few issues at its second library, it can be transferred again to a third.

If you are unsure as to whether to withdraw a book or not, please leave it for the attention of the Stock Officer or the Junior and Young Person's Officer.

Appendix B - Withdrawals Policy

Reasons for withdrawing a book

- Book in very poor physical condition – loose or stained pages, broken spines, written on, loose binding.
- If the book is in a reasonable condition, but hasn't issued for **2 years**, even after having been transferred to at least 2 other libraries.

Reasons for keeping a book in stock

- Books should not be withdrawn if their condition is only slightly worn, but are issuing well.
- If a book is the only one on a particularly popular subject in non-fiction, e.g. an illness in the health section, or a country in the travel section. In that case please order a replacement or another book on the subject and withdraw the book when the replacement has arrived or next time you check the shelves.
- Local history books that are no longer in print. If the condition of these books is poor, they should be offered to the Reference and Information Officer for reference stock and not withdrawn, as we cannot replace the titles.

If you are unsure as to whether to withdraw a book or not, please leave it for the attention of the Stock Officer or the Junior and Young Person's Officer.

Appendix C – Lost Stock Policy

Lost or damaged items policy

1. Lost Items

Items that are lost will be charged for at the current replacement cost. If this is difficult to ascertain (e.g. Out of print or local items) consult the Stock Officer or the Junior and Young Person's Officer as necessary.

Charges are to be made to all users of the library whether adult, children or those over the age of 60.

Discretion as to whether the charge is to be remitted wholly, or partly, may be exercised by the Librarian e.g. in cases of genuine hardship or where for example the borrower of the item has died.

When a borrower pays for a lost item inform them that if found they will receive a refund minus £2 administration charge – on production of the receipt.

In the event of a borrower returning an item which was previously reported lost and paid for, it is possible to make a refund with £2 deducted as an administration charge. The refund should be made from the till and a petty cash voucher filled out. The borrower needs to produce the receipt for the lost item in order to obtain the refund.

1.1 The procedure on Koha

1. **Return** all items.
2. Withdraw the books by going into Edit and Delete Item
3. If the borrower is not paying the charge for the lost item immediately, you will need to put a charge on the borrowers' ticket using
4. Charges – Miscellaneous Fees, commenting about the charge, and inputting the amount of the charge.

2. Damaged Items

All books damaged beyond repair will be charged for at the current replacement cost.

No charge will be made for books where the damage has been caused by a child under the age of four.

If an AV item is damaged, how the damage occurred should be ascertained.

1. If it was damaged in the borrower's machine then a record should be made on the borrower's ticket of the incident but no charge levied. This is because it would be very difficult to prove that it wasn't our item that may have been defective when borrowed.
Similarly we are not legally responsible for any damage done to the borrower's machine.
2. If the damage was sustained otherwise then the item should be charged for at the current replacement cost.

3. Lost Sleeves

If a sleeve for any AV item has been lost then the borrower is charged the current replacement for the item.

4. Lost Talking Book CDs

The replacement cost for lost Talking Book CDs is £4.95. Damaged tapes should not be charged for.

5. Replacement Costs

To work out the replacement cost for any item use the price details on the item's Koha record and the date it was added into stock, which if not on Koha should be, in the case of books, on the authority stamp or label near the front of the book.

If there is no price on the Koha record then check library supplier's website to find the cost of the item.

If there is no price there then use the Standard Book replacement charges – see 5.2

If it is an AV item then use the Standard AV replacement charges – see 5.3

Use the sliding scale below for what percentage of the original cost to charge:

0 – 2 years = 100%
2 – 4 years = 75%
4 – 6 years = 50%
6 years + = 25%

This meets the recommendations of Trading Standards.

There is a minimum charge of £2 but use your discretion e.g. if it is a junior book which only cost £1.50 then just charge £1.50

5.1 Reference Items

There are no standard charges for these items – consult with the Reference and Information Officer to find out what to charge.

5.2 Standard Book Replacement Costs

For those books for which **no price** details can be found use the following charges – applying the sliding scale as normal:

Adult Fiction Hardback	0 – 2 years old	= £10
	2 years +	= £8
Adult Fiction Paperback	0 – 2 years old	= £5
	2 years +	= £3
Adult Non Fiction Hardback	0 – 2 years old	= £12
	2 years +	= £9
Adult Non Fiction Paperback	0 – 2 years old	= £8
	2 years +	= £5
Junior Hardback	0 – 2 years old	= £4
	2 years +	= £2
Junior Paperback	0 years +	= £2

5.3 Standard AV Replacement Costs

For those AV items for which there are no price details on Koha use the following charges – applying the sliding scale as normal. The charges are the average prices paid by the library service as of 2011

DVD	£15
Talking Book	Consult the Stock Officer
Learning for Life	Consult the Stock Officer
Other items	Consult the Stock Officer

Appendix D - Requests Policy

Always check Koha first to make sure that we do not have the item in stock/on order.

If the item is not on Koha search Amazon for the book. Do this whilst the borrower is with you to ensure that you select the correct book.

- always select the paperback edition if available
- always select the most up to date edition
- do not order if publication date is more than 3 months away
- must be £30 or under (full price, not the Amazon discounted price)*

*Please note – we are contracted to purchase new books and books still in print from Bertrams even though we get the bib. details from Amazon. Therefore, when looking at the price of an item always look at the full price rather than the discounted Amazon price.

Input the book details onto the request webpage.

For books which are no longer in print check Amazon to see if the book is available new & used. If so and if it costs under £20 then input the details onto the request webpage, clearly indicating that it is a **new & used** item.

Inform the borrower that the request will take up to 6 weeks to get into stock and they will be notified through the post.

Charge the borrower for the request

Adult - £1.50

Older person or Adult leisure – 75p

If the borrower doesn't pay straight away then the charge must be added to the borrower's ticket by the person taking the request. Bibs do not add this charge. This is an admin fee and is non-refundable if the request cannot be fulfilled.

Bibs log into the request webpage every morning and order the previous day's requests.

Borrowers cannot request AV items or talking books due to the restrictions of our AV contracts.

Appendix E - Inter Library Loan Policy

These types of requests are quite rare and are mostly used for out of print books and periodical articles.

Before placing the request check to see if the item is available from Amazon new & used and is under £20. If so, we will purchase the second hand copy rather than place the ILL request.

If the item is not available to purchase second hand on Amazon then search the British Library online catalogue to check that British Library stock the item. Do this search whilst the borrower is with you so that any uncertainties with the bib. details can be clarified.

If British Library has the item then input the request onto the request webpage clearly indicating in the notes field that it is a BRITISH LIBRARY REQUEST.

The borrower **must** be charged for making this request.

Adult - £3.00

Older person/Adult Leisure - £1.50

If the borrower doesn't pay straight away then the librarian taking the request must add the charge to the borrower's ticket. Bibs do not add charges to borrower's tickets. This is an admin fee and is non-refundable.

The Bibliographical Services Officer has the final decision about any British Library requests.