



Working in partnership

*Hull Libraries*

# Stock Policy

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## 1. Introduction

This policy sets out the guidance for selection, maintenance, management and promotion of stock in Hull Library Service.

Libraries are a statutory service and abide by the Public Libraries and Museums Act 1964, which makes public library services a statutory duty for local authorities.

Hull Library Service is part of Hull Culture & Leisure Limited (HCAL), which is a private company limited by guarantee. HCAL includes libraries, museums, Ferens Art Gallery, parks and gardens, and leisure centres.

The library service consists of a network of 12 service points across the city, including the Central library, and other specialist services and collections. These services and collections include:

- **Hull Schools Library Service**  
This service provides an extensive range of tailored services, by subscription, aimed at primary and secondary schools in the regional area. Materials and offers from the service are all chosen for their relevance to the National and International curriculum with specialist support provided. Public libraries will not be expected to match this specific service.
- **Business and Intellectual Property Centre**  
Located in the Central Library, but information and support is available at all service points. Hull Libraries are a member of the British Library national network of Business and Intellectual Property Centres and PATLIB UK, providing specialist business information and resources for anyone thinking about self-employment, setting up, or growing a business. Through this network Hull Libraries have access to a large network of knowledge and resources.
- **Home Library Service**  
Located at Bransholme Library, a small team of staff deliver services to readers who are housebound through age or infirmity. Books and audio materials are delivered to readers in their own homes, sheltered dwellings and care homes on a three weekly basis. The team also encourage members of the service to come along to events held in libraries and other community venues, to meet other users, socialise, take part in gentle activities and listen to specialist talks, so reducing social isolation.

- **Encore Music Service**  
A partnership between the library services of Hull and North East Lincolnshire. Sets of vocal and orchestral music are supplied to groups and organisations within the partnership area and throughout the UK. Hull Libraries have one of the most comprehensive collections of printed music in the country, with circa 2,000 titles in the Vocal Score Collection and more than 800 titles in the Orchestral Collection. Sets can be borrowed by choirs, orchestras, educational establishments, operatic societies and individuals for performance or study purposes.
- **Hull History Centre**  
An iconic building housing the combined collections of the Hull City Council and Hull University archives and local studies resources. This facility includes a local studies library which has a collection of over 5,000 books relating to Hull and the local area, specialist collections on slavery, whaling, Andrew Marvell, Winifred Holtby and Philip Larkin, local newspapers dating back to 1800 and access to genealogy resources including Ancestry. Some books may be loaned using a Hull libraries ticket. Archives and reference material can only be accessed in an environmentally controlled Searchroom, which is free to use with a CARN ticket. A research service is available on request with application forms available on the website, [www.hullhistorycentre.org.uk](http://www.hullhistorycentre.org.uk)
- **Untold Hull**  
An archive of spoken word and visual recordings documenting the lives of Hull residents across the generations. The archive is held and administered by Hull Library Service, it can be viewed at: <https://untoldhull.org/>
- **Ferens Art Gallery Collection**  
Hull Libraries have partnered with the Ferens Art Gallery to maintain this collection which includes specific book materials and exhibition catalogues relevant to the collected works in the City Gallery and part of a greater collection of materials relating to art and culture in the City of Hull. The material is available to be viewed and can be loaned at the discretion of senior management. Additions are administered by Ferens Art Gallery.
- **Napoleonic Collection**  
Hull Central Library also holds a significant collection of books about Napoleon, based on the collection assembled by John Wilson Smith, a local fish merchant, from whom the collection was purchased in 1958. The collection was added to until the 1980s, though only English language material was purchased.

- Anthony Hedges Collection  
A collection of music, background material, documents and manuscripts deposited with the library by Dr Anthony Hedges and available for research. This material can be accessed via the library catalogue

## **2. Purpose**

Our objective is to promote and support the libraries in the city of Kingston Upon Hull as centres for learning, the lending of resources, access to reference materials, providing safe study spaces and other information services including business support, intellectual property and research.

The intended outcomes of the policy are:

- Staff understand and follow the principles and guidance in this stock policy to ensure that a well-balanced collection of materials appropriate to community needs is provided.
- To enable the community to understand the criteria and decisions determining the selection and allocation of stock in Hull Libraries.
- Increase customer satisfaction with the service.
- Increase library membership and library usage.
- To ensure library stock supports HCAL priorities and agendas to align with government policy, local community needs and aspirations.
- To ensure that library stock meets the outcomes of the Library Strategy and supports the Universal Offers developed in partnership with Libraries Connected.

## **3. General Principles**

The stock policy has been prepared and will be used in the context of Hull Libraries Strategy and Libraries Connected Universal Offers which are:

- Reading
- Digital & Information
- Culture & Creativity
- Health & Wellbeing

For further information visit: <https://www.librariesconnected.org.uk/>

Hull Libraries will continue to improve delivery of service alongside any forthcoming priorities, frameworks, strategic developments and local, regional or national policy work.

Hull Libraries will use this document to ensure that stock is selected, managed and maintained according to set criteria and standards that deliver:-

- Consistency
- Due regard for quality
- Choice
- Balance
- Adaptability to community needs
- Impartiality
- An inspirational love of reading/learning/culture

This policy is not a fixed document and it will change and adapt to reflect changes in formats and collections as these develop in the future.

### **3.1 Censorship**

The library service believes in freedom of thought, freedom of expression and freedom of action and adheres to the statement on censorship produced by The Chartered Institute of Library and Information Professionals (CILIP):

*“ The function of a library service is to provide, so far as resources allow, all books, periodicals etc. other than the trivial, in which its readers claim legitimate interest. In determining what is legitimate interest the librarian can safely rely upon one guide only – the law of the land. If the publication of such matter has not incurred penalties under the law it should not be excluded from libraries on any moral, political, religious or racial ground alone, to satisfy any sectional interest.*

*The public are entitled to rely upon libraries for access to information and enlightenment upon every field of human experience and activity. Those who provide library services should not restrict this access except by standards which are endorsed by law.”*

The library service may purchase any publication which has not incurred penalties under current UK law. Material that is defined by UK legislation as obscene or blasphemous, or which incites religious or political hatred, will not be stocked or displayed. The library service does not knowingly purchase such material and if any item becomes subject to legal proceedings it will be removed.

The stock will represent all shades of opinion, and in doing so, the service may hold items which some individuals or groups may find challenging and controversial. Controversial material will be evaluated according to Hull Libraries selection criteria.

Selection decisions are based upon the assumption that adult readers are capable of making reasonable and critical evaluation of the views expressed in an item of stock, and recognise that older works reflect the customs, conventions and social attitudes of their day and some new material may reflect social attitudes that are not politically correct. Material for children which may be deemed controversial will be considered with discretion and sensitivity. Parents and carers are responsible for ensuring that items borrowed by children are appropriate in subject matter and interest for the child's age and reading ability.

Where appropriate, further advice may be sought from community representatives, relevant external specialists and advisory groups.

#### **4. Responsibility and Decision-Making**

In selecting and managing stock the library service will draw upon the widest range of professional expertise including members of staff and the community of Hull. Consultations with individuals who demonstrate specialist skills and subject knowledge reflect the community need in areas of Hull City, thereby expanding the relevancy of the service provided by Hull Libraries.

The Principal Librarians are responsible for:

- Co-ordinating and monitoring the selection of stock
- Ensuring policy guidelines are upheld in the selection and management of stock on a citywide basis
- Monitoring and reviewing the stock policy and processes to maintain standards, quality of stock and ensure value for money
- Monitoring the budget allocated for stock acquisition
- Monitoring the development and use of Evidence Based Stock Management Tools (EBSM) for management, promotion and evaluation in Hull Library service points

The ultimate responsibility for managing the stock budget and stock policy rests with the Director of Library Services.

#### **5. Stock selection**

##### **5.1 Selection Guidance**

Hull Libraries participate fully in joint arrangements for library supply through the Yorkshire Book Consortium (YBC) and provides input to formal tendering processes which constitute the principle mechanism for the acquisition of materials.

Stock is selected by a variety of means which include:

- Pre-publication orders from advance information received from library suppliers, publishers and bibliographic sources
- Supplier selection based on strict criteria and stock and community profiles
- Specialist material on both a regular and an ad hoc basis
- Catalogues and other listings provided by suppliers and publishers
- Regular standing orders and subscriptions
- Individual orders made to library suppliers or direct to publishers
- Items seen at book fairs, other libraries, bookshops etc.
- Reviews in journals and newspapers
- Customer requests
- Suggested stock revision from staff, customers and areas of deficiency identified by the evidence based stock management (EBSM) performance tool provided by Collection HQ (CHQ)

Budget constraints limit the quantities of titles and range of materials that can be purchased and not all titles published will be purchased. If titles are not selected for purchase or are out of print, these may be obtained through the Inter Library loan scheme, a national scheme for lending material between library authorities.

New material is selected on a citywide basis in all appropriate formats to ensure effective coverage. This includes books, newspapers, periodicals, maps, printed music, recorded music, DVDs, Spoken Word recordings, e-books and e-audio and any other print or non-print format which is made available as a source of information, recreation, or as a support for learning, culture or business. Some libraries stock collections of books in community languages, e.g. Polish, Kurdish, to reflect the needs of the diverse communities in the city.

Children's materials are intended to be used by children and their families. A broad range of exciting materials to encourage and stimulate a child's love of reading and learning will be supplied with the aim to reflect the fiction and non-fiction requirements of the National and International curriculum as well as reading for pleasure. Specialist resources for children with special needs e.g. tactile books, books with music or sounds are available in the Central library.

Some local materials are available in all Hull Libraries' service points, but the majority of stock relating to the local area, particularly specialist materials, is to be



found in the History Centre. The History Centre has its own separate acquisitions policy, which can be viewed through their website: [www.hullhistorycentre.org.uk](http://www.hullhistorycentre.org.uk) or by visiting the centre.

Hull Libraries will stock titles by local authors which are not included in the History Centre acquisitions policy e.g. fiction titles and items which are of general interest for the wider geographical area.

## 5.2. Selection Criteria

The factors in selection include:

- Popularity of author, subject or genre
- Authority and reputation of the author/publisher in the field
- Under represented subject area in current stock
- Item fills known stock gap at a particular library
- Item provides value for money
- Attractive and/or serviceable production
- Likely and potential use of item
- Item is a new edition, especially in a subject area of rapid change.
- Item reflects social and cultural diversity
- New subject area
- Language
- Availability

Factors in forming a decision to not stock an item include:

- Content of the item is badly written and adds little or no value to the existing collection
- Content or information is out-of-date
- Content is prejudicial or illegal
- Poor physical quality, e.g. type, binding etc
- Over represented or well covered subject area
- Item not published or available in the UK, except via online site. We do not stock these titles as we are unable to assess the quality of the item or its content as per the selection criteria.

## 5.3 Donations

Donations of stock are welcome on the understanding that they are subject to the same selection criteria as purchased stock and meet the following criteria:

- Good physical condition
- Popularity of author, subject or genre
- Items meet subject specialisation or identified subject deficiency needs

- All items must contain up to date content and have been published within the previous 5 years, unless meeting the above
- Fiction items must be in hardback unless they meet stock deficiency needs or genre
- Language

DVD and CD donations are not accepted due to Lending Rights restrictions.

Hull Libraries reserve the right to:

- Decline to put items into stock if they do not meet our key criteria
- Decide on the most suitable location
- Dispose of any items not retained for stock through the normal channels used for purchased stock according to the needs of the service.

#### **5.4 Unsolicited Material and Self- Published Material**

Authors or publishers occasionally send publicity information or their published material to Hull Libraries. This will be managed accordingly:

- The librarians will assess such material and decide whether to purchase and add to stock as appropriate.
- The material will be subject to the same selection criteria as per general stock selection.
- Authors will be informed by letter or e-mail of the decision regarding their material and will be responsible for collecting any non-required material.
- Any material not collected after an appropriate period may be disposed via the normal channels used for purchased stock.

## **6. Specialist Resources**

### **6.1 Reference Stock**

Reference stock should support the learning and information needs of the community, self-improvement and lifestyle benefits.

Hull Libraries stock specialist reference resources, including directories, dictionaries, books, journals, newspapers and online resources. Some online resources e.g. COBRA and Oxford Online resources are available for home use through the library website with a valid library ticket. Reference resources are available at the Reference Library in Hull Central Library and, on a smaller scale, at all branch libraries.

Stock is considered to be reference material if:

- It is valuable for enquiry work, supplies reliable information and is from a reputable source
- It is a standard reference work which libraries are expected to have available at all times e.g. trade directories.
- It is a standard text within a subject
- It is a popular text of which loanable copies are regularly unavailable

Whilst the primary use for reference material is for enquiry and information use within the library, a decision can be made at the Librarian's discretion for an interlibrary loan or a short-term loan, following agreed procedures and guidance.

## **6.2 Online Reference Resources**

These Reference resources, such as the British Newspaper Archive, Ancestry, MINTEL etc., provide extra stock coverage in an alternative format and develop the current collection of traditional resources. Factors for consideration include:

- Resources can be used at any Hull Library, enhancing branch stock
- Resources can be used by a number of people at any one time
- Resources support a developing diverse community in Hull
- Where licensing agreements allow, some resources can be used away from the library and at home using a library ticket, giving 24/7 access anywhere
- Resources are searchable using a variety of features not available in printed formats
- Resources are continually updated
- Many resources once purchased as standard reference stock are now only available as an online resource

The range of electronic resources includes:

- Basic reference tools and resources to provide an all-round, well-balanced basic reference stock for branches and home use
- Subjects of major interest to our communities, such as family history research
- Items that could not be physically stocked due to range and scope e.g. British Standards, national and local newspapers
- Support material as part of our inclusion in the British Library Business & IP Centre national network

## **6.3 E-Books, E-Audio and E-Magazines**

With the growing demand for information and leisure reading in e-book and e-audio formats, Hull Libraries now provide customers with a selection of these resources to access. The current market situation is very complex with publishers restricting

access to some titles and different e-reader devices use multiple platforms, which prohibit customers from accessing some sites. As this area is developed, access to a wider range of resources will become available. Meanwhile, customers will need to recognise that not all authors and titles may be available in e-formats.

There are a range of suppliers in the market, each offering their own range of authors and titles or access to information and academic resources. For these reasons, Hull Libraries have selected packages provided by leading market suppliers for e-book, e-audio and e-magazines, fulfilling customer needs.

Suppliers will be selected for:

- Range and quality of the authors and titles in their portfolio
- Ease of access for the customer
- Provision of catalogue records
- Ability to link to the library catalogue
- Cost of the subscription and maintenance package
- Value for money
- Customer service

All online materials will be monitored for use and may be withdrawn if there is low usage, dependent upon the subscription package.

## **7. Stock Maintenance and Management**

These are key activities which underpin all functions of the library service. In order to make best use of resources, collection development and management will be a continuous process.

### **7.1 Collection HQ**

Hull Libraries subscribes to Collection HQ, a leading stock management company, which supplies evidence based stock management data to over 9,000 libraries worldwide. The Evidence Based Stock Management (EBSM) tools provided by Collection HQ do not replace the monitoring and editing of stock through daily and weekly stock routines, but allow staff at all levels to evaluate stock and maximise the effectiveness of the material within each service point.

The data provided enables librarians and staff to:

- Audit the library catalogue to remove old and inaccurate records
- Identify stock that may be in poor condition due to number of issues or length of time in stock and in need of replacement
- Transfer titles to locations where there is evidence of customer demand to ensure additional issues.
- Utilise tools to promote stock and monitor effectiveness of the promotion

- Use tools to support selection and budgeting
- Monitor stock performance
- Use Peer benchmarking tools

## **7.2 Presentation**

Hull Libraries provide welcoming and attractive environments, adequate access and accommodation, browsing and seating facilities for all adults and children.

Monitoring the condition of stock is a continuous process with systems and routines at each service point to ensure that shelf stock is assessed regularly in order to:

- Ensure that books and other materials are clean and in good condition
- Stock is kept in good order on the shelves
- Popular, well-used titles are considered for replacement if they are in poor condition
- Older, less popular titles are withdrawn

They will also ensure that the stock is:

- Accessible to the public
- Easily located through the use of adequate and helpful guiding
- Displayed attractively
- Kept in a safe and secure location if it is a unique item of stock

Training will be available on a regular basis for all staff to ensure adherence to basic standards which are detailed in the Library Procedures Manual. Good lines of communication between the librarian responsible for the service point and the front-line team will enable a clear flow of information and guidance when requested.

## **7.3. Promotion**

Librarians and library staff will ensure that the stock is promoted to both library users and the wider public in order to:

- Bring as wide a range of stock as possible to the attention of each individual
- Promote books, reading, access to information, learning, digital skills and social inclusion
- Provide advice and guidance to individual borrowers in their reading choices
- Encourage diverse reading habits
- Raise awareness of library stock and services to maximise their use
- Encourage library membership and use

Promotion will take the form of:

- Regular displays to maintain interest and stimulate use

- Producing, where necessary, booklists and bookmarks
- Arranging author related and other promotional events
- Tie-in or participating in the wide range of festivals and events organised by HCAL, Hull City Council, Libraries Connected and other local, regional and national organisations, such as the Reading Agency and the Living Knowledge Network, e.g. The Big Malarkey festival, fREADom Quest, Hull Children's Book Award etc.
- Press releases to local newspapers and magazines
- Displays at external events, outside of library premises
- Encouraging the formation of reading groups for all sections of the community and reflecting differing reading tastes
- Awareness of market promotion within the retail environment
- Other promotional opportunities as these arise

All staff will undertake training to develop awareness of stock and enhance their skills to assist and support library users.

#### **7.4. Circulation or Transfer of Stock**

All items of stock may be considered for circulation or transfer to another location. This will not affect basic core stocks at each service point and circulation of stock will not affect the integrity of the stock as a whole. Stock is transferred through the EBSM tools and is monitored by staff teams at their respective service points.

Circulation ensures:

- Improved availability of individual items of stock
- Improved usage of individual items of stock
- Constant renewal of stock enabling customers to see fresh stock more regularly
- Minority and special interests are catered for in a cost effective way
- Hull Libraries achieves the best value for money from stock items

#### **7.5. Stock Editing**

The process of editing stock involves routinely and systematically examining each item of stock to review the condition, range and currency of the stock as a whole at a service point. Editing stock is undertaken by the librarians with support of the library supervisors and staff, following agreed procedures and guidance.

The decisions taken regarding stock depend on whether it is desired to keep stock (retention), replace the current stock or remove stock (withdrawal) from our collection. These decisions are made based on the criteria below.

##### **7.5.1 Retention**

- If the item is in good condition and being well-used
- The item is still in high demand and can be repaired to a high standard e.g. re-jacketed
- Items that are duplicated or not achieving high usage can be transferred to other libraries
- Last copies of potentially useful titles, which may be out of print, valuable or still in demand, are placed in the Central Library's closed reserve stacks (see *section 8*), allowing the service to retain important information and literature for the people of Hull and their future needs.

### **7.5.2 Replacement**

- If the title is in demand
- If the title is part of a series
- If the title is a standard work by a well-known or recognised author

### **7.5.3 Withdrawal** (also refer to section 9)

Stock which is no longer of any use to the library service and does not meet the criteria for the reserve stacks will be considered for discard. Withdrawal of stock is a continuous process as the amount of stock at each service point is ultimately limited to the space available to accommodate and display it.

Items may be withdrawn if:

- The item is in poor physical condition
- Information is out-of-date, incorrect or references are made to out-dated equipment or processes
- Information is correct but presentation is dated
- Item no longer reflects the interests or needs of the readers
- The format may have been superseded by new technologies or there may be a more appropriate format, or it is available online
- Items which are in good physical condition but are no longer issuing, e.g. ex-best-sellers, over duplication of titles

## **8. Reserve Stacks**

Reserve stacks allow the library service to store items which are no longer suitable for public access to be retained for future use to satisfy information, research or leisure needs. Public libraries are often the only place where many of these titles may still be found in print format.

Items in the reserve stacks may be valuable resources for research as many titles may be out of print, no longer available in the original format or difficult to locate

from elsewhere. The reference stacks include many historical works which form the basis for modern studies.

Hull Libraries has reserve stacks for a range of different materials. The largest stacks can be found in the Central library which has a Lending stack and Reference stacks.

Titles can only be accessed through the library catalogue and items requested via library staff as the reserve stacks are not open to the public. The materials can also be sought by other libraries for inter-library loan.

All the stacks will be edited to ensure capacity is maintained for priority items and that the stacks continue to meet the Stock Policy criteria and do not become a convenient store for out of date titles.

### **8.1 Lending Stack**

This stack represent a live, working collection, containing copies of popular fiction, non-fiction, subject areas, classic titles, series and significant authors and titles, in a variety of formats.

Titles may be discarded over time as literature and reading tastes change.

### **8.2 Reference Stack**

The reference stacks in Hull Central Library house less well-used reference material (due to age or specialisation), material which is difficult to house in the open department (runs of periodicals) or stock which, due to its condition or value, is no longer suitable to keep on the open shelves.

All materials in the reference reserve stacks are closed access but can be accessed through the library catalogue. Much of the older material can only be accessed through the card catalogues. A programme of retrospective cataloguing is being undertaken to bring more of the stack material to public awareness and to identify any unique items to ensure these are retained for the benefit of the people of Hull.

The length of time for which items are retained in the stacks will vary, based upon decisions made by the Principal Librarians.

### **8.3 Stack Criteria**

Criteria for placing titles in the reserve stacks are:



- Items which are older but still relevant e.g. an important work on a subject or which provide a balanced and wide ranging view of thought, beliefs and theories
- Key biographical works of significant local, national and international figures
- Items which represent the cultural heritage of the city
- Maintain literature collections including fiction, plays, poetry etc.
- Items which are not currently well used, but are valuable and important additions to subject areas which will be accessed from time to time e.g. anniversaries of specific events such as the moon landing, subjects regaining popularity, etc.
- Items which will provide historic insight to a subject for research purposes e.g. reports of a major incident, statistical information
- Maintain and build on resources which contribute to a special or significant collection
- Items which may be referenced in other publications e.g. some runs of periodicals, law reports, government papers
- Items which would take up too much space on the open shelves e.g. runs of periodicals or directories
- Items which are vulnerable due to condition or value

## 9. Stock Withdrawal

Items identified by librarians for withdrawal will be offered for sale in order to:

- Maximise income
- Give the public an opportunity to buy discarded items

These are the options for selling stock to be considered when withdrawing stock:

- Book sales in a library on a continuous basis, using limited space
- Book sales in an outside location or a centralised service point, e.g. Central Library
- Sales of individual items of particular value by the library service through online sites such as E-bay, Amazon etc. e.g. reference material
- Book trade – Hull Libraries reserve the right to sell items of particular value which may duplicate resources or which are not applicable to collections, e.g. reference stock to specialist purchasers through the book trade or to other public library authorities and museums. Items to be sold through the book trade will require authorisation from the Director of Library Services.

## 10. Stock Loss

It is inevitable that a percentage of stock will be considered 'lost' (e.g. non-returned items, items presumed stolen, missing stock). Therefore, Hull Libraries adopt a range of procedures to minimise stock loss, including:

- Adequate security, reducing opportunities for theft and damage
- Stock recovery
- Management of loans
- Management of memberships
- Ongoing catalogue management

## 11. Stock Performance and Performance Measures

Measuring stock performance is an integral part of the stock policy, helping managers to:

- Prioritise spending and identify where items are needed to meet customer demand.
- Inform the information provided to suppliers to ensure that we are purchasing the stock required.
- Compare our service performance with similar libraries

### 11.1 Performance Measures

- Circulation issues per 1000 population, monitored by the Library Management System on a monthly basis
- Stock turnover, this measures how hard the stock is working and will be monitored annually

This is measured statistically as follows:

$$\text{Stock Turnover} = \frac{\text{Total number of issues}}{\text{Lending stock size}}$$

- Items added to stock per 1000 population, which will be monitored annually and will allow comparison with other libraries
- Reservation satisfaction time, which is a national benchmarking measure used by CIPFA. Hull Libraries aim to supply:

50% of requested items within 7 days of the reservation being placed.  
70% of requested items within 15 days of the reservation being placed.  
85% of requested items within 30 days of the reservation being placed.

- Cost per use of online reference resources

## **12. Monitoring and Review**

This policy is intended to be a 'live' working document and it will be reviewed annually by the Principal Librarian.

Reviewed and amended: February 2019

Date of next review: January 2020

