



Hampshire
County Council

School Library
Service

Hampshire School Library Service

Service Level Agreement for
Hampshire maintained and academy
schools, Independent and Beyond
Hampshire schools

Special Schools

From April 2025

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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 suitable for pupils of all abilities.
- 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, oracy, social and mental wellbeing of pupils.
- Achieving high standards in literacy and encouraging lifelong reading habits through the provision of a wide selection of stock and targeted resources.
- Create a whole school reading culture, supporting staff to develop awareness of contemporary children's books and ensuring provision is inclusive and diverse reflecting society.
- 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 provide access to physical and digital resources to support pupils of all educational needs, cultures and socio economic backgrounds.
- 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 of money for 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 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 inclusion and diversity audits
- 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 contemporary resources to support the learning needs of pupils, that provide information, enrichment and support.

- Schools will be loaned up to four resources per pupil. They will provide a breadth and depth of quality material to support the curriculum, learning, and reading for pleasure, rather than multiple copies of the same titles.
- Subject to availability resources include:
 - Giant print picture books (some in Braille)
 - Large-print books
 - Story sacks
 - Symbolised texts
 - Simplified versions of familiar texts.
- 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
 - 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
- A Stock Refresh is available to schools wishing to rejuvenate their collections on request.
- 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 multiple group sets of seven books a term to support reading in school. This may include two sets of the same title or supersets of 15 copies
- Access to the 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
- 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
- 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

Optional services

- Extra resources above the standard allocation may be leased by arrangement at a cost per item.
- Additional group sets above the school 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 engage pupils and increase the enjoyment, attitudes and confidence of pupils and staff in reading, writing and oracy.

- Regularly updated annotated curriculum and literacy-related booklists, available to download from our online platform.
- 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., Teach Meets
- Information about authors, poets and storytellers who visit schools and support for author visits arranged by the school.
- 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
- Free access to one of the Hampshire Book Awards of your choice, aimed at Year 1, Year 4 or Year 5 pupils
- Access to a Pop-up Library at school to provide an enhanced opportunity for pupil engagement in selecting stock.
- eLearning for Pupil Librarians.
- Access for school staff to our summer holiday Reading Role Models initiative.
- eLearning for Pupil Librarians.

Optional Services

- Meet the Author events

4. Digital offer

Core service

We support subscribing schools to achieve best practice in using IT in the school library.

- Supporting information and guidance on computerised library management systems including how to get best value for money from them
- Access 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 including advice and guidance for the school library
- Support and advice on using the SLS Virtual Library effectively, including accessibility tools
- Support and advice on the safe use of the SLS Virtual Library
- 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 SLS Virtual Library

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.

- Termly Library Teach Meets focused on school 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 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 reading related topics

Delivering the service

We operate from centres throughout Hampshire with professionally qualified and experienced staff, managed from School Library Service (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.
- A loss rate of up to 3% of resources in any year for current subscriptions 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 2025-26	
<ul style="list-style-type: none"> • Four books per pupil plus eBooks • Advisory service • Digital offer • Reader development • Current awareness • Training and development services • Access to all core purchase facilities 	£790* per school plus £7.27 per pupil
Optional service – Charges 2025-26	
In-school training sessions	£70 per hour
Additional leasing facilities	£4.04 per item
Additional group sets	£10.50 per set
Average resource price for losses over 3% a year	£6.77 per item

Nursery pupils can be included at a rate of 0.6 of the per pupil cost.

*Schools outside of Hampshire which are further than 40 miles from their nearest School Library Service base (according to AA route planner) will incur a charge of £180 to reflect additional costs.

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 2025 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. After the agreed collection date for all SLS stock on loan to school, a non-refundable charge will be made for all lost items at the standard replacement cost.

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.

Details on how SLS holds data and the Privacy Notice is available at [School Library Service | About the Council | Hampshire County Council](#)

Contact Information

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

hq.sls@hants.gov.uk

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