



Hampshire
County Council

School Library
Service

Hampshire School Library Service

Service Level Agreement for
Hampshire maintained and academy
schools

Secondary Schools

From April 2024

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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 offers 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 you get best value for money with your subscription through regular email updates, Teach Meets and virtual learning environment (Moodle) posts.

The subscription includes

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 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
- Literacy strategies such as information literacy and the promotion of reading for pleasure
- Evaluation of the Learning Resource Centre (LRC) in the context of the school's priorities i.e. links to the School Improvement Plan
- Use of library related IT in the LRC
- Planning and designing libraries, their development and policy planning
- Assessment of resource provision including stock diversity audits
- 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 needs of the pupils, that provide information, enrichment and support, and that are current in format and content.

- Resources include materials for all abilities at all ages, for example Hi-Lo titles
- Schools will be loaned a breadth of quality material to support the curriculum, learning and reading for pleasure, rather than multiple copies of the same title
- Schools may exchange resources according to need throughout the year
 - Two book exchanges are provided annually with stock delivered to and collected from the school; usually approx. 200 books per exchange
 - School staff can also exchange stock by appointment at their local centre
 - A request and collect service is offered subject to availability
- Resources to support special requests can be provided at any time, returns will need to be booked through the education courier service
- Access to the SLS online catalogue
- Subject to availability and school size, a school may borrow up to six group sets of 7 books a term to support reading in school. This may include two sets of the same title or supersets of 15 copies
- SLS@Home service to provide pupils least likely to have access to books at home with targeted reading material over the longer school holidays. These books are in addition to the regular quota of stock
- A school may borrow one story sack at a time
- Access to Hampshire SLS virtual library. This extensive collection of age-restricted accessible titles includes:
 - eBooks
 - Audio
 - eComics
 - Magazines
 - eBooks in modern foreign languages, Ukraine and Cantonese
- Selected titles in large print formats
- 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. They can be supplied fully classified and serviced to the school's requirements at a small additional cost
- An annual trip to a library supplier

Optional services

- Extra resources above the standard allocation 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) or online catalogue that are regularly updated for currency and relevance
- We provide forums for the exchange of recommendations by both SLS staff and school staff e.g., Teach Meets
- Access to transition booklists for pupils going into Year 7 and Year 10
- SLS attendance at staff meetings to raise awareness of new resources and authors
- Support for author visits arranged by the school
- Access for designated Key Stage 4 pupils to the latest new stock as part of our Teen Book Reviewer scheme

Optional Services

- Participation in the Hampshire Book Awards, aimed at Year 8 pupils to encourage reading for pleasure, group debate and pupil voice
- Meet the Author events

4. Digital offer

Core service

We support subscribing schools to achieve best practice in using IT in the school library. We offer advice and practical support in the following areas:

- Support and advice on virtual learning in the LRC
- Supporting information and guidance on computerised library management systems including how to get best value for money from them
- Unlimited access to our virtual learning environment (Moodle) including advice and guidance for the school library
- Support and advice on using the SLS Virtual Library effectively and safely
- Access to Hambase, our catalogue database, which saves schools time by downloading data for the resources schools have purchased or borrowed through the SLS
- Self-directed eLearning on local library management system use and exploitation for subscribing schools

Optional Services

- Schools can enhance their own eBook offer by purchasing additional eBook titles via the Hampshire SLS platform

5. Training and continuing professional development

Core Service

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

- Free annual seminar to support the continuing professional development of library staff
- Attendance of SLS staff at departmental staff meetings to inform and advise on a range of issues
- Access to eLearning and LRC-related information and guidance on the SLS Virtual Learning Environment (Moodle) including newsletters, national and local initiatives and training help sheets
- Online access to SLS Information Literacy package which includes activities to teach library skills, research skills and study skills across the curriculum
- Termly Library Teach Meets focused on school library related issues to promote current awareness and good practice and to facilitate networking opportunities
- Free annual subscription to the School Library Association, including quarterly 'School Librarian' publication and members only website
- A managing your secondary school library course aimed at library managers to develop their practical skills in delivering an effective library service

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 reading related topics

Delivering the service

We operate from 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.

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 for 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 including ensuring that any additional labelling is temporary and can be easily removed.
- Schools must support a stock audit conducted by SLS staff at least once every four years. 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 resources at the average cost per copy amount.
- 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 2024-25	
SLS Standard	
<ul style="list-style-type: none"> • Two physical resources per pupil plus eBooks • Digital offer • Reader development • Current awareness • Training and development services • Access to all core purchase facilities 	£1325 per school plus £5.52 per pupil
SLS Essential	
<ul style="list-style-type: none"> • One physical resource per pupil plus eBooks • Digital offer • Reader development • Current awareness • Training and development services • Access to all core purchase facilities 	£1325 per school plus £3.94 per pupil
SLS Enhanced	
<ul style="list-style-type: none"> • Three physical resource per pupil plus eBooks • Digital offer • Reader development • Current awareness • Training and development services • Access to all core purchase facilities 	£1325 per school plus £6.82 per pupil
Optional service – Charges 2024-25	
In-school training sessions	£68 per hour
Additional leasing facilities	£3.85 per item
Additional group sets	£10 per set
Average resource price for losses over 3% a year	£6.45 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 2024 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

Hampshire School Library Service HQ, Fareham Library, Osborn Road, Fareham, PO16 7EN

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

Sharon Stewart-Smith

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 HQ

Fareham Library

Osborn Road

Fareham

PO16 7EN

hq.sls@hants.gov.uk

Head of SLS – Helen Bryant

helen.bryant@hants.gov.uk