

## **London Borough of Hammersmith & Fulham: Stock Development Principles**

### **London Borough of Hammersmith & Fulham Stock Development Principles**

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# London Borough of Hammersmith & Fulham: Stock Development Principles

## Stock Development Principles

### 1. Introduction

The mission for Hammersmith & Fulham Libraries is to provide an efficient, 21<sup>st</sup> century library service which promotes reading and offers opportunities for cultural enrichment, recreation, employment and learning for all residents.

The vision for libraries in Hammersmith & Fulham is one where 'Libraries are central to our community, should be freely available to everyone and meet their present and future reading, learning and information needs.'

To support that vision the library service provides access to books and support for reading - for pleasure and fun and for knowledge and information. The service also supports and encourages learning and contributes to informed citizenship and community cohesion.

The provision and conservation of an appropriate and relevant stock, across all media types, is our core activity. It supports and improves the quality of life and aspirations of people of all ages and at every stage of their life.

Stock, for the purpose of this document, means all the materials in all formats, including electronic formats, for loan or reference that are required to fulfil the Local Authority's statutory duty under the Public Libraries and Museums Act to: 'provide a comprehensive and efficient public library service'.

This document supports other strategies that are concerned with stock. They are set out in Appendix 4 of this document.

These principles will ensure that:

- The **quality of the book stock** continues to improve and that there is no unused or material in poor condition on display.
- The **customer is more likely to find the book or periodical that they want**. The books on the shelf will be up to date and of good quality, and include titles by all the most read authors, both popular material and the classics. The book stock will closely match the needs of the community.
- If browsing, the customer is more likely to be inspired to borrow something – because of the **range of material** available or because of the way books are **displayed and promoted**.
- Customers who wish to **read beyond the mainstream** are catered for through a range of material from small or independent publishers, material in translation and a significant amount of out of print material.
- All libraries will provide books and other materials to support Skills for Life learning.

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The book stock for our reading offer is designed to:

- encourage people to want to read more widely
- provide first steps or ways back into reading
- enable people to share their reading experiences
- sign post to other reading opportunities

The book stock reflects a hugely varied customer need both for fiction and non-fiction but does not attempt to satisfy very academic or specialised interests. Instead the collection is supported by a prompt and efficient inter lending service and referrals to other academic sources.

### **2. Purpose of principles document**

This is intended as a working document for use by staff and as a public statement of the rationale behind our stock selection and management. Its use ensures a consistency of approach to all matters relating to stock provision in the Borough's libraries. Because circumstances change, principles and methods need to develop in response to those changes so this document will be reviewed on an annual basis.

### **3. Key Objectives of the Stock Principles**

- To provide guiding principles for staff to consult when deciding whether to acquire, discard or reject an item.
- To ensure that consistent and informed decisions are made about the collections and that a continuity of approach is maintained.
- To provide basic reference points by setting standards around which stock management and development is built.
- To maximise the efficient use of resources, ensuring continuous improvement and increased performance in line with statutory requirements and the performance management framework.
- To provide value for money (VFM).
- To take account of Government service standards.
- To manage stock based on identified customer priorities and in support of diverse community needs set out in service objectives.

### **4. Adult Lending Materials**

The library service provides an excellent range of books and other materials for loan. There are books for learning and study as well as books for reading for pleasure. Newly published material and out of print titles are both stocked;

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popular material as well as less known titles or publishers, new authors and books in translation.

The library service provides a reservations service for items not in stock and material is available through inter-library lending schemes. We also provide access to the collections of other public and academic libraries.

The library catalogue available on line 24/7 provides excellent access to the library stock, facilitating searching and the ability to customise the catalogue for individual need.

We are working hard to continually improve the layout and arrangement of stock, introducing categorisation where appropriate, and improving the display of material to make it more customer focussed to enhance satisfaction and encourage use.

- Books are provided in a range of formats to suit the needs of the community including large print books, books on CD and e books.
- DVDs and music CDs will continue to be loaned while the demand for the formats means that a viable collection can be maintained. New methods of supply for film and recorded music, such as downloads will be introduced. It is not expected that demand for DVD and CD formats will continue for more than five years.
- A range of e book services are available, and these include:
  - a subscription service through which library users can access material
  - Print on demand service is available through the reservation service.

### **5. Children's Materials**

A high quality and relevant stock will be provided in all of our libraries and related satellite collections. The selection of resources will address quality, popularity and appropriateness for library and reader use. All local needs will be taken into account and the diversity of the population will be reflected in all stock selection. The library service is committed to promoting the enjoyment of reading in its own right and as a tool to furthering education and personal development.

The range of materials will include books at all levels and for all ages in a variety of formats, audio and visual materials. Stock will be reviewed and maintained on a regular basis and will be supported by a stock budget that is equal to the percentage of children in the authority or of an acceptable level. The effective promotion of our resources is supported by regular displays, booklists events and website promotions.

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### **6. Reference Materials**

The service provides a high quality general reference and information service able to satisfy enquiries at the point of demand, or to create accurate and timely referral where appropriate.

Each library has a defined level of reference material for adults and children, access to a range of online databases and access to recommended websites to assist users with their enquiries.

### **7. Local Studies Materials**

The Local Studies Collection exists to preserve the material of history and to present it to residents and others in a way which expands their knowledge and serves their need for information about the past, from the oldest documents available, we can reach to the point where current documents and sources become part of history.

### **8. Adult Learning Materials**

Our libraries provide access to materials and resources to support and extend adult learning at all levels. A particular example can be seen in our provision of materials to support people with specific literacy and numeracy needs through Skills for Life. We also stock a wide range of general resources covering a range of subject areas, in a variety of formats and at various levels.

### **9. Managing library stock**

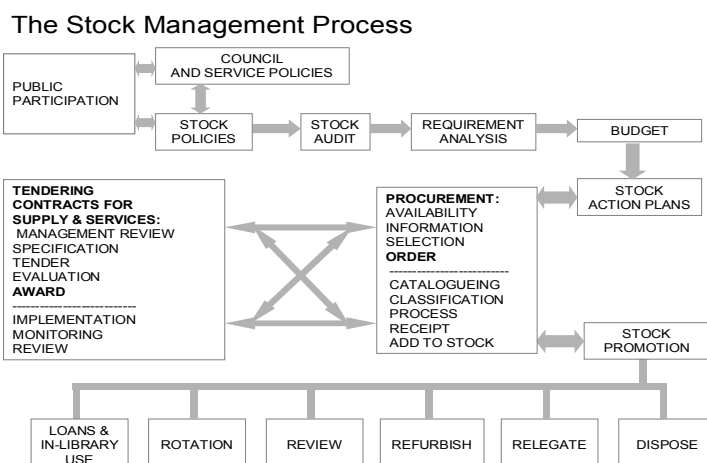
#### **9.1 Stock management process**

This stock management process is a systemic approach which resolves the conflicting priorities that arise from the diversity of public expectations and the constraints of budgets for staff and materials in a way that can be seen to be making best use of library stock funds.

In essence it comprises stock audits conducted regularly, a minimum of once a year, of existing stock that take account of the needs of users and identify both shortfalls and over provision.

The information from the stock audits then provides input to both the budget process and the stock action plans that address those variances. This process is best illustrated in a diagram.

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Library staff and the Stock Team Stock implement the stock management process that includes performance monitoring, regular stock audits and customer consultation and assessment of need.

Turnover and use of stock is rigorously assessed. Increased emphasis is placed on ensuring thorough stock maintenance, particularly removing old and out of date material promptly. One of the skills of the staff is to assess which material will retain its value and what will be disposed of and then to decide what new stock needs to be purchased.

The borough fosters a culture of learning, to train, develop and support its staff through induction, training sessions, workshops and visits to other authorities.

Current awareness, particularly through new developments put forward by a number of relevant and authoritative nationally important bodies including the Chartered Institute of Library and Information Professionals (CILIP) and National Acquisitions Group (NAG) and product awareness, including the latest publishing and market trends put forward by our suppliers, is actively encouraged.

### **9.2 Stock selection**

Selection takes account of the requirement to balance the needs of maintaining an authority-wide collection, with provision of stock relevant and appropriate to the local needs of each library and the community it serves, within the budget available, which satisfies the needs of our current and potential users.

The library only restricts access to material in order to protect it from damage or theft, not as a form of censorship. (See also Appendix 3)

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### **9.3 Stock selection criteria**

The main criteria for selection are:

- Content, purpose and scope
- Material up to and including first year undergraduate.
- Popularity of author, subject or genre.
- Anticipated demand
- Availability
- Quality
- Authority of the work and reputation of the publisher
- Format  
(workbooks and other items intended for personal possession are not purchased for the public library service)
- Currency
- Price
- Adding value to existing collections
- Addressing gaps in collections
- Breadth and depth of existing subject coverage.
- Material relating to Hammersmith & Fulham and its history
- VFM

### **9.4 Stock de-selection criteria**

Factors in stock de-selection include:

- Content of the item is poor
- Content or information is out of date
- Content is no longer considered authoritative
- Format is not physically robust for public library use
- Content is not lawful
- Poor physical quality, e.g. type, binding
- Low demand
- Decline in popularity of author, subject or genre.

### **9.5 Stock disposal**

Once stock, whether children's, adult, local studies and reference, has been de-selected and withdrawn from the Library Catalogue:

- All high value items are offered to the British Library or sent for sale by public auction through a reputable auction house.
- Majority of items are sent to Better World Books (BWB). BWB arrange the sale of books and send us the proceeds after their costs and a donation to a national literacy trust have been deducted.
- In the main all requests for withdrawn stock are refused because the material is usually of poor quality which is why it has been withdrawn.

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### **9.6 Stock security and charges**

The borough recognises that stock is a valuable asset and that loss of stock by theft, damage or unrecorded loan must be minimised in order to achieve best value. A number of procedures are in place including management of loans and reducing opportunities for theft, damage and mutilation of stock that are regularly reviewed.

Charges are levied for stock not returned by the due date or lost or damaged while on loan and further measures are taken to recover long overdue stock.

*See also:*

*Appendix 4 Donations & Replacement policy*

*Appendix 5 Charges for Library Use*

### **10. Donations**

Donations are accepted only in very specific circumstances.

*See also Appendix 4 Donations & Replacement policy*

### **11. Reservations**

The library service welcomes suggestions for stock, customer comments and feedback on these principles. This information is used, wherever possible to inform the selection process. The library service will not however, add or remove any item from its shelves solely at the request of any individual or group.

Our library catalogue has the details of all the titles in the various formats, including e books, which are held by the library service. The catalogue is available online and can be accessed at any time. Once a customer has identified the title(s) they want they can be reserved for a small charge. As soon as they become available they are sent to the library in the borough chosen by the customer.

The Borough cannot buy everything that is published, but will consider obtaining any item requested by a customer, either by purchase or by inter library loan. The normal selection criteria will apply and we cannot guarantee that we will obtain every item requested.

(See the section Stock Selection Criteria on Page 7).

Customers should be advised that items referred for purchase or inter library loan may take longer or may not be supplied, may have conditions for loan attached, loan periods may be stringently applied, and may incur an additional charge if borrowed from outside the Authority.

### **12. Customer Comments**

We welcome customer comments about the stock in the library and we reply to all written comments received. A record of those comments is kept and that feedback informs the selection process.

## **Appendix 1**



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### **SERVICE OFFER**

#### **Libraries**

Currently there are four libraries in the borough,

An additional two community libraries (Barons Court and Sands End) have transferred from the borough library service to management by the local community and we will work with these libraries to encourage them to adopt these Principles.

The service offer outlined in these brief statements for each of the four libraries will be substantiated by the Community Profiles for each library.

#### **Fulham Library**

The largest library in the borough and provides the services of a traditional main library but is situated in a largely residential area. It is home to the Reference Library and houses the special collections including the Christianity Collection. It was the old central library of Fulham until 1965 when the two boroughs of Fulham and Hammersmith were merged.

#### **Hammersmith Library**

A large community library with major employers in the area and good transport links to the West End and City. It used to be the central library of the old Hammersmith borough until 1965 and retained this status as a main library until the closure of the reference library in 2008 and removal of its reserve stock.

#### **Shepherds Bush Library**

Newly built in 2009. It is a medium sized community library next to and on the same site as Westfield shopping centre. It is the flagship library of the borough with a high emphasis on IT and has self service. It is aimed at a younger and more technologically aware sections of the community. It is an area of economic regeneration and shares its premises with WorkZone – an employment bureau that helps people find and access training. All our libraries have PC's with Internet access but IT is an important and significant part of the library offer at Shepherds Bush and is very well used.

#### **Askew Road Library**

A neighbourhood library serving the needs of the local community in the western part of the borough. The premises are shared with the Post Office – parcels collecting dept.

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### Appendix 2

#### **Statutory Requirements**

The London Borough of Hammersmith & Fulham is required to provide a public library service under the terms of the 1964 Public Libraries and Museums Act that states:

*" It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof, and for that purpose to employ such officers, to provide and maintain such buildings and equipment, and such books and other materials, and to do such other things as may be requisite."*  
(Section 7)

"In fulfilling its duty under the preceding subsection, a library authority shall in particular have regard to the desirability -

- a) *of securing, by the keeping of adequate stocks, by arrangements with other library authorities, and by any 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; and*
- b) *of encouraging both adults and children to make full use of the library service, and of providing advice as to its use and of making available such bibliographical and other information as may be required by persons using it.'*

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### **Appendix 3**

#### **Libraries and Censorship or Controversial Material**

##### ***Legislation***

Libraries operate within the law to provide free access to a diversity of information, opinion and ideas in a neutral and hospitable environment.

Selection, provision and access to library material is informed by legislation on terrorism, race relations, equality, local government, freedom of expression and human rights.

##### ***Management of controversial material in public libraries***

(From Museums Libraries and Archives Council: MLA)

Within this diverse society and the requirements of the current legislation the selection and management of stock and donations has become a complex responsibility. In recognition of this in November 2007 the Government commissioned the Museums Libraries and Archives Council (MLA) to produce guidance for public libraries on the management of controversial inflammatory and extremist material.

This guidance has been the subject of wide consultation and a final version has now been published.

In the London Borough of Hammersmith & Fulham this is the guidance we apply.

The MLA guidance can be found at:

<http://www.mla.gov.uk/what/~media/Files/pdf/2009/ControversialMaterialReport.ashx>

The MLA will review this guidance on an annual basis in consultation with other key partners.

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### **Appendix 4**

#### **Donations and Replacement Guidelines**

##### **Donations Guidelines**

We appreciate the generosity of our readers who in the past have offered us their books. However, the sheer quantity of this material makes it difficult for us to prepare it for the shelves.

We would like to continue to receive books and other material:

- of local interest that fall within the scope of the London Borough of Hammersmith & Fulham local studies collections
- novels with a local theme or setting
- on subjects relating to London and to the London Borough of Hammersmith & Fulham in particular
- by local authors

We reserve the right to dispose of material that we do not wish to add to library stock.

**We regret that we cannot accept material outside these categories.**

##### **Replacement Guidelines**

From time to time our customers lose items they have borrowed. Customers will be charged the full and current replacement cost of the item and will no longer be able to donate a copy of the lost item to the library in lieu of payment.

We purchase our stock from specialist library suppliers who supply the stock ready to go on the shelf with jackets, date labels and catalogue records.

When we receive donations or replacements this involves staff in extra work getting the items ready for the shelves, and putting them on the catalogue.

We have moved towards putting a larger proportion of our staff on public duty

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to provide our customers with a more personal service and want to avoid extra back room tasks.

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### **Appendix 5**

#### **Charges for Library Use**

The London Borough of Hammersmith & Fulham supports free provision of core library services. This ensures equality of access to information and knowledge, and an environment in which people of all ages and backgrounds can enjoy reading for pleasure.

Core library services are required by statute to be provided free of charge in England and Wales.

These include:

- access to library buildings, including study facilities
- providing reading for pleasure via books for loan;
- providing services for children's development and
- developing lifelong reading skills and habits in adults;
- encouraging lifelong learning and study;
- providing reference material including public information about local and national government and EU publications;
- current affairs and business information;
- providing materials for the study of local history and the local environment.
- Staff assistance with enquiries

There are no charges for use of library computers because materials used for the purposes above are increasingly only available online rather than in book form.

Charging is regulated by the Public Library and Museums Act 1964 and by The Library Charges (England and Wales) Regulations 1991. (Statutory Instrument no. 2712 (1991)).

These regulations permit fee charging for some services. Charges are made where services go beyond the core offer or where materials are provided in certain formats other than books. This enables the service to offer a broad range of formats and assists with replacing library stock.

Some of the items currently charged for include:

- most audio-visual items
- reserving items of stock
- borrowing materials via the British Library
- printing of materials
- some library events

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There are also overdue charges if books are retained beyond the loan period without renewal.

There is a range of concessionary reductions and exemptions for some groups of users who may find that charges impact on their ability to utilise services.

*See also Appendix 4 Donations & Replacement policy*