

SCHOOL LIBRARY SERVICE

(Including School DVD Loan Service)

SERVICE LEVEL AGREEMENT

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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:

- 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.
- 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 – these will be delivered to schools by arrangement.
- Primary schools – annual visits to schools to help maintain the relevance and appearance of library stock. Advice on stock, layout, library management systems, classification and cataloguing as required.
- Good discount on all books ordered, plus opportunity to order books on line.
- Access to an Exhibition Collection of recommended titles for primary schools to make book selection easier. Teachers can see and handle 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 and labelled as required.
- The SLS staff can also undertake orders on behalf of individual schools, tailored to their individual requirements.

- Support for school book weeks and book events, as well as the annual Hounslow Junior Book Award which includes an author event..
- Secondary Schools – professional support for school librarians, including termly business meetings, occasional INSET. Annual events include: Bookbuzz, The Hounslow Teen Read and Speed date /Read date. 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.

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:

- Indicated demand annually for all aspects of the service, including an increase in subscribing schools and nurseries, including non-LEA schools.
- Written and verbal 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 in working with schools, books and libraries
- All staff will be CRB 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 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.

