

Schools Library Service – Secondary schools

Library Books and Support Service Level Agreement 2023/24

1. Service Description

The Schools Library Service (SLS) is part of Herefordshire Council's Library Service. The demands of the national curriculum, literacy and English topics, as well as an emphasis on student-centred and resource based learning have a strong impact on school library provision. The SLS Library Books and Support SLA is an easy and cost-effective way for schools to resource their library, and to provide access to professional librarians' skills and experience to support staff.

The 2023/24 agreement runs for 12 months from 1 September 2023 to 31 August 2024. This service is available to all high schools and special schools within Herefordshire.

2. SLA Services Offered

Each school subscribing to the SLS Library Books and Support SLA will receive and have access to the following services:

Long-term fiction book loan

- A long-term loan of 180 paperback fiction books supplied according to school requirements. Non-fiction and hardback fiction books are not included in this offer.
- Long-term fiction book loans are retained by the school from year to year for each year they continue to subscribe to the SLS. All resources remain the property of Herefordshire Libraries and schools should take reasonable care of items on loan.
- Book collections will be delivered to school (or can be collected from the Libraries Unit, Hereford if preferred) once each term as below:

Stock supply timetable for 2023/2

Term	No. of books	Delivery options
Autumn	60	Delivered to school or collection from Libraries Unit
Spring	60	Delivered to school or collection from Libraries Unit
Summer	60	Delivered to school or collection from Libraries Unit

- Books are supplied with plastic jackets and library date labels. Schools may affix labels or barcodes on the plastic jacket or date label but not directly on the books.
- Books with content suited to readers 13 years or older will be marked with a 'T' spine label to assist with age-appropriate reading.
- Schools can request up to 20 specific titles each term by submitting a stock request form. Forms must be submitted one week before the end of the previous term to be included in the following term's book collection.
- Books (including damaged or unused items) can be returned at any point during the year to the Libraries Unit, Hereford or to Ledbury, Leominster or Ross-on-Wye libraries by prior arrangement. Books are to be returned in labelled boxes as specified by the SLS.

- Any school books accidentally returned to a public library in Herefordshire will be returned in the next book delivery to school.

Book disposal service

- Schools can recycle unwanted non-SLS books through the SLS, including old library stock purchased by the school and out-of-date text books.
- Books are to be packed in labelled standard-sized cardboard boxes as specified by the SLS. Books that are not packed according to SLS guidelines will not be accepted for collection and/or disposal. Flat-packed boxes will be provided by the SLS for this service.
- Books can be disposed of at any point during the year at the Libraries Unit, Hereford; small quantities (up to 3 boxes) may be delivered to Ledbury, Leominster or Ross-on-Wye libraries by prior arrangement. A collection from school may be possible for large quantities of boxes and an additional charge may apply for this collection service.

Book purchasing discount from Peters bookseller

- Schools can receive a 26% discount on books purchased direct from Peters booksellers (www.petersbooks.co.uk) online. This discount is subject to change by Peters booksellers. Schools will be given an account to use Peters' website to select and order new books online.

Library advice and support

- Schools can receive up to 3 hours advice and support in school by a SLS librarian during the year. This can include support with editing stock and advice on purchasing or general layout. We recommend booking visits a term in advance to avoid disappointment.
- Advice and support is also available by telephone and email.

Reader development school events

- Schools will receive a 20% discount on Herefordshire Libraries events for schools including the Carnegie Award Shadowing Finale and Meet the Author events.

3. Service Standards

- Books will be selected by an experienced SLS librarian and/or according to requirements provided by the school at the end of the previous year. The standard collections will include quality contemporary fiction titles, covering a range of authors, genres, reading ages to support wider reading for pleasure and the national curriculum.
- Books supplied by the SLS will be in good to brand new condition, with no more than 5% of books supplied older than 30 months (unless specifically requested).
- Schools may receive duplicates of titles previously purchased by the school. In this case, unwanted duplicate titles can be exchanged for new titles.
- We aim to deliver stock within the given periods timetabled, however occasionally deliveries may be delayed due to unforeseen circumstances. Deliveries will be made to school at the earliest opportunity.
- We aim to respond to the majority of email enquiries within 5 working days however a full answer may take longer depending on the enquiry.

4. Complaints

If schools are not satisfied with any aspect of the service they are receiving, please contact us in the first instance and we will endeavour to resolve the issue. If a resolution cannot be reached, the complaint will be escalated to the Head of Service and/or Assistant Director.

5. Leaving the Schools Library Service

These services are provided under an annual contract and schools are committed to the full term. If existing SLS customers choose not to subscribe to the service in a subsequent academic year, all items on loan to the school will need to be returned by the end of the autumn term.

Individual schools are responsible for all items on loan from the SLS and schools may be charged for any substantial losses of stock. This will be based on the average replacement cost price to Herefordshire Libraries and will include our standard supplier discount.

Schools will be informed of any missing stock once loans have been discharged from their account and given a reasonable amount of time to find and return items before they are invoiced.

6. Additional Services

Additional services may be available from the SLS in addition to the Library Books and Support SLA. Please contact us for further information.

7. SLA price for 2023/24

Flat rate of £810

8. Contact Information

For further information regarding the service please contact sls@herefordshire.gov.uk

Schools Library Service

County Libraries Unit, Merchant House, Burcott Road, Hereford HR4 9LW