

Royal Borough of Windsor and Maidenhead
Library and Resident Services (L&RS)

POLICIES AND STANDARDS

Stock and Information Policy

This policy is applicable to the Royal Borough of Windsor and Maidenhead Library and Resident Service.

DOCUMENT CONTROL

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1. TITLE

Stock and Information Policy

2. POLICY STATEMENT

This policy covers the handling of and access to stock and information at all Library and Resident Service points.

3. PURPOSE

Library and Resident Services (L&RS) are part of the Royal Borough's contribution to the well-being of the individual through the encouragement of self-development, assistance to both formal and informal educational development, and support of the cultural, social, leisure, business and commercial activities of the community.

L&RS exist to provide access to resources, both stock and information, for everyone on an equal and fair basis. The resources provided should allow the maximum freedom of choice representing all shades of opinion.

4. SCOPE

"It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof ..."

(Public Libraries and Museums Act, 1964) (<https://www.legislation.gov.uk/ukpga/1964/75>)

L&RS should be multi-cultural in the broadest sense, providing resources for all cultural groups throughout the borough, including those groups whose ancestral language and lifestyle are not predominantly English. Each person should be able to maintain their culture without prejudice or disadvantage and should be encouraged to understand and respect other cultures. Access to these resources may be from the holdings of L&RS or via the South East Library Management System (SELMS) consortium or the Inter-Library Loan System (ILLs) from the holdings of other library authorities. Within the term "multi-cultural" access to resources should be provided irrespective of race, religion, age, gender, sexual orientation, disability and social class.

5. OBJECTIVE

The objectives for the provision of stock are set out as follows:

- To offer all our customers scope and opportunity for self-development, bridging the gap between the information rich and the information poor
- To support education both formally & informally by providing resources and information for lifelong learning

In addition, stock should:

- Contribute towards intellectual, emotional, psychological and social development
- Communicate the pleasure and enjoyment that reading can bring

- Provide for information needs, including support for both formal and continuing education
- Develop the use and understanding of language
- Prepare children and adults to become lifelong readers
- Reflect values and experiences in the context of multi-cultural Britain and the wider world
- Help people understand and respect their own and others' cultural heritage
- Enlarge and enrich the mind and imagination

(Adapted from Guidelines for Public Library Services to Children and Young People. Chartered Institute for Library and Information Professionals.)

6. POLICY DETAILS

6.1 Access to Stock

Resources may be provided, as appropriate, by

- Acquisition of stock as part of the holdings of the Library Service
- Loan of stock from other library authorities (SELMS) or organisations, through local, regional and national networks, for use by customers (Inter Library Loans or ILLs)
- Access to databases created and maintained by other organisations

Stock is acquired with the intention of making it easily available. Closed access (Reserve Stock) will only operate where physical conditions impose restrictions on space, or items are of a rare or valuable nature. Most stock will be available for loan to customers, but occasionally use may be restricted to library premises.

Materials for children are provided in separate areas within service points, but young people increasingly require access to resources held in general areas of libraries. These separate areas cater for customers up to 11 years of age and are stocked accordingly. A public library is not the only source of material for children and as such they may also have access to materials and media on an adult level at home and elsewhere. The responsibility for a child's or young person's access to, and use of, various media remains with the parent or guardian. Staff, while taking sensible care, are not held to serve "in loco parentis".

Lending books, including those provided electronically online, will be issued free of charge to customers for a set loan period. Items that may incur a hire charge include:

- Books included as part of a mixed media format, e.g. books plus disc
- DVDs
- Audiobooks

All items that are loaned, whether free or chargeable, will be liable for overdue charges. It is the customer's responsibility to return or renew items in a timely fashion to avoid accruing charges. Audio and eBooks automatically return after the due date expires.

6.2 Requests & Reservations

Requests & reservations for items are an indicator of level of demand. However, the physical stock being held at libraries may become unbalanced if acquisition patterns automatically follow these levels.

All physical lendable items on the catalogue can be reserved and sent to any library in the Borough for a customer to collect. Items will be kept at the collection library for up to 2 weeks for the customer to collect.

Requests for physical items not in stock will be fulfilled using the most appropriate method of acquisition. Methods available are: consider for purchase, via SELMS libraries consortium, or via ILLs from other library authorities and organisations.

Customers can reserve and request eBooks via the library audio and eBook provider websites at no charge. When considering purchasing a requested item, physical or electronic, normal selection criteria will apply.

6.3 Catalogue

The library catalogue is an accurate record of L&RS acquisitions of both physical and electronic items. It shows items that are at all RBWM libraries, their status (on loan, missing, etc.) and any items on order which are intended for stock. The catalogue can be accessed anytime online (excluding maintenance/downtime periods) as well as in all libraries, either via internet computers, catalogue computers or through staff computers. It can be used by any customer to search, reserve or renew items (physical and electronic).

6.4 Stock Provision

All libraries will stock the following physical items:

- Adult Fiction books
- Popular Adult Non-Fiction books
- Children's books, including picture & board books
- Large Print books
- Audiobooks

L&RS customers will additionally have access to a range of online resources and eBooks (Adult Fiction, popular Adult Non-Fiction, Children's, Periodicals) through the Borough's website at any time (excluding maintenance/downtime periods). A valid Royal Borough library card and PIN will be required to access some services.

The main libraries (Windsor, Maidenhead and Ascot) will additionally stock a wider range of Adult Non-Fiction stock. They will also hold local studies collections (which includes a selection of lendable items), books in foreign languages, and DVDs.

6.5 Stock Promotion

L&RS will promote its stock to library customers and to the wider public in order to:

- Encourage and enhance reading
- Encourage library membership and use
- Provide information and guidance to customers
- Encourage exploration of information sources

Stock will be tidy, organised and clearly labelled to help customers find what they require. Face on displays will be used where possible to interest and encourage the borrowing of a range of items. These displays will be changed regularly to maintain a fresh look and customer engagement.

6.6 Stock Management

Good stock management is essential to create space for new materials, enables stock to be replaced quickly and easily by staff and enhances the presentation of stock. This ongoing process helps to improve performance of visits to libraries and stock issues.

Stock may be withdrawn for a variety of reasons:

- Poor physical condition and beyond reasonable repair. An item will be considered for reordering if demand is present, and it is available to buy
- Low use. If it is a specialist or valuable item it may be transferred to Reserve stock
- Excess stock for demand. If in good condition an item may be considered for transfer to another library, if demand is present
- Excess stock for a low use subject
- An item contains out of date or inaccurate information
- An item is superseded by a newer edition

6.7 Disposal of Stock

Stock that has been selected for withdrawal, including donations that do not meet selection criteria, will be considered for sale in libraries. Items that are not sold will be sent to external companies for an agreed price. On occasion items may be donated to charity following approval by a member of the Management Team. It is not possible to withdraw an item from stock for sale on request.

6.8 Censorship

Acting as censor is not an appropriate role for a public library authority; the only relevant test is the law of the land. Some published material may cause offence to some customers because of its religious, political or moral viewpoint, or because of the inclusion of alternative or

controversial knowledge. If material is lawfully published, no matter the format, then it should be assessed under the normal selection criteria. This approach is relevant to all forms of access whether stock is being considered for purchase or information being accessed via the Internet.

6.9 Donations

L&RS is often asked to accept donations of materials from organisations and members of the public. Once donations are accepted the person will be given a letter acknowledging their donation and outlining the possible use of the items (see Section 10: Associated Documents). At this stage they become the property of L&RS and may be utilised in the most appropriate manner, e.g. more specialised material may be donated to national collections and other libraries. Items may only be added to stock if they meet the standards of normal selection criteria.

Gifts of expensive material or of a rare nature may be subject to special conditions or arrangements which will be agreed by the Service Lead.

7. ROLES AND RESPONSIBILITIES

The following roles are responsible for the implementation of this policy within the relevant strands of the Service:

- Library and Resident Contact Lead
- Library and Resident Contact Advocacy, Performance and Business Performance Team Leader
- Library and Resident Contact Information, Digital and Logistics Team Leader
- Library and Resident Contact Operations, Partnerships & Community Development Team Leader
- Library and Resident Contact Customer Services Team Leader

8. MONITORING, EVALUATION AND REVIEW

Library and Resident Services Management Team, Lead Member for Corporate & Resident Services, Culture & Heritage and Windsor; Armed Forces Champion

9. DEFINITIONS AND ABBREVIATIONS

ILL – Inter Library Loan

SELMS – South East Library Management System Consortium

Request – relates to an item not in the Royal Borough's stock

Reserve Stock – closed access stock

Reservation – relates to an item that is in the Royal Borough's stock

L&RS – Library and Resident Services

10. ASSOCIATED DOCUMENTS

[Donation Letter](#)