

Falkirk Community Trust Libraries:

Collections Policy

August 2012

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1. Introduction

- 1.1 In 2011, a Collections Agreement defining the ownership and management of the Museums, Archives and Libraries' collections was reached as part of the Transfer Agreement for the establishment of Falkirk Community Trust. Under the terms of this Agreement, this Policy updates a 2005 internal operational document which reflected best practice in the sector and ensured consistency of approach across the service.
- 1.2 Falkirk Community Trust Libraries' (hereinafter referred to as Libraries) Collections Policy relates to the selection, acquisition and management of the Falkirk Community Trust Libraries' lending and reference stock as well as the acquisition, care and conservation of the Libraries' Collection.
- 1.3 For the avoidance of doubt, the Libraries' lending and reference resources include books, audio, DVD's journals and newspapers and other publications; these resources belong to the Trust and have a finite lifespan. The Libraries' Collection means all local history books, local history newspapers, local history published and local history unpublished items such as maps and photographs and other local history items. The Collection belongs to Falkirk Council and is managed by the Libraries.
- 1.4 The Collections Policy covers all policy and operational matters relating to the acquisition, sale, lending or disposal of items forming part of the Libraries' Collection as well as the selection and management of the libraries lending and reference stock.
- 1.5 There is a clear distinction between the Libraries' Collection, which acquires mainly published material, and Falkirk Community Trust Archives which acquires unpublished material.

2. Service Descriptor

2.1 Falkirk Community Trust Libraries consists of eight public libraries and Library Support:

Bo'ness Library:	Scotland's Close Bo'ness EH51 0AH Tel: 01506 778520 Fax: 01506 778521
Bonnybridge Library:	Bridge Street Bonnybridge FK4 1AD Tel: 01324 503295 Fax: 01324 503296
Denny Library:	Church Walk Denny FK6 6DF Tel: 01324 504242 Fax: 01324 504240
Falkirk Library:	Hope Street Falkirk FK1 5AU Tel: 01324 503605 Fax: 01324 503606
Grangemouth Library:	Bo'ness Road Grangemouth FK3 8AG Tel: 01324 504690 Fax: 01324 504691
Larbert Library:	22 Hallam Road Stenhousemuir FK5 3JX Tel: 01324 503590 Fax: 01324 503592
Meadowbank Library:	6A Stevenson Avenue Polmont FK2 OGU Tel: 01324 503870 Fax: 01324 503871
Slamannan Library:	The Cross Slamannan FK1 3JX Tel: 01324 851373 Fax: 01324 851862
Library Support:	Victoria Buildings Queen Street Falkirk FK2 7AF Tel: 01324 506800 Fax: 01324 506801

2.2 **Services**

Lending Services

A wide range of books, spoken word, DVDs, electronic resources and music are available for loan. There is a hire charge for DVDs and music.

Reference and Information Services

All libraries hold a range of reference and local history resources. Falkirk and Grangemouth libraries have large Reference Libraries. Online resources are also available via the webpage. All libraries have free Internet access and offer free use of PCs with Office software and a range of electronic resources.

Children

Children's activities are particularly encouraged and all libraries hold a range of books, videos and audio suitable for all children from toddler to teenager. The libraries organise storytelling sessions, BabyRhymetime and ToddlerRhymetime sessions, holiday reading schemes, craft sessions, author visits and other activities.

Library Users with a Disability

All libraries provide access for disabled users. Most libraries have a magnifier for the visually impaired. Induction loop systems for the hearing impaired are fitted in all libraries and the Mobile library.

Homebound Library Service

Visits are made to people unable to go to the library because of age or infirmity. Staff visit readers in their homes with a selection of books and spoken word tapes, tailored to their needs.

Mobile Library Service

The mobile library provides a range of lending materials, including books and spoken word. The routes cover both suburban and rural areas.

Multicultural Library Facility

The multicultural library is based in Falkirk Library and has books in Polish, Punjabi, Urdu, Cantonese and Chinese, with newspapers, audio and DVD. Other libraries have smaller collections or can access the collection at Falkirk.

Book Sales

A range of books, CDs and DVDs withdrawn from stock are sold at each library.

Poetry Library

Grangemouth Library is a branch of the Poetry Library and carries a large stock of classic and contemporary poetry.

3. Aims and Objectives

To deliver locally determined high quality library services to individuals and communities for learning, recreation and information by:

- providing high standard public libraries in the Falkirk Council area with qualified staff to assist individuals in effective use of the service.
- supplementing existing resources with an efficient and effective request service.
- engaging in consultation and using opinions and comments to influence service development.

To encourage learning and literacy and stimulate the intellect and imagination by:

- offering free Internet access and a comprehensive range of resources in different formats in attractive and sustainable environments.
- delivering a service to people and groups outwith library hours and facilities, using mobile services and remote access.
- providing resources, information and advice in order to support the curriculum and enrich the learning experiences of pupils (in partnership with Education Services).

To promote access to Scotland's cultural heritage by:

- providing a range of Scottish resources, and access to cultural experiences.
- developing and promoting a comprehensive local history service focusing on the Falkirk Council area (in partnership with Falkirk Community Trust - Heritage).

To encourage participation in the regeneration of communities through social inclusion and skills development by:

- organising activities that encourage learning, literacy and reader development for all age groups.
- empowering individuals as citizens by providing information to enable them to make informed decisions on key issues.
- Undertaking outreach activities and act as a focal point in the community for local groups and interests.

To support and progress the strategic vision and objectives of Falkirk Community Trust by:

- developing partnerships that enhance service delivery.
- valuing every member of staff by involving them in service planning and development and offering programmed CPD and training opportunities.
- identifying and minimising risks involved in service delivery.
- ensuring continuous improvement in line with national and corporate goals, policies, and best value guidelines.

4. Stock Management

4.1 Introduction

Falkirk Community Trust Libraries' approach to stock management reflects the Trust's goals and values and ensures that stock is treated as a service-wide resource. The service endeavours to provide a comprehensive selection of stock that will encourage literacy, and stimulate the intellect and imagination. Stock is a critical tool in the Libraries' aim to provide resources for learning, recreation and information. The service spends a large proportion of its budget on the acquisition of the best possible resources to meet the educational, informational and recreational need of its customers. This stock has to be managed throughout its shelf life to ensure:

- currency/topicality of information held
- the conservation of local information
- the retention of classic texts
- adequate coverage of cultural information
- best value

The breadth, depth and currency of its stock is, after staff, the Libraries' most important asset and an essential resource for ensuring that the service can adapt and develop to meet future challenges.

4.2 Objectives

- to maintain and provide access to quality and wide-ranging resources both book and non book
- to provide user-led services to meet the needs of communities
- to make effective use of the resources available in delivering library services to the community
- to promote and encourage lifelong learning and literacy
- to provide information services to individuals and groups
- to monitor and respond to changes in community needs
- to effectively manage stock, staff and systems to maximise the use of all resources
- to effectively promote library resources

The public library network in Falkirk is decentralised. The seven largest libraries are managed by professional staff based in those libraries. This ensures that these libraries are responsive to the needs of their communities and can develop to mirror the different characters of their communities. Professional staff in Library Support manage the smallest library.

The service maintains a professional presence in most of our libraries:

- to ensure that libraries develop according to the needs of their communities.
- to develop partnerships with community groups.
- to develop the libraries as community hubs.
- to facilitate access to information through professional support.

Devolved management and budgets allow for considerable variation between the libraries, with customer requests and comments leading acquisition and development.

Library Support manages the Mobile and Homebound services, as well as technical and bibliographic support to the public libraries.

5. Acquisition

5.1 Introduction

The timely acquisition of the best possible stock is the backbone of high-quality library service delivery. The acquisitions' process should be transparent, sound, streamlined and represent best value.

Transparency

The most important principle in the Libraries' approach to acquisitions is the Request Policy. Any item requested by a customer will be considered for purchase. If a book is not purchased, due to age or cost, it will be obtained through the national Inter-Library Lending (ILL) service. Non-book material will be considered for purchase only as there is no inter-library lending scheme for resources other than books. This ensures that customer needs drive a large percentage of stock acquisition.

Librarians' decisions will be informed by professional judgement in accordance with guidelines for legal provision of a public library service and backed up by guidance from Chartered Institute of Library & Information Professionals, the leading professional today for librarians (CILIP). (Appendix 1 details CILIP's Ethical Principles).

Sound Acquisition Procedures

Acquisition is a complex process requiring clear procedures (which are outlined in more detail in the Service's internal Policy and Procedure Manual), supported by a robust Library Management System (LMS) and stringent financial regulations. All items must be ordered through the LMS or through Falkirk Community Trust's ordering system, to ensure financial accountability.

Streamlined Processes

Centralised operations are crucial to efficient and effective stock acquisition processes. Economies of scale are critical. Professional expertise in the book supply process and efficient administration of the ordering and invoicing system are provided by Library Support. Technical bibliographic support for sourcing material and cataloguing and classifying material are all performed centrally.

Although ordered centrally, most items are delivered directly to libraries, where the advance work done by Library Support leads to very short put-through times in the libraries, where items are often available for loan within

a day of delivery. Great importance is put on speed of supply with suppliers being regularly monitored for performance and automatic chasers being sent for unsupplied orders at monthly intervals. In addition, library staff regularly chase suppliers for information on items requested by customers, to speed up the process.

Best Value

Recent membership of Scotland Excel should ensure best value is procured.

5.2 Resource Selection

5.2.1 The Libraries' approach to selection of stock (books, spoken word, DVDs, electronic resources and reference resources) is guided by the following aims and objectives:

Aims

- To provide resources to enable and encourage individuals and groups to gain unbiased access to information, knowledge and works of creative imagination.
- To make available a balanced and appropriately selected range of resources representing all shades of religious, moral and political opinion and catering for the diverse educational, recreational, social and information needs and wants of the whole community.
- To make available a range of resources in the community languages spoken in the Falkirk Council area.

Objectives

- To continually review the range of material available.
- To keep the stock of the library service up-to-date and in good and attractive condition.
- To acquire appropriate levels of stock for children and teenagers
- To provide a representative selection of available books in all libraries whilst also responding to popular demand.
- To purchase requested books if they are not more than two years old and cost £30 or less and to give due consideration to the purchase of books costing more than £30.
- To purchase all appropriate material relating to Falkirk Council area for addition to the Local History collections and for lending.
- To ensure the purchase of Scottish titles and Scottish publishers in line with the Libraries' responsibility as a focus for the expression of Scottish literature.
- To provide reference and information services which at a minimum meet the requirements of the COSLA standards.
- To provide access at all service points to material on welfare rights, consumer information, jobs and careers, and community issues.

5.2.2 Audio: since April 2012 no new items have been added to the Audio collection. The only exception is for any items of importance which may be acquired for the local history collection. However, the existing collection is still available for loan and will slowly be refined depending on continued demand for items.

5.2.3 DVD: in accordance with 4.1 above, the Libraries' seek to provide a range of video resources, reflecting the tastes and cultures of the whole community. This element of the service was established to be self-financing and, as moving image technology, customer habits change and income reduces, this service may need to be reviewed.

The Libraries provide a popular selection of DVDs in three main categories: current feature films, children's films and special interest films (including language DVDs, self-help and documentaries). All DVDs selected should be certified and legally available for distribution.

5.2.4 Reference Collection: Falkirk and Grangemouth Libraries have large reference collections to deal with inquiries from customers. Reference material is expensive and ensuring subject coverage and currency of information held is paramount. In view of the cost of such material, it is not practical for all libraries to have the latest editions of all sources. When older editions are made available they should be not more than three years old, unless the content has been specifically identified as being pertinent and up-to-date. Falkirk Reference Library should have the latest edition of the major reference sources, in some format.

Libraries ensure currency of Reference material by keeping standing orders of titles that are supplied automatically by the suppliers on an annual, biennial or serial basis.

Individual libraries provide a range of journals and newspapers required to meet the local needs of their community and in accordance with the budget provided.

Falkirk and Grangemouth libraries are both Scottish Parliament Partner Libraries providing access to a range of government publications; they are also part of the EPIC network for information about the European Parliament.

Reference information is now available in a variety of formats, including electronic resources and internet services. Credo Reference is currently purchased and is available via the webpage and a selection of other resources are also made available via the webpages as demand and funding requires.

5.3 Local History Collection

5.3.1 Introduction

This is defined as the Libraries' Collection in the Collections Agreement with Falkirk Council (see Section 1) and, unlike other Libraries' resources, belongs to Falkirk Council. Generally, the approach to selection, acquisition, management, care and conservation is in line with the approach to managing the lending and reference resources. However, there are specific criteria relating to the acquisition of material for the Collection.

The main Local History Collection is held centrally at Falkirk Library with some resources stored at Library Support. It should be noted that Falkirk Archives holds the Archives Collection for the locality and is the main place of deposit for any unique archival records.

Local libraries also have local history collections relating in the main to useful published general material and especially locally specific material. Lending copies are also available where possible in addition to the Local History copy

The Local History Collection has two principal objectives:-

- To collect and organise anything published that contributes to knowledge of the locality in the past. Archival records should be offered to Falkirk Archives and should only be added to the Local History Collection after consultation with the Archivist.
- To collect what is news today and will be source material for the history of our time in the future

5.3.2 Acquisition

As it is impossible to collect everything, selection must be made. Printed material is the main format with some audio, visual and electronic materials where appropriate. Historically the collection contains other formats which are no longer added to.

In assessing the possible value of material for future use we must consider its relative importance in local affairs at the present time. Items will be considered for inclusion in the Collection if the subject matter is about the Falkirk Council area (later referred to as 'the area'). Items relating to certain subjects which extend outwith the boundaries of the area (such as canals and the Antonine Wall) should still be acquired. Due to the increasing size of the Collection, the policy of acquiring three copies of any resource with an area interest is no longer sustainable and we will now add:

- two copies where the major part of the subject content is the Falkirk locality, or it adds to the knowledge of the area
- one copy of other material which mentions the locality and adds to the knowledge of the area
- three copies where it is considered necessary to do so.

5.3.3 Selection Criteria

When assessing material for its inclusion in the Collection, librarians will consider the following:

- does it concern the area?
- is it descriptive of the area?
- does it contain information about any aspect of the area?
- novels with a local background
- does it reflect the various ways of life of the area?
- is it a record of the products of the work of and leisure of the local area?
- is it published / printed locally?
- is it written / performed / produced by local people? This can include anyone born or who have worked or lived in the area.
- Items printed or published within the area. The only exception to this is material published by Aeneas MacKay, a Stirling publisher; items should continue to be added to this collection when they become available.
- Ephemera form a distinct group of items relating to the area such as posters and pamphlets; these should be considered for cataloguing as discreet items or gathered together as a pamphlet file.
- Community magazines should be given consideration as they may contain information not found elsewhere.
- News clippings: scraps of information can be of great value in local studies and clippings are a way of collecting these. However, if local newspapers are indexed then it is not necessary to collect clippings.
- Digitising of newspapers should be considered to maximise their potential as a local history resource.

5.3.4 Withdrawal and Disposal

Due to constriction of available space, local history collections in all libraries can be reviewed and edited by professional staff. Items may only be removed and withdrawn due to damage:

- Local libraries requiring more space in their own Local History Collection may weed items no longer required **only** if Falkirk Library has sufficient copies in the core collection, that copy does exist and that the Archives do not require further copies.
- The Local History Collection will only withdraw items in collaboration with the Archives. Items may be put on deposit or transferred to the Archives with the agreement of the Archivist;
- Items damaged beyond repair and/or any form of conservation may be withdrawn;
- Any last copy in the Local History Collection withdrawn must receive Council permission before withdrawal and disposal (excluding items transferred or on deposit to archives).

5.4 **Community Profiles**

One of the tools used to ensure that librarians are addressing the informational, recreational and educational wants and needs of their community are Community Profiles. Each library should keep an up-to-date profile describing their community and librarians should review their profiles every two years to ensure that their library provides the material that is required by the community. These profiles are then fed into the overall selection policy for the Service with each library assisting in the selection process in terms of subjects, formats, genre and numbers of copies.

Baseline statistical information is sought from appropriate departments within Falkirk Council. The statistical profile includes information on age structure, community facilities, community groups and voluntary organisations and ethnic and socio-economic groups. This information will also indicate the other services and resources within the community, avoid duplication and highlight areas of potential partnership. Community Profiles could also support decisions on other services provided to the community.

5.5 **Definition of Stock Areas**

The scope of particular material can be defined to offer a framework for the procedures applied to the selection and management of stock.

- Adult Fiction
- Adult Non Fiction
- Local History
- Reference, including business information, government information, newspapers, journals and maps
 - Book resources
 - Electronic resources
- Community Information

- Junior
 - Fiction , including Picture Books
 - Non Fiction
- Teenage including Graphic Novels
- Audio
- Spoken word
- DVD
- CD ROM/Electronic resources
- Community Languages, including Chinese, Urdu, Punjabi, Polish and Gaelic
- Requests, see Request policy section

5.6 Stock Selection Criteria

Non Fiction

Content	The quality, accuracy, currency of information contained, as well as its authority
Relevance	To the development of the collection, both community and service-wide
Accessibility	The physical content and format of the item
Cost	Cost should be balance with the benefits of the item to overall stock provision
Scottish content	Scottish content will be looked upon preferentially
Local material	Local material will be purchased both for lending and for local history

Fiction

Potential popularity	Author or genre
Accessibility	Physical content and format of the item
Cultural contribution	Scottish authors and context will be given preference
Great Works	Quality literary works – classics
Local Connection	Works where the author/content has a local connection

5.7 Methods of Selection

Books

- Requests by customers
- Bookseller
- British National Bibliography (mainly for Reference stock)
- Amazon
- Publisher's promotional material
- New Publications Data (on Library Management System)
- Forthcoming booklists from suppliers

- Monthly updates- government and European publications
- Specialist Booksellers (Local History)
- Professional Knowledge
- Professional literature
- Standing orders

DVD and non-book material

- Supplier's lists
- Requests by customers
- DVD trade literature

5.8 Suppliers

Choice of supplier is crucial to the effective procurement of resources for the library service. It is important that the suppliers are not judged solely on the level of discount offered, but the range of material they are able to source, including their ability to source Scottish material, speed of delivery, servicing costs and ability to supply accurate MARC records (downloaded cataloguing information) for loading to the library management system.

To ensure best value, Falkirk Community Trust is part of Scotland Excel. The performance of suppliers is regularly monitored to ensure that the best service is being achieved. Specialist suppliers need to be used to source non-book material.

At present Falkirk Community Trust uses one supplier for Adult and Junior books. Specialist suppliers supply specialist formats. DVD titles are purchased from two DVD suppliers. A small number of titles have to be bought directly from the manufacturers such as some local history publications.

Although every effort is made to purchase stock through library suppliers, occasions do arise where this is not possible. Some publications are only available directly from the producer such as foreign language material. Here the librarian in each library makes the decision independently to purchase stock guided by budgetary restrictions; Library Support then undertakes the purchase of the material. This direct method of ordering also has to be used for suppliers of spoken word formats, as these suppliers will only supply material directly.

5.9 Funding

Falkirk Community Trust Libraries devolves funding to individual libraries, allowing each library to develop to meet the needs of its community. Some consortium purchasing is done to ensure that all libraries, regardless of size and budget, can participate in Reader Development Collections and to ensure best value from areas of circulating popular stock such as romances and westerns.

5.10 Selection Mechanisms

A percentage of stock additions are made pre-publication using the stock selection criteria. This allows stock to be available to readers as soon after publication as is possible.

Adult book selection: librarians at Library Support compile weekly lists of forthcoming titles for librarians to choose from. Both hardback and paperback formats are included in this selection which covers a wide range of material and also Scottish subject matter. Librarians then meet to discuss the titles, buying titles appropriate for their own libraries within the Falkirk Community Trust Libraries book selection criteria. Selection is made as a group so that a wide range of resources can be purchased and duplication avoided.

The accurate MARC records for loading into the library management system are obtained from Bibliographic Data Services (BDS), thus cutting down on staff workloads. A certain amount of professional input is required to ensure that the cataloguing and classification processes are consistent with the Libraries' methodology. When the decision to purchase stock has been made orders are then placed with the designated supplier who will supply the requested titles serviced ready to go on the shelves.

Juvenile book selection: a similar system is in place for acquiring juvenile stock on a monthly basis.

DVD's: librarians will use their local knowledge of library borrowers alongside information on new releases supplied by DVD companies and reviews in trade magazines to inform acquisition decisions. The Internet is also extensively used to trace more obscure titles; especially those produced by small specialist companies. Any suggestions for additions to DVD stock made by the public are considered for purchase, but all DVDs selected must be certified and legally available for distribution in Great Britain.

Non-book material: in recent years, customers have indicated their preference for non-book material such as electronic resources and games. This material is elected on an ad hoc basis. There is no bibliographic or technical support available when purchasing and no inter-library loan network exists.

5.11 Involvement of Users in Selection Process

To ensure best value, user consultation is a key element. All requests for stock additions made by customers are taken into consideration under the Request Policy.

All purchase decisions will be made by professional librarians, taking balance of stock and budgets into consideration.

Request Policy

Falkirk Community Trust Libraries' Request Policy states that the Service will consider as suggestions for purchase any book requested by a customer if an item:

- is in print and available in the UK;
- is not more than two years old;
- Costs less than £30.

Items costing more than £30 will be considered as suggestions for purchase by a larger library. All other requests will be sourced through the inter-library loan network. Requests for DVD items not already in stock will be treated as suggestions only, although due consideration will be given to purchase.

If a requested title is more than two years old or costs more than £30, the following criteria are considered:

- Fiction: Titles are considered for purchase if in print. Recent fiction and junior books are not sent for Inter Library Lending (ILL). car workshop and computer manuals are not
- Author: Popular/obscure - if the author writes popular fiction then the item will be considered for purchase.
- Format: Hardback/Paperback - many fiction titles are only published in paperback and therefore will be purchased.
- Series: If the title is part of a series e.g. SF/Fantasy and in print, the title will be purchased. If the title is not in print, then consideration will be given to ILL.
- Classic: If the title is a classic in its field then it will be purchased.
- Subject: Depending on subject material, a title may be purchased if there is a subject gap in the collection. If subject material is too specific e.g. NHS management of hospitals, then the title would be sent for ILL as usage would be limited. If there are a number of requests on a particular subject then titles may be sent for ILL as the stock would be compromised particularly in a smaller library. Car workshop and computer manuals are not sent for ILL.
- Date of Publication: If the date of publication is not recent, the book supplier may have difficulty in obtaining so the title may be sent for ILL.
- Time Limit: If the reader states that there is a time limit for the title then this will be taken into consideration in the decision to ILL or purchase.
- Vanity Publication: The Service does not purchase such titles unless they are of significant local value.
- Price: If a title is very expensive then the title may be sent for ILL.

Smaller libraries may not have the budgets to sustain the Request Policy and would therefore approach a larger library to purchase the title to satisfy the request.

6. Management of Resources and Collections

Once acquired, library stock has to be managed to ensure:

- Currency of collection
- Attractiveness/physical standard of stock
- Best value
- Breadth of subject coverage
- Coverage in depth of important subjects
- Response to user demand

6.1 Stock Audit

Professional staff in each library are responsible for the ongoing audit of stock. Librarians continuously monitor the performance of existing stock to:

- Take account of current demands
- Identify stock gaps
- Identify appropriate stock levels
- Identify appropriate formats
- Monitor the condition and currency of stock
- Assist in the allocation of resources

Information from this audit will inform the stock selection policy for each library.

The library service regularly undertakes stock checks to identify missing items. The catalogue is then updated to reflect this stock check.

6.2 Access through Catalogues

Through its public access computers, Falkirk Community Trust Libraries ensure that users have the widest possible access to resources. To facilitate this ease of access, the Libraries ensure that catalogue records are created using internationally agreed documentation standards i.e. MARC and ACCR2 (standard for creating non-automated record). The library catalogue of resources is now available on the Falkirk Community Trust website - www.falkirkcommunitytrust.org and enables customers to access resources anytime, anywhere and any place. The service ensures that resources are easy to locate within each library and that appropriate categorisation and guiding is in place.

6.3 Reserve collections

Libraries have finite space and so decisions have to be made as to the most useful type of stock to carry in the public areas. Open access areas should house the library's core collection i.e. the material most likely to be used by customers. Other items which, though of lasting merit, are not in everyday demand are relegated to reserves, both in the individual libraries, according to space, and in off-site reserves at Library Support. Each library will have its own policy with regard to reserves, as space is severely limited in the smaller libraries. Most libraries will have small reserve of classic or Scottish material.

The reserve collections housed at Library Support contain books that are considered to complement the libraries' stock but which are no longer required on the open shelves. Any title in these reserve collections will be the last copy of that particular title within Falkirk Community Trust Libraries. The reserve collections are also of finite size, so require to be managed to ensure their usefulness and will be reviewed and edited as required. They will also reflect subjective professional opinion. There are currently four reserve collections being maintained. These are Adult Fiction; Adult Non-Fiction; Scottish Union Catalogue Reserve and Junior Fiction.

The selection criteria for the reserves are as follows. One of the major selection criteria used is 'classic texts'. This refers to titles which will be of long-term value to the Library Service and its borrowers.

Adult Fiction: any book which falls into the categories of Scottish fiction or classic fiction, including modern titles, will be considered for inclusion into the Adult Fiction reserve. Whole series or parts of series will only be considered for inclusion if they are considered to be of long-term value to the Service. This reserve excludes romances, westerns, large print or ephemeral titles.

Adult Non-Fiction: this reserve consists of factual books where the subject matter is of Scottish interest or about Scotland. This collection includes titles which are unique to the Libraries' stock or which provide comprehensive subject content.

Scottish Union Catalogue: all items which were published in Britain before 1973 were considered for inclusion in and submitted to the Scottish Union Catalogue (SUC) Reserve. This scheme is no longer maintained but the original collection is retained. This Collection requires weeding and then merging with the general reserve

Junior Reserve: this reserve consists of books designed for the younger reader which fall into the category of Scottish or classic titles.

6.4 Circulation of Stock

There is general agreement within the Libraries that better value can be achieved by managing stock movement within the system, circulating specific areas of stock such as the westerns, romances and spoken word. Circulation of stock will be coordinated by Library Support.

The system is particularly beneficial for smaller libraries, which have smaller budgets. Normally they would not be able to buy outwith the mainstream and most popular titles. This system means they have leeway to experiment with a broader spectrum of stock. Stock is refreshed frequently and fully utilized before disposal.

Reference material is also rotated from Falkirk, Grangemouth and Larbert to the smaller libraries. It is not beneficial to rotate reference stock more than twice if it is

6.5 Reader Development

There has recently been a change in emphasis in the field of stock promotion in libraries. Research has shown that three out of four readers come into a library without a clear idea of what they want to read. They are looking for a “good read”. As such, libraries are looking for new ways to promote stock, ease browsability and remove any barriers between readers and their chance of finding the “good read” they are looking for.

First and foremost, reader development is work that is reader-centred. It starts with the reader and the individual reading experience, not the author, or the subject, or the theme of a book. In reader development work the aim is to concentrate on the act of reading itself. Reader development sells the reading experience and what it can do for you, rather than selling individual books or writers. It builds the audience for literature by moving readers beyond brand loyalty to individual writers, helping them develop the confidence to try something new. This has meant changes in the ways libraries are organised, with a move to a more relaxed bookshop atmosphere with more displays and promotions to assist readers. Stock is often promoted in collections, concentrating on particular themes. More use is made of face-on display, both to make the library more attractive and to allow books the opportunity to sell themselves. The spine-on, everything-in-perfect-order format so loved by librarians has proven to be intimidating to readers who wish to browse.

Reader development means active intervention to:

- increase people's confidence and enjoyment of reading
- open up reading choices
- offer opportunities for people to share their reading experience

Reader development uses a reader-centred definition of quality: it is not the quality of the book that matters but the quality of the reading experience. A reader's reactions to a book are shaped as much by whom they are as by

what the book is – their personal history, prejudices and the mood they happen to be in at the time. Each reader is the judge of their own best book. Reader development seeks to encourage people to try something different or new to them - but the final judgement on whether it was worth it is down to the individual reader.

A partnership project, under the aegis of Scottish Libraries Information Council, has been set up to develop a Scotland-wide strategic approach to Reader development. This project will set up a network of Reader Development Co-ordinators; provide training; co-ordinate best practice; co-ordinate national initiatives.

The Libraries' Reader Development Co-ordinator has already been appointed to work with the national network and to provide a lead in this field within the service. Aspects of this new approach are already being employed in all the public libraries. Stock is managed differently and face-on display, particularly in the fiction area, has already led to a stabilising of issue statistics.

7. Care, Maintenance and Conservation

It is the responsibility of all staff to monitor the quality of stock on the library shelves and remove any stock from circulation if it is poor physical condition, due to wear tear or damage. Conservation measures, such as binding or microfilming, extend the shelf life of an item or preserve it from day to day handling. Criteria for specific stock areas should also be established in order that the life cycle of the item is defined as clearly as possible from the date of purchase. These should reflect:

- The contribution of an individual item to the collection as a whole
- The cost of replacing the item relative to the cost of binding or another form of conservation
- The availability of a value for money replacement or there being adequate coverage of a specific stock area
- The available budget for conservation
- Where a work is seen as having a significant value to the collection and is irreplaceable, every effort will be made to conserve it

The library service has developed a business continuity plan to minimise the risk of serious threats to our stock.

All staff should be aware of the procedures, which apply to the condition of stock in relation to: withdrawals, binding and repair.

7.1 Withdrawals

Up-to-date and attractive stock is one of the Libraries' most important assets. Each library should be constantly reviewing stock for binding and withdrawal. Research shows that users prefer choosing from a smaller collection of newer stock than from larger collections of older stock. Value

judgements made by professional staff will determine which items are withdrawn. Criteria for withdrawal should include:

- physical condition (any book that looks grubby and dog-eared should be withdrawn);
- rate of usage
- currency of information
- information available in a more appropriate format or a newer edition
- long-term relevance to collections
- classic or standard text or subject content
- Scottish connection
- local interest
- part of a series – whole series may need withdrawn
- newer stock available in that subject area

Important texts, which are no longer relevant to a specific library's collection, may be suitable for the Reserve Collections. All Last Copy items will be checked as to usefulness in the Reserve collections. (See the criteria for the Reserves: 6.3). Damaged books, audio and DVD items are withdrawn and discarded.

Binding

A book should be sent for re-binding if: it is becoming grubby but is popular enough to issue more; if the binding is faulty or if the book is thought to have lasting value. Local history stock is rebound to ensure longevity

7.2 Reference and Local History Conservation

The Libraries' approach to conservation of Reference and Local History material should:

- create, as far as is reasonably possible, a secure environment suitable for all stock
- ensure the identification of valuable and at risk material
- identify appropriate material for conservation
- maximise resources for the purposes of conservation
- determine methods of exploitation with the demands of preservation
- take account of archival policies and seek guidance from Archive Services and agencies

7.3 Disposal

Items for disposal are identified through the stock management process. Materials identified for disposal will be dealt with through appropriate means:

- Offer for book sale at set rates;
- Offer to other local public institutions;
- Offer to charities;
- Sale to commercial organisations;
- Pulp

High value items (which are rare and have a collectability value) will be discussed with Falkirk Council as to preferred means of disposal.

Appendix 1: CILIP Ethical principles 2009

Ethical principles for library and information professionals

The conduct of members should be characterised by the following general principles, presented here in no particular order of priority:

1. Concern for the public good in all professional matters, including respect for diversity within society, and the promoting of equal opportunities and human rights.
2. Concern for the good reputation of the information profession.
3. Commitment to the defence, and the advancement, of access to information, ideas and works of the imagination.
4. Provision of the best possible service within available resources.
5. Concern for balancing the needs of actual and potential users and the reasonable demands of employers.
6. Equitable treatment of all information users.
7. Impartiality, and avoidance of inappropriate bias, in acquiring and evaluating information and in mediating it to other information users.
8. Respect for confidentiality and privacy in dealing with information users.
9. Concern for the conservation and preservation of our information heritage in all formats.
10. Respect for, and understanding of, the integrity of information items and for the intellectual effort of those who created them.
11. Commitment to maintaining and improving personal professional knowledge, skills and competences.
12. Respect for the skills and competences of all others, whether information professionals or information users, employers or colleagues.

CILIP, 2009.