**Request Reference: 16171308**

**Date received: 9 January 2017**

**Date response sent: 19 January 2017**

**I am looking at the use of inhouse/shared/outsourced Library back office services. For the following services I would be grateful if you could let me know how back office Library services are delivered across the Torbay area:**

**1. STOCK ACQUISITION**

**a. What format of stock do you currently acquire (eg books, ebooks, CDs, DVDs etc)?**

Books, Maps, e-books, e-audio, Talking Books (on CD and cassette), CDs, DVDs, Newspapers, Periodicals, Microfilm, and Internet based resources

**b. Is Stock Acquisition carried out by the authority for its own libraries, by the authority for itself and other authorities (if so, which others), by another authority on your behalf (if so, which one), by an outsourced partner?**

Stock Acquisition is carried out by Torbay libraries for this authority only.

**c. What (if any) procurement frameworks are used for stock acquisition (for example, Central Buying Consortium)?**

Torbay Libraries is part of the Consortium for United Purchase (CUSP)

**d. To what extent does new stock arrive ‘shelf ready’?**

The majority of stock arrives with necessary stationery and activated security tags

**2. CATALOGUING AND CLASSIFICATION SERVICES**

**a. What classification standards do you adopt?**

The majority of our stock is classified using the Dewey system with a few local amendments. Example - Biographies are a local variation on Dewey and are classed as B/ with the first 3 letters of the subjects surname: B/BOW (David Bowie) Drama classified as 822/SHA (William Shakespeare) Car Manuals as 629/FOR (Ford models)

**b. What local/regional classifications are used (if any)?**

Local history items have a local classification scheme (not Dewey)

**c. Is Cataloguing & Classification carried out by the authority for its own libraries, by the authority for itself and other authorities (if so, which others), by another authority on your behalf (if so, which one), by an outsourced partner?**

Cataloguing marc records are supplied following an on-line order to contracted suppliers and in-house staff would check and amend the records where necessary on receipt of stock. Appointed suppliers would classify our stock based on a profile of our requirement given to them at time of set up of the contract.

Local History cataloguing and classification is carried out by Torbay libraries for this authority only.

**3. INTER-LIBRARY LOANS**

**a. Do you provide an inter-library loan services for your users, what charges apply to users?**

Yes £4 initial charge with £2.30 for any renewal of item.

**b. Which other authorities/collections do you loan resources to/from?**

We would lend/borrow material to and from all other public and academic libraries within the UK.

**c. In a typical year approximately how many items do you loan to and from the authority with other authorities/collections?**

Borrowed 125

Supplied 153

**d. Are inter-library loans administered out by the authority for its own libraries, by the authority for itself and other authorities (if so, which others), by another authority on your behalf (if so, which one), by an outsourced partner?**

We administer Inter Library Loans in-house

**4. RESERVE STORE**

**a. Does the authority maintain a Reserve Store (for example resources which are not held on public shelves etc)?**

Yes

**b. Does the authority share a Reserve Store with other authorities/collections (if so, ones)?**

No

**c. To what extent do you currently add resources to the Reserve Store (if at all)?**

Stock is relocated from libraries when it is considered to be worth while keeping for future use, we do not keep statistics about the number added to stock.

**5. LIBRARY MANAGEMENT SYSTEM (LMS)**

**a. Which LMS is used? Which modules/applications are in use?**

Axiell OpenGalaxy. Circulation, Catalogue and Cataloguing, Utilities, Acquisitions, MI report, Messages, OPAC.

**b. Who hosts the LMS?**

Torbay Council hosts the LMS

**c. Who maintains & supports the LMS?**

A maintenance contract is held with the supplier. There is also support from the Libraries Systems Officer and a part time assistant technician

**d. What e-services are provided to support the library services (for example ‘virtual’ library services)? How do these services link with social media and other communications services?**

Online subscriptions include Overdrive for ebooks, Times Digital Archive, and Proquest: Ancestry. Facebook and Twitter are managed separately by a member of staff.

**6. DELIVERY SERVICES**

**a. For delivery services between libraries (for example sharing/transferring stock), are these done inhouse by the authority for its own libraries, by the authority for itself and other authorities (if so, which others), by another authority on your behalf (if so, which one), by an outsourced partner?**

Torbay Council in- house service

**b. Approximately, how many locations does the delivery service support?**

4 libraries and 40 residential establishments, e.g. Nursing homes

**7. SCHOOLS LIBRARY SERVICE**

**a. Does the authority provide a schools library service? If so what level of take up is there from schools & how is the service funded?**

No

**b. Is the service delivered by the authority for its own schools (if so, through the library service or other department), by the authority for itself and other authorities (if so, which others), by another authority on your behalf (if so, which one), by an outsourced partner?**

I understand that some schools have a service provided by the Devon Schools Libraries Service

**8. BOOKSTART**

**a. Does the authority provide a Bookstart service? If so, how is it managed and delivered locally?**

Yes, it is managed by our part time Bookstart Coordinator, who works in partnership with Health Visitors, Children’s Centres, Children’s Services and other Early Years settings to promote and co-ordinate the gifting of all Bookstart core programmes.

**b. Is the service delivered by the authority for children in its own area (if so, through the library service or other department), by the authority for itself and other authorities (if so, which others), by another authority on your behalf (if so, which one), by an outsourced partner?**

Yes, we deliver the service for children in our own area, Torbay only. We work in partnership with the Health Visiting Team who gift packs at their checks for babies and toddlers. Packs are also available in Torbay libraries for any families who don’t receive packs from their Health Visitors