

# SCHOOL LIBRARY SERVICE

## (Including School DVD Loan Service)

**CONTACT OFFICERS:** Charlotte Arthur & Becky Heather 0845 456 2905  
Email [schoolslibraryservice-hct@laing.com](mailto:schoolslibraryservice-hct@laing.com)

### Summary of Service

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

### General Description of Service Available

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

- 15% discount on most books ordered. Occasional special offers.
- Access to an Exhibition Collection of recommended titles for primary schools to make book selection easier. Teachers can see and handle the books before ordering. Experienced staff are available to assist teachers.
- Book Ordering Service - checking publishing details, dealing with suppliers, checking invoices, delivering books to schools. New books can be classified and labelled before delivery to school.
- Schools own books can be classified & labelled as required.
- The SLS staff can also undertake orders on behalf of individual schools, tailored to their individual requirements.
- Project Loan Service - boxes of books to support the Curriculum and the National Literacy Strategy. A range of fiction, big books, poetry and information books plus local history resources are available. Boxes are made up to individual teachers' needs and loaned for one term, subject to stock availability. Boxes of general fiction and/or poetry are also available.
- **NEW FOR 2010-11:** DVD Loan Service – schools paying the higher subscription will receive DVDs appropriate to the topics they are studying. Initially these will be delivered to school on a weekly basis, but during the course of the year this will change & DVDs will be included in project boxes & loaned for the whole term.
- Primary Schools – annual visits to schools to help maintain the relevance and appearance of library stock. Advice on stock, layout, library management systems, classification & cataloguing as required.
- Support for school book weeks and book events, as well as the annual Hounslow Junior Book Award which includes an author event in the Paul Robeson Theatre.

- Secondary Schools - professional support for school librarians, including termly business meetings, occasional INSET, World Book Day & Black History Month events, plus the annual Hounslow Teen Read. In addition the SLS can provide practical help with stock to individual schools within the cost of the subscription.
- Support for projects such as Reading is Fundamental, Kick into Reading, Young Cultural Creators, Outside In World, Boys Into Books, & Bookstart.
- Advice on library planning and the development of Learning Resource Centres.
- Occasional training courses and book events offered at reduced rates to subscribing schools.

**A consultancy service may be arranged for non-subscribing schools.**

### **Success Criteria**

The service is monitored through regular contact with teaching staff, in person, on the telephone and by email, and through occasional 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:

- Increased demand annually for all aspects of the service, including an increase in subscribing schools and nurseries, including non-LEA schools.
- Written, verbal and illustrated thanks for many aspects of the service.
- Favourable response to termly newsletter.

### **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 or experienced in working with schools, books and libraries.

#### **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 4 working days.

#### **Stock:**

- No more than 5% of Project Stock more than 10 years old
- Damaged Project stock regularly withdrawn at the end of each term
- Regular monitoring of all stock to comply with QCA Schemes of Work
- Out of Print titles removed from Exhibition Stock on a regular basis – at least every 2 months

**Costs of the Service 2010-11****Subscription Rates:**

**Primary Schools:**                    £3.20 per pupil (School Library Service)  
   £4.00 per pupil (including DVD Loan Service)

**Secondary Schools: -**            Flat rate of £435 for each school  
   (this reflects the different use made of the service by librarians)

**PLEASE NOTE:** individual schools are responsible for items borrowed from the School Library Service, and charges may be made for any material that is lost or damaged.

**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. £25 (depending on personnel involved)

**Hourly rate for non-subscribing schools:**            Min. £50 (depending on personnel involved)

**Schools are free to withdraw from the service at any time with 4 months notice terminating on 1st January, 1st April or 1st September in any year.**