

Herefordshire Schools Library Service

Primary Schools 2023/24 Service Level Agreement

1. Service Description

The Schools Library Service (SLS) is part of Herefordshire Library Service. Subscribing to the primary SLS provides great value for money for schools, helping them to maximise their budgets and access a wide range of resources to support learning and reading development

The core service provides project collections to support curriculum learning and high quality age-appropriate fiction to develop literacy skills and the love of reading. Our high quality resources are chosen by qualified librarians and experienced library staff who have knowledge of the curriculum and of children's literature. We stock a wide range of titles, usually in multiple copies. New titles are added throughout the year to ensure we can supply high quality, current resources that can meet your curriculum and learning needs.

Optional add-on services are also available at discounted rates so you can tailor your subscription to your budget and the specific needs of your school.

The 2023/24 agreement runs for 12 months from 1 September 2023 to 31 August 2024. Schools wishing to subscribe part of the way through this period will be subject to the same charges as for the full period.

2. SLS Subscription

Core SLS Subscription

Each school subscribing to the SLS Primary Schools SLA will receive and have access to the following services:

Core Fiction Collection

- Subscribing schools will receive up to 150 mixed fiction titles to support the development of key literacy skills and a lifelong love of reading.
- Fiction collections are loaned for one academic year, so children can access and exchange multiple titles throughout the year to support their ongoing reading development.
- Fiction sets will usually be delivered at the beginning of the academic year and then collected at the end of the school year.
- Core fiction collections can be used as part of a whole school library or split between classroom collections.
- Additional fiction collections may be requested as part of your project set allocation or purchased as additional Add-on collections.

Project Sets

- Request up to nine bespoke project sets per class per year delivered direct to your school to support planning and classroom learning across the curriculum.
- Project sets contain 30 books per project, subject to availability (a 33% increase on the previous project size). Duplicate copies of key titles may be included to ensure every child has access to the most suitable resources.
- Project sets can contain non-fiction or fiction titles, or a mixture of both.

- Subject to availability of suitable titles, projects may include Key Stage One, Key Stage Two and/or Reception material.
- Artefact sets are also available for many key subjects. These can be ordered alongside the book-based project sets and will be counted as one project set.
- Price includes delivery and collection to/from your school
- We understand that some classes may want more projects than others and that's fine, so long as the total number of projects requested is within the overall allocation for your school.
- Maximum project allocation per school is 9 projects per annum x no. of classes.
- Project sets are ordered via an online request form. Subscribing schools will be emailed a link to this form.
- Project sets will be delivered at the beginning of each term and then collected in the last week of term.
- Project set requests need to be submitted 4 weeks before the end of term. Project titles are subject to availability and we recommend ordering topics as early as possible.
- Projects may be kept for more than one term. In such cases, this will count towards your termly allocation.
- All topics subject to availability.

Early Years

- Early years settings on site may also take advantage of the core offer and request picture books / board books as part of a whole school approach.

Library Advice and Support

- Advice and support from professional library staff on all aspects of library resources and library management. Advice on stock management, library design and layout may also be available for an additional charge.

Book Purchasing Discount from Peters Bookseller

- Subscribing schools can receive a 26% discount on books purchased online directly from Peters Booksellers (www.petersbooksellers.co.uk). This discount is subject to change by Peters Booksellers. Schools can request a login by emailing the SLS.

Optional Add-on Services

The following services are available at a discounted rate to schools who subscribe to the core library offer. They can also be purchased as stand-alone Pay-As-You Go services (see pricing information or email sls@herefordshire.gov.uk for details).

Special Collections

These can be included as part of a school's core project set allocation, or purchased as add-on modules. They can be ordered at any time during the school year, subject to availability.

Available topics/sets may include:

- Reading Well Mental Health support
- Diversity topics
- Foreign language fiction collection
- Dual language picture books
- Mixed fiction collections, or specific age/ability range
- Selected author collection (e.g. a mixed selection of Michael Morpurgo or Roald Dahl titles)
- Fiction topic collections (e.g. titles set during the Second World War)
- Multiple copy sets for class reading
- Artefact sets

- Local history
- SEN support
- Other topics available on request subject to availability – please contact us to discuss your requirements

School Mobile Library visit

- Add a visit by our school mobile library to provide an exciting library experience. Each pupil can select and borrow two books per visit.
- Books borrowed via the mobile library are in addition to your core fiction and project allocation.
- School mobile visits are subject to availability. If a visit has to be postponed we will make contact at the earliest possible time and if possible reschedule for a mutually agreed date.

3. Service Standards

- The SLS keeps up to date with changes in the curriculum, and we continually refresh our catalogue by adding new titles and high quality resources throughout the year. High levels of stock quality are maintained by removing out of date stock and regularly purchasing new and replacement titles.
- SLS book stock is of high quality, selected by professional librarians and experienced library staff.
- We hold thousands of titles in stock in multiple copies so we are able to meet most school curriculum needs. If we are unable to supply a requested topic we will make contact at the earliest possible time to discuss alternatives.
- We aim to deliver stock within the given designated period, however occasionally deliveries may be delayed due to unforeseen circumstances. In such cases, deliveries will be made to schools within 4 weeks of the cancellation.
- We aim to respond to the majority of email enquiries within 5 working days. However, a full answer may take longer depending on the enquiry.

4. Complaints

If schools are not satisfied with any aspect of the service they are receiving, please email the Schools Library Service in the first instance who will endeavour to resolve the issue. If a resolution cannot be reached, the complaint will be escalated to the Senior Librarian.

5. Leaving the Schools Library Service

The contract runs for a full academic year and schools are committed to the whole period once subscribed. All items currently on loan to the school will need to be returned by the end of the academic year.

Schools are responsible for all items on loan from the SLS and schools may be charged for any substantial losses of stock. This will be based on the average replacement cost price to Herefordshire Libraries and will include our standard supplier discount.

Schools will be informed of any missing stock once loans have been discharged from their account and given a reasonable amount of time to find and return items before they are invoiced.

6. SLA price for 2023/24

Subscription to core school library service for primary schools:

£440 per school, plus £4.70 per pupil

Optional add-on services for subscribing schools:

Additional topic sets / special collections: £43 per set per term, including delivery and collection

School mobile library visit: £215 per day subject to availability

Other services may be available on request – email sls@herefordshire.gov.uk for details

7. Pay-As-You-Go Service

Schools that don't subscribe to the core offer can use our Pay-As-You-Go Service. Select and pay for individual projects, reading collections or school mobile visits through the year. Schools will be invoiced annually at the end of the school year.

Pay-As-You-Go prices

Project sets: £48 per project per term, including delivery and collection

Mixed fiction collection (150 items): £550, including delivery and collection

School mobile library visit: £420 per day subject to availability

8. Contact Information

For further information regarding the service please contact the Libraries Team at:
sls@herefordshire.gov.uk

Herefordshire Libraries Schools Library Service
County Libraries Unit, Merchant House, Burcott Road, Hereford HR4 9LW.