

## **ENHANCED SUPPORT PACKAGE (1): ACQUISITION AND MANAGEMENT OF BOOK STOCK, AND ACCESS TO THE LIBRARY MANAGEMENT SYSTEM**

Historically libraries have been able to improve the service they offer to their local communities by participating in integrated, mutually-supportive networks. The reasons why this is so, are discussed in a separate document headed “*Libraries Better Together – The Public Library Ethos*,” which is set out at Appendix 11.

The Council therefore would like to work with CMLs to continue to support their acquisition and management of books and audio books, and is offering Enhanced Support Package (1) for CMLs signing up to the *Libraries Better Together* ethos. The support package will be available for a peppercorn charge and will offer CMLs a number of benefits including:

- Access to and training in the use of the Library Management System (LMS). The LMS is the computer system that manages the records of stock, membership and loans.
- Provision and maintenance of the computers, other equipment, software, licences and network connectivity needed to operate the LMS.
- Support with book selection, ensuring a regular supply of new books delivered, catalogued and shelf-ready, direct to the library.
- The same discounts on book purchase as are available to Council-run libraries.
- Advice and support from experienced library staff to help them with the day-to-day management of stock.
- Exchanges of books with Council-run libraries and other CMLs.
- A holds (reservations) system, allowing users of the CML to access books and audio books from the stock of other libraries when a title is not in stock locally.
- Taking part in relevant promotional events and activities, such as the Summer Reading Challenge.
- Guidance from the Community Library Development Team, including an allocated first point of contact, in relation to the day-to-day operation of a book lending resource at the facility. Where necessary the Team will signpost the CML to the Library Service expert best able to deal with their query.

In accepting Enhanced Support Package (1) a CML will forego certain freedoms: for example, it will be bound by the Council’s loan periods and charging policies for late fees and holds, be tied to the Council’s procedures for most of the books it buys, and be required to obtain and maintain IT relevant networks through the Council’s relevant internal procedures. The CML will agree to:

1. Work co-operatively with Council-run Libraries and CMLs in Derby to enable all users to enjoy the benefits of service delivery via an integrated libraries network operating across the city, utilising the Council’s Library Management System.
2. Support the principle of an integrated libraries network by:

- a. adhering to Council policies / procedures relating to the management and operation of loans, including but not limited to loan periods, borrowing limits and borrower categories.
  - b. applying the Council's agreed charges covering loans, late fees ("overdues"), holds ("reservations"), lost/damaged books and audio books and lost tickets. The CML may retain the income generated from applying these charges (excluding income from holds supplied through the Inter-Library Loan System).
  - c. agreeing that the Council will spend that element of the Grant ring-fenced for the purchase of books on its behalf. Most orders will be generated through "Supplier Selection", and the Council will actively consult with the CML on a suitable, locally-tailored specification. The CML will benefit fully from the discounts available to the Council, and the stock will be delivered direct to the library catalogued and shelf-ready at no additional cost.
  - d. participating in stock exchange rotas and stock management processes devised by the Council in relation to books and audio books that it (the Council) owns, and items purchased with the Grant. The CML is encouraged to extend this arrangement to include items it has purchased with funds raised locally and items that have been donated to it, but may opt out if it wishes.
  - e. making available to the Council's holds service books and audio books in the CML's stock that are owned by the Council, and items purchased with the Grant. The CML is encouraged to extend this arrangement to include items it has purchased with funds raised locally and items that have been donated to it, but may opt out if it wishes. Users of the CML will be able to place and collect holds, drawing on its own stock, and stock in other Council-run and participating CMLs as appropriate.
  - f. discharging any stock that is returned to the CML but which was borrowed from another participating CML, a Council-run library or a library run by Derbyshire County Council (and members of other East Midlands library services, as may be agreed from time to time), and by returning the stock to its originating library as soon as possible via the inter-library van delivery system. Under a reciprocal arrangement stock borrowed from the CML may be returned at any other participating CML or Council-run Library.
3. Co-operate with reciprocal arrangements between the Council's Library Service and the library service provided by Derbyshire County Council (and other East Midlands library services, as may be agreed from time to time) including, but not limited to:
- a. allowing people who are members of Derbyshire Library Service (and other East Midlands library services, as may be agreed from time to time) access to the book lending service.
  - b. allowing people who are members of Derbyshire Library Service (and other East Midlands library services, as may be agreed from time to time) access to the internet from public computers.

- c. providing books from the CMLs stock to supply requests (holds) placed by users of libraries operated by Derbyshire County Council ((and other East Midlands library services, as may be agreed from time to time).
- 4. Participate in relevant joint initiatives such as the Summer Reading Challenge, and promote these locally.
- 5. Pay due regard to the CML Stock Management Guidelines.

Important Note: Although CMLs accepting Enhanced Support Package (1) would work closely with the Council and work within many of its procedures, this is a voluntary choice, and organisations / community groups can provide the Minimum Standard Resource without accepting the Package.