

Community and Cultural Services Libraries, Information and Archives Stock Management Policy

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1. Introduction

Community and Cultural Services: Libraries, Information and Archives seeks to make a significant contribution to the lives of people in Manchester through the vibrant and innovative delivery of high quality leisure, cultural, learning and information services and opportunities. Services are currently provided through 23 libraries across the city with services in the city centre temporarily provided at City Library in Deansgate and One First Street until Central Library reopens after major refurbishment and renewal in Spring 2014 . The Council also manages the Greater Manchester County Record Office on behalf of AGMA (the Association of Greater Manchester Authorities) and the Prison Library Service at HM Prison Manchester. The library service has over 130,000 active members (30% of residents), issues over 23 million items and attracts over 3.4 million visitors each year, with over 600,000 computer sessions. Central Library attracts one million visitors per year.

1.1 Library Service Objectives

- To prioritise library services to meet the needs of all those who live, work or study in Manchester and those who visit the city.
- To ensure the widest possible access by delivering services at the heart of communities.
- To develop libraries as the activity centres of local communities and the conduit to wider opportunities.
- To become the logical provider and distribution mechanism for City Council information, and the accepted access point for information of all types.
- To establish the Library Service as a recognised hub for partnership working, to support and add value to wider activity, including community development, lifelong learning, regeneration and the local economy.
- To provide a library service that is central to the delivery of the City Council's agreed corporate objectives and which contributes to the regional agenda.

1.2 Aims of the Stock Management Policy

The Stock Management Policy for Manchester Libraries, Information and Archives Service is informed by the strategic priorities of Manchester City Council, the vision and aims of the library service and the Public Libraries and Museum's Act 1964. Stock management is a continuous process and is comprised of the following:

- Ensuring the efficient and effective use of resources by the preparation and monitoring of stock action and spending plans for each service.
- Continuing to streamline the processes required for the selection, acquisition, servicing and distribution of stock.
- Ensuring maximum usage of stock by activities such as stock rotation, book promotions, reader development and the monitoring of availability and usage.
- Promoting a unified approach to the selection, development and maintenance of library stocks within the authority by stock editing and making appropriate decisions as to stock balance, suitability, needs etc. Also maintenance decisions such as transfer, binding, repair and withdrawal.
- Encouraging responsiveness to customer needs and demands through an analysis of stock requirements in relation to policies and community needs, stock suggestions, stock surgeries and the reservation system.
- Facilitating staff training and development in stock management.

- Collecting, collating and distributing management information on stock performance.

1.3 Definition

In this policy, the term 'stock' relates to all forms of library materials, including electronic information, books, newspapers, periodicals, maps, microforms, CDs, videos, DVDs, photographs, printed music and ephemera.

1.4 Censorship

Manchester subscribes to the guidelines laid down by CILIP (the Chartered Institute of Library and Information Professionals) which state:

The function of a library service is to provide, as far as resources allow, all books, periodicals, etc., other than the trivial, in which its readers claim legitimate interest. In determining what is a legitimate interest, the librarian can safely rely on one guide only – the law of the land. If the publication of such matter has not incurred penalties under the law, it should not be excluded from libraries on any moral, political, religious or racist ground alone to satisfy any sectional interest. The public are entitled to rely upon libraries for access to information and enlightenment upon every field of human experience and activity. Those who provide library services should not restrict this access, except by standards which are endorsed by law.

2. Service Points

Manchester libraries are divided into bands determined by a combination of a library's physical size, stock issues and visitor numbers. Banding has little impact on the range of materials provided but it does affect stock levels, stock circulation and shelf stock proportions.

The Central Library, Moss Side Powerhouse (Young Adult Library) and Books to Go are not banded due to the specific types of stock added to these library collections.

3. Stock Selection

Manchester's selection policy aims to ensure comprehensive subject coverage, whilst also ensuring a wide range of contemporary fiction to meet public demand within the available budget.

3.1 Selection Process

The majority of newly-published material is selected by supplier selection. Specifications for this stock are drawn up by the stock team and will be carefully monitored to ensure that all subject areas are covered appropriately. The stock team will continue to buy reference and retrospective titles, actively involving other colleagues and Manchester communities where appropriate. Selection methods vary according to the type of material. Stock is primarily selected from supplier websites, pre-publication, publishers catalogues and media reviews with great importance being placed on customer feedback and stock suggestions.

Stock revision is completed by using various bibliographical resources and occasional supplier visits.

3.2 Suppliers

Manchester is part of the Greater Manchester Consortium. Our main contracted suppliers are:

Adult Fiction and Non Fiction: Bertrams

Young Peoples stock: Bertrams

Reference Standing Orders: Coutts

Audio Visual: Bertrams

Government Publications: Dandy

Printed music: Cramer

Contracts within the Greater Manchester Consortium are re-tendered every three years, with an option to continue for a further period. The new tender process is currently underway for contracts for the period 1 April 2013 until 31 March 2016. These main contracts will account for 70% of the total stock fund expenditure.

3.2.1 Binding Supplier

Manchester has an existing contract for binding with Remploy.

3.3 Criteria for Selection

All staff responsible for purchasing stock will use the following criteria in selection: content, physical form and best value for money. Anticipated demand will be used to inform decisions on how many copies of a title are purchased. Monitoring of supplier selection will be incorporated into the work of the resource services team and gauged on evidence supplied by staff and the public.

3.3.1 Content

Manchester Libraries, Information and Archives Service will attempt to ensure comprehensive subject coverage across the city up to A' level or equivalent standard within the larger community libraries, and up to undergraduate level within Central Library.

A main priority is to provide the vast majority of our stock for loan, and to provide online services for remote access provision wherever possible. This is to ensure that our stock is made available to all our clients. Obviously larger libraries (Band A and Band B) will have a wider range and choice than the smaller community libraries, but all co-ordinators will purchase stock to fill gaps, especially where there is customer demand. All lending stock can be accessed using our free reservation service. Most stock purchased will be recent and up-to-date, although standard or classic works will, where appropriate, continue to be stocked and replaced. We will ensure that titles by recognised authors are purchased as a matter of course, however the selection of new authors is extremely important to us, especially if they appear to be an expert in their subject field or are first time novelists. Sequels or series additions will also be actively sought. Whilst recognising the reputation of a publisher can be an indicator to the accuracy of information, the library service actively seeks to purchase the works of small, independent publishers where the content is likely to be of interest to our users. The popularity of a title is a major factor in any purchasing decision, however it is also necessary to meet the more obscure enquiries that we

receive. The service nominally allocates 70% of the budget to new titles and 30% to retrospective replacements and stock gaps to ensure a well-balanced stock.

3.3.2 Physical Form

Stock selected for purchase will be of an appropriate size and weight for its purpose. Considerations such as paper quality, print fonts, indexes, illustrations and tabulated information will also be taken into consideration, as will the intended life of that stock item.

3.3.3 Value

While price is an important consideration, there will be times when an item of stock is worth investing in to provide premier subject coverage. Future considerations will also take into account the availability of E-sources to provide our customers with remote access facilities. Continuing analysis and judgement will be undertaken with regard to hardback and paperback buying. If both hardback and paperback are available, decisions will be made about how long the title will be required. For example, a travel guide book in paperback may represent better value, because the information will soon date, whereas a definitive historical work may be more suitable in hardback.

3.4 Reader Requests

All reader requests for stock in the library catalogue will be reserved free of charge. Specific requests for items not held by Manchester Libraries, Information and Archives will be charged an administration cost (currently £3) if borrowed from external sources via the Inter Library Loan Service, or will be bought for stock. Consideration will be given to the relevance of the title, its cost and how much usage is perceived. Stock will only be bought in formats which are taken by Manchester libraries.

3.5 Waiting Lists

There should be no more than five customers waiting for any book. For example, if there is a waiting list of 30 readers, we will aim to have at least six copies of the title in stock, unless there is a specific reason why this would be inappropriate.

3.6 Donations and External Funding

Manchester Libraries, Information and Archives welcomes donations and external funding for stock, on the basis that items will only be added to stock if they are in an acceptable physical format and they add value to our collections. Any donations not accepted for stock will be subject to the same disposal guidelines as our own stock. Decisions on suitability of stock rests with the service development manager and service co-ordinators but all donations will be subject to the censorship criteria in 1.4.

3.7 Unsolicited Stock

Some authors and publishers send stock that we have not ordered, with an invoice, in the hope that we will both pay for it and possibly order extra copies. Items will not be accepted unless they are genuinely wanted for our collection.

4. Stock Circulation

Stock exchange is a vital area of the service. It enables customers to access as wide a variety of titles as possible, and ensures that those who use the smaller branches are not disadvantaged. Stock circulation is now automated for all formats within Manchester. Circulation is used widely, and for some areas of stock, such as large print and spoken word, very little static stock is bought. Within each circulation branch, there are a number of routes to ensure that every branch receives its fair share of new stock. Stock is allocated randomly to routes.

All spoken word, large print and DVD circulate every six months and CDs circulate every three months. Certain areas of stock will not be circulated, including:

- Subjects which date very quickly, such as computing and textbooks
- Where a title is still popular
- Where a category of stock is of local interest, such as community language or local history materials.

5. Stock Maintenance

Library staff are responsible for ensuring that shelf stock is clean and tidy. Stock maintenance is linked to the library bands. Service Development Co-ordinators will visit Band A and B libraries twice yearly and Band C and D annually, to assess the stock and check if there are any stock gaps. Every item shall be judged on its merits, but the following criteria, amongst others, shall be taken into consideration:

- Physical condition of the stock: Is the book suitable for its purpose?
- Audience: Is the book of an appropriate level and format for its audience?
- Currency: Is the information contained up-to-date? If not, does the book have any other value, such as historical research?
- Out of print: Can we get the same information from another source, or is the work irreplaceable?
- Title / subject: Is the book a recognised standard within its subject?
- Is the book so well-used that it needs replacing title for title or like for like?
- Is the book now obsolete in terms of interest in the subject area?
- Any relevance to Local History is sought before disposal and advice taken accordingly.

Every quarter, most libraries will receive a 'not seen' report. These will be for book items that have not been borrowed in the past 12 months and audio-visual items that have not been borrowed within a six month period. Decisions to be made on this stock will be:

- to discard stock from shelves
- to transfer stock to another branch
- to delete stock from the catalogue if it cannot be found

Smaller libraries will complete the same objectives but the work shall be completed as a stock audit. The above will ensure that the library catalogue is as up to date as

possible. Particular attention will be paid to the age and content of the stock. Books containing out-of-date information will be discarded, regardless of their physical condition or popularity, unless they are kept for historical or research purposes. A lack of shelf space is not on its own a reason to discard stock. If the stock is still in good condition and meets the above criteria, it will be transferred elsewhere.

6. Stock Recovery

Every effort will be made to minimise stock loss and recover overdue items.

6.1 Security of Stock

Security systems are present in Manchester libraries and stock is triggered to prevent theft.

6.2 Recovery Procedures

Overdue reminders will be sent out after two weeks and four weeks. Borrowers will also be notified if a book has been requested by another customer. Customers with overdue items will not normally be permitted further loans.

6.3 Preservation Policy

Manchester Libraries, Information and Archives has a preservation policy that is included as Appendix 1 to this document.

7. Withdrawal and Disposal of Stock

Lending stock that is no longer required within Manchester libraries will be withdrawn from circulation if:

- the item is dirty or in poor physical condition,
- the item is faulty, in the case of audio-visual material,
- if the information contained within the item is out of date

The Service has developed a Stock Disposal Policy for reference and Central Library stack material.

8. Newspaper and Periodical Policy

All newspapers and journals taken by Manchester Libraries have been input to the online library catalogue. The catalogue will show the holdings for each title and the retention policy for the community libraries. All Manchester Libraries, Information and Archives newspaper and periodical holdings are listed on SUNCAT, which is the UK National Serials Union Catalogue. The newspaper and periodical budget is a limited resource that is subject to cuts due to inflation charges. Every effort is taken to maintain the collection but priority will be given to book stock provision. Research will be undertaken from time to time to look at 'E' journal provision.

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Community and Cultural Services

Libraries, Information and Archives

APPENDIX 1

Manchester Libraries, Information and Archives

Preservation Policy

Version	Author	Changes
V.1 (2010)	Katharine Carter (County Archivist / Principal Archivist)	Merger of GMCRO and Manchester Libraries policies.
V.2 (2012)	Kevin Bolton (Archives+ Manager)	Job titles changed

1. Definitions

This policy covers preservation and conservation arrangements for collections during the temporary closure of Central Library from 2010-2014. It covers:

- The archive collections stored at the Greater Manchester County Record Office .
- The archives, rare books and special collections held at Deepstore.
- The rare local studies collections held at the Manchester Room in City Library.

Preservation is the passive protection of archives or library materials in which no physical or chemical treatment is used. This can be done through a variety of measures aimed both at minimising the risk of loss of records and slowing down, as much as possible, the natural processes of physical deterioration inherent in most archives and books.

Conservation involves the protection of archives or library materials by minimal physical and chemical treatments designed to resist further deterioration and to make material available for use.

2. Standards

We will conform to relevant standards and best practice guidelines including:

- BS 5454:2000 - Recommendations for Storage and Exhibition of Archival Documents
- MLA – Benchmarks in Collection Care for Museums, Archives and Libraries
- BS 4971:2002 - Recommendations for Repair and Allied Processes for the Conservation of Documents
- BS 1153 - Recommendations on Processing and Storage of Silver-gelatine type Microfilm.

3. Storage

Security

- A security policy for the archive and special collections exists.

Environmental Conditions and Monitoring

- Where possible keep paper, parchment and leather at a temperature of 16C +/- 2C with relative humidity between 50% and 55%
- Where possible keep photographic material at a temperature as cool as possible with relative humidity at less than 40%
- Protect material from photochemical degradation by controlling UV radiation and light
- Use Tiny Tags to electronically monitor and record, temperature and humidity levels in storage areas.
- Deepstore will provide temperature and humidity levels to the Conservator Officer. The Conservation Officer will visit Deepstore on a quarterly basis to inspect conditions.

Packaging

- All archive materials are held in approved archive storage boxes and other appropriate media, ensuring their good condition is maintained.
- Fragile books and special collections should also be properly bound or boxed

- Poorly repackaged archive collections should be prioritised for repackaging.
- A preservation survey should be carried out at least every 5 years. This will inform decisions about repackaging.

Cleaning

- All storage areas should be regularly inspected and maintained clean, tidy and free from pest or infestation.
- No food or drink should be consumed in the storage areas or areas where archives or rare books are used by staff (e.g. Reprographics, Conservation, Cataloguing offices).

Shelving

- Shelving should be appropriate to the size and weights of materials and allow free air circulation. Maps and folio size books should be stored flat on purpose built shelves or cabinets.

4. Handling and use

- Items which are used on a regular basis should be microfilmed or digitised to avoid excessive handling and damage.
- Where a surrogate is available the original will not be used unless the surrogate is unusable or without the permission of an Archives Officer. The availability of surrogate should be clearly marked in catalogues and finding aids.
- All staff and volunteers handling collections are trained in appropriate handling techniques to minimise risk of damage.
- Handling guidelines are made available to customers when they use archives and rare books. Staff are able to offer handling advice to customers.
- Archives are consulted in the invigilated archives search room.
- Appropriate equipment is always available to enable staff and customers to handle material correctly – e.g. supporting devices, gloves, appropriate weights.

- No food and drink is to be consumed by customers using archives or rare books.

5. Reprographics

- Customer copying must not endanger the material.
- Fragile material, pre-1850 published books, church registers, or large, bulky archives will not be copied
- Staff will advise customers on whether copying is appropriate for pre 1900 and other reference material.

6. Exhibition and Loan

- Requests for loans from external organisations must be made to the Heritage Collections Management and Archives+ Manager.
- Loan requests from external organisations must comply with our conditions of loan (see loan agreement).

7. Conservation

- Conservation treatments undertaken will be in accordance with nationally recognised and agreed ethical and technical standards including:
 - BS 4971:2002 Recommendations for the Repair and Allied Processes for the Conservation of Documents
 - European Confederation of Conservators-Restorer's Organisations (ECCO): Code of Ethics (1993)
 - Society of Archivists Best Practice Guideline Preservation and Conservation 1997
- Priorities for conservation are determined using the following criteria:
 - Public demand, both expressed and anticipated
 - Historical significance
 - Degree of existing damage and potential future deterioration and degradation
 - Suitability for use of surrogates

- All conservation treatment will be undertaken with the intention of preserving the maximum degree of evidential value and with the minimum impact on the authenticity of the material.
- All conservation examinations and treatments will be recorded and the records kept for the long-term.

8. New/Additional Collections

- If there is any concern over contamination, all new/additional collections of archival type material must be quarantined and inspected by the Conservation Team prior to accession, especially if items show signs of damage: whether physical, microbiological, or from infestation.
- Keep separate from permanent storage areas until items have been thoroughly checked.
- Eliminate any mould or insect infestation, stabilise and clean before introducing to the storage area.
- Remove dirty/mouldy wrappers if not required.

9. Disaster Reaction

- A disaster reaction plan currently exists.

10. Review

- This document will be reviewed annually.