

## SCHOOL LIBRARY SERVICE SERVICE LEVEL AGREEMENT 2017-2018

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### Summary of Service

The demands of the National Curriculum, Literacy and English topics, and the emphasis on student centred and resource-based learning have serious implications for library provision. The School Library Service provides essential resources, advice and support to individual schools and their libraries.

### General Description of Service Available

#### **Schools subscribing to the service will receive:**

- **Project Loan Service** – boxes of books to support the Curriculum and English topics. A range of non-fiction, fiction, big books, poetry and local history resources are available. Boxes are made up to individual teachers' needs, containing a minimum of 30 books depending on availability and subjects requested and loaned for one term. Boxes of general fiction to encourage reading for pleasure containing 30 year specific books and poetry are also supplied.
- **DVD Loan Service** - schools paying the higher subscription will receive DVDs appropriate to the topics they are studying. DVDs will be delivered to schools to keep for the whole term. New stock is constantly being added and additional loans may be requested at any time.
- **Primary school visit**– annual visit to each school to help maintain the relevance and appearance of library stock. Advice is given on stock gaps, layout, library management systems, classification and cataloguing.
- **Book Purchase Scheme** – orders can be undertaken on behalf of schools and tailored to their individual requirements. This can be done following a consultation visit or by requesting specific subjects and/or titles. All new books come with a competitive discount and can be classified and labelled to make sure they are shelf ready when delivered.

- **Primary School Events** - Support for school book weeks given and a number of book events provided each year. Hounslow Junior Book Award for Key Stage 2 pupils, a World Book Day Celebration and Black History Month event, all of which include an author event.
- **Secondary Schools** – professional support for school librarians, including termly business meetings. Annual events including the Poetry Slam, the Hounslow Teen Read and SpeedRead. In addition the SLS can provide practical help with stock to individual schools within the cost of the subscription.
- Advice on library planning and development of Learning Resource Centres.
- Occasional book / literacy based events.

### **Success criteria**

The service is monitored through regular contact with teaching staff, in person, on the telephone and by email, and through annual questionnaires.

The stock is closely monitored with regard to the QCA Schemes of Work. Old and damaged stock is regularly withdrawn.

Success is indicated through:

- Annual customer satisfaction survey
- Indicated demand annually for all aspects of the service, including an increase in subscribing schools and nurseries
- Written and verbal thanks for many aspects of the service

### **Standards of Service**

#### **Staff:**

- All staff will be identified by wearing name badges
- All staff will receive Customer Care training
- All staff will be specially trained in working with schools, books and libraries
- All staff will be DBS checked

#### **Service:**

- We will provide a continuous enquiry service during opening hours
- Any enquiry will receive a response within two days, although a fuller answer may take up to four working days.

#### **Stock:**

- No more than 5% of Project Stock more than ten years old
- Damaged Project stock regularly withdrawn
- Regular monitoring of all stock to comply with QCA Schemes of Work

## Costs of the Service 2017-18

### Subscription rates:

London Borough of Hounslow -

Primary Schools:           £4.20 per pupil (School Library Service)  
                                      £5.00 per pupil (including DVD loan service)

Secondary Schools:         Flat rate of £600 for each school  
                                      (this reflects the different use made of the service by librarians)

Out of Borough School –

Primary Schools:           £5.20 per Pupil (School Library Service)  
                                      £6.00 per pupil (including DVD loans service)  
                                      Plus £150 annual delivery and collection charge

**PLEASE NOTE:** Individual schools are responsible for items borrowed from the School Library Service, and charges will be made for any substantial losses and damage to stock.

Schools who receive maximum help with their library/classroom corners must be signed up to Hounslow School Library Service for 3 year post this help. If schools withdraw from the service before this, a cost for the work will be incurred.

For any school: consultancy work and practical assistance over and above the regular visits may be charged for on an hourly basis. Fees will be levied at a higher rate for non-subscribing schools than for subscribers.

Hourly rate for subscribing schools:                     Min £75  
                                                                          (dependent on personnel involved)

Hourly rate for non-subscribing schools:             Min £100  
                                                                          (dependent on personnel involved)

Schools are free to withdraw from the service at any time with one term's notice terminating on 1<sup>st</sup> January, 1<sup>st</sup> April or 1<sup>st</sup> September in any year. Withdrawal must be informed in writing to the SLS office.