

School Library Service (Primary)



Service Level Agreement 2017/18

Introduction from Service Lead

Dear Headteacher, Chair of Governors and School Business Manager

Welcome to the Service Schedule for the School Library Service, which contains all of the information you will need about our service.

NEW: This year we are asking Gold schools to choose which e-resource they wish to receive in their Gold Package; Curriculum Vision **OR** Fiction Express. Please indicate which one your school would like included in your Gold Package in the schedule below.

We look forward to working with you.

Sara Pritchard
Schools Library Manager

Description of our service

The School Library Service for Shropshire and Telford & Wrekin supports schools in their aim of progressing learning across the curriculum. The service works in partnership with schools, ensuring teachers have the resources they need to help all children.

The service offers skilled and experienced staff to support resource selection and planning. A door to door delivery service of topic collections, with online ordering and reservations, is available.

Individual responsibilities of our staff

Roles	Responsibilities
Schools Library Manager	<ul style="list-style-type: none">• Management and delivery of service as set out in the schedule.

Our obligations and requirements

What we will do for you:

Ref.	
P1	Deliver a professional and cost effective service to meet the needs of the curriculum.
P2	Ensure topics are delivered directly to schools within a specified timeframe.
P3	Provide network meetings for school librarians as required.
P4	Provide quarterly recommended reading lists.
P5	Deliver quarterly book magazine – <i>WRD</i> - from Peters Booksellers.
P6	Offer telephone support during office hours and online ordering.
P7	Maintain catalogue of searchable School Library Service resources https://u015706.microlibrarian.net/
P8	Arrange discounts with Peters Booksellers for all subscribing schools.
P9	Provide bespoke training opportunities for library and teaching staff.
P10	Access to Storysacks containing toys, music and books for all subscribing schools.
P11	<p>For Gold level subscribing schools:</p> <ul style="list-style-type: none"> • Two topic collections of 30 books per class plus 30 classroom fiction • E-Resources package: Peters Booksellers online e-Library • Access to Either Curriculum Vision OR Fiction Express • 6 group reading sets per teacher per term • Discounted access to artefacts <p>1 day of consultancy included.</p>
Subscribe Y/N	<p>Tick One Box Only</p> <p>Curriculum Vision (CV) OR Fiction Express (FE)</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <input type="checkbox"/> CV </div> <div style="text-align: center;"> <input type="checkbox"/> FE </div> </div>

P11	<p>For Silver level subscribing schools</p> <ul style="list-style-type: none"> • One topic collection of 30 books per class per term • Access to artefact service. <p>Group Reading Sets available at additional cost £20.00 per set</p>
P12	<ul style="list-style-type: none"> • Arrange for additional services as and when required by customer.
P13	Provide advice and consultancy service as required.

What we require from you...

Ref.		Date required (if applicable)
C1	Maintain and take responsibility for stock on loan.	
C2	Audit and return topic collections on termly basis.	
C3	Return overdue items when requested, losses over 10% may be charged for.	
C4	Ensure deliveries of topics are acknowledged with a receipt of delivery and access is available for School Library Service delivery van.	
C5	Inform School Library Service of any potential decision to opt-out of subscription, with all School Library Service stock to be returned within one month of the notice being provided.	
C6	Non-subscribing schools will be charged for lost or damaged stock at the recommended retail price. School Library Service reserves the right to recoup costs.	

Days/times during which Services are to be available

Office hours	<p>Monday & Wednesday: 09:00 - 17:00</p> <p>Friday: 09:00 - 16:00</p> <p>Term time late opening Thursday: 09:00 – 18:00</p>
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Contact information

For more information	
Contact name	Sara Pritchard
Role	Schools Library Manager
Telephone	01743 255030
Email	sara.pritchard@shropshire.gov.uk

Charging and enquiries

For details on the various packages available for this service, including pay-as-you use options, or if you have any queries or issues regarding your service arrangements please contact us on the above contact details.

The net cost of the service to individual schools is based on the following pricing model:

Primary Silver – POA

Primary Gold – POA

Additional Services

Additional services ('pay as you go') will be available for subscribing schools.

A free (maximum 1 hour) consultation will be provided to scope and cost out the work required.

Additional 'pay as you go' services

Service	Cost (per hour unless otherwise stated)
Additional E Resource- Curriculum Vision OR Fiction Express-GOLD Subscribers	POA

Service	Cost (per hour unless otherwise stated)
Consultancy - full day	POA
Consultancy - half day	POA
Additional topic collections	POA
Additional group read sets	POA
Additional yearly bulk loan of 200 items for school library	POA
Artefacts 2 week loan	Gold Schools: POA
Museum in a Box 2 week loan	POA
Artefacts on loan for 2 weeks	Silver Schools: POA
Museum in a Box 2 week loan	POA