

2012-13



CUSTOMER SERVICES

LIBRARIES, INFORMATION AND ARCHIVES

# STOCK MANAGEMENT POLICY



*Vers. 6*

## 1.Introduction

Our stock collections are the cornerstones of our service. These include: books in all formats, audio visual materials including cds and dvds, newspapers and periodicals, maps, photographs, electronic information, manuscripts, microforms and any other print or non-print format which can be made available as a source of information, learning or recreation.

This Stock Management Policy explains:

- why we stock particular materials and formats
- how the stock is selected
- how the stock is maintained and promoted
- why we circulate stock
- how we decide to keep some items and throw others away
- our position on censorship.
- how we measure the performance of stock

Hundred's of thousands of materials are published and released every year. The space available in libraries to house and display these materials is limited. The amount of money we have available to spend is also limited. We must choose what to buy very carefully based on need, space and available finance.

We view the removal of barriers and equality of access as fundamental to the success of services and therefore aim, within available resources, to provide stock in the most appropriate formats and quantities to meet community needs. A major driver is assisting the Council to achieve its wider corporate objectives. [see section 2.Objectives, below, for examples of our activities which support the achievement of key Corporate themes]

In addition to establishing efficient and effective ways of procuring and managing these resources, the knowledge, skill and experience of our staff are integral to making the best use of stock. Our Stock Management Policy works alongside our Reader Development Policy [see Appendix 3] to focus on a user-centred approach in order to meet customer needs, maximise usage and attract new users to the service.

We take advantage of electronic formats in the provision of information, by choosing the format which best fits identified needs, whether electronic, print or a combination, and always taking into account the needs and views of users, and in particular needs of specialist services e.g. local studies.

We aim to make the most effective and efficient use of stock in line with best value principles and have adopted a proactive approach to evidenced-based stock performance management, utilising the full capability of the library management system.

This policy will be reviewed on an annual basis to reflect the changing needs and priorities of the communities we serve as well as Council policy such as the continuing Financial Efficiency Review.

We always welcome comments and suggestions for improvements. This can be done by speaking to any member of staff or by filling in a Comment Card- details are available in every library or on our website - [www.dumgal.gov.uk/lia](http://www.dumgal.gov.uk/lia).

## 2. Objectives

The Stock Management policy aims to support our service objectives:

- to make available the widest possible range of materials to provide for the lifelong educational, recreational and information needs of all the people of Dumfries and Galloway;
- to provide a comprehensive reference and information service on topics of public interest and concern utilising appropriate technologies;
- to gather, safeguard, record and make available, on a global basis, archival and other records which relate to Dumfries and Galloway;
- to contribute, by partnership and other means, to business competitive advantage, prospects for employment and economic development within Dumfries and Galloway;
- to contribute, by partnership and other means, to the literary culture and heritage of Dumfries and Galloway by collecting materials, assisting research and publishing;

Libraries, Information and Archives also aims to assist the Council to achieve its wider corporate objectives:

*[see also 'Council Priorities:How LIA Impacts']*

Corporate Themes	Examples of LIA activities which supports achievement of the theme
Wealthier and fairer	<p>Local libraries provide:</p> <ul style="list-style-type: none"> <li>▪ free access to the majority of services</li> <li>▪ equality of access to services</li> <li>▪ free access to books, information and knowledge</li> <li>▪ free computer use</li> <li>▪ free broadband internet access</li> <li>▪ access to learning and skills development opportunities, including qualifications such as ECDL</li> <li>▪ access to sources of information and public consultations</li> <li>▪ democratic inclusion (e.g. MP, MSP surgeries)</li> </ul>
Healthier	<p>Local libraries provide:</p> <ul style="list-style-type: none"> <li>▪ access to sources of information on health related matters, including the NHS e-library</li> <li>▪ healthy reading initiative, in partnership with NHS, to assist those with mild mental health issues</li> <li>▪ early years reading development initiatives e.g. Bookbug and rhymetimes for babies</li> <li>▪ reading support services to specific groups such as the housebound and the elderly</li> </ul> <p>Local libraries in partnership with other organisations host:</p> <ul style="list-style-type: none"> <li>▪ Hope services clinics</li> <li>▪ Adult Resource Centre [ARC] visits</li> <li>▪ yoga classes</li> <li>▪ keep Fit classes</li> <li>▪ meditation classes</li> <li>▪ well baby clinics</li> <li>▪ Scottish Slimmer's meetings</li> <li>▪ baby massage classes</li> <li>▪ stop smoking clinics</li> <li>▪ stroke training clinics</li> </ul>

Safer and stronger	Local libraries provide: <ul style="list-style-type: none"> <li>▪ access to reading and information for all through a network of 29 servicepoints</li> <li>▪ contact information for a wide range of issues including alcohol, drugs, domestic violence</li> <li>▪ support for migrant workers through ict related services and dual language collections</li> <li>▪ displays relating to community safety issues</li> </ul>
Smarter	Local libraries provide <ul style="list-style-type: none"> <li>▪ access to reading and information for all through a network of 29 servicepoints</li> <li>▪ access to formal and informal learning opportunities, including qualifications</li> <li>▪ reading development opportunities ranging from books for babies to author visits</li> <li>▪ adult literacy and numeracy collections</li> </ul>
Greener	Local libraries provide: <ul style="list-style-type: none"> <li>▪ access to information on environmental issues;</li> <li>▪ displays and exhibitions relating to green issues to increase public awareness; and</li> <li>▪ assisting with the battery recycling scheme.</li> </ul>

Our key stock management objectives are:

- to provide for the effective management of stock as a regionwide resource;
- to manage stock based on identified customer priorities and in support of community needs;
- to achieve operational efficiency and cost effectiveness;
- to review policy and procedures on an ongoing basis to achieve best value and best practice.

All local libraries aim to provide a varied stock relevant to the needs of the communities they serve. Each library, however, is part of the larger Dumfries and Galloway network and stock will be managed and exploited as a regionwide resource by:

- co-ordinating selection and purchase across the region;
- circulating stock across the network; and
- promoting online access to catalogues and associated services such as stock reservations and loan renewals

### 3. Censorship

Our Stock Management Policy will enshrine the principles adopted by the Chartered Institute of Library and Information Professionals, the UK professional body for libraries.

*“The function of a library service is to provide, so far as resources allow, all books, periodicals, etc. other than the trivial, in which its readers claim legitimate interest. In determining what is a legitimate interest, the librarian can only safely rely upon one guide only - the law of the land. If the publication of such matter has not incurred penalties under the law it should not be excluded from libraries on any moral, political, religious or racial ground alone, to satisfy*

*any sectional interest.*

*The public are entitled to rely upon libraries for access to information and enlightenment upon every field of human experience and activity. Those who provide library services should not restrict this access except by standards which are endorsed by law."*

We would not normally obtain, either by buying or by borrowing from elsewhere, any item which makes information available which could be used to threaten the life of another person or to commit a criminal act.

#### **4. Stock Management**

##### **4.1 Key principles**

- the Materials Fund budget will be allocated to most effectively meet community needs and service development as outlined in our annual stock action plan;
- all stock will be purchased and managed as a regionwide resource and will be managed to optimise use throughout its life;
- within the limits of our budgets, stock will be provided in the most appropriate format to meet community needs;
- annual stock audits/reviews will be carried out for all servicepoints to form the basis of regionwide-wide buying and local stock plans;
- all servicepoints will aim to provide a balanced collection reflecting the reading tastes and information needs of their local community;
- a co-ordinated stock rotation system will maximise the use and lifespan of all material;
- co-operation with other library services and with other agencies will aim to maximise the range of material made available through the local library network;
- the stock policy will be reviewed annually prior to developing the next years stock action plan.

##### **4.2 Key staff responsibilities**

- The Stock Development Officer will lead the development and exploitation of stock across the library network to ensure that overarching community needs are met in the most cost effective and efficient way. The Service and Access Librarian will assist the Stock Development Officer in this role.
- Principal Officer and Area Officers, in liaison with the Stock Development Officer, and with input from front-line staff and supported by regionwide specialists, will ensure that there are ongoing opportunities for local community engagement in the selection process;
- Principal Officer and Area Officers, with input from front-line staff and supported by regionwide specialists, will select materials to meet specific community needs;
- Principal Officer and Area Officers, supported as required by the Stock Development Officer and regionwide specialists, will be responsible for stock management in their own servicepoints.
  
- The Stock Development Officer will be responsible for cataloguing and classifying stock as required and to be responsible for the productivity and technical quality of work across bibliographic services and for ensuring compliance with appropriate technical and bibliographic standards.
- The Principal Officer:Libraries will have overall responsibility for the stock management of the service.
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### 4.3 Consultation

Finding out about the needs of users and potential users of local libraries is vital to ensuring that our stock is customer-focussed and responsive to local needs. Stock performance management information as well as community profiling will be used to inform our consultation processes

We will use a number of methods to consult users and potential users:

- the Service and Access Librarian will be responsible for ensuring a proactive approach to community engagement;
- customer comments and suggestions on stock in local libraries will be monitored by budget holders;
- the 'Tell Us' stock suggestion scheme will give customers direct input into the stock selection process;
- partnership working with other local agencies will help us to identify and implement approaches to meeting the information needs of local communities;
- stock consultation will form an integral part of surveys e.g. CSMT;
- use of focus groups will help us to target specific groups to develop collections e.g. Inspector8, migrant workers, elderly forum;
- information from national surveys will assist in highlighting trends to support specific customer groups e.g. ALN ; and
- feedback from activities, events and talks, including reading groups and special promotions, will assist targeting of resources and measuring of impact.

### 4.4 Acquisition

Stock acquisition procedures will focus on:

- obtaining stock to meet the needs of our users;
- obtaining stock in the most cost-effective and efficient manner;
- ensuring that stock processing is streamlined to make stock available to customers as soon as practicable; and
- ensuring that corporate procurement guidelines are met.

Staff input to the stock selection process must be both time and cost effective. In order to reduce selection time and speed up acquisition time, standing orders and online selection are used. To ensure that stock remains relevant and is actively promoted, emphasis is placed on staff time being used to monitor stock performance, to audit stock, to developing community profiles and to improving stock action plans. This has allowed the development of stock templates to take full advantage of systems of stock selection by suppliers.

The vast majority of new stock is purchased from recognised library suppliers at negotiated levels of discount with minimal servicing charges. [Note: Procurement through Scotland Excel introduced from 2011.12].

Purchase cards allow a wider range of supply sources to be used. On-line booksellers such as Amazon.co.uk can often supply material more quickly and at greater discounts than library suppliers. Small independent publishers, charities and professional organisations amongst others, often do not make their stock readily available to the library book trade, and purchasing direct from source by means of a purchase card is the only effective method of procurement. Purchase cards also make it simpler to take advantage of short-term sales, promotions or purchase opportunities.

#### 4.5 Prebinding

It is important to strike a balance between the need to direct as much funding as possible to the purchase of new books and the need to ensure that stock life is maximised. To ensure best value it is often more economical to prebind paperbacks rather than buying in hardback.

Prebinding extends the useful life of an item, and is particularly desirable both for very popular, heavily used items and for material from special collections where long-term preservation and conservation are a factor. Prebinding also allows weak and unsuitable formats to become robust stock items. Other means of reinforcement can be used for stock which is likely to have a short life.

#### 5. Stock selection - basic guidelines

- material will be selected in a co-ordinated regionwide basis, to ensure effective coverage. Stock audits and improvement plans across all servicepoints will inform this process
- since we are unable to buy everything that is published, qualitative judgements will be made by budget holders to assess how well items meet identified customer priorities and community needs [with regard to local studies material we will aim to buy everything for the local area; emphasis will also be placed on purchasing Scottish materials within available funding]
- as well as trying to meet demand for newly published material we will aim to stock the best available titles that have proved useful and popular
- locally produced material will be assessed on the basis of our selection criteria - see below - and will be purchased where it adds value to our collections
- customer comments, complaints and suggestions from 'Tell Us' will all be considered as part of the selection process [see selection criteria below] for new materials and for filling gaps and meeting identified needs both at local and regional level
- multi-media items are principally income generating, and will be selected with a view to their issue and income potential.

#### 5.1 Donations

Donations will be accepted on the understanding that they are donated to the stock of the service and not to any particular library and are subject to the same selection criteria as purchased stock - see below. If not, the donor may be redirected to other locations e.g. local schools. We reserve the right to decide on the most suitable location, and to dispose of any materials according to the needs of the service.

#### 5.2 Selection criteria - general

Factors which will be taken into account when selecting materials for purchase include:

- popularity of author, subject or genre
- authority and reputation of the author / publisher in the field
- under represented author/subject area in current stocks
- item provides value for money
- item is part of a proven series
- item fills known stock gap
- likely and potential use of item
- item is new edition, especially in a subject area of rapid change
- serviceable physical quality e.g. able to be loaned
- language
- availability

Factors which may result in rejection of an item for purchase may include:

- content of the item is poor
- content or information is out-of-date
- poor physical quality, e.g. type, binding
- over represented or a well covered author/subject area

For specific categories of material other criteria are critical, e.g for multi-media material the potential for income generation.

With regard to reference materials, stock is selected for its currency, accuracy, accessibility and the need for its particular subject matter or content. Stock is provided in the most suitable format available, subject to budgetary constraints.

Particular emphasis on ensuring equality of access will mean that every opportunity will be taken to increase online provision utilising the benefits of discounts obtained through the national purchasing consortium led by SLIC. The purchase of printed stock is co-ordinated centrally to ensure consistency across the region. Stock will then be circulated systematically around libraries to ensure maximum use is made of all suitable items.

In developing local studies and archives both new and older material is purchased for these collections with the aim of providing a comprehensive collection covering Dumfries and Galloway. We try therefore to purchase, within budgetary constraints, all material relating to Dumfries and Galloway. Stock is selected using specialist booklists, specialist booksellers and auctions. Developing our programme of preservation and conservation of these collections, including digitisation, is a priority. Joint working with Museums Services will enable further exploitation of joint resources, including sourcing funding to digitise such resources in order to widen access.

A summary of the range of stock we aim to provide is outlined in Appendix 2.

### 5.3 Recording

Accurate and accessible recording of all library stock is an essential requirement of good stock management. Library users must be able to gain access to records of the stock available to them. This will be achieved by:

- cataloguing all stock according to MARC standards
- classification of adult non-fiction stock is undertaken by suppliers according to the latest edition of the Dewey Decimal Classification Scheme
- children's non fiction is classified by suppliers using latest edition of Dewey Decimal Classification Scheme (truncated to two numbers after the decimal point)
- classification of local studies material will be according to the Dumfries and Galloway Local Classification Scheme
- providing accessible and easily used public on-line catalogues in all servicepoints
- informing the National Library of Scotland of all new additions to and deletions from stock in order to ensure that our holdings are accurately recorded in the Scottish Fiction Reserve and Scottish Union Catalogue

### 5.4 Distribution

Effective use of stock can only be achieved by the sensible management of resources, resulting in the right stock being in the right place at the right time. This will involve efficient distribution and targeting of stock which will be achieved by:

- community profiling
- consultation with library users to identify demand and to highlight gaps in current

- provision
- statistical analysis of stock and stock use to identify local trends and pressure points
- analysis of computerised management information
- sound financial management of the funds available for stock purchase

See also section [14] Stock Performance

## 6. Stock maintenance

It is essential that all staff take responsibility and interest in the maintenance and promotion of stock, especially front-line staff working with stock on a daily basis.

Condition and presentation of stock

The stock in every servicepoint will be:

- accessible to the public
- clean and in good repair
- tidy
- easily and speedily located
- attractively displayed
- kept in a safe and secure location if its uniqueness warrants it

Routines

The basic on-going daily and weekly stock routines which staff use to keep shelves and public areas looking bright, well cared for and attractive will be:

- shelving books in an upright position
- leaving room at the end of shelves for easy movement of books
- changing face-forward displays on a regular basis
- bringing books forward to the shelf edge to ensure visibility and to keep bays looking attractive and tidy
- checking that stock is put in its correct place, for example, alphabetical or numerical order
- not shelving books on the tops of bays, on the floor, window ledges, etc.

Monitoring

Monitoring of condition and presentation of stock is a continuous process, most easily done when returning items, shelving, tidying and putting in order, as well as when stock editing. Group and Area librarians will set up systems for each of their servicepoints to ensure that all of these routines are undertaken on a regular basis, to make the stock more attractive to users, prolong the use of items and avoid delays for users when borrowing or requesting items.

Systems and standards will be monitored during monthly visits by Principal and Area Officers and reviewed, in liaison with the Stock Development Officer, as part of the stock review/audit visit process.

The basic standards are:

- when shelving staff should pay attention to the general tidiness of the shelves [daily]
- face-forward displays to be topped up [daily] and up-dated [weekly/monthly]
- stock to be put in order regularly [weekly]
- stock to be edited on a regular basis [annually]

## 6.1 Stock audits, reviews

Stock quality and range will be audited or reviewed on regular basis in all servicepoints utilising our evidenced-based Stock Management and Review Toolkit- see Appendix 4.

An annual prioritised service-wide action plan will be developed- to ensure improvements and address weaknesses -see Appendix 2. This process will be led by the Stock Development Officer in conjunction with Principal and Area Officers, regional specialists and local staff.

Stock audits and reviews have the following objectives:

- to ensure good condition, range and currency of stock
- to seek ways of improving promotion and display of stock
- to check maximum performance of stock
- to ensure that stock is appropriate for the local community
- to highlight priorities for stock revision and inform expenditure plans
- to identify priorities for stock editing

As well as assessing stock against the above objectives, they will assess stock to check condition, range and currency.

Stock reviews will be undertaken on an annual basis to assess progress. The outcome of stock reviews and audits will be the preparation of local action plans to meet local community needs and identify areas for stock revision and edit.

Consideration must be given during the audit/review processes to check if the stock is still of value to the individual servicepoint in meeting local needs or to the service as a whole. As part of these processes, the following criteria have been established for condition and presentation of stock, and actions to be taken as a result.

Overall Description	Urgent Action needed	Action required	No action required
Criteria	<ul style="list-style-type: none"> <li>▪ jacket in poor condition</li> <li>▪ broken spine</li> <li>▪ loose/missing pages</li> <li>▪ badly stained</li> <li>▪ dated content</li> <li>▪ yellowed pages</li> </ul>	<ul style="list-style-type: none"> <li>▪ loose or slightly damaged jacket</li> <li>▪ opaque look to jacket</li> <li>▪ illegible spine labels</li> <li>▪ 'full' date labels</li> </ul>	<ul style="list-style-type: none"> <li>▪ undamaged</li> <li>▪ clean</li> <li>▪ processed correctly (e.g. spine label, date label)</li> <li>▪ up to date</li> </ul>
Actions	<ul style="list-style-type: none"> <li>▪ withdrawal</li> <li>▪ replacement</li> <li>▪ repair</li> <li>▪ rebinding</li> </ul>	<ul style="list-style-type: none"> <li>▪ re-jacket</li> <li>▪ replace spine labels</li> <li>▪ replace date labels</li> </ul>	

## 6.2 Stock editing

The process of editing involves systematically examining each item to review condition, range and currency of stock. This involves consideration of the following and will be undertaken by Area Officers and Senior Customer Services Advisers, in liaison with the Stock Development Adviser and other regional specialists as appropriate:

- keep - if in good condition and being well used
- transfer - if there is a duplicate copy or issues have stopped and the item is in good condition and current, and has potential elsewhere in the service network (e.g. at another library or mobile library)
- transfer to Reserve Stock\* - usually applies to last copies of potentially useful items which may be in poor physical condition
- consider cleaning and repair - if the item has potential and if repairing is cost effective
- consider re-binding - if cost-effective or item can't be replaced (e.g. local material, expensive art book)
- discard - if it is in poor physical condition, out-of-date, dated or no longer reflects needs or interests of users
- consider replacement - if in demand or part of a series

\* Last copies-Items sent for reserve stock must be last copies.

Due to available space in the basement reaching critical position only last copies of subjects which are still of value and are not replaced with up to date versions should be sent to Reserve Stock eg always Biography, Art and History . Adult fiction only if it is a classic title or part of a series. No gardening or cookery books.

No children's stock, unless part of a series or if classics which are difficult to obtain.

## 7. Presentation and promotion of stock

The skills, knowledge, experience and enthusiasm of all staff are essential to make the best use of stock to meet existing customer needs and to attract new users.

Stock promotion is undertaken to:

- raise awareness of the range of stock and services available
- promote books, reading, literacy, lifelong learning, digital skills and social inclusion
- offer choice and opportunities for reader development, inspiring and encouraging users and potential users to try something new

Stock promotion includes:

- displays which aim to highlight the range and choice of stock available to customers by
  - targeting new audiences, as well as highlighting stock for existing users
  - presenting imaginative and challenging reading material and choices
  - bringing together areas and formats of stock dispersed by the Dewey classification scheme and fiction stock categories, and feature under-used stock
  - participating in and exploiting professionally-produced promotions
  - taking advantage of local and national promotional opportunities
- face-forward displays of stock can be very effective and will be
  - refreshed on a regular basis as part of shelving, tidying and maintenance routines
  - used as an opportunity to represent books that may have been 'shelf-sitting' and not issuing
  - used to highlight less accessible stock, for example from lower shelves
- signs and shelf guiding will be used to highlight the different areas of the library, to enable access and raise awareness of stock in all areas. Fiction will be arranged to maximise choice and browsing, with a limited number of bookshop categories, and non-fiction in Dewey order
- events and activities which promote stock will be a key feature of our reader

development work

- talking to users and potential users about books, reading and the services we provide will be a key part of stock promotion, as well as providing ideal opportunities to engage with customers and potential customers.

See also our Reader Development Policy [Appendix 3]

## 8. Circulation of stock

We aim, within available resources, to offer the best choice and availability of stock to our customers. The managed movement of stock is essential in order to achieve the best value from items of stock and the Materials Fund, and to ensure the constant supply of fresh stock which is key to sustaining regular and on-going usage.

All stock (except some local studies items and materials held in reserve storage) will be available on the open shelves, unless removed and identifiable on our catalogue for stock management reasons, e.g. covering, binding

### Stock Rotation

None of our servicepoints is large enough to be self-supporting in terms of its stock holdings. It is therefore essential that systems are in place to guarantee a constantly changing selection of stock at local level together with means whereby access is guaranteed to the entire lending stock. This will be achieved by:

- regular exchanges of all categories of lending stock between service points
- regular stock editing to ensure that best use is being made of existing stocks
- stock circulation systems which are responsive to short term as well as long term needs
- computerised whole-stock catalogues in all servicepoints

Stock exchanges currently include bulk exchanges of books on a rota basis around the library network as well as smaller exchanges of multimedia items. Theme based collections can also be circulated on a rota basis.

Our automated stock management system operates on a regionwide basis and now offers opportunities for the system to automatically flag items for transfer at regular times within the lifespan of each stock item.

## Requests

Our request service extends the range and choice of material available through all libraries. Customers can access requests either in their local library or via our website for items and areas of stock which are:

- on loan
- available at other service points in the region
- on order

We cannot buy everything that is published but will carefully consider customer suggestions for new items to be added to stock. The normal selection criteria will apply.

Customers should be advised that items suggested for purchase or those which be obtained through inter-library loan may take longer or may not be supplied. For the latter there may be conditions for loan attached, loan periods may be stringently applied, and will incur an additional charge if borrowed from outside the region. Customers will be contacted if problems are encountered to keep them up-to-date and to determine how they wish to proceed.

## 10. Central Reserve stock

The Central Reserve Stock, based in the Ewart Library, houses books which still have a potential active life, but are no longer available on the open shelves because of limited use or poor physical condition. This stock is accessible and available for loan via the library catalogue.

The main reasons for maintaining a central reserve stock are to:

- retain important information and literature, usually last copies, or unusual or significant subject areas or works
- satisfy more requests from our own stocks, reducing the need for inter library loans, thus saving money

Basic guidelines:

The items of last copies which need to be kept in basement stock are items which are still of value to the public and aren't replaced with up to date versions.

Adult non-fiction should be sent to CSU (except cookery and gardening etc these topics are repurchased and refreshed regularly). Always send History, Art and Biography.

Adult fiction - only classics in lendable condition. Always send in parts of Trilogy/Series.

No childrens stock - if it is not fit for open shelves then send to booksale or keep to be used in craft sessions etc.

## 11. Stock loss

We recognise that stock is a valuable asset and that loss of stock by theft, damage and unrecorded loan must be minimised in order to achieve best value. A range of procedures are in place:

- management of membership
- management of loans
- recovery of items
- reducing opportunities for theft by use of security systems and for damage by condition checking items at issue and return
- measuring stock loss through annual stock counts

## 12. Disposal of stock

The amount of stock at each service point is ultimately limited by the space available to accommodate and display it. Disposal of stock must therefore be a continuous process The following criteria and methods are employed in the disposal of stock:

Criteria for Retention of Stock

As part of the ongoing stock audits/reviews and local maintenance action plan process, the stock in every servicepoint should be examined with a view to:

- retaining the item at the existing library, or binding for further anticipated use
- transferring to another library for greater use
- transferring to the Central Reserve Stock or Local Studies Collection if it meets the criteria

If the item does not meet any of the above, then it should be discarded.

### Criteria for Discarding Stock

Items should be withdrawn from stock if they are:

- in poor physical condition, and not worth repairing, rebinding, and does not meet Central Reserve Stock criteria
- out-of-date - information is incorrect or references made to out-dated equipment or processes (e.g. computers, technology)
- dated - information is correct, but whole presentation is dated (e.g. fashion, design)
- no longer reflects needs or interests of readers

Options for disposal of discarded stock

The principal aims once stock has been discarded are to:

- maximise income
- give the public an opportunity to buy discarded items
- minimise administration and handling

The following options can be considered:

- booksales - in designated sections of all libraries on an on-going basis
- booksales - larger sales which are held in main libraries throughout the year

During 2010.11 we will be investigating the cost implications of

- recycling stock as a waste product

### 13. Staff competencies

Our training and development policy fosters a culture of learning, to train, develop and support our staff, through induction, training sessions, online learning etc. The following staff competencies are required to fulfil our Stock Policy:

- knowledge - stock awareness, service and corporate objectives, local customer needs and community profiles, diversity awareness
- skills - active listening skills, asking relevant questions, use of stock maintenance and rotation procedures, create displays, identify readers needs and how they might be met, support literacy, encourage wider and deeper reading
- abilities - build knowledge of books that will appeal to different target groups in libraries and outside the library in community settings
- behaviour - proactive and, above all, enthusiastic promotion of stock in both day to day contacts with customers and in community settings

### 14. Stock performance

We measure the performance of stock to ensure that usage is maximised and that it is being managed successfully in line with this policy and benchmarked against national standards.

Performance measurement helps to identify usage trends, take account of customer and community needs, maintain adequate coverage and thus helps to prioritise spending on stock.

Although the number of Statutory Performance Indicators has been reduced, Dumfries and Galloway have opted to retain previous measures as local indicators and will use CIPFA Actuals to assist national benchmarking with other local authorities.

Stock Audits/Reviews - see section 6.1 above

The annual CSMT survey along with the Opinionmeter assist in measuring customer satisfaction with stock. Analysis of these surveys along with comments and complaints from customers as well as the 'Tell Us' stock suggestion scheme are all fed in to the stock selection process.

Worked commenced in 2008.09 to develop a range of audits/reports, utilising Vubis, to assist with evidence-based stock management to assist in stock editing and targeting resources more efficiently and effectively.

To date this has enabled:

- physical stock audits and data cleansing across all servicepoints - therefore significantly improving the accuracy of the catalogue and saving abortive time tracking down stock;
- identification of items with high/low usage for further edit/review - to direct staff to specific items which need their professional judgement;
- identification of targeted stock areas [dvds, music cds] for further edit/review;
- monitoring the impact of targeted areas of prioritised spend at community libraries

*see also Appendix 4 - Evidence-based Stock Management - procedures and action plans*

## Appendix 1

### Stock Action Plan : 2012-13

Action	Responsibility
Re-profile materials fund and prioritise areas of spend	AR,MR,JG
Participate in national negotiations for the supply of online resources	MR
Set up cyclical audits/reviews of stock held in servicepoints based on experience of previous 2 years stock performance management and reporting	AR
Produce a prioritised stock improvement plan to include regionwide initiatives as well as local action plans	AR
Produce annual reader development programme	AR/SAL
Review supplier selection templates	MR, AR
Review annual newspaper binding	GR
Investigate further digitisation of local newspapers and ocr search facilities	MR, GR
Specific areas of stock development and improvement: <ul style="list-style-type: none"> <li>▪ Gretna integrated facility</li> <li>▪ review rotations of Audio , DVDs , playaways</li> <li>▪ digital photograph collection, special collections</li> <li>▪ hold promotional and awareness raising sessions for stock including use of online catalogue</li> </ul>	
<b>Performance Priorities 2012.13 See also Appendix 4</b>	
Stock Take	
Tired Item Review/ Inactive Stock	
Dated Stock Review	
Smart Collections	
Loan Performance	

## Appendix 2

### Stock categories

We aim to offer all library users access to all categories of stock, no matter where they reside within the region.

#### Adult

##### Fiction

The provision of fiction to promote literacy and the pleasure of reading is one of our core functions. We aim to cater for a broad spectrum of reading tastes by providing an extensive range of titles in formats suitable for all users, including spoken word and large print.

### Non-Fiction

We aim to buy the very best material from the thousands of titles published annually to meet the needs of the local community for education, lifelong learning, recreation and leisure.

Material with local interest and relevance is purchased for lending and reference stock and a separate section is maintained in each library

Books with accompanying CD-Roms are purchased as appropriate to meet demand.

### DVDs

DVDs are provided as an income generating service, available for loan through the request system from any library across the region. To maximise use and income, stock is circulated around the region at regular intervals.

DVDs of all classifications are purchased and are selected on individual merit within the budget resources available.

### Equal access materials /Special Collections

Collections are being developed to support those with literacy and numeracy needs, including materials to assist ALN tutors who support learners involved in national initiatives such as The Big Plus and the BBC Raw campaign.

For visually impaired people, large print books and audio books are available in all libraries.

Stock published in a range of foreign languages/ dual language, including eastern european countries, is available in a number of libraries. Foreign Indic languages, books are located in the Ewart with satellite collection in Annandale. The collection of 50 titles is exchanged every 6 months

### Children and Young People

Libraries provide a wide range of fiction and non-fiction for children and young people within a clearly designated space. We aim to encourage reading for pleasure and a love of books and to support and promote literacy by encouraging wider and independent reading. We try to balance stock to reflect children's educational and leisure needs.

The central support unit for schools provides additional special collections for loan-story sacks, bookbags and project loan boxes - to support topic work and reading within playgroups, nurseries and primary schools.

### Teenage

Teenage collections are a priority area for further development following consultation with the youth Inspector8 teams across the region. The teenage sections may include books that deal with more adult, possibly controversial issues.

Collections will contain some adult books which appeal to a teenage readership as well as books written specifically for teenagers. These are designed to provide 'bridging' collections for young people moving from teenage to adult reading.

### Reference stock

Reference stock is purchased to provide a wide range of factual information. Stock

is defined as being materials used for reference purposes within the library and are made available in printed and increasingly in electronic formats.

Online access to information sources is available in all servicepoints. Library members also have remote access, 24/7, to these sources through the library website.

### **Local Studies and Archives**

All servicepoints hold some local studies material relevant to their local community. The main collections are held in the Ewart Library and Archive Centre, Dumfries for reference purposes with the primary purpose of preservation for future generations.

Resources include rare books and pamphlets, manuscripts, photographs, local newspapers, maps, trade directories, ephemera and posters, property sale catalogues, estate plans, census returns and parish registers and other family history sources.

## Appendix 3

### Reader Development Policy

Dumfries and Galloway Libraries, Information and Archives [LIA] regard reader development as a core activity to which all staff should be committed.

- this will be considered when interviewing and appointing staff, when a positive attitude to reading and its development will be seen as an essential feature.
- the Staff Training and Development Policy will increasingly reflect a strong element of reader-focused staff development, such as customer care and enquiry skills.
- a range of expanded reader development training activities for staff will be investigated, particularly focussed on increasing staff confidence in working with specific groups e.g. activities for young people, rhymetimes for babies. Partnership working with other outside agencies will enhance these training opportunities.
- staff will continue to be involved in national activities such as the Reader Development Network
- participation in nationwide promotions such as World Book Day

LIA will use a wide range of methods [e.g. Tell Us stock suggestion scheme, Customer Comments, local consultations] to ensure, as far as funding permits, that stock held reflects local demand, whilst also stimulating new reading experiences.

- Area Officer and Senior Customer Service Advisers have a wide range of responsibilities, including community liaison at a local level, together with stock management in their own library. We will continue to develop, in accordance with our Stock Management Policy, the delegation of funds to local librarians for buying stock in order to enable them to address identified local needs. Our Stock Development Officer will ensure that a proactive approach to community engagement is in place and that cyclical reviews and audits of stock demonstrate that we are meeting community needs and providing best value.
- local promotions of stock will take place, highlighting those items which may not be easily visible within the conventional arrangement, and displays will reflect local events such as Wigtown Book Festival.
- The Service and Access Librarian will ensure that we target hard to reach groups and try to ensure that their needs are met

LIA will constantly review and audit its stock in order to ensure that it meets the needs of its users.

- our Stock Management Policy will be reviewed and updated annually.
- our Stock Development Officer, in liaison with local and specialist staff, will ensure that audits and reviews inform the development of the Stock Management Policy and annual action plans.
- exchange programmes of stock between servicepoints will be further developed to enable us to target resources efficiently and effectively
- it is recognised that the stock should be presented in the best possible way with high quality shelving and fittings for, where space permits, face-on display
- regular reviews and audits will be undertaken on the standard of stock, the effectiveness of displays and other forms of stock promotion, including the amount of face-on displays during visits by Area Officers and Senior Customer Advisers as part of a cyclical improvement process led by the Stock Development Officer.
- libraries will be encouraged to experiment with alternative stock arrangement and monitor the results.

**LIA will aim to create an ambience in which local libraries are seen as a place where people of all ages can enjoy meeting and talking about books and the reading experience in a welcoming setting.**

- storytimes for pre-school children, designed to increase listening, reading and social interaction, currently take place in most libraries. Our aim will be extend this provision regionwide
- we will continue to support the Bookbug scheme which involves the introduction of reading to the youngest of children. Specifically designed events, such as Rhymetimes for babies and their parents, will be developed in as many locations as possible.
- school visits to libraries will not only include information-handling skills, but also, as required, guidance on reading, and the development of a sustained reading habit.
- the development of children's reading groups and writing groups will be encouraged
- schemes such as the D&G Reading Passport will be supported and further expanded as funds allow.
- we will aim to support present range of library-based reading groups, whilst facilitating the growth of more, independently run, self-supporting groups.
- reading sets of ten copies of selected titles will be made available for loan to book groups. These titles will be changed on a regular basis and the administration of loans to groups will be carried out by library staff.
- computer facilities will be exploited in order to create online reading groups. These will allow access to the reading group experience for those who are unable to participate in regular groups due to disability, lack of transport, remote location or simply by choice.
- close partnership working will continue with Wigtown Book Town and Dumfries and Galloway Arts Association which has resulted in an annual book group day event at the Wigtown Book and Literature Festival. This event is now an integral part of the festival programme and attracts book group members from all across the region.
- events such as Meet the Author will be encouraged to allow readers to meet and interact with writers. These events should be aimed at all ages of reader, from the very youngest child to the mature reader.

**LIA will take an active role in the development of literacy skills and lifelong learning, and work with partner organisations to ensure that libraries offer the fullest possible range of lifelong learning opportunities**

- Libraries, Information and Archives continue to participate in the Adult Literacy and Numeracy Network of the Lifelong Learning Partnership in order to provide suitable material for reluctant readers and to encourage them to make full use of local libraries
- joint working with Adult Literacy and Numeracy colleagues will assist local libraries to adapt to the needs of reluctant readers.
- we will continue our partnership with the BBC in order to link in with national reading initiatives .
- project loan collections will continue to support topic based information skills and reader development in primary schools.
- annual Summer Reading Schemes in libraries will continue to be promoted in order to motivate children to read more throughout the school holidays.
- we will continue to work closely with the Surestart scheme, encouraging families without the reading habit to make more use of books and reading. Funding through Surestart will enable to continue to support playgroups and nurseries [Storysacks and Bookbags]in fostering the reading habit.
- cybercentres will actively encourage reader development by actively promoting online resources, displaying useful websites and giving active guidance on sustaining and expanding reading interests, as well as developing reading skills.
- in addition to work with Bookbug, Surestart, and members of the Lifelong Learning

- Partnership, new partners will be sought in order to foster new initiatives.
- regular contact will be continued with DGAA and other partner organisations in order to maintain joint working on literature development and other relevant projects.

**LIA will continue to develop its service to those groups currently unable to reach library buildings in order to provide access for all to its services.**

- The Service and Access Librarian will be appointed to work directly with hard to reach groups in local communities
- a service to housebound borrowers has been set up and its continued expansion will be a firm target for the future.
- housebound services provided by voluntary groups such as the WRVS will continue to be supported.
- services to people in residential homes for the elderly will be supported, with exchanges of stock taking place on a regular basis.
- the library website, through which readers can reserve items from home, renew loans etc ,will host a section for reading/writing groups [in partnership with the Literature Development Officer]which will offer book reviews and links to whichbook.net and other useful websites.
- projects such as the Online Reading Group will provide access to those who are unable to participate in regular book groups.
- the Surestart scheme will enable us to develop support for socially excluded communities.
- the Bookbug scheme, which, in partnership with health visitors and playgroups/nurseries fosters work with the very young, will continue to be promoted.
- Libraries, Information and Archives, within available resources, will continue to attend and support a wide range of local events in order to attract new readers to the service.

## Appendix 4

### Evidenced-based Stock Management - Progress to date

		Action	Report(s)	Cascade of Responsibility
<b>STOCK TAKE</b>				
CIPFA Requirement - Identifies those items neither on the shelf nor on loan which have not been seen (or for which no transaction has occurred) for the last year. This can be done by implementing the Vubis stock taking policy on a rolling programme.		Staff use Vubis feature to check on shelf holdings against the catalogue. Report produced to record discrepancy.	[Uses Vubis 'Stock Check']	SDO AO SCSA Exchanges Servicepoint Staff
Notes/ Lessons Learned: <ul style="list-style-type: none"> <li>• Prioritise within Exchanges Team schedule</li> <li>• Handheld scanners required</li> </ul>				
Impact <ul style="list-style-type: none"> <li>• Significant improvement in accuracy of stock catalogue</li> <li>• Helps improve purchasing decisions</li> <li>• Savings in staff time</li> </ul>				

<b>TIRED ITEM REVIEW</b>				
Addresses high usage and is based on the total number of issues. A Vubis report will run to find those items that have been issued 50 times or more, sorted by branch.	Lists will be sent to each servicepoint to consider each item for withdrawal, replacement , transfer or return to shelf	TIRED_ITEM	AO SCSA Servicepoint Staff	
<i>[in conjunction with Inactive Stock Review]</i>				
<b>INACTIVE STOCK REVIEW</b>				
Addresses low usage and covers items not issued for more than 6 months. A Vubis report will run sorted by branch and sent to each servicepoint.	Servicepoint staff will find the stock and send on to the next branch on the Exchange Rota. This will happen once more with the stock moving to another branch on the circuit, if there are still no issues after 1 year then it should be returned to CSU for consideration.	INACTIVE_STOCK INACTIVE_STOCK2 INACTIVE_STOCK_FINAL	Exchanges Servicepoint Staff	
<b>Notes/Lessons Learned:</b> <ul style="list-style-type: none"> <li>• Initial work took 12 months to undertake the rolling programme Fiction/Non-Fiction, 2 servicepoints per month.</li> <li>• Increased workload for Bibs Services</li> <li>• Timetable for future years</li> </ul>				
<b>Impact</b> <ul style="list-style-type: none"> <li>• Saves professional staff time by specific identification of items requiring edit/review</li> <li>• Targetted intervention on low use items -increased opportunity to transfer stock to meet needs elsewhere rather than purchase</li> </ul> [Targeting items for exchanges as servicepoint profiles build]				

DATED STOCK REMOVAL			
Weeds out dated stock and takes place for specific categories of non-fiction (e.g. computing; travel) which will be prioritised for each year in the stock action plan.	Use optional statistical categories to define shelf life for prioritised categories.	DATED_STOCK	Bibs Staff SDO
<b>Notes/Lessons Learned:</b> 2008.09 pilot of 'computer' section completed 2010.11 target 'travel' section - December 2011			
<b>Impact</b> <ul style="list-style-type: none"> <li>Saves professional staff time by specific identification of items requiring edit/review</li> <li>Improvements in meeting reader's needs for high demand categories</li> <li>Guarantees currency of information</li> </ul>			
SMART COLLECTIONS			
Vubis is used to produce a report showing the number of issues against the amount of stock held (e.g. biographies). This will identify shortcomings in the stock which can be addressed by creating SMART collections.	Create evidence based collections of stock for regular circulation around the servicepoints based on the SMART_HOLDINGS report.	SMART_HOLDINGS	Bib Services Exchanges SDO
<b>Notes: Lessons Learned</b>			
<b>Impact</b>			

LOAN PERFORMANCE				
Vubis report to assist review of stock purchased through Supplier Selection in order to monitor performance of items	Following analysis of Reports, revise supplier selection profiles and distribution lists.  Revise Exchange programme to transfer under performing stock to meet other servicepoint profiles	LOAN_PERFORMANCE	SDO AO PO	
Notes/Lessons Learned: Evidence gathering in 2010.11 [for period from July 2009 to June 2010]				
Impact				
PRIORITY AUTHORS PURCHASE				
Vubis is used to find the items with high usage based on author. The report produced will list all authors and the number of issues for each.  This is used to bring stock levels in line with target provision. Popular authors will have been found through the TOP_AUTHOR report; we will then use this to buy more copies of popular authors.	Increase exchanges based on TOP_AUTHOR report.  Purchase additional copies based on TOP_AUTHOR report.	TOP_AUTHOR	Bib Services Exchanges SDO AO	
Notes/Lessons Learned				
Impact				

STOCK CATEGORIES RATIOS	Due 2011.12			
Vubis report to assist balanced levels of specific stock categories, including minimum level of offer	Create reports to measure number of titles within a category ÷ number of library members per service point	STOCK_CAT_RATIOS	SDO AO	
Notes/Lessons Learned:				
Impact				