1. Introduction

This document explains the basic principles and practices governing the selection, purchase, management, promotion and disposal of stock within Cumbria's libraries.

The aim of this Stock Policy is to explain:

• How we choose the books, DVDs and other materials stocked in Cumbria's library network;
• How we maintain and promote those materials;
• How we circulate stock to ensure the widest choice of reading;
• Why and how we decide to keep some items and remove others;
• Our position on censorship;
• How we measure the performance of our stock and resources.

The objectives of the Stock Policy are to:

• Promote a unified approach in stock selection and management;
• Improve and develop our stock;
• Ensure effective use of resources;
• Optimise value and minimise waste in stock purchase;
• Enable increased efficiency and effective management of the Information Investment Fund (our bookfund);
• Present, provide and improve stock which is relevant and attractive to library users;
• Increase the use of our stock;
• Promote literacy and reading.

Cumbria Library Service’s Vision

We will provide an effective and efficient library service, in the context of the available resources, to all the people of Cumbria.

We will specifically endeavour to target the vulnerable members of society through the provision of our specialist resources and expertise in community engagement.

The provision of an up to date, relevant and attractive stock is a key building block in achieving our vision.

The stock policy supports our ambitions and provides an objective framework for the management of stock in Cumbria Libraries, in order to:

• Create a sustainable resource for the future
• Promote reading, learning and the latest information technology to everybody in Cumbria
• Celebrate Cumbria’s unique culture and heritage

Within the limitations of our budget we aim to stock the widest possible choice of published and recorded material, in the most appropriate format and in sufficient quantity, for all members of the community, without prejudice, and to offer unbiased access to books, information and creative works of imagination.

Definition of Stock

Stock is defined as books, newspapers, periodicals and magazines in physical and digital formats, as well as maps, printed music, DVDs, music and spoken word recordings, electronic information resources, and any other print, non-print or digital formats.
2. The national, regional and local Context

The main piece of legislation governing the library service is the Public Libraries and Museums Act 1964. The statutory duties are set out in the Act as follows:

"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, and for that purpose to employ such officers, to provide and maintain such buildings and equipment, and such books and other material, and to do such other things, as may be requisite". (Section 7.1)

Also:

"In fulfilling its duty under the preceding subsection, a library authority shall in particular have regard to the desirability:

a). of securing, by the keeping of adequate stock, by arrangements with other library authorities, and by any other appropriate means, that facilities are available for the borrowing of, or reference to, books and other printed matter..............sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children; and

b). of encouraging both adults and children to make full use of the library service, and of providing advice as to its use and of making available such bibliographic and other information as may be required by persons using it."

Many other areas of legislation have a direct impact on stock provision and policies, amongst them, legislation relating to equality; freedom of expression; race relations; human rights; copyright, design and patents; obscenity; local government:

- Race Relations Act 1976
- Obscene Publications Act 1959, amended 1964
- Sex Discrimination Act 1975
- Video Recordings Act 1984
- Public Order Act 1986
- Local Government Act 1988
- Copyright, Designs & Patents Act 1988
- The Children's Act 1989
- Disability Discrimination Act 1995
- Data Protection Act 1998
- Human Rights Act 1998
- The Copyright (Visually Impaired Persons) Act 2002
- Terrorism Acts 2001 & 2006
- Racial & Religious Hatred Act 2006
- Local Government & Public Involvement in Health Act 2007

It is a function of all library services to co-operate with other libraries in Britain in lending and borrowing material on behalf of their users. For these purposes libraries are grouped regionally and Cumbria belongs to the Libraries North West (LNW)

Public library authorities in the North West and Yorkshire regions have joined together for the purpose of procuring the supply and servicing of library materials. This consortium, of which Cumbria Library Service is a member, negotiates collectively with library suppliers to achieve the maximum possible discount for stock in all categories.

Cumbria Library Service is also an active member of the North West region Time to Read reader development network, comprised of 23 library authorities in the North West. The network members work in partnership to develop projects which promote books and reading, and also to encourage new readers into libraries.

The County Council manages the County Library Service - its buildings, stock and staff resources - in accordance with the statutory requirements of the Public Libraries Act 1964 and the corporate policies of Council.

Library Services in Cumbria, as part of the Environment and Community Services Directorate of Cumbria County Council, is committed to the delivery of the Council’s and Directorate’s key priorities, aspirations, aims and objectives

The Council Plan and other local plans and policies, as well as regional and national plans and policies, all have a direct bearing upon the strategic and operational activities of Cumbria's library service, including the way that stock is purchased, managed and deployed.
3. The Cumbria Library Service network

For operational purposes, Cumbria has 6 geographical groups of libraries, based on the areas of each of the 6 district councils.

Each of the libraries within these groups is allocated to a band, depending upon the size and nature of the community it serves.

The network of service points is made up of 46 libraries, 3 mobiles, and 10 Library Links. There are also a number of Book Drops.

A Library Link is a collection of 500+ books hosted by a partner organisation in an area where there is currently no library provision. Books are borrowed by Library Link customers using their library tickets, and book loans are carried out using Self-Issue machines.

A Book Drop is a collection of 100 library books hosted in a community space, in an area where there is no other library provision. The books are available to members of that community to borrow, although to do so they must be members of the library service. All loans are recorded by the volunteers who administer the Book Drop in their community.

4. Stock selection and management: basic principles

A huge volume of material is published annually in print and electronic formats, and the constraints of space and budget mean that it is impossible for the library service to buy everything. Our aim is to provide access to as wide a range of material as possible to support the information, learning, business, cultural and leisure needs of the county.

Within the budget available, we aim to ensure a balanced and comprehensive collection, with range and breadth, and in sufficient quantity to meet public demand.

This Stock Policy document shows why we select our stock and defines the principles that underpin this process.

Items are selected for stock in response to known demand, as well as anticipated demand in the light of reviews and media interest. Our primary objective is to provide an extensive range of titles. Multiple copies are purchased to meet demand only where it is possible to do so without compromising the range of titles bought.

The needs and profiles of the communities we serve are taken into account when stock is selected for purchase. We are committed to increasing use of our services by all and so we take active steps to develop methodologies for identifying and addressing the needs of those who do not currently use library services, as well as meeting the needs of our existing customers.

Each library aims to provide a broad-based and varied stock, appropriate to its size and the reading and information needs of its users. By providing a combination of new and older titles, we aim to ensure that a given library should be able to cater for the majority of everyday demands from its readers in terms of subject coverage and depth of treatment. As a result, individual libraries may need to place different emphasis on certain areas or categories of stock in order to accommodate local reading demands.
We consider it important not to stereotype a community or to distort the balance of stock.

Smaller libraries cannot be fully comprehensive, but they stock a range of titles sufficient to stimulate wider reading habits.

We regard every library as part of a single network. Material acquired for any one service point is not viewed as the sole property of that library, but as a shared resource to be exploited through stock circulation programmes and inter-library lending.

Whilst we will make as much material as possible available for loan, some material is restricted to use in the library only and, in certain cases, for use only in the holding library.

We consider that a quality service cannot be provided simply by reacting to public demand and we take positive steps to build collections in order to anticipate future needs.

Space and financial resources are finite, so our collections need constant management to ensure that they remain a relevant and useful resource for the community they serve.

We aim to select stock in the format most suitable for a given purpose and most likely to prove of greatest benefit to the library user. Particular emphasis will be given to ‘large print’ formats.

A positive contribution to social inclusion will be made by providing other formats for users with individual needs.

We aim to provide stock which is bright, attractive, well-presented and constantly refreshed by purchase, re-binding and exchange.

The price of an item is an important consideration, but there are times when it will be worth investing in a title which is a definitive work on a subject, provided it meets most of the criteria below.

Consideration will be given to how long an item will last and whether it can be re-bound.

If both hardback and paperback editions are available, a judgement is made about how long the book will be required and the usage demands made upon it.

Library stock deteriorates over time and with use; knowledge changes; information is revised, superseded or becomes obsolete. Cumbria Library Service makes every effort to ensure that the information we supply is as current as possible, and that the items we lend to our customers are in good physical condition. Stock is managed and maintained by staff at all levels as part of day-to-day routine.

Stock is maintained to a physical standard which actively encourages usage. However, we may retain items which do not meet our normal standards in order to maintain an adequate level of coverage in particular subject areas or to preserve a particular item which is unique or irreplaceable.

Cumbria Library Service does not practice censorship: books and other media which are legally available and have not incurred penalty under the law will be considered for purchase.

**Cumbria Library Service and censorship**

We adhere to the statement on intellectual freedom, access to information and censorship issued by The Chartered Institute of Library and Information Professionals (CILIP) [statement originally issued in 1963, revised in 1997 and 2005]:

‘It is the role of a library and information service that is funded from the public purse to provide, as far as resources allow, access to all publicly available information, whether factual or fiction and regardless of media or format, in which its users claim legitimate interest…. Access should not be restricted on any grounds except that of the law. If publicly available material has not incurred legal penalties then it should not be excluded on moral, political, religious, racial or gender grounds, to satisfy the demands of sectional interest. “

Members of library staff are responsible for the management of stock following the principles laid down in this stock policy and acting within current legal requirements.
The 2009 Museums, Libraries and Archives (MLA) Guidance on the Management of Controversial Stock in Public Libraries provides guidance to library authorities on the provision of library stock that may be considered controversial in nature, i.e. inflammatory and extremist. To reject stock solely because it is considered controversial would not be in the interests of intellectual freedom. Controversial material will be evaluated according to our selection criteria and the principles of this policy.

Whilst Cumbria Library Service welcomes suggestions for stock, we will not add or remove any item of stock from our shelves solely at the request of any individual or group.

Members of library staff do not label items to warn customers of “offensive” or “harmful” content.

Responsibility for the use of library materials from the adult lending collections by children rests with their parents or legal guardians, not with library staff. Procedures are in place, in line with legal requirements, to ensure that classified items such as DVDs are not issued to borrowers of inappropriate age.

Similarly, Parents or guardians must assume responsibility for guiding young people in their use of our digital and online services, whether these are accessed via the internet or apps. Cumbria Library Service accepts no responsibility for materials accessed from the providers.

The library only restricts access to material in order to protect it from damage or theft, not as a form of censorship. Some items of library stock are available for use in the library only and cannot be borrowed. These items are required for study, research or to answer customer enquiries and need to be available to all customers whenever required. They include directories and other reference resources and items for Local Studies, and these items are clearly marked as Reference Stock.

5. Stock Selection

Methods

Cumbria Library Service is a member of the North West and Yorkshire Purchasing Consortium.

The bulk of our purchases are made through the consortium contracts, awarded to suppliers via a rigorous supply tender procedure, in line with EU procurement procedures, to ensure maximum value.

Supplier selection is used for a large proportion of our fiction and non-fiction stock. The contracted main supplier selects new stock for all static and mobile libraries, using very specific criteria in conjunction with community profiles for each library.

Titles short-listed for major book awards are supplied on standing order.

Supplier selection is supplemented by:

- Purchases from stockists of specialist material;
- Stock selected by staff from a variety of suppliers to address identified stock gaps or to develop new collections to meet identified need;
- Stock purchased to satisfy requests;
- Standing orders for annual / reference materials;
- Stock selected from as a result of staff and customer feedback.

An increasing number of resources are available online. The great benefit of this is the currency of information and wider access for library members. Subscription and license costs vary greatly so the usage of our digital resources is monitored to ensure that value for money is achieved.

Responsibility

Co-ordination of the selection and management of stock within each group of libraries is the responsibility of the group Stock Manager.
The Reader Development and Stock Manager takes an overview of, and co-ordinates, stock development and purchase in line with agreed objectives and priorities and constantly reviews coverage, range and quality.

Overall responsibility lies with the Library Services Manager.

In selecting and managing our stock, we draw on the widest range of expertise in order to make use of specialist subject knowledge, to avoid subjectivity and to reflect the broad range of community needs. Where appropriate, we also draw upon the specialist skills and knowledge of members of the wider community, including statutory and third sector agencies with whom we work in partnership on a range of projects.

Initiatives are regularly put in place to encourage customer input, reading development, and the improvement of literacy standards.

Criteria
Decisions on stock selection take into account the following range of criteria:

Quality and presentation
Is it appropriate for library use in size, shape, binding style? Is the binding sufficiently durable? Is the paper quality and print appropriate for the intended readership? Is the cover attractive? Are there any loose attachments such as maps? Is the author well regarded in the field? Does the publisher have an established reputation in the field? Is the book a new edition or revision of a standard work?

Content
Is the information accurate and current? What level of readership is it aimed at? Do the contents page, index and layout make it easy to use? Are illustrations, tables or diagrams appropriately placed and helpful? Is there a bibliography and do reference works include full bibliographical details?

Relevance, scope, range, and coverage
What contribution will it make to existing stock? How does it compare with other material available on subject? Is it part of a series? Are earlier volumes in the series in stock? Is it replacing, updating or enhancing existing stock? Will it meet the needs of existing and potential users?

Popularity
Have there been requests or stock suggestions for the title/subject? Is there curricula demand/does it appear on reading lists? Does it have topical or seasonal demand? Note: whilst the likely popularity of the title is important, so too is having stock available to meet the more obscure enquiries.

Potential use and value for money
Will it provide the required stock balance in the intended location and in the authority as a whole? Is it expensive in relation to similar items or in relation to its expected usage and lifespan? Is it available in other formats (eg paperback, or digital) offering better value for money?

Local Interest

Ethnicity
Do we have material to meet the needs of our changing BME communities?

Rights
Do UK rights exist for the item?

Audio stock
Is the packaging attractive and durable? Can it be shelved and issued? Will it cover its cost in hire charges?

DVD stock
Consider its success at the box office, the reputation of directors, producers, actors, scriptwriters etc. Has it won awards? Will it complement, enhance or extend the range of existing DVD stock? Will it cover its cost in hire charges?

Digital stock

Exclusions
The following categories of stock will normally fall outside the scope of our collections:
- Items unsuitable in format for their purpose e.g. ring-bound items for lending stock, unless the information they contain is unavailable in any other form;
- Expensive luxury editions;
- Tutors, reading schemes, workbooks primarily intended for use with or by a teacher;
• Items intended for individual ownership e.g. workbooks with spaces left for the owner to complete;
• Items containing practical information inapplicable to UK conditions or regulations;
• Some items above undergraduate level;
• Vanity publications.

Though not necessarily excluded from the library service’s provision, titles in the following areas are not purchased as part of the supplier selection process.

• Re-issues, reprints and omnibus editions;
• Titles from the following publishers/imprints – Readers Digest; Sapphire; Nexus; vanity publishers; Authorhouse;
• Books with the following formats - spiral bound, pocket books, cased volumes, unsuitable covers.

While Cumbria Libraries may at times purchase self-published works, especially if they have a local link, we reserve the right to decline to purchase books published in this way, and all such items will be judged against the stock selection criteria outlined above. All self-published books (except for Local Studies pamphlets etc), must have a full MARC record available for download from BDS, which includes an ISBN.

6. Types of materials

6.1 Adult fiction

Purpose
We consider fiction an essential element of public library provision, serving not only recreational, but also educational and social needs. In selecting stock we aim to provide titles which:

• Seek to broaden the outlook, exercise the imagination and challenge the pre-conceptions of the reader;
• Extend literacy and encourage reluctant readers;
• Provide entertainment and relaxation.

Scope
In building our collection our primary objective is to provide a varied and balanced stock of all types of fiction, designed to satisfy all tastes.

We aim to develop collections which consist of popular ‘genre’ fiction of all types, and we recognise the vital role of the public library service in supporting and promoting new authors, popular authors, English translations, classics, standard works and literary fiction.

6.2 Adult Non-fiction, Reference and information

Purpose
A comprehensive non-fiction and reference stock is essential in order to encourage and assist community development, and promote social inclusion. Our non-fiction and reference stocks support.

• Lifelong learning including formal and informal education and training;
• Personal and social development;
• Independent research and private study;
• Local commercial and economic endeavor;
• Entertainment, relaxation and leisure;
• Health and wellbeing.

Scope
Though our aim is to provide as comprehensive an information service as possible, the provision of non-fiction and reference stock is subject to the same budget limitations as other parts of the library service.

The main reference collections are housed at the six main group libraries and are accessible at all times during normal opening hours.

The reference stock provided at each level of service point is decided with reference to opening hours and local demand as well as financial constraints. Not all enquiries can be satisfied at a local level and may involve referral to larger collections e.g. group headquarters libraries, regional reference libraries, other agencies.
Smaller service points hold a basic reference stock, the contents of which depend on branch size, opening hours, local demand and alternative local sources of information.

The provision of internet access in all branch libraries has vastly increased the provision of access to information resources.

Reference stocks are replaced regularly to maintain the essential currency of the information provided. Serial publications are purchased on standing order to ensure that new issues/parts are not missed, and these standing orders are reviewed annually to assess the continued usefulness of titles.

Superseded editions of reference works are passed down to smaller branches, but only when the information contained is still reasonably current.

We offer 24-hour access to catalogues and other sources of online and digital information via the Cumbria Libraries website www.cumbria.gov.uk/libraries

Staff working on enquiry desks will have training to keep them abreast of new developments and new resources in order to maximise the exploitation of the available stock.

Increasingly, reference works are moving to online electronic formats, sometimes exclusively.

**Copying**


Some items may not be copied at all, whilst others such as Ordnance Survey maps are subject to restrictions.

Library staff are obliged to make known these restrictions to the public.

**6.3 Electronic resources**

The Library service is committed to maintaining and developing its collections to provide access to the widest and most up to date range of resources as possible, in order to meet the needs of its customers.

A growing range of recreational or leisure content is produced digitally as ebooks or downloadable audiobooks and our aim is to develop our provision within these areas as financial resources permit.

The Library Service is committed to providing access to information for the widest possible audience. Online information resources are a key component and include a wide range of commercially produced content. All of these resources will be available from our Public Computers in libraries as well as via the web, as licenses permit.

We will continue to develop our provision of web based reference/enquiry resources for internet access by our customers, within budgetary limitations. This will ensure both currency and immediacy of access to this information either through library PCs or via the internet for all our members and customers.

The usage of ebooks for leisure and recreational pursuits is increasing and the Library service intends to develop provision of access to resources in this format to meet the needs of its customers.

When selecting electronic and digital resources we consider ease of use of the platform; whether remote access is possible; the sufficiency of range and coverage and whether the usage merits the subscription or license cost.

In all cases, use of our electronic and digital resources will be monitored to ensure that value for money is being achieved.
6.4 Newspapers, magazines and periodicals

Aim
To offer a selection of newspapers, magazines and periodicals which satisfy the interests and information needs of the local community.

Access
Newspapers and magazines are generally available for reference only in libraries, and we subscribe to a digital magazine package which allows 24 hour online access for library members.

Scope
- The number and variety of newspapers and magazines stocked depends on the size of the service point.
- The main libraries stock a broad range of newspapers and magazines covering both national and local subjects.
- We do not purchase or stock party political periodicals.

Selection
- Each group of libraries selects newspapers and magazines for its own libraries to reflect local interests and demand.
- Reader’s suggestions are considered for purchase.
- Donations are accepted, where suitable, to supplement provision.
- Titles purchased are reviewed regularly and monitored for use. Different titles are substituted to provide variety in given subject areas.

Suppliers
Newspapers and magazines are purchased from a variety of sources including consortium contracted suppliers, local newsagents, or mail-order subscription.

Maintenance
- Backfiles of newspapers and some journals or periodicals are kept for varying lengths of time at group headquarters libraries, depending on available storage space.
- All current paid for local newspapers are microfilmed for long-term storage, preservation, accessibility and possible future digitisation. When the microfilm is available the originals are discarded. All current microfilming is undertaken on a standing order basis from The British Library.
- There is a coordinated countywide policy of replacing poor and damaged film and of filling in gaps in historic runs. There is an ongoing programme of filming all significant historic local titles and providing, if necessary, duplicate sets in appropriate libraries. All filming is done in the context of the national Newsplan scheme for the preservation of historic local newspapers.
- Magazines may be circulated to smaller branches to maximise their use.

6.5 Local studies materials

The main local studies collections at Carlisle and Kendal Libraries, together with the smaller collections at Penrith and Workington Libraries and the collections at Barrow and Whitehaven Archives and Local Studies Centres, are for reference only. They are supplemented by collections in other libraries.

Aim
We aim to buy for each of the main local studies reference collections a copy of most books of merit that are published about Cumbria, including local and family history, topography, local biography, natural history, prose and poetry by local authors and books which reflect local literary association. The Local Studies Librarians in each area are responsible for deciding which titles of local interest to purchase within their budget constraints.

Acquisition
- Current publications are purchased, when possible, through our main contracted supplier. However, much local material is only available locally from booksellers, local presses, societies and individuals.
- Donations of materials of local interest are welcomed and may be taken into stock if space permits.
- Antiquarian booksellers’ catalogues are regularly checked to fill gaps in our stock of out-of-print items.
• Attempts are made to collect material relating to the National Park and similar bodies.
• Reports and journals are actively encouraged to be deposited by the appropriate body or acquired on subscription.
• Journals, parish magazines and newsletters are acquired selectively and mainly for the local district or catchment area.
• Maps and plans are collected selectively, particularly for each local district area.
• Photographs and illustrations are acquired selectively.
• Printed ephemera such as timetables, handbills, posters, pamphlets and the like, including company histories, prospectuses etc., may be collected but are only purchased in exceptional circumstances.
• Non-book materials such as digital files or images and microforms are sometimes acquired. These may include oral history recordings, family history indexes, etc.
• Newspapers, both current and historical, are acquired relating to individual catchment areas. There is a coordinated county wide acquisition policy in accordance with national NEWSPLAN priorities. Local newspapers are microfilmed for preservation.
• A digitisation programme is established for appropriate materials to increase public access and for conservation.
• Where material is of a type more usually associated with archive centres or museums the most appropriate place of deposit is chosen in consultation with archivists and museum staff.

Coverage
• The library service lends DVDs and CDs.
• Set charges and concessions apply.
• When purchasing AV material each title is assessed bearing in mind quality, suitability, range, cost and potential income generation possibilities balanced within the budget.

Selection
The general principles underlying stock selection also apply to audio-visual items but it is worth noting that they tend to have a shorter “shelf life” and no attempt is made to keep specific titles in stock once their popularity has waned.

Requests for titles held in county stock are dealt with at group headquarters level, whilst requested titles that need to be purchased are dealt with centrally.

Suppliers
The suitability and selection of AV suppliers is carried out by means of tendering procedures in line with procurement guidelines.

Quantity
The majority of AV titles are purchased for the group headquarters libraries and additional branch copies are purchased of popular mass appeal titles, dependent on branch banding.

Due to the income generation role of AV stock, multiple copies are purchased when the potential income can justify it.

Quality
Purchases are from approved suppliers to ensure quality is as good as possible.

Maintenance
All sections of stock have limited shelf life so it is important that the stock is regularly edited.

Promotions
It is important to monitor individual types of AV and assess if the maximum use is being made of this stock.

Staff are encouraged to promote these areas through a variety of ideas.

6.6 Audio visual materials (A/V)

Introduction
The provision of Audio Visual (AV) material in the public library is a means of income generation to reduce budget costs.

Decisions are made regarding local purchase of AV material, based on individual communities’ needs, usage and income generating potential.
6.7 Music and drama sets

The county collection includes:
• Sets of vocal scores;
• Play sets;
• Orchestral sets.

Access to the collections is available to registered Music and Drama societies and set charges apply.

The sets are available to other authorities outside of Cumbria if there is no current requirement from local borrowers.

Cumbria will also endeavour to borrow from other authorities.

There is a restricted budget for purchasing sets to include:
• New works by popular playwrights;
• New popular vocal scores;
• Additions to popular vocal sets;
• Possibility of works not available elsewhere.

6.8 Reading group sets

It is our policy to provide opportunities for readers to share their reading experiences and engage in reading as a creative act. To this end we support reading groups through the Reading Group Loan Service with the loan of sets of books containing multiple copies of titles.

Reading Group sets contain 12 copies of a title in standard sized print and, where available, a copy in large print and talking book formats.

Due to heavy demand it is not our policy to request sets from authorities outside of Cumbria, nor to lend sets to other authorities.

We will provide appropriate stock formats to meet the needs of all customers and to support our activities in promoting reader development.

Young People’s Library Service

Aims
• To meet the needs of all young people in Cumbria, and to support their learning development;
• To give young people the best we can, in terms of quality, range and balance, within budget limitations;
• To give children, their parents and carers help and guidance in choosing what to read;
• To encourage children and young people to read.

We recognise the need to be fluid and flexible in our approach, both to stock acquisition and management, so that we are able to accommodate changing communities, educational trends, national initiatives, and the needs of successive “generations” of children, their parents and carers.

Cumbria Library Service does not aim to support Schools or Further Education Colleges with bulk loans of stock to support the curriculum, and we operate a separate Library Services for Schools unit.

Selection
• Stock is selected using a combination of methods.
• Standing orders ensure all major authors and series are represented in libraries. Junior non-fiction and other titles are selected according to our criteria by the supplier.
• A small percentage of stock is also selected by key user groups.
• Stock in other languages is supplied by the County Access Group.
• Book prizewinners are supplied on standing order.
• Requests are supplied in accordance with the criteria below.
• Some, or all, of the following criteria are applied when assessing a book for purchase.
General
Books should:
• Be attractively presented and packaged;
• Have high standards of production quality (adequate binding, legible typeface, no overprinting etc.);
• Give best value for money;
• Relate to present stock and potential need;
• Have a reading age linked to content;
• Reflect the diversity of lifestyles and cultures, offering positive role models and viewpoints.

Fiction
Fiction should have:
• A well structured plot and a good, well written story line capable of holding the child’s attention;
• A good narrative pace;
• Characters which are convincing, and who relate to others in the story;
• Language which is appropriate and in context;
• Illustrations which support and extend the text.

Exclusions for fiction
These should not be supplied as part of the supplier selection process:
• Reprints/reissues of previously published titles;
• Bind ups;
• Gift type books/expensive cumulations;
• School reading schemes;
• Annuals;
• Books with CDs or CD ROMs;
• Activity/sticker books;
• Board books that have been previously published as picture books with standard text that is long and wordy;
• Bath/cloth books;
• Spiral bindings;
• Big books;
• American imprints;
• Pocket books;
• Delicate or complicated pop ups;
• Self-published books.

The supplier will notify the library service if it is felt that titles which fall in to these categories may be in demand and should be considered for purchase.

Self published books recommended by the author should comply with the criteria above if they are to be considered for purchase.

Information Books
Information books should have:
• Content which is accurate and up to date;
• A reading level, interest level and depth of coverage which is appropriate to the intended audience;
• Easily accessible information (contents page, index, bibliography, glossary etc);
• Photographs, maps and diagrams etc, which are appropriate and correctly captioned.

And finally, consideration should be given to the objectivity and authority of the author(s).

Exclusions for information books
Titles in the following areas will not be purchased as part of the supplier selection process:
• Updated and revised editions;
• Study/revision aids;
• Reissues;
• SATs books
• Reference materials, including dictionaries and encyclopaedias;
• Vanity publications; Self published titles;
• Complete school reading schemes;
• Gift type books;
• Cumulations;
• American imprints;
• Spiral binding;
• Photocopyable books/workbooks;
• Annuals;
• Books with flimsy parts;
• Pocket books or very small versions of standard works;
• Sticker books.
Coverage

- Stock is purchased to cover the entire 0-16 age range, with additional appropriate material for the Parents and Carers Collections located in main libraries.
- Non-fiction is shelved using a simplified Dewey classification scheme.
- Audio books in a variety of formats, storysacks and DVDs are purchased for stock.
- Main libraries have small Junior Reference Collections.

Quantity

- Stock is allocated to service points in line with population, usage, size of library, and opening hours.
- Additional demands from special groups identified in the community profile, such as playgroups, are also taken into consideration.
- To maximise usage and impact, stock is circulated regularly between branches.

Stock Promotion

- Every effort is made to promote both a love of books and reading and the wide range of stock available through service points.
- In reading groups, children and young people can develop their reading range and interests, discuss books in a fun way and meet authors.
- In Storytimes, Baby Rhyme Times and activity sessions for the under fives a wide range of stock is promoted to pre-school children and their parents/carers.
- Holiday activity sessions also take place in many libraries; these are book based whenever possible.
- Regular reader development displays are provided in all libraries.
- National initiatives such as World Book Day, National Children's Book Week, Bookstart Week, Summer Reading Challenge, Family Learning Week and National Poetry Day are used as opportunities to promote stock and libraries, as are class visits to libraries and outreach activities.
- Free internet access is available for up to 1 hour a day in all libraries for members under 19.
- ICT is another vehicle for promoting stock. For example, the Summer Reading Challenge website and other website links such as author of the month on our Cumbria County Council homepage. Young People’s Librarians regularly post book reviews on Cumbria facebook.
- Online resources such as Britannica are promoted to young people.
- There is a countywide reserve store of young people’s large print titles. These, and all other book stock, can be requested, free of charge, by under 19s.

7. Request Policy

Purpose

- To provide access to the lending stock of all our libraries to all registered borrowers irrespective of their place of residence;
- To provide access to books, wherever possible, which are not part of our county stock through purchase or through borrowing from other inter library lending networks, outside the County.

Scope

- The request service is available to any member of the library service on payment of a small fee, determined by the Council, at the time the request is collected.
- There is a payment exemption for county stock requests if individuals are 19 and under, housebound or disabled, unemployed, or on a low income.
- The search fee contributes to administration costs and to keeping readers informed of the progress of the request, as appropriate.
- An additional fee is charged if there is a need to apply outside Cumbria, and this higher rate reflects and partially offsets the greater costs involved. There are no concessionary rates for this service.
- Once the title has been obtained we will notify the customer as soon as possible and the item will be reserved for collection for 10 days.
- New stock, which is requested, will be treated as a priority and will be processed first when received into the library.
**County Stock**
We will endeavour to supply items in County stock from the nearest and or earliest source available to the requesting library.

**Books in Print**
- We will try to supply any item which is legal, (that is not proscribed by current legislation) either by purchasing or attempting to borrow from other libraries.
- Titles which are not immediately available such as titles not yet published or out on loan to another reader can be requested.
- While we encourage requests from members, it may not be possible to supply specialised, excessively expensive titles or books published in an unsuitable format for public library use.
- The decision to buy or borrow in print titles will be taken in accordance with the Cumbria stock policy, budget limitations and securing best value for money.
- We will try to satisfy requests for foreign publications subject to availability in the UK and within publisher’s copyright restrictions.
- Book titles found on the internet are sometimes only published in the USA and therefore not available to UK libraries, in which case we are unable to supply.

**Items Not in Cumbria Stock**
- Some items may be obtainable from British Library and other inter library-lending networks. It may be, on occasion, that they cannot supply in which case a copy for loan is unobtainable.
- The British Library’s Collections are extensive but they do not hold a copy of every book published, e.g. children’s books.
- The British Library also excludes purchasing books in certain categories, which can limit the items we can try to borrow.
- Materials may be supplied in other formats such as photocopies or Microfiche. These may incur an additional charge.
- Some titles may only be available for use in the library and not available to take home.

**Local History/Reference Material**
Some titles may only be available for use in the owning library due to the physical condition, rarity, value or lack of availability.

**Audio Visual Materials**
- Requests can be accepted for items currently in stock at any library in the county.
- We can accept suggestions for recently released items not in stock.
- Our audio-visual collection has to generate income and this is a major consideration when selecting AV material.

**Request Charges**
Cumbria Library Service levies charges for the operation of its request service. For items held in county stock a charge of £1(50p for people over 60 years), is payable by all Library users (including users of Mobile Libraries), except for those library users who are disabled, under 19, unemployed, or use Library Links and Book Drops.

To qualify for a concession on the grounds of disability we require written documentation from either:
- Department for Work and Pensions;
- A representative of the NHS;
- A recognised organisation with whom the customer has links because of their disability.

Customers who are unemployed, should provide an Award Notification Letter from the Department for Work and Pensions as proof of eligibility.

Eligibility for concessions will be reviewed on a regular basis.

Our Library Management System automatically adds the request charge to a customer’s account when a hold for the requested item is placed - either when an online CLIC hold is placed by the customer, or, when a hold is put on by a staff member in the library on behalf of the customer. The charge is paid by the customer when the requested item is collected.
Items exempted from request charges are as follows:

- Standard and boxed collection DVDs;
- Compact discs;
- The Adult Social Care Collection;
- The Children's Services Social Care Collection;
- The Organisational Development Collection;
- The Management Development Collection;
- Large Print books;
- Designated health information collections (developed with partners in the health field): Well Read (Mind); Well Read Body; Well Read Junior; Well Read for Teens; Autism? Your Questions Answered; Macmillan;
- Storysacks;
- Dementia resource Bags.

For titles which are on order for Cumbria Libraries' stock, the request charge will be added to the customer's account by our Library Management System when the hold is placed, and is payable when the item is collected.

Requests for Out of County titles, obtained through the Inter Library Loan service are charged at £12.05 per request. This is payable by all library customers. If these items are renewed, the first renewal will be free of charge for the library user. The second renewal will be charged at £4.40. (Please note: restrictions may be placed on renewals by the library which has loaned the title. For example, the title may be in high demand.)

When a customer cancels a request – either online, or in a library - before the item is at the point of supply to the customer, the charge will be removed from their account.

For customers who pick up requests and check them out using self-issue machines, the £1 request charge will remain on their accounts until it is paid.

8. Donations, bequests and unsolicited stock

Donations are only accepted if they are of exceptional interest or good quality:

- We accept donated materials on the understanding that they are subject to the same selection criteria as applies to purchased stock.
- All donated items become our permanent property and the donor relinquishes all rights to them.
- If the item may be of interest to one of the Specialist Collections it will be sent to them for consideration.
- The decision as to whether to accept donations rests with the group Stock Manager who will bear in mind the staff time and costs involved in adding materials to stock.
- We reserve the right to decide on the most suitable location for donated stock selected for retention and to dispose of materials not required.
- Local groups or organisations sometimes approach a library with a view to purchasing new stock for their local library. Stock Managers will use their discretion in such cases.
- If the material proposed is acceptable and will add value to the branch stock, and the branch has room for it, it may be accepted. However it will be withdrawn when it no longer satisfies our stock criteria.
- Cumbria Library Service will only accept and admit payment for goods ordered via an official order number.
- Some authors, publishers or other suppliers send items that have not been ordered, enclosing an invoice, in the hope that a purchase will be secured. Items supplied on this basis will not be accepted unless they are genuinely required.
- If the item is not required, it will be kept for six months after which time it becomes library property and may be disposed of. Should the sender require its return, the cost of postage must be provided in advance. (Sale of Goods Act 1979).
9. Access for all: equality and diversity

We will provide appropriate stock to meet the needs of all customers regardless of age, faith, gender, sexual orientation or ethnicity and to support our activities in promoting lifelong learning, reader development and social inclusion.

Stock is purchased in a variety of levels and formats:

- Materials to support adult basic skills learning including Quick Reads titles and materials to support literacy initiatives;
- Children’s stock is purchased in a variety of formats, including easier reads and graphic novels, to encourage reluctant readers;
- Children’s titles in Large Print and talking book format;
- For the visually impaired, books in Large Print and talking books in CD, MP3 CD and Playaway formats are provided;
- All reading group loan sets contain a copy of the set title in large print and talking book format, where available;
- There are specialist collections of materials to support individuals with dyslexia and those who need materials in Makaton or British sign language.

We actively seek out and stock material of interest to all minority groups, including fiction and poetry.

Collections of novels in both European and non-European languages are maintained in main libraries, but can be accessed via any library service point.

Oral history and reminiscence collections are held within the county.

Multi cultural reader development promotions are held to promote fiction by multi cultural authors, literature in translation and non-fiction books about the relevant country. These promotions also aim to raise cultural awareness and to promote library services and library membership to BME groups within Cumbria.

10. Health and Well Being collections

Public libraries play an important role in the health and well-being of local communities through services and resources that support the new public health responsibilities of local authorities. They deliver early intervention, preventative care, address local health inequalities and can help new Health and Well-being Boards deliver better public health outcomes as part of the commissioning landscape.

Libraries provide:

- A network of local hubs with non-stigmatised, non-clinical community space where people can meet others and stay connected, physically and virtually;
- Staff with local knowledge and expertise in information management, reading and community engagement;
- Assisted online access;
- Health and care information services;
- Referral and signposting;
- Public health promotion activity;
- National reading programmes promoting learning, literacy and well-being;
- Social and recreational opportunities, e.g. reading groups;
- Volunteering and community engagement activities that build people-centred services and keep people active, involved and learning.

Cumbria Library Service is committed to delivering on The Universal Health Offer, one of four national offers developed by the Society of Chief Librarians in partnership with The Reading Agency.

This is a strategy which expresses the public library contribution to the positive health and well-being of local communities, and it includes a commitment to provide a range of services including public health information and promotion, sign posting and referrals as well as creative and social reading activity.

Reading Well is the new national Books on Prescription scheme for England delivered by The Reading Agency in partnership with the Society of Chief Librarians, local library services and health partners.
It provides self-help reading for adults based on cognitive behavioural therapy for a range of common mental health conditions, including anxiety, depression, phobias and some eating disorders.

Cumbria Library Service provides access to this scheme through all of its libraries, although in Cumbria it retains its original Well Read title and branding, from its introduction in 2007.

Cumbria Libraries delivers Well Read through partnership working with Cumbria Partnership NHS Trust’s First Step service. All titles on the national Reading Well Books on Prescription list can be found in the Well Read collections in Cumbria’s libraries. No titles will be added to the Well Read collections unless they have been validated and sanctioned for use by the Reading Well Books on Prescription national scheme, in order to preserve the integrity of the collections.

Similarly, Cumbria Library Service has, and will continue to work in partnership with a spectrum of agencies, health partners and charities to develop a range of specialist health collections, each containing approved titles. Because of the nature of these collections, and the desire to preserve their integrity, whilst recommendations for titles for inclusion are often received from writers, publishers and members of the public, inclusion of suggested titles is not guaranteed and we reserve the right to decline them.

Our present range of health collections is as follows:

- Well Read (mild to moderate mental health);
- Well Read Junior (emotional and behavioural issues);
- Well Read for Teens (emotional and mental well-being issues);
- Well Read Body (Long-term physical conditions);
- Macmillan Cancer information;
- Autism? Your Questions Answered;
- Dementia (titles aimed at individuals/family members affected by dementia, rather than care home staff and practitioners);
- Survivors of Bereavement By Suicide (Titles recommended by SOBs Cumbria to help assist in the process of coming to terms with loss).

11. Collection Management

The above sections have outlined the ways in which we acquire newly published stock. This section addresses how we manage, maintain and edit our stock.

Identifying gaps in subject coverage or of particular titles is a continuous process and all library staff contribute to this process. Customer feedback is also taken into account.

The Engage stock management tool is used to measure stock performance and inform the identification of areas of stock where we have too much or too little, as well as “dead” and tatty stock. This in turn informs the areas for stock replacement and revision, and helps us make best use of our resources. Reports from our Library Management system are also used to assist in assessing coverage of areas of stock.

Binding and Repair

Stock will be rebound, and/or repaired as possible. Reasons for binding or rebinding might include any or all of the following:

- To maintain the attractiveness of useful stock;
- To preserve access to valuable information;
- To increase the breadth of stock available to the public;
- Cost-effective and provides an economic, value for money method of managing collections;
- To retain access to out-of-print material;
- Offsets impact of increasing price of new stock and diminishing resources;
- Extends the useful life of past relatively large initial investments;
- Contributes to efficient stock circulation, revision and editing;
- Overcomes increasing problems caused by ever-shorter print runs;
- To allow greater freedom to select otherwise unsuitable soft cover publications that can be reinforced or prebound for extensive library use e.g. spiral bound, burst bound or loose leaf publications.

Advice should be sought from specialist binderies for stock that requires sympathetic treatment.
Stock Rotation

Stock rotation is a means of refreshing stock, especially at smaller libraries, at minimum cost and also to ensure that stock works as hard as possible and achieves maximum value for money.

Rotation takes place within and across areas. Cross area exchanges are encouraged, with front line staff involved in the selection of exchanging stock whenever possible.

The rotation process includes stock editing. Stock criteria and standards for exchanges are to be adhered to.

Stock Withdrawal

Stock selection and acquisition is a continuous process, and requires the regular removal of existing items due to space constraints. There are three main reasons for the withdrawal of stock: currency, age, and physical condition: out of date information misleads customers and can be dangerous; the physical condition of stock deteriorates over time and with use, however a number of factors are taken into consideration:

- It is in poor physical condition and beyond reasonable repair;
- It contains out of date or inaccurate material;
- There are more copies in stock than needs dictate;
- It is a superseded edition;
- It displays a declining issue rate;
- It has been in stock at a given service point for more than one year.

The physical standard of our stock is examined as an ongoing process and is the responsibility of all staff, to ensure that it is fit for purpose. As part of their daily routine staff will be aware of physically damaged or dirty material, damaged bindings, duplicates or out of date material and should actively be involved in taking this material off the shelves or intercepting it at the counter. When assessing the physical condition of a book, staff will examine to check that:

- The jacket is clean and free from tears
- The binding is intact and that all the pages are attached

- The pages are clean — not ripped or brown and that there are no defacing marks
- The book does not look old or dated, and that the content should be current
- Any labels that are clean, clear and legible.

The removal of unused, worn out and out of date stock, makes it easier for customers to find suitable material.

Items of permanent value, which are no longer required for general circulation or are in poor physical condition, will be relegated to reserve stacks.

Stock Performance

The Engage stock management tool is used to measure stock performance and inform the identification of areas of stock where we have too much or too little, as well as “dead” and tatty stock.

Along with the Engage reports, operational guidelines are issued to staff for the removal of stock which is not issuing. These guidelines are reviewed regularly.

Engage reports are not followed slavishly, and inform the process rather than dictate or control it, as professional judgement and discretion are also vital. The range of stock of our stockholdings is of utmost importance, and withdrawing titles based purely on performance would weaken our overall collection, so under-performing items may be reallocated to a more appropriate location.

Stock Disposal

Items which are identified for withdrawal by library staff only. Stock is not sold or withdrawn in response to customer demand. Stock which has been considered to be of no further use will be disposed of as follows:

- Items of potential interest to local history, record offices and national deposits will be identified and offered for transfer
- Items of potential value will be identified and offered for sale to local and national book dealers
- Withdrawn items are disposed of as appropriate, generating income wherever possible. They may be sold to a reliable and professional commercial book buying and collection service, so that they are dealt with in a timely, economic and environmentally efficient manner, or via one-off sales in libraries as appropriate.
Stock Loss/Recovery
The Library Service takes a range of reasonable and cost-effective measures to ensure the security of vulnerable materials. These include security systems and devices, CCTV and restricted access.

Anyone wishing to borrow items from the Library Service has to be a registered member, and borrowing limits exist for each category of stock:

### Adult Members

<table>
<thead>
<tr>
<th>Item</th>
<th>Loan Period</th>
<th>Max. Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardback</td>
<td>21 days</td>
<td>20</td>
</tr>
<tr>
<td>Paperback</td>
<td>21 days</td>
<td>20</td>
</tr>
<tr>
<td>Talking Books</td>
<td>21 days</td>
<td>6</td>
</tr>
<tr>
<td>Premium DVDs/Blu Ray DVDs</td>
<td>3 days</td>
<td>6</td>
</tr>
<tr>
<td>Standard DVDs</td>
<td>7 days</td>
<td>6</td>
</tr>
<tr>
<td>CDs</td>
<td>7 days</td>
<td>6</td>
</tr>
<tr>
<td>Storysacks</td>
<td>21 days</td>
<td>1</td>
</tr>
</tbody>
</table>

### Junior Members

<table>
<thead>
<tr>
<th>Item</th>
<th>Loan Period</th>
<th>Max. Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardback</td>
<td>21 days</td>
<td>20</td>
</tr>
<tr>
<td>Paperback</td>
<td>21 days</td>
<td>20</td>
</tr>
</tbody>
</table>

Customers who have opted to receive library notices by email get an alert about the item’s due date, 3 days before it is due for return.

If an item is not returned to the library by its due date, people in receipt of email notifications receive an email once an item is one week overdue.

Library members who have not opted in to email notifications receive a paper reminder when an item is 6 weeks overdue.

If an item is 63 days overdue, all members receive a final overdue.

Staff Training
Training is an essential element in turning policies into everyday working practice.

This will be an ongoing process to equip all staff with the skills they require and need, beginning with induction programmes for all new members of staff.

Stock management will become part of a performance culture.

12. Stock and reading promotion

Aim
We seek to promote stock both to library users and to the wider public in order to:

- Give the public access to a wide range of stock including contemporary literature, first novels, novels in translation and multicultural writing;
- Provide advice and guidance to individual borrowers in their reading choice;
- Encourage diverse reading habits;
- Promote reading as a creative act;
- Promote reading as part of the wider lifelong learning agenda;
- Maximise the usage of stock;
- Encourage library membership and use;
- Bring readers together for reading groups and literature events.

Scope
Cumbria Library Service is committed to delivering The Universal Reading Offer, one of four national offers developed by the Society of Chief Librarians in partnership with The Reading Agency.

The Universal Reading Offer is a strategic planning framework which enables us to develop, deliver and promote reading services within libraries. This offer sets out what public libraries will offer in order to provide a modern reading service within a local community.

It builds on public demand for a lively and engaging reading offer with reading groups, challenges, promotions and author events. It aims to focus
libraries’ attention and efforts on promoting key shared reading programmes. It is supported by the reading calendar, a toolbox of reading programmes and a raft of national partnerships.

Cumbria Library Service is also committed to delivering on the priorities identified within The Time to Read regional Reader Development strategy, Readers for Life

We strive to:

• Provide well-maintained premises, which offer a welcoming and attractive environment for all;
• Present stock in an attractive and accessible way with regular displays to stimulate and maintain interest and use;
• Promote stock widely and in a variety of other ways – for example, booklists, bookmarks, author visits and other in-house promotional activities;
• Participate in regional and national projects and initiatives to widen people’s reading choices and reading experiences: e.g. shadowing major book prizes; participating in national opportunities brokered by The Reading Agency;
• Provide opportunities for readers to share their reading experiences and engage in reading as a creative act:
  • Reading groups in libraries facilitated and supported by staff
  • The loan of reading group sets containing multiple copies of titles via the Reading Group Loan Service
  • The facility for readers to post reviews on the library service website
  • Using ICT to promote books and reading e.g. via internet taster sessions; links to appropriate sites; digital bookshelves and magazines
  • Readers’ recommendations being shared with other readers: e.g. via book chains, review notice boards in libraries, recommended trolleys, library newsletters or library displays
• Ensure that staff receive training in all aspects of work relating to reader development, so that they can interact confidently and effectively with all readers – existing and potential – and offer the best possible service.

2014 revision
If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone 01228 606060.