

## Library Service Staff Manual

Guideline:	<p><b>INFORMATION &amp; E-SERVICES STOCK POLICY</b></p> <p><i>General and Branch Provision</i></p>
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### 1. Policy Objectives

- a) To establish concrete and definitive policies for the provision of information & e-services and the subject scope of materials included in the reference collections within the framework established by [Connecting Communities: Library Strategy 2011-2014](#).
- b) To set procedures for acquiring new materials and for weeding the collections to ensure the development and maintenance of a comprehensive, current and retrospective reference collection.

### 2 Role of Information and e-Services

The role of Information & e-Services (IeS) in Richmond is to provide informational materials (hard copy, online, CD-ROM, and microfilm formats etc.) most appropriate to the needs and requirements of those individuals and organizations that comprise the community of the Borough to enable them to function effectively within society, to encourage and maintain individual self renewal, and to support the community in its efforts educational, occupational, social and cultural (life-long learning). Adequate facilities for the exploitation of these materials, including study space will be provided.

### 3 Objectives

The objectives of the Information and e-Service are:

1. To provide as intensive a service as possible for as extensive a range of customers as possible, commensurate with the financial and physical constraints placed upon the service.
2. To act as a primary enquiry point where people can obtain, or be referred to other sources for information needed in their daily lives; establishing Information & E-Service as an agency to satisfy general interest, work-related, community (welfare and local issues), local (travel, street maps, entertainment, etc.), business and current topical information requirements.
3. To support the economic infrastructure of the community (incorporating any surveys taken of usage).
4. To support the formal and informal educational system within the community.
5. To provide reference materials which reflect the leisure interests and hobbies of the local population.
6. To act generally as one of the principal agencies of cultural life in order to encourage a keener appreciation, enjoyment and understanding of the arts and sciences.
7. To promote and publicize council initiatives, including facilitating access to council departments and their publications.

### 4 The Community Served

The borough covers an area of 5,095 hectares (14,591 acres) in southwest London and is the only London borough spanning both sides of the Thames, with river frontage of 21 miles. There are about a dozen towns and villages, although more than a third of its land is open space (including Richmond Park, Bushy Park and Kew Gardens). This is an affluent area though it contains some pockets of relative deprivation, has high property prices (with all the associated problems) and a generally highly educated population. The local community has a clearly expressed view that the borough's natural and built environment, which is of the highest quality, should be protected and enhanced. A significant amount of the borough lies within Metropolitan Open Land and there are 70 designated Conservation Areas.

#### **Ethnicity**

Richmond is one of the least ethnically diverse boroughs in London, with a non-white population similar to the average for England & Wales. Just over 9% of the borough's population is made up of non-white minority ethnic groups, the largest of which is Indian - 2.46%.

The 2001 Census shows that people from minority ethnic backgrounds make up just over 12% of the borough's population. For the first time the Census has also recorded people from Irish backgrounds who form 3% of the borough's population. People from mixed ethnic backgrounds comprise just over 2% and those from Black and Chinese backgrounds make up roughly 1% each.

## **Disability**

Greater London Authority analysis of Labour Force survey data for London 2001/2002 (Disabled People and the Labour Market) shows that 8.3% of the borough's working age population are both disabled and economically active.

## **Employment**

Tourism jobs in Richmond upon Thames make up 6.0% of the borough's total employment. The proportion of tourism employment in Richmond exceeds that for all ten 'Tier 5' boroughs with similar tourism receipts (4.7%), and the share of tourism jobs in London as a whole (5.4%). Therefore employment data indicate that tourism is of greater importance to the Richmond upon Thames economy relative to boroughs with similar estimates of tourism expenditure and to the wider London region.

## **5 Philosophy of the Service**

The Information and e-Service will adopt a positive role in relation to the provision of information services including the use of active referral, and will provide a service that is flexible and responsive to the changing needs of the community. It will endeavour to anticipate needs in advance of demand, to present information in a helpful manner, and to extend provision of information services outside the physical confines of the library building by repackaging them and by exploiting other staff and services as agents to deliver them to those who require them (e.g. housebound readers). leS staff will endeavour to organise the stock and e-resources to facilitate unassisted public searching.

The functions of the Information and e-Service will be to provide adequate study facilities to meet the demands of the populace and in accordance with statutory obligations and to current standards of best practice. It will provide basic and in-depth information sources. In selecting material cognisance will be taken of the provision made in the Lending and other departments, with the view to complementing the materials available and to avoid duplication.

The high cost of much reference material, plus the additional costs of reserve storage determine that only books and other materials that are likely to be used frequently should be purchased. Provision should be based on knowledge of the demands and needs of the local community, with the caveat that procedures should be devised to avoid super-serving the most active customers.

The emphasis in branch libraries will be on making available community information materials. In-depth or more complex enquiries should be referred to the leS team.

### **Co-operation with other local information providers**

The best possible use is made of resources by ensuring that stock is not duplicated unnecessarily. This is also achieved through co-operation with other local information providers to give access to a wider range of information and obtain greater value for money.

## 6 Nature of the Service

The reference service comprises three elements:

- a. The provision of personal assistance to users in pursuit of information; this may range from answering simple enquiries to supplying information based on a wider literature search. The objective of this service is to provide an end product in terms of information sought by the user but falling below that of extensive research.
- b. The provision of formal and informal instruction in the use of the library and its resources, including equipment and
- c. The provision of an indirect service in providing access to a wide range of informational sources through cooperation with other library or information centres and through inter-lending.

Staff of the reference library will provide the following services: -

- i. information service - the provision of answers to specific questions, statistics, biographies, etc.,
- ii. instruction in the use of the library — how to use the catalogue and other reference tools, the internet, on-line services and e-resources etc.,
- iii. instruction in information literacy and bibliography - how to do a literature search, how to identify authoritative sources, how to cite publications or articles,
- iv. assistance in locating materials held by the Information and e-Service, or available online.

In general, enquirers asking whether specific titles are stocked by the library service will be encouraged to use the online library catalogue.

## 7 Priority of the Service

Priority will be given to serving the public over and above administrative tasks. Personal enquiries will take precedence over telephone & email enquiries. Staff will not wait to be approached but will offer services to any user who appears to be in need of assistance.

Enquiries relating to the answering of quizzes, competitions or the settling of bets are, in principle, unacceptable because they are a) frivolous and b) provide the enquirer with an unfair advantage. When such requests are made the enquirers will be directed to an appropriate source of information and encouraged to search for themselves.

Current staffing levels require that a policy be adopted of providing users with only minimal assistance with specific fact finding. In addition at peak times (i.e. Saturday p.m., or lunch times) the amount of time that can be allocated to individuals may be restricted. In-depth research cannot be undertaken by leS staff.

## 8 Loans

Reference material is not normally made available for loan but may be loaned at the discretion of the senior librarian on duty. In general materials not on open access and not otherwise heavily used may be available for loan on request unless it is either irreplaceable, of substantial monetary value or available from lending services.

The period of loan will be at the discretion of the librarian but should be for the minimum necessary for effective use, varying from 1 hour upwards and should never be for longer than the normal lending period. Preference is to be given to overnight or weekend loans when the library is closed in order to minimise the possibility of other demand.

## 9 Acquisitions Criteria

The following factors will be borne in mind when considering acquisition.

- a. the ability to obtain information rapidly via telephone, email or other forms of electronic communication,
- b. the library's proximity to other sources of information provision,
- c. the availability of professional staff to answer detailed enquiries.

Branches will aim to provide a selection of materials for quick reference with the purpose of satisfying general enquiries and for homework. (See Appendix 1 – Branch Reference Collections)

The following factors will inform staff judgements in selecting hard copy materials:

- i. the judged usefulness of the publication in relation to the current needs of the community;
- ii. the accuracy of information provided;
- iii. the reputation of the author and publisher;
- iv. the strengths and weaknesses of the existing collection;
- v. the accessibility of the item in neighbouring libraries;
- vi. whether it is of permanent value or of particular topical interest;
- vii. the quality of writing and /or visual art;
- viii. the scarcity of material on the subject,
- ix. special features of the publication;
- x. its format and quality of production;
- xi. the extent to which it is cited in other works;
- xii. its price,
- xiii. language of publication;
- xiv. any local association.

Evaluation criteria for online and e-resources will include:

- i. clarity of layout and design
- ii. content – authoritative, audience served, frequency of updating, data retention & archiving
- iii. usability – quality of information architecture, range of search options, ease of navigation,
- iv. cost – packaging, licensing, contract length & flexibility

- v. hard copy replacement
- vi. supplier support – training, help pages, support, usage & statistics

## 10 Responsibility for Selection

The *Head of Culture and Service Improvement* will have overall responsibility for the development of the IeS collections and branch reference materials. Individual IeS staff will be assigned stock selection responsibilities and budgets will be allocated for specific areas of stock and e-resources.

## 11 Policies by Clientele Served

### **Adult**

Adults are the primary users of Information and e-Services although this is not necessarily true of the branch reference collections. Materials will be chosen according to the various interests, background abilities and levels of education identifiable in the community within the constraints set out under *Philosophy of Service*.

An important element in this category of customer is the independent learner. The Information and e-Service acknowledges as one of its tasks the provision of facilities to enable such individuals to pursue a course of systematic study and to develop his/her knowledge of a subject from a basic level to the most advanced which the resources of the service can provide. In response to this the library must be able to provide (but not necessarily purchase) materials on any given subject and to different educational levels.

### **Children**

Separate study facilities and materials for young children should be made available in branch libraries. At the branches provision should be made for the joint use of facilities and materials by both adults and children. Children's reference materials will be selected by the Young People's Library Service.

### **Students**

The department will be sympathetic towards the needs of secondary and college students. However, it is not the responsibility of the Information and e-Service to provide the specified texts. Because of limited resources and the fact that such materials are usually required for loan, provision of student texts will be assigned to the lending service. Generally, the Information and e-Service will concentrate on the provision of guides for the lay person but core A Level textbooks may be held as supplementary reference tools where deemed appropriate.

### **People with disabilities**

The Information and e-Service will take steps to ensure that its resources are accessible and available to those persons with mental and physical health problems, either by repackaging materials where necessary or making such physical provisions as are necessary.

## 12 Policies by Material

### General

The Information and e-Service will purchase, within the limits of its budget, the best materials of both permanent and current interest in all subjects that satisfy the objectives in this statement. It will not purchase ephemeral popularisations or esoteric research documents if otherwise available. Non-essential duplication of materials held between reference departments or other departments will be avoided. *Stock purchased to ensure currency of information will not be rotated.* It is a guiding principle that out-of-date information is worse than no information.

### Format

Unless it inhibits effective use or exploitation of the information contained, format will not be a constraint on acquisition. However, care will be taken to ensure that the Information and e-Service possesses suitable equipment to exploit the material in whatever format acquired. In general, ring- or comb-bound items will not be purchased.

Increasingly the Information and e-Service aims to provide information through electronic delivery to ensure wider accessibility, value for money and space saving. E-resources maximise availability to customers, are updated more frequently than print sources and require less maintenance.

### Books

In general paper bound editions will be purchased in preference to hard bound, unless they are required as a permanent part of the collection or receive such usage as will physically damage the item before its period of use is ended.

### Government Publications

Preference will be given to free online versions of Parliamentary, Government, European Union and local government publications; hard copies will be obtained for only the most significant and high-demand publications.

### Almanacs & Yearbooks

Preference will be given to the purchase of authoritative online resources. The major publications for the United Kingdom should be acquired. The USA and European publications should be acquired on a selective basis.

### Annual Reviews

Annual Reviews will not be purchased.

### Bibliographies

Bibliographies will not be acquired.

### Biography

Preference will be given to the purchase of authoritative online resources. A limited collection of comprehensive works dealing with professional, national and international biography, including both current and retrospective biography will be held. Emphasis will be placed on United Kingdom biography. Foreign national biographies will be acquired selectively in the light of demand.

## **Collections, Anthologies, Continuations, Festschriften**

In general these will not be acquired.

## **Company Reports:**

These will not be acquired.

## **Concordances and Literature:**

Preference will be given to the purchase of authoritative online resources. Only concordances and works for important authors or subjects will be acquired. In general, concordances, companions or dictionaries of authors will be purchased in preference to collected texts. The acquisition of collected texts will be left to the Lending Service.

## **Conference Proceedings:**

These will be acquired in exceptional circumstances only. Exceptions may be made for the proceedings of those bodies in which the library may have a special interest, e.g. Aslib, IFLA, CILIP.

## **Council Minutes, Reports and Consultation Documents**

The Library Service as a whole and the reference library in particular has a special obligation to make available the full range of Council materials. As agreed with the Council Secretariat these materials will be available in electronic format only.

## **Dictionaries:**

Unilingual and bilingual dictionaries will be acquired by the reference library in all major languages. In addition polyglot dictionaries and specialised dictionaries (covering for example slang, idiomatic expressions and historical aspects of language) for major languages and also bilingual dictionaries for as many languages as possible including minor ones will also be acquired. Preference will be given to the purchase of authoritative online resources.

## **Directories:**

The Information and e-Service will acquire current editions of major national and international directories in subjects for which there is demonstrable demand. Preference will be given to free online resources.

Historical files of directories will not be maintained.

## **Encyclopaedias:**

Preference will be given to the purchase of authoritative online resources. The Information and e-Service will, funds permitting, try to acquire all major multi-volume English and foreign language encyclopaedias compatible with the linguistic expertise of both staff and customers.

## **Geographical Sources**

United Kingdom: should be covered by 1:25000.

Europe: The European Union and Western Europe will be covered by appropriate national series on scale 1:250000.



United States of America: Scale 1:100000.

Rest of World: 1:1000000 scale.

Richmond Area: To be covered topographically by 1:1250 Ordnance Survey. Complete sets will be available in the Local Studies Library.

### **Atlases**

These will be acquired as follows:

1. Important general and thematic atlases of the world, its continents, regions and nations, including a complete set of national atlases as available.
2. Important general and thematic atlases of Great Britain.
3. Selected important historical atlases for Richmond.

Criteria for selection will be:

- a. need,
- b. scale - preference will be given to larger scales,
- c. quality of reproduction,
- d. projection,
- e. readability of type,
- f. accuracy, comprehensiveness and accessibility of indexes,
- g. authenticity, comprehensiveness and currency of statistics.

### **Indexes:**

Indexing and abstracting services will not be acquired.

### **Learned Societies:**

Files of Learned Society publications, e.g. Hakluyt, Parker Society, Lincoln Record Society, Early English Text Society etc., will not be purchased.

### **Lectures**

Texts of lectures will not be acquired.

### **Legal Materials**

Provision will be delivered through free online Government or selected subscription e-resources. Hard copies of statutes, Statutory Instruments and law reports will not be acquired due to their high cost.

### **Microforms**

Material in microform will no longer be collected.

### **Online Sources**

Online resources will be exploited fully. E-resources will be purchased in preference to hard copy formats and networked fully, where possible, to ensure maximum availability.

### **CD-ROMS**

Will be considered if there are no acceptable online equivalents.

## **Newspapers**

These will be made available for the following purposes:

1. To provide current news coverage at all levels from local to international.
2. To satisfy reference needs.
3. To satisfy recreational reading needs.

To this end hard copies of all national newspapers, all London-wide newspapers and all Richmond local newspapers will be acquired for all libraries. In addition newspapers in the language of the principal minorities of the borough will be acquired where deemed appropriate. If and when funds permit one newspaper in French, Spanish, German and Italian will be acquired for the Reference Library.

Sunday newspapers will be acquired for customer use and for staff use in stock selection.

Hard copy provision will be supplemented and extended by online subscriptions to newspaper databases. A limited file of back copies will be held in the Reference Library.

## **Leaflets & Pamphlets**

These will not normally be acquired if they are available via official websites. Community Information leaflets will be predominantly of a local nature. The principal source for obtaining leaflets will be through the FRILLS scheme.

They will be acquired for the following purposes:

- a. to supply current information not yet published in book form or only supplied in such format by Government or other agencies;
- b. to make available material on subjects not easily found in books and other sources.

Publicity and propaganda materials will not be acquired and all material should have the issuing agency clearly identified.

## **Periodicals**

These will be purchased for the following reasons:

1. To supplement the book collection.
2. To keep the library's collection up to date with current thinking in various subjects.
3. To provide information not yet available in books because of currency.
4. To satisfy recreational reading needs.
5. To serve the staff as book selection aids and professional reading.

Provision at branch libraries will be confined to satisfying functions 1, 4 and 5.

Selection of periodical titles will be based on close monitoring of demand and usage surveys. Criteria in selection will be:

- a. actual or potential use by community,
- b. accuracy and objectivity of content,
- c. accessibility of content through library-owned indexes,
- d. contribution to balance of the collection and
- e. price.

### **Special Types of Periodicals**

Popular periodicals of interest to the Borough's ethnic minorities will be acquired and distributed if deemed appropriate.

### **Sacred Books**

The reference collection will include all major translations of the Bible in English together with translations of sacred works significant to major world religions.

### **Study Notes**

In general study or revision notes will not be acquired by the reference library.

### **Telephone Directories:**

The Reference Library only will acquire a complete set of all United Kingdom Telephone Directories. The branch libraries will acquire directories for London and Outer London only. Printed directories will be supplemented and expanded by, preferably free, online resources.

Worldwide. No provision will be made for foreign telephone directories. Reliance will be placed on free online sources.

Directory coverage will include both alphabetical and classified trades.

### **Textbooks**

The provision of textbooks will be restricted to those which serve as standard works. (c.f. A Level texts cited under Students above)

## **13 Policies by Subject**

### **Criteria**

Publications are produced which provide varying levels of treatment of the subject and are aimed at various clienteles. In like fashion the Information and e-Service will have a bias towards certain subjects and against others. The following scales will be used to characterise the various levels of the library's collection. Specific subjects and materials have been assigned depth of collection and clientele scales to identify the principal customer group and therefore the purchasing criteria.

### **Depth of Provision Scale**

1. Most basic important titles providing foundation for subject. General subject treatment — highly selective.
2. Medium depth and scope of subject field, including most recognised standard books and most significant journals.
3. All principal materials covering major and minor aspects of subject.
4. Entire scope of subject field covered, but degree of depth of coverage may vary. Strong retrospective coverage.
5. Exhaustive coverage, everything written in English, both current and retrospective.

### **Clientele Scale**

- a. Casual User — one who uses materials for recreational purposes.
- b. Independent Learner — one seeks knowledge or information for a specific purpose or project.

- c. Practising Professional — one who uses materials for a specific work related purpose.
- d. Undergraduate — student seeking materials to support course requirements.
- e. Graduate — one who uses materials in support of graduate study.
- f. Research Specialist — one who uses materials in support of advanced and esoteric research.

With the exception of those subject areas listed below depth of provision and clientele scale will be will be **1b**

### ***Bibliography & Librarianship***

A small collection will be acquired primarily for the needs of staff. Collected at medium level (**2**) for use of practising librarians and for management. Emphasis is on public library related materials. Provision for public need will be through lending departments; minimal provision will be made for student needs. Titles will be selected by management staff.

### ***Social Sciences***

In general provision will be made at level — **2c**.

### ***Education (Careers materials) — 3b***

### ***Languages***

The emphasis will be on dictionaries; some materials on the history and structure of the language will also be acquired. Preference will be given to the purchase of authoritative online resources.

### ***Sciences/ Business***

Will be collected at level **2b** with the following exceptions:

British Standards will not be purchased.

In general, provision will be made at levels **2b** or **2c**, with especial regard to materials appropriate to local business and industrial activity.

### ***Literature***

Collection will be confined to works about literature, authors, playwrights, poets, etc. Works of literature will not be collected: this task will be delegated to the lending service. Emphasis will be on UK writers with some priority given to English language USA and Caribbean literature. (UK **3b**, Other **1b**).

### ***History and Geography***

Provision will be at **2b** level with the following exceptions: Borough guides will not be acquired, travel guides for Britain and overseas will be acquired.

### ***Local History***

Provision should be made to satisfy the interested customer and in collaboration with the Local Studies Library to promote a knowledge and history of the Borough.

### ***Donations and Exchanges***

Gifts of books and other materials will be accepted only on the understanding that

the items become the property of the library service and that donors cede all rights to the service on use and disposal. The same criteria will be applied to donations as to other items considered for acquisition.

Funds for purchase of materials will be accepted, and the library will encourage donors to place as few restrictions as possible on the funds in order to permit the most flexible use of the financial donation.

The library will participate in any exchange programmes appropriate to its service. Priority in acquiring materials through exchange schemes will be given to the completion of existing sets and files, and to filling major gaps in collection, of satisfying a known or new demand for which is are no designated stock funds. The acquisitions criteria will apply. Monographs will be acquired sparingly.

### ***Collection Maintenance***

#### **Weeding**

In order to maintain an active working collection of high standard leS staff will periodically examine the collection for the purpose of withdrawing unused items, unneeded duplicates, outdated or damaged materials. Such reviews will be undertaken at least once a year. Stock which has only limited use or appeal or is not being actively promoted as part of a core collection will be considered for withdrawal or removal to reserve storage (see Appendix 3 – Reserve Stock Policy). With the exception of valuable stock the criteria for disposal will be the same as that applied to acquisitions.

#### **Withdrawal Criteria.**

Items to be withdrawn and offered for sale should meet one of the following criteria:

- a) Poor physical condition but not warranting repair or rebinding because of the item's low cost and / or the fact that it has no long term merit.
- b) Items which are out of date and / or superseded by a new edition.
- c) Sets of items which have one, or more, parts missing that cannot be replaced.
- d) Items which have ceased to be used, which are not required elsewhere in the Service and do not merit being placed in Reserve Storage.

Items withdrawn for disposal / pulping should meet the following criteria:

- a) Very poor physical condition (pages missing, spine broken, electronic / digital format damaged & unplayable)
- b) Electronic / digital format obsolete with no resale value.
- c) Items notified as being the subject of legal action; libellous, obscene, infringement of copyright etc.

#### **Items withdrawn for sale**

Items which are not of significant monetary value and are not suitable for transfer to another section of the library service will be offered for sale through Better World Books<sup>1</sup>.

Items of significant monetary value will be excluded from the criteria above and placed with a reputable auctioneer or offered for sale to book dealers in

accordance with LBRuT procurement and auditing policies.

Material of low value on the second-hand market will be offered for in-house sale.

### **Items for donation**

Withdrawn items not accepted by Better World Books will be either offered for in-house sale or donated as below:

- a) to other Council departments,
- b) to London Reference Group member libraries,
- c) to other public libraries
- d) to other libraries

### **Binding and conservation.**

Re-binding of items will not usually be undertaken. However, for items of long-term value to our collections a professional approach to book conservation and repair will be applied. Little-used but core items may require only boxed storage or securing with archive tape, but finances should be made available for professional, quality re-binding for high use items (oversewn bindings while cheaper in the short-term do not encourage longevity in books photocopied frequently). Some training in book repair and conservation will be given to appropriate staff in order to eliminate sellotape repairs and discourage the unsympathetic use of adhesive plastic (both of which actually reduce shelf life).

### **Replacement**

In general, books deemed too disfigured or damaged for public use will be discarded and replacements may be purchased if they meet the acquisitions and replacement criteria. Materials withdrawn because of loss or damage will not be replaced automatically.

Decisions will be based on the following considerations:

- a) demand for title;
- b) value of title;
- c) availability of newer and better titles on subject;
- d) existing coverage of subject;
- e) cost of replacement

## **14 Branch Reference Collections**

**[Appendix 1]**

### **Branch-level information & e-Services**

#### **1. Reference Provision**

Information & reference materials will be available across all libraries and will conform to the criteria identified in the current *Information & e-Services Stock Policy*. Increasingly, informational materials will be provided via subscriptions to online databases to enable each branch library to acquire the most up-to-date and comprehensive resources to meet customer enquiries.

#### **2. Book Stock**

Hard copy materials will be selected to assist branch library staff in meeting the most common customer enquiries (as categorised by the leS team). Stock will

therefore be located near to each customer service desk and not interfiled with non-fiction items. Stock will be identified as *Not for Loan* and must not be issued to customers. The reference stock in branch libraries will be the most current available. Previous editions of titles will not be rotated around the branches.

### 3. **Newspapers**

The main current national daily and the most appropriate local weekly newspapers will be available in all branch libraries. Back copies of these papers will not be stored unless there is overwhelming evidence of local customer demand. Enquirers for previous editions of newspapers must be referred to the online provision available in each branch via the currently-purchased database of newspapers, to the Reference Library or to the Local Studies Library.

### 4. **Periodicals**

A limited number of general-interest periodicals will be available in each branch library and will be selected to reflect customer demand. Specialist or esoteric periodicals will not be provided unless there is overwhelming customer demand. Back copies of periodicals will not be kept in branch libraries and enquirers must be referred to the Reference Library. Periodicals and newspapers must be displayed in an appropriate periodical rack.

### 5. **Leaflets & Posters**

A limited range of ephemeral stock will be made available to branches by the leS Team. Leaflets and posters must be displayed in strict accordance with the policy instructions contained in the *Display of Notices* document. Leaflets must be displayed using designated leaflet racks or notice boards; they must not be laid upon bookshelves or left to clutter customer service desks (see guidance supplied in the current *Display & Presentation Standards* document). Leaflets and posters must be removed immediately they become out of date.

### 6. **Range of Provision**

Reference stock will be selected and supplied by the leS Team to reflect the relative size / active customer base at each branch library according to three core bands (see Appendix 2 of the *Information & e-Services Stock Policy*). Where practicable, stock will be displayed in Dewey order.

### **Local Studies**

Each library will display a set of core local studies materials for reference, arranged in Dewey order but situated as a separate collection. These will be available at all times for research, local interest and homework projects and will be identified as Not for Loan and must not be issued to customers. The number and range of items will be determined by the Local Studies team based on relevance to the library's locality and space available for display.

Lending copies of key local studies items will be available and will be arranged within the general non-fiction Dewey sequence.

## Tier 1 – Reference Library

**Standing Orders**

- |  |   |
|--|---|
| A - Z Care Homes Guide   | Debrett's Peerage, Baronetage, Knightage & Companionage                   |
| Anthony and Berryman's Magistrates Court Guide                   | Directory of Grant Making Trusts  |
| Artists Yearbook   | Directory of Manufacturers & Suppliers (Grocer)                           |
| Benn's Media Directory (3 Vol set)                               | Directory of Publishing UK (Cassell)                                      |
| Big Official UCAS Guide (University & College Entrance) & CD-ROM | Disability Rights Handbook  |
| Black's Medical Dictionary                                       | Floodlight  |
| Black's Veterinary Dictionary                                    | Geiriadur Prifysgol Cymru (Dictionary of Welsh Language)                  |
| BMA Complete Family Health Guide                                 | General Assembly of Unitarian & Free Christian Churches Directory         |
| BMA Guide to New Medicine and Drugs                              | GET 20. Directory of Graduate Employment & Training (Hobson's)            |
| British & Int. Federation of Festivals for Music, Dance & Speech | Gibbons Commonwealth & British Empire Stamp Catalogue                     |
| British & International Music Yearbook                           | Gibbons Stamps of the World (5 Vol set)                                   |
| British National Formulary                                       | Good Schools Guide  |
| British National Formulary for Children                          | Grapevine VOL 1 UK Directory of Talent Management (Executive Recruitment) |
| British Performing Arts Yearbook                                 | Guide to Housing Benefit & Council Tax Benefit                            |
| British Qualifications   | Guide to the Social Services  |
| Careers  | Guide to U.K. Company Giving  |
| Catholic Directory of England and Wales                          | Guinness World Records  |
| Chambers & Partners Guide to the Legal Profession                | Health & Social Care Yearbook   |
| Charities Digest   | HEAP: Essential Guide to Winning Your Place at University                 |
| Church of England Yearbook                                       | Hollis UK Press & Public Relations Annual                                 |
| Coins of England and the United Kingdom                          | Hull White/Colour Pages Phone Directory                                   |
| Contacts: Stage & Television, Film & Radio (Spotlight)           | IEE Regulations: (Institute of Electrical Engineers Wiring Regulations)   |
| Creative Handbook  | Independent Schools Yearbook  |
| Crockford's Clerical Directory                                   | Insurance Directory (3 Vol set)   |
| Debrett's People of Today  |   |



International Authors & Writers Who's Who	Teaching and Education (Progression Series)
International Who's Who in CLASSICAL Music	Times Good University Guide
Keesing's Records of World Events (Subscription)	Times Guide to the House of Commons
Key British Enterprises (4 Vol set)	Tolley's Capital Allowances
Knight's Building Regulations with Approved Documents & Updates	Tolley's Inheritance Tax
London Bird Report	Tolley's Tax Guide
London Diocesan Yearbook	United Kingdom Franchise Directory
Marketing Managers Yearbook	United Reformed Church Yearbook
Markets Year Book	Vachers Quarterly
Martindale's Extra Pharmacopoeia	Voluntary Agencies Directory
Medical Directory (2 Vol set)	Waterlows Solicitors & Barristers Directory
Museums & Galleries Yearbook	Waterlows Stock Exchange Yearbook
Personnel Managers Yearbook	Welfare Benefits & Tax Credits Handbook
Prospects Postgraduate Directory	What to Do When Someone Dies
Reeds Oki Nautical Almanac (2 Vol set)	Which Guide to Wills & Probate
Register of Architects	Whitaker's Almanack
Showcase: International Music Business Guide	White Book Service
Sky Sports Football Yearbook (formerly Rothmans)	Who's Who
Spotlight Graduates	Who's Who in Art
State of the World	Wisden Cricketers Almanack
Statesman's Yearbook	World Radio T.V. Handbook
Summer Jobs Worldwide	Writers & Artists Yearbook
Survey of London	Yearbook of Astronomy (Patrick Moore's)
	Your Rights to Money Benefits

## Tier 2 – Medium Libraries (Sheen, Teddington, Twickenham, Whitton)

### Standing Orders

AA Bed and Breakfast Guide: Britain and Ireland  
AA Caravan and Camping Britain and Ireland  
AA Hotel Guide  
The Big Official UCAS Guide  
Black's Medical Dictionary  
BMA Complete Family Health Guide  
BMA New Guide to Medicines and Drugs  
Charities Digest  
Coins of England and the United Kingdom  
Crockford's Clerical Directory  
Disability Rights Handbook  
Floodlight: part time and evening course in all London Boroughs (summer/autumn)  
Floodlight: part time and evening course in all London Boroughs (winter/spring)  
Good Schools Guide  
Guide to Housing Benefit & Council Tax Benefit  
Guinness World Records  
Independent Schools Yearbook  
National Garden Scheme: Yellow Book  
Sky Sports Football Yearbook  
Summer Jobs Worldwide  
Times Good University Guide  
Tolley's Tax Guide  
Voluntary Agencies Directory

Welfare Benefits and Tax Credits Handbook

What to do when someone dies

Which Wills and Probate

Whitaker's Almanac

Writers' and Artists' Yearbook

### Additional Items

Brewer's 20th century dictionary of phrase and fable

Bible

Richmond Business Guide

How Parliament Works

Chambers Dictionary

Roget's Thesaurus

Collins Spanish Dictionary

Collins Robert French Dictionary

Collins German Dictionary

Collins Italian Dictionary

Encyclopaedia of Science and Technology

Black's Medical Dictionary

AZ Master Atlas of Greater London

Collins Road Atlas of Britain

Collins Road Atlas of Europe

Halliwel's Film and Video Guide

Philip's Surrey Street Atlas

Times Atlas of the World

### Tier 3 – Small Libraries

#### Standing Orders

AA Bed and Breakfast Guide: Britain and Ireland

AA Caravan and Camping Britain and Ireland

AA Hotel Guide

The Big Official UCAS Guide

BMA Complete Family Health Guide

BMA New Guide to Medicines and Drugs

Disability Rights Handbook

Floodlight: part time and evening course in all London Boroughs (summer/autumn)

Floodlight: part time and evening course in all London Boroughs (winter/spring)

Good Schools Guide

Guinness World Records

National Garden Scheme: Yellow Book

Welfare Benefits and Tax Credits Handbook

What to do when someone dies

Which Wills and Probate

Whitaker's Almanac

Writers' and Artists' Yearbook

#### Additional Items

Brewer's 20th century dictionary of phrase and fable

Bible

Richmond Business Guide

Chambers Dictionary

Roget's Thesaurus

Collins Spanish Dictionary

Collins Robert French Dictionary

Collins German Dictionary

Encyclopedia of Science and Technology

Black's Medical Dictionary

AZ Master Atlas of Greater London

Collins Road Atlas of Britain

Collins Road Atlas of Europe

Halliwel's Film and Video Guide

Philip's Surrey Street Atlas

Times Atlas of the World

### Aims

To maintain a comprehensive collection of reference stock that can support staff with the full range of enquiries that can reasonably be expected to be satisfied at a central reference library.

To keep items that contribute to the overall range, depth and level of the reference stock by complementing the stock held on the open shelves, in other formats and also at other branch libraries.

In order to achieve this, stock will be kept that is still deemed to be relevant but has a limited demand and for which there is no space on the open shelf. This may be because it:

- is of known research value
- is of historical interest
- adds to the overall quality of the book stock
- is relevant to the Richmond / local area

Items held in the Reference Reserve Stock will be reviewed every 2 years to see if they still meet the aims and criteria set out below.

### Criteria for what is kept in Reference Reserve Stock

- Single volume reference items which are still relevant but not used regularly and which are needed to maintain the comprehensive subject coverage required by a general public reference service.
- General items of stock which, because of their physical nature (flimsy covers, spiral bound, etc.), are not suitable for the open shelf.
- Individual items which are not rare or valuable, but still contain useful information.
- The complete backfile of titles, which are still on standing order and have historical and current value:
  - Annual Register
  - Whitaker's Almanac
  - Guinness World Records
  - Wisden Cricketers' Almanack
  - Which magazines
- Titles that form part of a non-current or broken file but which are hard to locate from other sources: Census material for London, Surrey and the national summaries
- Older sets of encyclopaedias on specific subjects, which are still relevant, where there is insufficient open shelf space or a newer alternative is not available or cannot be afforded.
- A file of Hansard (House of Commons). The length of time other parliamentary related material will be kept will depend on its unique value and demand.
- Backfiles of hardcopy national newspapers will be for held and file lengths will be kept under review. Details of file lengths will be published on the library web pages.

- Local newspapers will be held for three months. (The Local Studies Library maintains a backfile.)
- Selected periodicals which have a proven demand or where there is a compelling reason for retention.

**Criteria for what is not kept in Reference Reserve Stock**

- Items which require preservation in a temperature- and humidity-controlled environment
- Highly technical publications which have little or no use, and whose accuracy and currency cannot be established.
- Items which duplicate the Local Studies and Archive collection.
- Items which are of great age and value but for which there is little demand (Individual items which are rare or valuable will be offered at auction or sold through reputable book dealers)
- Specific works that have dated, e.g. studies and reports written for contemporary use, which are no longer relevant.