



# Hampshire School Library Service

Service Level Agreement for  
Hampshire maintained and  
academy schools

Special Schools

From April 2022

# Contents

<b>Introduction</b>	<b>3</b>
<b>The benefits of our services</b>	<b>3</b>
<b>Our service commitment</b>	<b>4</b>
<b>Our services</b>	<b>4</b>
1. Running and getting the most from your library	4
2. Books and resources	5
3. Reader development	6
4. Digital offer	6
5. Training and continuing professional development	7
<b>Delivering the service</b>	<b>7</b>
<b>Client responsibilities</b>	<b>8</b>
<b>Subscriptions and charges</b>	<b>8</b>
<b>Billing and payment method</b>	<b>9</b>
<b>Memorandum of agreement</b>	<b>9</b>
Parties	9
Duration	9
Intent	9
<b>Resolving disagreement</b>	<b>10</b>
<b>Data protection</b>	<b>10</b>
<b>Contact information</b>	<b>11</b>

# Introduction

**The School Library Service's vision is to support schools to have vibrant school libraries that play a central role in helping children and young people gain the knowledge, skills and attributes needed for learning, life and work.**

We support school libraries through the provision of resources and advice to foster wellbeing and achievement across the school community for each individual.

---

## The benefits of our services

Our highly experienced team are able to offer advice, guidance and assisted selection of resources, ensuring you make the most of your budget and maximise the learning opportunities for your pupils.

Our services help schools to:

- Utilise school libraries as a key resource central to the implementation of the curriculum through the provision of high-quality learning resources supplied in response to changing curriculum requirements
- Provide a safe, trusted space for children and young people where they can be nurtured and develop independently as learners and individuals, contributing to the health literacy, social and mental wellbeing of pupils.
- Create a whole school reading culture, achieving high standards in literacy and encouraging lifelong reading habits through the provision of a wide selection of stock
- Use technology appropriately to deliver high quality and efficient digital learning, ensuring access to trustworthy information
- Use the school budget efficiently through access to a wide range of resources providing better value for money than direct purchase.
- Save staff time through the use of our professional expertise and practical assistance, allowing school staff to focus on core activity.

# Our service commitment

- We will provide consistently high-quality advice and guidance using a team led by professionally qualified librarians specialising in children's publishing
- We will provide access to physical and digital resources to support the curriculum which have been chosen for quality and appropriateness
- We will respond to requests within one working week
- We will seek feedback from our subscribing schools to ensure our service develops according to their needs
- We will regularly communicate with schools about service developments and to ensure that schools get the best value for money, through our termly newsletters and virtual learning environment (Moodle)

## Our services

SLS provides a wide range of resources and expert advice to support the curriculum and encourage reading for pleasure.

We offer advice and practical support in the following:

1. Running and getting the most from your library
2. Books and resources
3. Reader development
4. Digital offer
5. Training and continuing professional development

### 1. Running and getting the most from your library

#### Core service

We provide on-going advice to schools on all matters concerning libraries, literacy and resources supporting them to deliver on local and national initiatives and strategies.

We offer advice and practical support in the following:

- Curriculum support
- Use of library related IT in the library
- Subject index poster
- Assessment of resource provision including stock diversity audit
- Literacy strategies such as information literacy and the promotion of reading for pleasure
- Evaluation of the library in the context of the school's priorities i.e. links to the School Improvement Plan
- Planning and designing libraries, their on-going development and policy planning
- Briefings for new senior management, English and literacy leads, and new head teachers
- Recruitment, induction and training of library staff
- Termly Library Teach Meets for library staff with CPD and networking content

## 2. Books and resources

### Core service

We provide a comprehensive range of professionally selected resources to support the learning and reading needs of individual pupils.

- Resources include books and special collections of Bag Books (multi-sensory materials), large print picture books (some in Braille) and story sacks. These collections are available for termly loan, subject to availability from SLS headquarters
- Schools will be loaned up to four resources per pupil, providing a breadth of quality material to support learning and reading for pleasure, rather than multiple copies of the same titles
- A minimum of 200 items will be provided to all schools regardless of size to ensure impact and value for money from the service
- Schools may exchange resources according to need throughout the year but a maximum of 200 resources may be exchanged at any one time
  - Two assisted selection exchanges are provided annually with stock delivered to and collected from the school
  - School staff can also exchange stock by appointment at their local centre
  - A request and collect service is offered subject to availability
- Access to a Pop-up Library at school to provide an enhanced opportunity for pupil engagement in selecting stock
- Resources to support special requests can be provided at any time, returns will need to be booked through the education courier service
- SLS @ Home service to provide pupils least likely to have access to books at home with targeted reading material over the longer school holidays
- Subject to availability, a school may borrow up to 4 group sets of 7 books a term to support reading in school. This may include two sets of the same title
- Access to Hampshire SLS eBook platform including a large selection of eAudio and access to eComics and eMagazines
- Personal Shopper – SLS staff will select suitable resources according to the specific needs of individual schools to help them spend their local book fund. This tailored service offers the opportunity for schools to realise savings in time and money
- Schools have access to an online bookshop which includes access to SLS booklists. Competitive discounts are given to Hampshire SLS subscribing schools. The online bookshop allows schools to search for specific curriculum topics, resources to support Accelerated Reader and book banding. All resources are supplied at a competitive discount. They can be supplied fully classified and serviced to the school's requirements at a small additional cost (see website for details)
- An annual trip to a library supplier

### Optional service

- Extra resources above the standard allocation of four resources per pupil may be leased by arrangement at a cost per item
- Additional group sets above your school's generous allowance can be borrowed for an additional fee

### 3. Reader development

#### Core service

We provide exposure to authors and guidance towards the best appropriate texts, which can increase the enjoyment, attitudes and confidence of pupils and staff in both reading and writing

- Annotated curriculum and literacy-related booklists, available to download from our virtual learning environment (Moodle)
- Staff meetings to promote new resources
- Book Week support
- We provide forums for the exchange of recommendations by both SLS and school staff e.g., Book Cafe's
- Recommendations for authors, poets and storytellers who can visit schools
- In-school reading challenges created by SLS on topical themes including materials such as reading passports and certificates
- Reading for Pleasure audits including evaluation of the whole school's reading culture
- Liaise with English managers to develop reading in schools
- Opportunities to shadow the Hampshire Book Awards, aimed at Year 1, Year 4 and Year 5 pupils

#### Optional services

- Meet the author events

### 4. Digital offer

#### Core Service

The SLS supports subscribing schools with all matters relating to IT in the school library.

- Supporting information and guidance on computerised library management systems including how to get best value for money from them
- Information on purchasing strategies for eBooks and online resources
- Subscription to Hambase, our catalogue database which saves schools time by downloading data for the resources schools have purchased or borrowed through the SLS
- Unlimited access to our virtual learning environment (Moodle) including advice and guidance for the school library
- Support and advice on using the eBook platform effectively and safely

#### Optional Services

- Schools can enhance their eBook offer by purchasing additional eBook titles via the Hampshire SLS platform
- Self directed eLearning on local library management system use and exploitation for subscribing schools

## 5. Training and continuing professional development

### Core service

We provide a range of learning activities to support CPD of all staff responsible for the library

- Termly Library Teach Meets focused on library related issues to promote current awareness and good practice and to facilitate networking opportunities
- On request, SLS Advisers can attend school staff meetings to talk about and advise on a range of issues, such the benefits of a computerised library management system or highlighting the best newly released books
- Access to eLearning and library related information and guidance on the SLS Virtual Learning Environment (Moodle) including newsletters, national and local initiatives and training help sheets
- Online information literacy package for use across KS1 and KS2 including materials for teaching study skills, research skills and library skills across the curriculum
- Curriculum and literacy related booklists regularly updated for currency and relevance

### Optional Services

- Details of our programme of chargeable courses on library and literacy-related issues will be sent directly to the school with preferential rates for subscribing schools
- School-based INSET can be arranged on any library or literacy related topic

## Delivering the service

We operate from a number of centres throughout Hampshire with professionally qualified and experienced staff, managed from SLS headquarters, Fareham. Staff are recruited according to safe recruitment and have been DBS checked.

We provide resources which are professionally evaluated and targeted for supporting the whole school curriculum. These resources are regularly reviewed and edited to ensure they meet the current educational and recreational needs of children and young people. Due care should be given to resources on loan from the Hampshire School Library Service including ensuring that any additional labelling is temporary and can easily be removed.

All SLS Lead Advisers and Advisers are experienced in their field. Their performance and development is reviewed regularly and they are expected to maintain up-to-date information and knowledge in their specialism.

Monitoring of all work and quality assurance is a continuous process undertaken by Hampshire School Library Service in partnership with each subscribing school.

Schools must work with Hampshire School Library Service staff to ensure that they regularly exchange stock to remain within their allocation to avoid being charged at the additional leasing rate of excess stock.

Our advisory and reader development activities are provided through mixed virtual and physical delivery, in flexible ways to suit school needs and for activities to have the most impact.

# Client responsibilities

- All resource exchanges will take place under local agreement with the SLS Lead Adviser and requests for specific titles or subject areas supplied in advance
- Due care should be given to resources on loan from the Hampshire School Library Service
- A loss rate of up to 3% of resources in any one year is acceptable. Where losses exceed 3%, schools will be required to meet the cost of replacement.
- Any resources on loan to schools from the Hampshire School Library Service remain the property of Hampshire School Library Service. Schools not subscribing to the service will be required to return all loaned resources and will be charged for all losses.

## Subscriptions and charges

Core service – Charges 2022-23	
<ul style="list-style-type: none"><li>• Four books per pupil plus eBooks</li><li>• Advisory service</li><li>• Digital offer</li><li>• Reader development</li><li>• Current awareness</li><li>• Training and development services</li><li>• Access to all core purchase facilities</li></ul>	£695 per school plus £6.40 per pupil

Optional service – Charges 2022-23	
In-school training sessions	£65 per hour
Additional leasing facilities	£3.60 per item
Additional group sets	£10 per set
Average resource price for losses over 3% a year	£6.00 per item

**Hampshire County Council reserves the right to review prices annually in line with inflation and market conditions.**

All prices will be reviewed annually and communicated to schools via School Communications.



## Billing and payment method

- The premium will be payable annually in April or May via internal transfer for schools using the County Council's IBC system, or in response to an invoice for those using a different accounting system.
  - Charges will be detailed in the school's IBC statement with transfers being regarded as accepted unless disputed within 28 days. Similarly, invoices should be settled within 28 days of receipt.
  - Schools choosing additional options will be charged either through IBC or by invoice.
- 

## Memorandum of agreement

### Parties

This agreement is made between the governing body of the school (the client) and the School Library Service, Hampshire County Council (the service provider).

### Duration

This agreement will run from 1 April 2022 with a minimum duration of 1 year, unless varied by agreement between the parties. A school can terminate this agreement by giving six months' notice in writing to the School Library Service Manager.

### Intent

The intent is to regulate dealings between the parties by setting out respective obligations relating to performance and payment for services.

Schools who opt out and then wish to re-subscribe may be charged a re-joining fee.

# Resolving disagreements

Any concerns or complaints about the level or quality of service should firstly be made to the SLS Lead Adviser providing the service.

Customers who consider they have not received an adequate response from the member of staff should write to the School Library Service Manager.

Helen Bryant  
SLS HQ, Fareham Library, Osborn Road, Fareham, PO16 7EN

If there are still matters to be addressed, a formal written complaint should be made to:

Emma Noyce  
Head of the Library Service  
Hampshire County Council  
Castle Hill  
Winchester  
Hampshire  
SO23 8UL

If mutual confidence in the continuation of this service level agreement cannot be restored, it may be terminated by either party by giving six months' notice in writing to the School Library Service Manager.

---

## Data protection

The School Library Service will provide the services in this agreement in line with Hampshire County Council policies and will work in a way which is compliant with the General Data Protection Regulation 2018.

# Contact information

Hampshire School Library Service Headquarters	
School Library Service Fareham Library Osborn Road Fareham PO16 7EN	01962 826660
	hq.sls@hants.gov.uk
	Head of SLS, Helen Bryant
	helen.bryant@hants.gov.uk

South and East Schools	
Hampshire School Library Service c/o Fareham Library Osborn Road Fareham PO16 7EN	01329 284238
	ses.sls@hants.gov.uk
	SLS Lead Adviser, Jill Florence
	jill.florence@hants.gov.uk

South West Schools	
Hampshire School Library Service c/o Calmore Junior School Calmore Drive Calmore Southampton SO40 2ZZ	023 8066 8481
	sws.sls@hants.gov.uk
	SLS Lead Adviser, Helen Walton
	helen.walton@hants.gov.uk
	SLS Lead Adviser, Emma Ostler
	emma.ostler@hants.gov.uk

North East Schools	
Hampshire School Library Service c/o Farnborough Library Pinehurst Farnborough GU14 7JZ	01252 375823
	nes.sls@hants.gov.uk
	SLS Lead Adviser, Abby Bunton
	abby.bunton@hants.gov.uk

North Schools	
Hampshire School Library Service c/o Chineham Library Chineham District Centre Chineham Basingstoke RG24 8BQ	01256 811089
	nos.sls@hants.gov.uk
	SLS Lead Adviser, Bridget Rowley
	bridget.rowley@hants.gov.uk

Hampshire School Library Service

School Library Service HQ

Fareham Library

Osborn Road

Fareham PO16 7EN

Hampshire

01962 826660

[hq.sls@hants.gov.uk](mailto:hq.sls@hants.gov.uk)

[sls.hias.hants.gov.uk](http://sls.hias.hants.gov.uk)



**Hampshire**  
Services

Hampshire Services is the name used  
by Hampshire County Council for its  
traded services. For more information  
visit [hants.gov.uk/hampshireservices](http://hants.gov.uk/hampshireservices)