

THE HIGHLAND COUNCIL
CULTURAL AND LEISURE SERVICES COMMITTEE

15th March 2000

Highland Library Service Stock Collection Policy

Report by Director of Cultural and Leisure Services

Agenda Item	
Report No	

Summary

This report presents a Stock Collection Policy for Highland Libraries in line with the recommendations of the 1995 COSLA Standards for the Public Library Service in Scotland.

[COSLA Standards for the Public Library Service in Scotland: Recommendation 2]

1. Background

- 1.1 Cultural and Leisure Services Committee endorsed the COSLA Standards for the Public Library Service in Scotland at the meeting of 15th May, 1996. A summary of the Recommendations is attached as Appendix A.
- 1.2 Cultural and Leisure Services Committee approved the Highland Library Service Policy, (Statement of Purpose and 14 Key Activities), at the meeting of 13th November, 1996, in line with Recommendation 1 of the COSLA Standards for the Public Library Service in Scotland.
- 1.3 Recommendation 2 of the COSLA Standards, relating to Policy Statements, urges every Library Authority to prepare and approve a Collection Policy to take account of the full range of materials it will collect :

“The provision of a comprehensive, balanced stock which is relevant to the needs of the community served is essential for all library services”.
- 1.4 The Stock Task Group, reporting to the Libraries Portfolio Group, has worked on and prepared a Highland Libraries Stock Collection Policy, taking account of existing models of best practice.

2. AIMS

- 2.1 To provide stock resources, printed and electronic, to enable and encourage individuals and groups to gain unbiased access to information, knowledge and works of creative imagination.
- 2.2 To make available a balanced and appropriately selected range of stock resources representing all shades of religious, moral and political opinion and catering for the diverse educational, recreational, social and information needs and wants of the whole community.
- 2.3 To make available, promote and encourage the creation of a range of resources in the indigenous and community languages and dialects spoken in The Highland Council area.

3. **OBJECTIVE ONE - Additions to Stock**

- 3.1 To continually review the range of stock resources available and make acquisitions within the financial resources for the purchase of Library stock, which are set annually and reflect the Council's prevailing priorities and financial position.
- 3.2 To keep the stock resources of the library service up-to-date and in good and attractive condition and to work towards a level of additions to stock which is at least that of the COSLA Standards. For adult lending stock this should be 280 items per 1000 population (*COSLA Standards 3 to 9*). For children and teenagers lending stock this should be 100 items per 1000 population (*COSLA Standards 27 to 36*).
- 3.3 GUIDELINES FOR STOCK ADDITIONS (based on COSLA Standards)
Adult Stock Resources (number of items) 75% } varied according to local
Junior & Teenage Stock Resources “ 25% } circumstances, need and demand
- 3.4 To enable and encourage access to stock resources by all special needs groups, people who are disadvantaged socially or through disability or impairment (*COSLA Standards 45 to 50*).
- 3.5 To acquire and provide appropriate access to materials in support of Adult Learners and those individuals pursuing lifelong learning opportunities (*COSLA Standards 37 to 42*).
- 3.6 To provide a representative selection of available items in all Libraries whilst also responding to popular demand and making items from the total stock of Highland Libraries available to readers irrespective of which Library is used (*COSLA Standards 3 to 4*).
- 3.7 To acquire requested items either by purchase as appropriate and where the item is assessed by staff to be a useful, cost-effective addition to stock, or by borrowing on temporary loan from another Library Authority through the Inter-Library Loan system (*COSLA Standards 56 to 57*).

- 3.8 To purchase all appropriate material relating to The Highland Council area for addition to the Local History collections and for lending (*COSLA Standards 20 to 26*).
- 3.9 To ensure the purchase of Scottish titles (including, for example, works written in Caithness dialect, the Doric, Gaelic, Scots) and works from Scottish publishers, Scottish authors, artists, orchestras and composers, in line with The Highland Council Library Services' responsibility as a focus for the expression of Scottish, Gaelic and regional literature, music and culture (*COSLA Standard 9*).
- 3.10 To provide reference and information services which at a minimum meet the requirements of the COSLA Standards (*COSLA Standards 10 to 14*).
- 3.11 To provide access at all Library service points to material on welfare rights, consumer information, jobs and careers, and community issues (*COSLA Standards 15 to 19*).
- 3.12 All stock resources selected and added to the Highland Libraries network should be legally available for purchase and distribution and meet any media-specific legal requirements pertaining at the time of purchase (e.g. the British Board of Film Classification Certification).
- 3.13 Stock Resources Selection Procedures

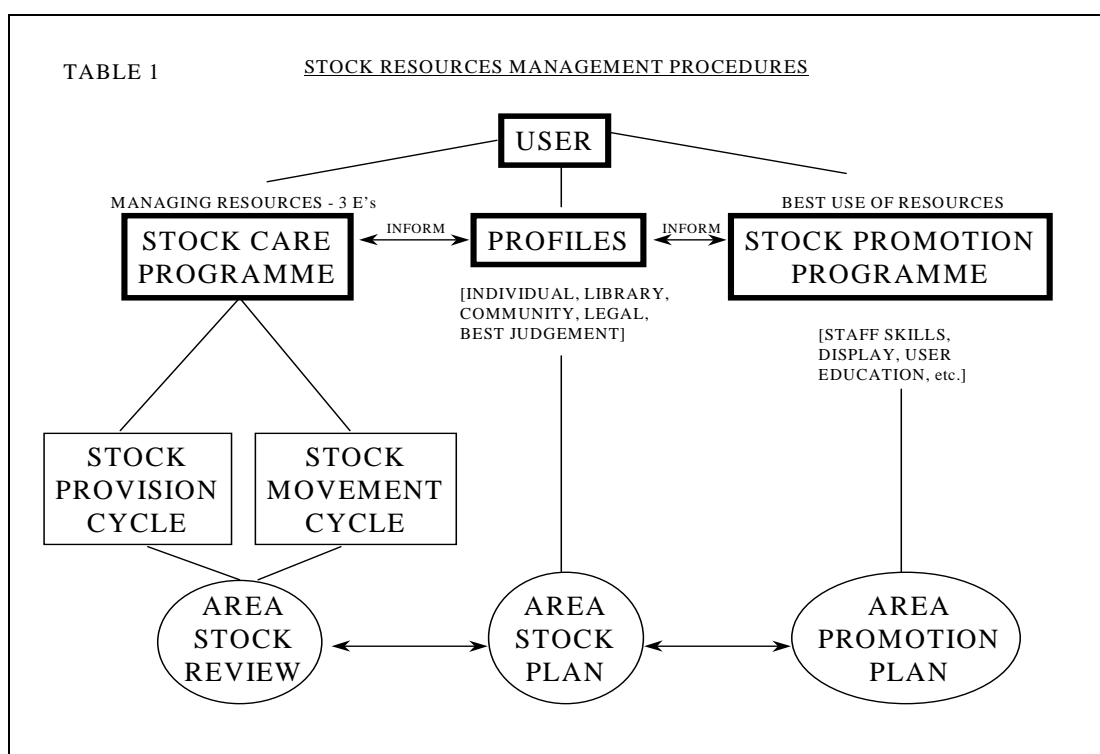
The choice of Library stock is determined locally within each of the Administrative Areas of the Council. Stock purchase of new material and the selection of circulating stock is the direct responsibility of the Area Libraries Officers and their teams in conjunction with the network Stock Co-ordinator

Stock resources are selected by a variety of methods :

- Monthly stock selection meetings (Area Libraries Officers, Stock Co-ordinator, other Co-ordinating staff as appropriate);
- Themed approval collections from Library Suppliers;
- Publishers catalogues, suppliers advanced lists – printed, CD Rom, Internet;
- Stock buys to Library Suppliers;
- Library staff regularly scan reviews in journals, newspapers, media, in industry specific sources such as The Bookseller, Literary Review, Books from Scotland, Bookshelf; Gramophone, Music Week, Chart Trends (both Popular and Classical), Video Trade Magazines, and users suggestions and requests.
- Standing Orders with Library Suppliers for particular categories of stock;
- User and non-user surveys and ongoing customer feedback;
- Business information (analysis of use, trends and forecasts);
- Library Stock Profiles (prepared October 1999, to be reviewed annually);
- Highland Libraries Stock Specification (Stock Task Group priority for 2000).

3.14 Stock Resources Management Procedures

Stock resources will be managed within a Best Value framework designed to deliver Objective 1 – Additions to Stock in a holistic way to achieve quality stock resources for the end user. This is described in Table 1 :



4. OBJECTIVE TWO - Withdrawals from stock

- 4.1 Each Library will constantly review stock for withdrawal. Criteria for withdrawal will include physical condition, rate of usage, currency of information, appropriateness of content / usefulness, long-term relevance to collections, classic / standard texts, Scottish / Gaelic connections, items in series.
- 4.2 Where important texts are no longer relevant to a specific Library collection consideration will be given to relocation to the Network Reserve Stock.
- 4.3 All Library staff are empowered to make initial selection for potential withdrawal. Chartered Librarians will determine which items are withdrawn based on the criteria outlined in section 4.1.
- 4.4 Suitable withdrawn stock will be made available for sale to the public through Libraries across the network. Damaged books, audio and video items will be withdrawn and discarded.

5. REVIEW

- 5.1 This Stock Collection Policy will be reviewed by the Libraries Portfolio Group annually to inform the budget preparation process and take account of new developments and priorities in Library Service provision and delivery. The review process will take account of customer feedback, management information obtained from the TALIS automated library management system, and involvement of front-line staff. The first review is due in April 2001.

6. Recommendation

- 6.1 The Committee is invited to consider and approve this Stock Collection Policy for Highland Libraries.

Author: Stuart Brownlee, Head of Libraries and Archives

Signature:

Designation: Director of Cultural and Leisure Services

Date: 1st March, 2000

Background Papers

1. COSLA Standards for the Public Library Service in Scotland, 1995.
2. COSLA Public Library Standards, Cultural and Leisure Services Committee, 15th May, 1996, Agenda item 9, Report no. CL28/96.
3. Highland Library Service Policy, Cultural and Leisure Services Committee, 13th November, 1996, Agenda item 7, Report no. CL59/96.
4. Libraries Portfolio Group, Notes of Meeting, 29th February, 2000.

Summary of Recommendations

Policy

1. Authorities should adopt policy objectives for the library service. *(Page 33)*
2. Every authority should prepare and approve a collection policy. *(Page 33)*

Lending Services

3. Library authorities should continually review the range of material available for lending to cater adequately for public demand. *(Page 34)*
4. The library service, as an overall unit, should make material from the total stock available to readers irrespective of which service point is used. *(Page 34)*
5. The stock of a library must be kept up to date and in a good and attractive condition by continual replacement of stock. *(Page 34)*
6. Annual additions to adult lending stock, book and audio materials, should be 280 items per 1,000 population. *(Page 35)*
7. The services provided by libraries should reflect the linguistic and cultural diversity of the community. *(Page 35)*
8. Every effort should be made to provide material for the ethnic community in a variety of languages and appropriate formats. *(Page 36)*
9. Libraries should purchase material in Gaelic, Scots and the Doric and promote the use of the collections. *(Page 36)*

Information Services

10. The provision of reference and information services is essential in every community. *(Page 37)*
11. The library service should provide accurate and up-to-date information on all topics of public interest from within its own or other sources. *(Page 37)*
12. A collection policy for the library should identify the range of stock to be provided, which should encompass printed materials, electronic publishing items, CD-ROMs and remote databases. *(Page 37)*
13. To meet the information needs of its community the library service should provide:
 - access to a collection of standard works in a range of print and non-print formats

- a range of computer equipment to enable access to external databases
 - adequate catalogues, indexes, bibliographies, abstracts, and guides to its own collections
 - a range of equipment to include reprographic facilities, microform readers, fax machines and audio and video facilities
 - study space
 - properly trained and qualified staff able to give assistance to customers. *(Page 38)*
14. Authorities should consider establishing the public library service as the information service of the authority. *(Page 39)*

Community Information

15. Community information provision should be an integral part of every library service. *(Page 40)*
16. All main service points should offer a selection of material on welfare rights, employment law, job and career information, etc. *(Page 40)*
17. Staff should be adequately trained to be able to assist customers in using the information. *(Page 40)*
18. With the increasing use of system wide computer facilities libraries, with their specialist staff, should be used for authority wide information services. *(Page 40)*
19. All agencies involved in the provision of information in the community should co-operate to avoid duplication and where this does not happen the library service should take the lead in establishing a co-operative framework. *(Page 41)*

Local Studies Collections

20. Every library service should aim to be comprehensive in collecting and providing local studies material. *(Page 42)*
21. Local studies collections should be actively promoted and their use encouraged. *(Page 42)*
22. The library service should collect, record and preserve all appropriate material relating to the life of the community which it serves. *(Page 43)*
23. Active collaboration should be developed between other appropriate local organisations to maximise the use of local resources. *(Page 43)*

24. There should be an appropriately qualified member of staff in this field who would also be responsible for the training of branch staff on collecting, conserving and promoting local studies collections. (*Page 43*)
25. Priority should be given to the conservation of the unique materials held in local studies collections. (*Page 43*)
26. The Library Association's report "Local Studies Libraries: Guidelines for Local Studies Provision in Public Libraries" is noted as a useful guide. (*Page 44*)

Services to Young People

27. Library provision for young people should be of a high standard and the range of services offered must be relevant both in the materials held and the activities provided. (*Page 45*)
28. Young people should be encouraged to make use of their libraries and, where possible, unnecessary restrictions which discourage use should be eliminated. (*Page 45*)
29. Within public libraries young people's sections should be relaxed and informal with posters, music provision and, where possible, play areas. (*Page 45*)
30. Access to computer facilities should be a normal part of provision. (*Page 45*)
31. The annual addition of children's and teenage material should be 100 items per 1,000 of the population. Services providing for school libraries would have to make additional provision for that sector. (*Page 46*)
32. Authorities should arrange a programme of activities for children and teenagers. Co-operation should be developed with other organisations within the authority and the community. (*Page 46*)
33. Each library service should have an appropriately qualified member of staff with the specific remit to work with young people, co-ordinate activity within the service and link with outside organisations. (*Page 46*)
34. The range of material provided should reflect society and the needs of the community. (*Page 47*)
35. There is a need for regular liaison between public and educational library services. Public libraries should also establish contact with all local schools. (*Page 47*)
36. Libraries should make special provision for services to teenagers. Links should be established with the youth service to keep up-to-date with developments in youth culture. (*Page 48*)

Adult and Continuing Education

37. Public libraries provide a wide range of assistance to those involved in adult education. We commend to authorities the SLIC report "Public Libraries and the Adult Learner". (Page 49)
38. Library services should adopt a policy decision that they will support adult learners and provide open learning materials as part of the basic service. (Page 49)
39. The services available to adult learners should be widely publicised and regular introductory sessions should be arranged. (Page 49)
40. Co-operation should be developed between all services involved in supporting adult learners and, where this does not exist, the library service should take the lead in establishing it. (Page 50)
41. Consideration should be given to meeting the training needs of staff in understanding the needs of adult learners and how to meet them. (Page 50)
42. SLIC should be asked to represent the role of the public library service to other national agencies. (Page 50)

Libraries and the Arts

43. Library services should support the development of arts within their community. (Page 51)
44. Each authority should provide an arts policy which takes account of the input of the voluntary sector as well as relevant local authority services. (Page 52)

Services to Special Groups

45. Libraries should work with other agencies in providing services for all special needs groups in the community. (Page 53)
46. Residents in homes, sheltered housing etc., are entitled to access to library services and we recommend authorities to arrange visits to libraries for older people to show them the range of facilities available. (Page 53)
47. Authorities are encouraged to ensure that buildings, new and renovated, take account of the needs of disabled people. (Page 54)
48. Material of relevance to disabled people should be purchased and conveniently displayed. All library staff should be trained to understand the needs of disabled users and to participate in relevant programmes arranged within the local community. (Page 54)
49. We urge authorities to review the provision made for all special groups to ensure they meet the needs of their users. (Page 55)

50. We commend to authorities the formula agreed with the Scottish Home and Health Department for the provision of library services to prisons and urge that a regular review of services to prisons is carried out. *(Page 55)*

Promotion of Library Services

51. Marketing of the library service should be undertaken to ensure that users are aware of the range of services provided. *(Page 56)*
52. Before developing any marketing strategy, authorities should undertake periodic market research surveys. *(Page 57)*
53. In promoting library services a high standard of design and presentation must be used. Adequate funding will have to be allocated to this function. *(Page 57)*
54. There is a need for co-operation between authorities in the development of a national marketing strategy and it is suggested that SLIC should investigate this proposal. *(Page 57)*
55. Library staff should receive training in marketing issues and the SLA should consider including courses on the topic in its short courses programme. *(Page 57)*

Inter Library Co-operation

56. The maintenance of the Scottish Union Catalogue and its related activities should continue to receive a high level of support from Scottish library authorities. *(Page 58)*
57. We commend the service provided by the British Library Document Supply Centre at Boston Spa, which should be provided without charge to users. *(Page 59)*
58. With the increased provision of non-book materials it is essential that co-operative cataloguing and union lists of holdings be developed. SLIC is recommended to discuss this proposal with the National Library of Scotland. *(Page 59)*
59. Public library authorities are encouraged to co-operate with other library and information services in their areas by establishing library and information plans. *(Page 59)*
60. Where responsibility for public and school libraries is vested in the same authority there should be close co-operation and an awareness of the need to promote the effective use of resources. *(Page 60)*
61. Co-operation between library services and other local authority departments should be more actively encouraged than is presently the case. *(Page 60)*
62. With the development of on-line and computer based information services there is a need to ensure public libraries are able to offer these services to users. It is recommended that a research project be established to provide guidance to library services in planning for this development. *(Page 60)*

63. There should be research carried out on the effects of extra-territorial use of the services provided by the major public reference libraries. *(Page 61)*

Staffing

64. Authorities are asked to ensure that they provide an appropriate grading structure and career development pattern. *(Page 63)*

65. Authorities should develop an ongoing programme of continuing education for all staff. *(Page 63)*

66. Authorities should appoint a senior member of staff to organise and co-ordinate in-service training. *(Page 64)*

67. Overall staffing levels in both urban and rural areas should be in the range of 1:1800 - 1:2000 per head of population. The ratio of professional staff should be between 25%-30% of the total. *(Page 65)*

68. We welcome the opportunities for support staff to obtain SCOTVEC qualifications and consider it should be the objective of all services to train all library assistants to that level. *(Page 65)*

Premises - construction, location and use

69. The International Federation of Library Associations' "Guidelines for Public Libraries" are a useful guideline for the construction of library buildings. *(Page 66)*

70. Libraries should be adequately signposted. They should be located where the public come together to use a range of other services. *(Page 66)*

71. We recommend that library authorities should consider increasing hours of opening by making the service available every evening and at weekends. *(Page 67)*

72. We recommend that a library offering a full-time service should be open at least 45-60 hours per week. Part time libraries serving a population of over 4,000 should be open at least 30 hours per week and service points for less than 4,000 should be open 10-20 hours per week. We are of the view that these recommendations are minimum standards. *(Page 67)*