



Explore York Libraries and Archives Mutual (Ltd)

Stock Policy

Knowledge and ideas for everyone

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Explore York Libraries and Archives Mutual (Ltd) uses guidance issued by the Chartered Institute of Library and Information Professionals (CILIP), the national body, in deciding what it is appropriate for us to stock. This guidance states

The function of a library service is to provide, so far as resources allow, all books, periodicals, etc. other than the trivial, in which readers claim legitimate interest. In determining what is a legitimate interest the librarian can safely rely upon one guide only – the law of the land. If the publication of such matter has not incurred penalties under the law it should not be excluded from libraries on any moral, religious or racial grounds alone, to satisfy any sectional interest.

The public are entitled to rely upon libraries for access to information and enlightenment upon every field of human experience and activity. Those who provide library services should not restrict this access except by standards which are endorsed by law.

Libraries are a statutory service and Explore has to abide by the Public Libraries & Museums Act 1964 which makes public library services a statutory duty for local authorities.

Local authorities must:

- Provide a comprehensive and efficient library service for all people that would like to use it
- Lend books and other printed material free of charge for those who live, work or study in the area
- Promote the service

The Purpose of the Stock Policy

This stock policy will cover the following:

- How Explore selects books and other items for your library.
- How the stock held and selected by Explore supports the objectives of the organisation
- How we reflect the needs of communities in our stock
- How Explore circulates items around all of our libraries – all of our stock is dynamic and belongs to the whole service.
- How Explore promotes and maintains these items.
- How Explore decides on which items to keep or which are withdrawn and removed from our shelves.
- How Explore measures its performance in relation to stock.

The aim of the library service is to provide the widest range of materials possible, in the best format available, within the resources available, whilst supporting the latest trends and ensuring you can obtain the latest bestseller. Books are published on a daily basis and space in libraries, along with funds, is limited. This policy will detail how items are selected. Libraries offer a wealth of information, ideas and inspiration for all. The library service offers much more than a bookshop – there are backlists of the latest popular authors, as well as their most recent titles and can cater for even the most specialist needs. Most importantly, we want to hold the items that local people want to borrow, so, our customers will always be able to feed into this process by suggesting to us items they would like to see on the shelves by contacting us online via our website.

This policy is not a fixed document – it will change and adapt to reflect changes in the local communities.

1. General Principles

NB - : in the main, stock refers to print copies of materials. There is a separate section within this document detailing criteria relevant to e-resources

- Stock is selected to support the objectives of the organisation. These are:
 - To support the joy of reading
 - To enable people to live happier, healthier lives
 - To be places of learning, discovery and creativity
 - To be the focus for communities, providing safe, welcoming spaces for all, building resilient communities
 - To be a strong and sustainable organisation
- Stock is a dynamic library-wide resource rather than the property of one particular library (excluding Explore Neighbourhoods). The system aims to balance breadth of stock with the need to supply specialist materials. The breadth of materials held encourages new customers and will meet the needs of all sectors of the local community.
- Library staff are responsible for the selection, management and disposal of stock based on the principles laid down in this document.
- Stock management is central to our core business. All staff are trained in managing stock and perform such functions on a day-to-day basis
- Supplier selection is used to maximise staff time in the promotion and display of the stock. Stock is purchased in a trans-regional consortium of 36 authorities with a combined budget of approx £13 million to achieve the highest possible discounts. The consortia tender is renewed every 5 years, ensuring that we continually get best value and service.
- Supplier selection means that library staff do not directly hand select stock. Criteria are drafted together based on the make-up of our communities, the constant analysis of the performance of the stock and the size of our libraries and this information is fed to our suppliers to inform the selection of stock we receive in all of our libraries. The staff dealing with these requirements at the suppliers are professionally qualified library staff with an understanding of the needs of a public library service.
- The supplier selection documentation is renewed at least once a year, with analysis of the performance of each area of stock and feedback from customers informing any amendments.

- All types of stock (excluding children’s board books) are circulated round our libraries (excluding Explore Neighbourhoods) to ensure as much choice and variety as regularly as possible.
- Stock will support both formal and informal learning across the city and the service will work with York Learning and other learning providers to ensure that learners needs’ are supported
- Stock will reflect the varied and diverse make-up of our communities. We ensure that stock is made available in a range of different and accessible formats and languages.
- Multiple copies of popular non-fiction and bestselling fiction titles will be purchased.
- Adult fiction and popular non-fiction stock is maintained using a greater proportion of paperback items.
- A request service within the city boundaries ensures that everyone has access to all stock. Any book can be requested from any library (except Explore Neighbourhoods) and we use your requests to identify any changes we need to make to our supplier selection documentation, and to identify any new emerging trends.
- Core adult non-fiction areas are maintained in all libraries. The popular non-fiction stock types will be found in the community libraries, building up to key academic texts at undergraduate level in Explore York Library and Archive. Details of the stock types you can expect to find in each of our libraries is covered later in the document.
- York Explore Library and Archive will provide specialist resources for the whole community including reference, local history and family history support.
- The library service will purchase items in response to known demands, media and social trends.
- The service will provide stock which is bright, attractive, well-presented and constantly refreshed by purchase and rotation.
- Stock will be selected in various formats in order to ensure all customers have access to the best resources. Other formats include titles available in large print, spoken word and ebooks.
- The service will assess new formats as they appear on the market and monitor their appeal and usefulness before considering purchasing them for the library service.

- Donations to stock will also be encouraged but will only be accepted if they meet with the selection criteria set within this policy. Library staff reserve the right to dispose of any unwanted donations through booksales or other means.
- The library service seeks to challenge reading habits by offering a wide variety of fiction titles including new and emerging authors, promote the use of books for recreation, support formal and informal education of customers of all ages and meet the information needs to the local communities.
- We aim to offer 24 hour access to our resources where this is at all possible. We have a wide range of online reference resources that can be accessed at home, as well as a collection of ebooks and audiobook downloads which, again, can be accessed remotely.
- The service believes in meeting the needs of all of the communities we serve and we will, wherever possible, provide our stock in a range of formats and appropriate languages.

2. Library Tiers, stock holdings and stock rotation

- For the purposes of stock selection and the provision of services, Explore organises its libraries in a series of tiers, based on the opening hours of the library, the number of paid staff working at that library and the size of the library building itself. The tiers are as follows:

Explore York Library and Archive – our Central library operating as a hub for the whole of the City of York providing specialist resources for the whole community including reference, local history and family history support.

Explore Library Learning Centres – situated at Acomb, Clifton, Haxby, and Tang Hall. These deliver a range of learning classes in partnership with York Learning.

Explore Library Gateways – are in Bishopthorpe, Copmanthorpe, Dringhouses, Dunnington, Fulford, Haxby, Huntington, Mobile library, Poppleton, Strensall.

Reading Cafes - Rowntree Park reading cafe and Homestead Park pop-up reading cafe

- Each library acts as a gateway to the whole of Explore's stock, but the physical constraints of existing buildings make it impossible to offer all levels of stock in all libraries.
- Stock is circulated within the appropriate bandings that map to a libraries size and opening times. This means that you, the customers, know what stock you

can expect to find on the shelves at each library. The rota is applied to the book at the point of purchase.

- The stock profiles for each of the library tiers are as follows:

Explore York Library and Archive

Non fiction core subject coverage in hardback and paperback up to undergraduate level. Copies of leisure/popular non fiction will also be purchased solely for York (i.e. not rotated). Non fiction stock will also be purchased to reflect the formal adult learning classes held in the library.

Fiction includes 1 copy of paperback bestsellers plus a range of first novels, promotional titles and classics.

Large print and spoken word collections are maintained by stock rotation (combined in a rota with Explore Library Learning Centres).

Local and Family History titles are purchased as part of the regular non-fiction book stock (see above). Additional reference copies of Local and Family History titles are provided at York Explore only, as part of the Archives and Local History service.

Newspapers and Magazines Includes print copies - 3 broadsheets, 2 tabloids and The Press. A selection of popular magazines will be provided. Additional access to a wider selection of newspapers and magazines is available online.

Explore Library Learning Centres

Non fiction core subjects in hardback and paperback up to A level. Non fiction stock will also be purchased to reflect the formal adult learning classes held in the libraries. Leisure/popular non fiction will be maintained by stock rotation.

Fiction stock will be maintained via rotation, but will consist of a range of hardback and paperback bestselling titles, plus first novels, promotional collections and classics.

Large print and spoken word collections are maintained by stock rotation

Local and Family History A selection of titles on the history of York, its surrounding villages and key books relating to the local community of that library (if available) will be held

Newspapers and Magazines Acomb Explore will hold print copies of popular magazines and 2 broadsheets, 2 tabloids and The Press. All other Explore Centres will hold copies of The Press. Additional access to a wider selection of newspapers and magazines is available online.

Explore Library Gateways

Core non fiction subject areas in paperback only, hardback non-fiction from stock rotation only. Leisure/popular non fiction will be maintained through stock rotation, with an emphasis on this type of non-fiction material.

Fiction will be maintained via rotation, but will be predominantly high performing, popular paperback titles.

Large print and spoken word collections are maintained by stock rotation
Local and Family History A selection of core books on the history of York and titles relating to the history of that particular village (if available) will be held
Newspapers and Magazines

Includes print copy of The Press only. Additional access to a wider selection of newspapers and magazines is available online.

Reading Cafes Bestselling items in all categories only, supported by a range of local history titles. Reading Cafes do not stock large print or spoken word titles.

Newspapers and Magazines Includes print copies 3 broadsheets, 2 tabloids and The Press. A selection of popular magazines will be provided. Additional access to a wider selection of newspapers and magazines is available online.

- In addition to the general areas of stock as listed above, the stock profiles of the tiers support the objectives of the organisation as follows:

	Joy of Reading	Happier and Healthier Lives	Learning, Discovery and Creativity	Resilient Communities	Strong, Sustainable Organisation
York Explore	Full range of adult and children's books in multiple formats	Holds all of the Books on Prescription range of books in multiple copies.	Holds non-fiction titles up to and including undergraduate level. Full range of Quick Reads titles held.	Full range of adult and children's books in multiple formats. Books held in alternative languages.	Full range of adult and children's books in multiple formats
Explore Centres	Full range of adult and children's books in multiple formats	Holds all of the Books on Prescription range of books	Holds non-fiction titles up to and including A level. Full range of Quick Reads titles held	Full range of adult and children's books in multiple formats	Full range of adult and children's books in multiple formats
Explore Gateways	Popular range of adult and children's books in multiple formats	Circulating collections of Books on Prescription branded titles	Holds non-fiction titles up to and including GCSE	Popular range of adult and children's books in multiple formats	Popular range of adult and children's books in multiple formats

Reading Cafes	Popular range of adult and children's books	Holds a range of non-fiction books supporting healthier lifestyles.	Holds a range of non-fiction items to support hobbies and crafts	Popular range of adult and children's books	Popular range of adult and children's books
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3. Stock selection – Overview

- Stock selection is the first stage in the stock management process. It takes place within the framework of this stock policy.
- Explore York Libraries and Archives Mutual (Ltd) is part of the trans-regional Yorkshire and North West Book Consortium. Other authorities in the area have teamed up to provide a consortium in order to obtain bigger discounts, better value for money and higher quality of service from our suppliers.
- All stock is selected against the following criteria:

Content - The information contained within will be current and unbiased.

Value for money - How expensive is it in relation to other similar items and formats.

Scope - How does it compare to other items of a similar nature? Is it part of a series? Are we filling a gap by purchasing this particular item?

Authority - Is the publisher a reputable one within that field, or does the editor or author have a high reputation in that area?

Challenging - Are we providing something new?

3.1 Adult Fiction Stock Selection

- Adult fiction stock is purchased to appeal to as great a variety of readers as possible. In York libraries, customers will find new authors as well as multiple copies of titles by their favourite author.
- The selection of Adult Fiction stock is made by our library supplier according to a set of criteria defined by our staff for each tier which takes into account the size of the library and its level of use. A small budget is available for buying items that are requested by customers and are not already in stock.
- The service will purchase titles that provide stimulation and recreation, broaden customers' reading experiences and encourage reluctant and emergent readers.

- The emphasis is on paperback titles. With 80% paperback and 20% hardback being purchased to correspond with customers' preference for paperbacks and enable a greater cross section of books to be purchased. As a result of this, minimal duplication will be found in hardback titles.
- Adult fiction provision will fairly represent demand and book issues and our criteria for selection will be reviewed annually as a minimum to ensure that this is always the case. The majority of our collections will consist of popular 'genre' fiction of all types eg crime, romance. Gateway Libraries will have a greater emphasis on this type of material with broader ranges to be found in our larger libraries. Explore Library Learning Centres will contain fiction titles by first-time authors and those published by smaller, independent publishers.
- We support national promotions (e.g. The Booker Prize), where a minimum of one copy of long-listed titles and multiple copies of short-listed titles are purchased and promoted.
- We also recognise the value in keeping good quality copies of 'classic' and 'modern classic' authors. These will continue to be replaced, if in print, once existing copies are worn. Contemporary literature also become classics and library staff will identify significant new authors for replacement.
- Library staff who define the criteria for selecting stock keep up with the trends in the publishing world and review our criteria for selection annually. This ensures our stock remains continually fresh, current and matches customer demands.
- To ensure stock reflects local communities, we have a range of fiction titles made available in other languages for example, French and Polish. We are committed to developing and expanding the collection of books made available in other languages. Excluding York Explore, which has its own stock, the majority of stock purchased will be circulated between libraries of similar size. This means that we continually refresh the collections at all libraries. All fiction titles are ordered in advance from the supplier ensuring that titles will be available on the library shelves as the titles are being promoted in bookshops. The service will have the majority of books in library stock on the date of publication.
- Fiction stock will reflect priorities of the service. Explore York Libraries and Archives have a commitment to support readers groups within the York area and as a result purchase multiple copies of 12 recommended titles as reading group titles every year.
- Large print fiction titles are purchased using a standing order from the key publishers of large print titles. Large print titles purchased are placed on rotation in the same way as our other titles to enable maximum coverage. Due to the specialist nature of large print, these titles will not be purchased in multiple copies.
- Spoken word titles are made available on CD, as stand-alone playaways and as e-audiobooks. These are considered to be core stock. All libraries

(excluding Reading Cafes) hold a selection of these materials. Audiobooks on CD and playaways are purchased on standing order and all are rotated. We are monitoring the relative popularity of audiobooks in different formats. Downloadable audiobooks are growing in popularity compared to CDs, so the budget is being allocated accordingly.

- E-audiobooks are covered in the E-library section.
- E-book titles are covered in the E-Library section.

3.2 Adult Non-Fiction Selection

- The primary aim of non-fiction stock selection is to meet the informal and formal learning needs of the local communities. Non-fiction selection aims to cover the broadest possible subject coverage and potential use by all members of the community.
- The selection of Adult Non-Fiction stock is made by our library supplier according to a set of criteria defined by our staff for each tier which takes into account the size of the library and its level of use. A small budget is available for buying items that are requested by customers and are not already in stock.
- Our library suppliers use rating systems to which we apply our own criteria to ensure that we have a good coverage of books relating to York and North Yorkshire and multiple copies of popular non-fiction items e.g. cookery titles. We also consider recommendations from staff working in libraries, from members of the public and listings in The Bookseller publication.
- The emphasis is on paperback titles. With 80% paperback and 20% hardback being purchased to correspond with customers' preference for paperbacks and enable a greater cross section of books to be purchased.
- All libraries will stock non-fiction items for general interest and academic support. Gateway libraries will stock non-fiction items up to GCSE level, Explore Library Learning Centres up to A Level and Explore York Library and Archive up to undergraduate level.
- Non-fiction items will support both formal and informal learning across the city and the service will work with York Learning and other learning providers to ensure that learners needs' are met
- Reading Well Books on Prescription collections will be purchased for some York Libraries according to local circumstances, with different collections being located where there is an identified local demand.
- Major non-fiction prizes (e.g. William Hill Sports Award and the Baillie Gifford Prize for non-fiction) are supported by Explore York Libraries and Archives, where a minimum of one copy of long-listed titles and multiple copies of short-listed titles are purchased and promoted.

- All non-fiction titles are ordered in advance so that titles will be available on the library shelves as the titles are being promoted in bookshops.
- Library staff who define the criteria for selecting stock keep up with the trends in the publishing world and review our criteria for selection annually as a minimum to ensure our stock remains continually fresh, current and matches customer demands.
- Excluding York Explore, which has its own stock, the majority of stock purchased will be rotated between libraries of similar size. The aim is to continually refresh the collections at all service points. Large print non-fiction titles are purchased using a standing order from the key publishers of large print titles. All large print titles purchased are circulated to enable maximum coverage.
- Spoken word titles are made available on CD, as stand-alone playaways and as e-audiobooks. These are considered to be core stock. All libraries hold a selection of these materials. Audiobooks on CD and playaways are purchased on standing order and all are rotated. We are monitoring the relative popularity of audiobooks in different formats. Downloadable audiobooks are growing in popularity compared to CDs, so the budget is being allocated accordingly.
- E-book titles are covered in the E-Library section.

3.3 Children's Stock Selection

- Children's and young people's fiction stock is purchased for 0 – 17 year olds to support reading for pleasure. Children's non-fiction is bought for 0 – 14 year olds for personal information and homework. Support study materials for GCSE and A 'Level are purchased and kept in the adult non fiction section.
- Materials are also purchased for the parents, carers and agencies working with 0 – 17 year olds to support these children and young people with their recreation and learning, though we do not provide a loan service to schools or school libraries.
- Stock for children is purchased via a number of formats including board books, picture books, large print titles, story books on CD, Playaways and titles aimed specifically for teenagers.
- Selection of children's stock is made by a library supplier from a selection document provided to them by Explore York Libraries and Archives staff. This is written in accordance with this policy and after consultation on materials to buy with Library staff, information from loans and identified gaps in our stock as picked up by customer requests. Stock supplied is monitored by the Children's Librarian to ensure we are receiving the correct types of stock to match the profiles. A small budget is retained for buying requests, stock buys

and allowing community involvement in selection through consultation with groups as is necessary.

- The emphasis is on paperback titles. With 80% paperback and 20% hardback being purchased to match preference for paperbacks and allow a greater cross section of books to be purchased.
- Children's fiction stock covers a wide range of items. We encourage readers to try new titles and discover new reading experiences. As a result we stock first time authors as well as bestsellers. We do not buy school reading schemes but purchase good quality books by quality authors to support children when they are learning to read. We also buy books that are suitable for children with dyslexia and large print books to help children who find regular print hard to access.
- Children's non-fiction titles are bought to support homework as well as personal interest and leisure reading. We do not buy books intended for use in school. Children are also able to borrow adult non fiction to support their reading and learning.
- We have a range of children's picture books available in dual language. Languages are purchased using local ethnicity figures but due to the changing nature of the local population we welcome requests for languages we do not have in stock. However the range of materials printed in this format is limited.
- Fiction for older children, picture books, fiction aimed at KS1 readers and teenagers and non fiction titles are rotated. The aim is to provide regularly refreshed collections at all service points.
- Explore York Libraries and Archives are committed to supporting national initiatives. You will therefore find multiple copies of significant award winning children's books including Carnegie and Greenaway Book Award titles.
- Ebook titles are covered in the E-Library section.

3.4 Reference Stock

- Information & Reference collections are designed to complement our lending services by making information available and accessible at all times both during the opening hours of each library and 24 hour access via the use of online resources whilst at home.
- York Explore holds the main collection of printed reference materials – including maps, newspapers and pamphlets. It provides a range of printed reference books and facilities extensive enough to support the work of the

other libraries. The print reference collections in other libraries are smaller and intended to answer quick reference enquiries only.

- All libraries will hold printed reference copies of a dictionary, a thesaurus and a single-volume encyclopedia only. All other access to reference resources will be available online, including, but not limited to, access to digital newspapers, magazines and genealogical resources.
- Online resources are investigated constantly as a viable alternative to printed resources. York is committed to increasing the number of resources made available online as this improves access to information for the customer.
- Any printed reference materials purchased are selected via standing order using the criteria that they are the recognized standard reference works, they are primarily intended for consultation and for answering enquiries, they are constantly in demand, or answers enquiries which occur regularly and they cover a subject area in which published material is relatively scarce.

3.5 Selection of Local and Family History Material.

- Local and Family History material is purchased to support those interested in researching the history of the City of York and its surrounding area, and tracing their genealogy in the York area and beyond.
- The main collection of local history materials is at York Explore, where items reference items can be found for the whole of the City of York. Smaller local history lending collections are held at all libraries, with the focus being on general York history titles and documents containing information to that local community.
- The main reference collection of family history materials is also held at York Explore, with additional smaller lending collections held at Explore Centres. The aim is to hold titles which can facilitate independent research into genealogy, complementing our online resources.
- Local History stock shall be acquired using the following criteria:-

Records and publications relating to the educational, social, cultural or political aspects of the area governed by City of York Council

Records and publications relating to the influence of York in the wider County of Yorkshire and the historic Ridings of Yorkshire

Records and publications of organisations or individuals which reflect the economic, cultural, social or political development of York

- Access to many Local and Family History resources will be made available online. We are committed to extending the collections made available

digitally available via the Imagine York website and through Find My Past, and to further develop technological means to increase access to more collections.

- Items of stock are purchased by the Archives team. They are selected from local publications and catalogues. Items are also added to stock via donation and deposit.
- Items will be purchased in a number of formats included printed material, maps, and periodicals. Local History items will only be purchased for reference stock if deemed to be of permanent historical value. Family History items will be replaced as and when new editions are released. Effort will be made to avoid excessive duplication of holdings, except where multiple copies aid wider public access.

3.6 E-Library Stock Selection

- The e-library collection comprises ebooks, e-audiobooks and online reference resources.
- Where possible, online reference resources are procured across a number of library services to keep costs to a minimum, particularly via the JISC Society of Chief Librarians (SCL) Digital Library Framework. The Electronic Resource sub-group of the Yorkshire Book Consortium may also be used to secure regional consortia discounts where relevant. Currently, Explore offers Access to Research which is provided free of charge as part of a collaboration between the Publishers Licensing Society and SCL.
- Where possible, e-library stock will be available both in libraries and remotely, to residents and non-residents, and usable by multiple customers concurrently. We aim to choose platforms which are easy to use, and which integrate well into our collection as a whole, as well as those which offer the best content according to the standard stock selection criteria in section 3.0. The e-services marketplace is young, and Explore usually has to compromise on one or more of these points in procuring e-library products.
- Ebooks and eaudiobooks are currently available from one platform, Overdrive, which offers titles from multiple publishers. Titles are selected manually by the e-services librarian. Explore prioritises those which we can lend indefinitely above those which expire after a given time period or number of loans, to ensure that the collection will grow over time. Value for money is a major factor in ebook and eaudiobook selection because prices are extremely varied, and can be prohibitively high.
- For both ebooks and e-audiobooks, Explore stocks a range of adult fiction, adult non-fiction, young adult and children's ebooks, with adult fiction forming the majority of the collection due to demand. The focus is leisure

reading, so while non-fiction is stocked, it does not aim to support academic study. The e-library offers e-audiobooks to support foreign language learning.

- Starting summer 2019, Explore will trial a collection of ebook fiction in foreign languages. The languages covered will aim to reflect the needs of the York community.
- Online reference resources cover genealogy, newspapers, encyclopaedias and dictionaries. Contracts are reviewed at least annually by the E-Services Librarian.

4. Requests

- We welcome suggestions for stock and feedback on the stock policy. Customers can do this via staff in libraries or online via www.exploreyork.org.uk. This information will be used, wherever possible, to inform the selection process. We are currently investigating more structured ways of involving our customers in the selection of our stock.
- Requests for any books either in stock by Explore York Libraries and Archives, or items not held in our stock, may be made at any library within City of York boundaries.
- Requests for items not in stock will be considered for purchase if they are in print. If they meet the criteria as listed in this document, they will be purchased for stock. Otherwise, customers will be given the option of borrowing the item from another library outside the City of York.
- The decision not to purchase a requested item for stock may be influenced by any of the following factors; unsuitable format (eg loose leaf binding), budgetary constraints, poor content or presentation, dated information or low demand.

5. Promoting Reading

- We support the joy of reading by promoting the wide range of fiction and non-fiction available in our libraries in all formats.
- All of our libraries will be welcoming, safe and create a reader-friendly atmosphere. Arrangement of stock will be clearly set out for all customers and all shelf guiding will be accurate and to a set standard.
- All library staff will actively promote our stock and the joy of reading. This will include creating appealing displays, talking to customers about books and

reading, helping customers to find books by new authors and encouraging them to try different genres and subject areas.

- A programme of promotions, events and activities relating to books and reading is coordinated by the Reader Development Librarian or the Childrens and Young Peoples librarian as appropriate. This activity programme is then delivered by library staff and volunteers. We support adult readers groups across York. Twelve new sets of paperback titles will be purchased annually to keep the collection fresh and relevant. Reading groups will have input into this selection process.
- The online catalogue website is designed to promote reading, and has features such as booklists, reviews, and user tags to make it easy for customers to browse for their next read.

6. Measuring Stock Performance

- Measuring the performance of our stock is an integral part of the stock policy. Using the Library Management Software (LMS) we monitor the current performance of all our stock and produce statistical information to enable us to increase its future performance.
- Performance measurement helps library staff to prioritise spending on stock and to identify areas where resources are needed. It also informs the information we give to our suppliers to ensure that we are continually buying the stock that you want to borrow,
- It also enables us to compare the performance of our service with other similar library services.

6.1 Statistical information

- Below is a list of criteria York Libraries use when assessing stock performance:

Issues of books:

Issue figures are expressed 'per 1000 population' in order to make comparisons with other library services.

These will be monitored on a monthly basis using the Library Management Software (LMS).

Stock turnover:

This refers to the number of issues divided by the number of items in stock, and is a measurement of how hard the stock is working.

This will be monitored at least once a year.

Items added to stock:

These figures are expressed 'per 1000 population' in order to make comparisons with other library services.

This will be monitored monthly.

Cost per use of online reference resources

Applying to all e-library stock, the full cost of the solution including support, hosting and titles, should amount to less than £1 per use.

Data from our LMS is also used to identify stock that is not issuing well, is out of date or is in bad condition.

6.2 Customer comments and requests

- Customers' reservations are monitored. Extra copies will be purchased if more than 6 reservations are received for an individual item in hard copy and 15 for the e library.
- We aim to supply:
50% of all reservations within 7 days of the reservation being placed
70% of all reservations within 15 days of the reservation being placed
85% of all reservations within 30 days of the reservation being placed
- We welcome suggestions from members of the public for items they believe should be in stock and will consider their purchase according to the guidelines in this policy. Customers may access our online form available on www.exploreyork.org.uk. This information will be used, wherever possible, to inform the selection process. We are currently investigating more structured ways of involving our customers in the selection of our stock.

7. Stock Maintenance

- First impressions are vital – the physical presentation of the stock makes a statement about the quality of service offered. Out of date information could mislead customers and can be dangerous and the physical condition of stock deteriorates over time. The removal of unused, worn out and out of date stock makes it easier for customers to find suitable material.
- All staff have the responsibility of keeping stock well maintained – tidying shelves to a regular routine, and assessing the condition of stock at the point it is returned.
- A number of criteria are used when we are assessing stock (excluding local history materials). These include the following:

Age

All non fiction and fiction items are checked for condition and relevance at the point of them getting to 9 years old. The date an item is added to stock is used to assess this, not the date the book published.

Poor physical condition

If the pages are yellowing, binding is damaged, loose pages or damaged illustrations, we consider the popularity of the book along with the factors in section 3 to determine whether the item should be repaired, replaced or withdrawn.

Currency

Content and publication date is considered when assessing non-fiction items. Items containing out of date information are withdrawn from stock. In addition, the following areas of stock would automatically be withdrawn from stock when they hit a certain age:

Tax	Current year only
Travel Guides	No more than 3 years old
Books relating to health conditions	No more than 3 years old
Law	No more than 3 years old
Computers	No more than 5 years old

Poor performance

Items that have not been issued to a customer over a certain period of time will be promoted to encourage use. If poor performance continues, they are withdrawn from stock. Fiction stock is removed from the shelves if it has not been borrowed for 9 months and non-fiction at 12 months

- Items in good condition that meet the criteria set within this policy, may be relocated to another library within the same banding. All library staff are also trained to think about stock placement/promotion before good quality stock is removed. Would a customer borrow it if it were relocated to another section or displayed effectively?
- Items in good condition but no longer required for library stock because of demand are withdrawn from stock and sold to customers or disposed of commercially where appropriate. Staff will not make arrangements to withdraw and sell specific items to members of the public on demand.

- In addition to stock being withdrawn for the reasons outlined above, some stock is de-accessioned due to being lost or stolen, or in the case of ebooks when the licence expires. In these cases process exists to alert library staff wherever the last copy of a given title is being removed in this way, and a decision is made whether to re-purchase the title based on the factors outlined in section 3.0 as well as past/current performance.

8. Donations

- We welcome donations of books from members of the public that fit the criteria laid out within this document on page 10.
- Any stock accepted for donation should be in mint condition, including the binding, papers and illustrations.
- We reserve the right to allocate the donations to the library that best suits the book donated, as detailed in the stock profiles section of this document. We also reserve the right to sell that item if we feel it does not meet our criteria. Any money generated by this process will feed back into the supply of new books.

Contact Information

If you have any queries about the content of this policy, please contact:

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