

Dundee Libraries

Where books are just the beginning..

Library Stock Management Policy

DUNDEE LIBRARY & INFORMATION SERVICE

STOCK MANAGEMENT POLICY

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DUNDEE LIBRARY & INFORMATION SERVICE

STOCK MANAGEMENT POLICY

1. Introduction

The purpose of this document is to guide library and information staff in the effective selection, management and promotion of stock for Dundee Library & Information Service and to inform elected members, trustees, stakeholders, library members and citizens of Dundee about the stock management principles used in libraries across the city.

Leisure & Culture Dundee aims to provide opportunities to promote reading, literacy and lifelong learning and to build informed and active citizens by providing through the library service resources which are of a high standard, relevant, current and wide-ranging in coverage.

These resources must meet the needs of the community served and in order to monitor and respond to changes in community needs regular surveys of user satisfaction levels are conducted, analysed and responded to appropriately.

2. Leisure & Culture Dundee Corporate Purpose Statement

To deliver, for the citizens of Dundee, and those who visit the City, high quality Leisure, Sport, Cultural and Learning Experiences which improve their quality of life.

3. Leisure & Culture Dundee Corporate Objectives

Leisure & Culture Dundee is a Scottish Charitable Incorporated Organisation established by the Office of Scottish Charity Register (OSCR) in July 2011 (SC042421). It is an independent Scottish Charity with responsibility for the delivery of leisure, sports, library, information and cultural services in Dundee City.

What Matters To Us

- Service quality and excellence.
- Enjoyable social learning and recreational experiences.
- Equality and social responsibility.
- Delivering “best value”.
- Attitude, outlook and ethos.

4. Dundee Library & Information Service Aims

Dundee Library and Information Service aims to deliver equality of opportunity for all members of the community to access reading, learning and ICT facilities in an informal environment, through a network of fourteen libraries across the City, to develop responsive, creative and progressive services which promote literature, literacy and ICT skills, and to highlight the local history and cultural identity of the City. This clearly reflects Dundee City Council’s vision for Dundee and Single Outcome Agreement.

5. Dundee Library & Information Service Objectives

To achieve the service purpose, our main objectives are to;

- Provide free, consistent and customer focused access to high quality resources for reading, information and learning.
- Provide neutral community spaces which are welcoming both externally and internally.
- Encourage and facilitate reading for leisure, knowledge and self-fulfilment.
- Support and facilitate access to information and digital literacy.
- Promote Scotland's cultural heritage and facilitate access to genealogical and local history material.
- Help to build vibrant communities by encouraging community involvement and locally based activity thus promoting inclusion.
- Work in partnership with Dundee City Council and other agencies including the voluntary sector and community groups to provide value added services to the public.

6. Stock Management Objectives

Overall, our stock provision supports both the Library & Information Service objectives and the wider corporate objectives by;

- Maximising the purchasing power of stock within the parameters set by the Scotland Excel Framework Agreement.
- Providing stock which meets the information, learning and recreational needs of the citizens of Dundee.
- Providing stock which is of a high standard, current and wide-ranging in coverage.
- Managing stock as a citywide resource, in an efficient and cost effective manner.

6.1 Stock Management Policy Statement

- All stock will be purchased and managed as a city-wide resource and will be managed to optimise use throughout its life.
- The resource budget will be allocated to most effectively meet community needs.
- Each service point will provide a balanced collection, reflecting the reading tastes, the information needs and the multicultural nature of the communities which we serve.
- A stock rotation facility is utilised to maximise the use and lifespan of all material.
- Additional copies will be purchased in response to demand for new and popular materials to reduce waiting times to a reasonable level.
- All members of the Library Management Team will have a responsibility to ensure the future development and effective implementation of the Stock Management Policy.
- Supervisory staff will have responsibility for stock management in their own libraries and service areas.
- The Stock Management Policy will be reviewed by the Stock Development Team on a bi-ennial basis to ensure continuing relevance.

7. Controversial Stock

Dundee Library & Information Service supports the Chartered Institute of Library & Information Professionals statement on Freedom of Access to Information that;

When a library and information service is funded by the public it should provide access to all publicly available information as far as resources allow.

Access should not be restricted on any grounds but the law and the legal basis of any restriction should always be stated. Library and information professionals should have full control over collection development, management and access within broad policies set by their organisation.

For more information visit <https://www.cilip.org.uk/page/FreedomOfAccessToInformation>

8. Consultation & Performance Management

We undertake to consult with users regarding the relevance, standard, currency and range of stock and actively encourage feedback from staff, customers and current non-users through the channels detailed below.

8.1 Formal Consultation

- Customer consultation exercises.
- Stakeholder group consultations.
- Partnership working.
- A corporate complaint forms.
- Performance data gathered form our library management system (Spydus) and stock management exercises.

8.2 Feedback

- Customer comment cards.
- Letters, e-mails and telephone calls.
- Readers' requests.
- Suggestions for purchase.
- Social media commentary.
- Reading group suggestions.
- Event evaluation forms.
- Testimonials.

Resulting information will be considered by the Library Management Team and Stock Development Team and where appropriate applied to the selection process within the guidelines of the Stock Management Policy.

8.3 Stock Performance

Stock performance is closely monitored and reviewed at each location (using criteria such as issue performance, genre and format) to ensure resources are positioned appropriately and are responsive to user demand. This ongoing review process is used to inform future purchasing and planning.

9. Acquisition

9.1 Stock Acquisition Policy Statement

The main aim of our acquisition policy as part of the service objectives is to demonstrate effective & efficient use of resources.

The key principles of our acquisition procedures are;

- To obtain stock efficiently & economically.
- To facilitate rapid ordering & receipting of stock through the use of Auto EDI and web-based online ordering.
- To ensure that stock is made available to the reader/user as quickly as possible.
- To ensure suppliers achieve Scotland Excel supply targets.

Dundee Library & Information Service benefits from discount levels and terms and conditions of supply negotiated for all Scottish library authorities through the Scotland Excel Framework Agreement for the Supply and Delivery of Library Books.

We also reserve the right to source materials from other local and specialist suppliers where it is more suitable for example for foreign language materials, local interest titles or specific reference works.

We will exploit suppliers to the full to ensure efficient selection and delivery of stock through use of websites, stock management systems and supplier selection of adult fiction (see 10.4) and children's material (see 10.5).

Stock selection will be carried out in the most efficient and effective way by experienced library staff or use of supplier selection where appropriate.

Where electronic versions of traditional reference works are found to be more cost-effective, current and accessible we will provide this in place of print format.

9.2 Budgeting Process

Budgets are set at the beginning of each financial year and are the responsibility of individual budget holders. Certain circumstances may lead to re-allocation of budgets or the diversion of funds to priority areas.

9.3 External Funding

We will investigate and exploit all opportunities to attract external funding from suitable sources to extend the range of resources required to support service development.

10. Stock Selection

10.1 Stock Selection Policy Statement

Based on the selection criteria outlined below and in recognition of the need to participate in and respond to the national and regional strategies for the procurement of books and materials for public libraries we aim to provide stock which;

- Is as wide in range as possible within budgetary constraints and which meets the needs of the citizens of Dundee including printed, electronic, audio visual and online formats.
- Includes as wide a range of UK, Scottish and locally produced material as possible with due consideration to content, cost and quality.
- Encourages reading, listening or viewing for relaxation and enjoyment.
- Reflects the vision, aims and objectives of Forward: Scotland's Public Library Strategy 2021 – 2025 (<https://scottishlibraries.org/advice-guidance/national-strategies/forward-scotlands-public-library-strategy>)
- Is appropriate for those who wish to acquire new skills, seek employment or participate in lifelong learning.
- Allows individuals and/or organisations to satisfy their information requirements across a wide range of subjects.
- Provides for the study of local history and heritage.
- Is as wide in range of formats and languages as available in the current market and dependant on budgetary constraints.
- Includes materials representative of the range of world literature available.
- Is responsive to changes in the library supply market.

10.2 Selection Process

Space constraints and resource limitations dictate that it is not possible for the library service to purchase everything from the immense volume of published material. To ensure informed and consistent qualitative decisions are made to provide a representative range of stock library staff are guided by the following selection tools;

- Professional expertise.
- Awareness of local needs.
- Trade & professional journals.
- Periodicals.
- Independent review material.
- Promotional agencies.
- Publishers' catalogues and websites.
- Literary Award winning material.
- Personal recommendations.
- Public Lending Right data.
- On-line books suppliers.
- Literary websites and blogs.
- Visits to local bookshops.
- Quality of indexing.

In all categories materials will be purchased in a wide range of formats in response to customer need. In each case careful consideration will be given to the standard of binding, quality of paper, font and overall presentation.

10.3 Criteria for Rejection

The decision not to purchase a particular item for library stock may be influenced by any of the following factors;

- Unsuitable format (for example loose leaf, workbook, audio cassette).
- Prohibitive price (particularly for lending material).
- Poor content or presentation.
- Dated information.
- Lack of scope for income generation (DVD collection).
- In most cases abridged versions.

Selection Criteria

10.4 Adult Stock

Adult Fiction

The majority of new adult fiction is purchased via a supplier selection process. A specification is provided to the supplier defining the required purchasing profile for each library and this is carefully monitored to ensure that all authors and genres are covered appropriately. Each location also retains a proportion of the overall Adult Fiction Resource Budget to make additional stock purchases in response to local demand.

Coverage

- A wide range of modern classic, Scottish, world literature and literary award winning novels will be purchased.
- Appropriate quantities of popular titles will be purchased to meet established and anticipated demand.
- Resources will be purchased in selected languages other than English to meet established and anticipated demand.
- A range of formats will be offered including large print, audio and downloadable fiction.

Content

- The widest range of writing styles representing all interests and including controversial and experimental literature will be covered.

Adult Non-Fiction

Coverage

- Resources which enable people to gain access to information, undertake detailed research, promote health and wellbeing, assist in job seeking and pursuing an interest or hobby.
- Resources of particular local and Scottish interest.
- Resources which people will read, listen to or view for relaxation and enjoyment.
- Resources in languages other than English to meet anticipated demand.
- A collection of audio CD language courses, available for loan free of charge.
- A range of high interest, low reading ability materials (e.g. Barrington Stoke, Quick Reads) will be maintained for reluctant and emerging adult readers.

Content

- Consideration will be given to the accuracy of content.
- Resources selected should have current or enduring relevance.
- Consideration will be given to quality of indexing, illustrations, citations and the authority of author and publisher.

10.5 Stock for Children & Young People

Fiction

A wide range of material including popular fiction and classic titles will be purchased to suit the needs of children and young people of varying ages and abilities.

The majority of new stock for children is selected via a supplier selection process. A specification is provided to the supplier defining the required purchasing profile for each library and this is carefully monitored to ensure that all subject areas are covered appropriately. Each location also retains a proportion of the overall Children's Resource Budget to make additional stock purchases in response to local demand.

Coverage

- Board books for babies and toddlers.
- Picture books for young children.
- Easier to read books for emergent readers.
- Popular fiction for confident readers.
- Challenging fiction for advanced readers.
- Dual language titles to meet the needs of minority ethnic groups.
- Audio books to meet the needs of children and young people with visual impairment or other requirements.
- Age appropriate graphic novels.

Content

- A wide range of writing styles.
- A wide range of subject matter.
- High quality illustrations.

Non-Fiction

Coverage

A wide range of material including Scottish material, resources to complement the curriculum and support homework and leisure interests will be purchased to suit the needs of children and young people of varying ages and abilities.

Content

- A wide range of subject matter to meet the educational and recreational needs of children and young people.
- High quality illustrations.
- Accuracy of content.
- Quality of indexing.

10.6 Graphic Novels & Manga

Content

Budget holders will be responsible for selecting adult and children's graphic novel stock from approved library suppliers using the following criteria;

Consideration will be given to:

- the quality of the illustrations.
- the legibility of text and language used.
- how violence and sex are depicted i.e. if it is gratuitous or part of the story being told.

Categories

Titles are labelled with the following age appropriate guidance;

- AA (all ages)
- 11+
- 13+
- 16+

10.7 DVDs

Coverage

A small existing collection is maintained and made available for loan.

Limited additions to this collection are purchased to support outreach activities.

Quality

Purchase will be made from a reputable specialist supplier to ensure technical quality and compliance with copyright laws.

Content

Suitability for different age ranges will be indicated by the classification system of the British Board of Film Categorisation.

10.8 Music CDs

An existing collection of recorded music CDs in a variety of genres is maintained and available for loan free of charge. Limited additions to this collection are purchased on occasion in response to the needs of specific library outreach services.

10.9 Electronic Resources

- We provide electronic access to relevant online services which are current and provide instant access to multiple users, either remotely or on library premises (as determined by individual resource licensing).
- We provide a range of material in accessible e-formats for leisure reading including eBooks, eAudiobooks, eMagazines, eNewspapers and eComics.
- The provision of online services maximises use of the resource budget while also ensuring the library service is responsive to developments in technology.

10.10 Newspapers & Periodicals

- Newspapers will be purchased in a suitable format dependant on the eligibility of the title
- Periodical titles will be provided to reflect a wide range of subject coverage
- A range of local, regional, national and foreign language newspapers will be provided
- Formats purchased may be hard copy or electronic.
- Criteria for purchase will be decided by appropriate library staff based on demand and usage and will be regularly reviewed.

10.11 Digital Device Provision

Digital devices are available for loan to identified individuals and community groups, offering;

- Enhanced reading and listening service for these individuals.
- Promotion of online information resources, databases and reference services.
- Access to a full scale library service for individuals who cannot use mainstream public libraries.
- Expanded opportunities for digital literacy and online participation.

11. Stock Management & Maintenance

11.1 Stock Presentation & Reader Development

In promoting our stock, we aim to;

- Ensure accurate stock arrangement together with clear, well-placed signage and guidance to assist users in locating items.
- Raise awareness of the full range of stock by arranging as much material as possible face-on, making best use of available space and where possible interfiling reference and lending copies to maximise subject range.
- Provide a clean, safe and welcoming library environment.
- Introduce users to a wider range of stock by means of attractive, creative displays which are refreshed on a regular basis. These themed arrangements will bring together elements of stock normally dispersed by the Dewey classification system, and will include various formats such as audio books and large print.
- Promote stock inside our libraries by means of ongoing programmes of class visits and library tours offered to groups of people from organisations across the city.
- Encourage library staff to develop a current awareness of emergent authors and publishing trends and to anticipate future interest and demand.
- Deliver materials selected in accordance with borrowers' individual reading preferences through the At Home Service.
- Closely monitor waiting lists for popular titles and acquire additional copies in response to demand as appropriate.
- Promote stock outside library buildings by giving talks and presentations to groups and organisations in locations across the city.
- Provide users with opportunities to enhance their reading experience by organising reading groups in libraries across the city.
- Support independent reading groups in the local community by providing multiple copies of selected titles.
- Give users the opportunity to meet authors via a programme of well-promoted author talks, with particular emphasis on local and Scottish authors.
- Provide ongoing reader development training for frontline staff, to ensure they have the knowledge and confidence to promote books and reading in an appropriate way to users and potential users of all ages and reading abilities.

11.2 Library Catalogue

The library catalogue is available online at all libraries and is accessible via the library website <http://www.leisureandculturedundee.com/library> and the Library App. The catalogue is kept up to date to ensure items can be easily and speedily located and facilitates searching, reservations, renewals and access to certain electronic resources 24/7.

E-Books, e-Audiobooks, e-Newspapers, e-Magazines and e-Comics can also be accessed via links from the library catalogue or through the relevant apps.

11.3 Requests

Dundee Libraries cannot purchase all published materials, but will consider obtaining any item requested by a customer either by purchasing the title or by borrowing from another library through inter library loan. The normal selection criteria will apply (see Section 10).

Customers will be contacted when requested items become available or, where items are not obtainable, informed of the reason. Items which are on loan, on order or in stock at another location within the service may be requested free of charge. Items which are purchased as a direct result of a request will incur a small fee (adults aged 18+ charge 70p, adults aged 60+ charge 35p). We reserve the right to refuse to purchase items outside the scope of the Stock Management Policy

11.4. Editing and Maintenance

The Stock Management objective of, "managing stock as a citywide resource, in an efficient and cost effective manner "(6, p4) is recognised as essential in achieving best value from all items of stock.

We aim to present a selection of clean, attractive and up-to-date material to our readers, irrespective of the size of the library or the amount of shelving available.

Staff in all locations review, maintain and edit stock on a daily basis to ensure that the physical condition remains attractive and that the contents are current and relevant to user needs.

Appendix 1 provides detailed staff guidance on assessing the physical condition of stock.

Where one part of a resource is missing or damaged (for example in a multi disc talking book set) replacement parts will be sourced where possible.

The editing and maintenance process is further facilitated by performance data provided by the Spydus library management system.

Stock editing is an ongoing process and library staff will refer to the following criteria when considering how to make best use of resources;

11.4.1 Resources which should be retained as secondary stock

- Items of local interest.
- Items covering a unique subject area.
- Popular out-of-print material.
- Copies of the classics and Scottish literature.
- Items which are potentially active but no longer appropriate for display on open access (e.g. in poor physical condition, missing cover, dated appearance.)
- Fiction which has not issued for a period of 18 months.
- Non-fiction which has not issued for a period of 36 months.
- The final copy of any work within the system (unless of a purely ephemeral nature such as westerns and romances or in poor condition) should be considered for retention where possible and without exception for local interest materials.

This stock will continue to be accessible via the library catalogue and available for reservation and lending.

Not all libraries have space to retain secondary stock materials. In certain circumstances stock will be transferred for retention in Central Library's secondary stock.

11.4.2 Resources which should be considered for professional binding;

- Appropriate reference works.
- Newspapers, periodicals and local studies materials for conservation purposes.
- Non-fiction of enduring interest.
- Final copies.
- Out of print material.

11.4.3 Resources which should be considered for sale;

- Duplicate copies of fiction which have not been issued for a period of 12 months.
- Duplicate copies of non-fiction which have not been issued for a period of 36 months.
- Non-fiction containing information which is out of date, except where required for reference purposes.

Sale items may be made available to the public through library book sales.

11.4.4 Resources which should be discarded recycled or donated;

- Worn through use, unless of lasting reference value.
- Books with missing pages that cannot be replaced.
- Resources which have been soiled, defaced or marked and cannot be cleaned.

If considered to be of continued interest like for like replacement of items in this category should be considered.

Suitable discarded items are donated to Better World Books, a social bookselling business which works with charities in the UK and abroad to promote literacy and reading.

11.5 Stock Auditing

Each library will carry out a comprehensive stock take every two years to update and consolidate information on current holdings supported by the Bibliographic Team.

An ongoing programme of catalogue maintenance tasks further ensures that information held within the library catalogue is kept as up to date as possible, thus promoting ease of access to materials for library users.

11.6 Stock Rotation

Each library aims to provide a varied stock which is relevant to the needs of its community. To further maximise usage and cost-effectiveness and to allow users access to a wider range of material certain categories of stock are rotated around various locations. This function is facilitated by the Library Management System (Spydus) Stock Rotation Module.

11.7 Donations & Gifts

- Donations of good quality books will be accepted and are subject to the same selection criteria as purchased stock.
- Donations of good quality ephemera for outreach and reminiscence work will be considered on an individual basis in consultation with the Senior Library & Information Officer (Outreach Services).
- Due to licensing restrictions we do not accept donations of DVDs, audio books or recorded music.
- We reserve the right to decide what action will be taken with donated items. Items deemed unsuitable for addition to stock due to content or condition may be added to library sale stock, recycled or donated to charity as appropriate.
- Donations to Dundee Library & Information Service will be acknowledged by a standard letter or e-mail where contact information is provided by the donor.
- Accepted donations will belong to the library service as a whole. We reserve the right to decide on the most suitable library location.
- Information cannot be provided on the performance of individual titles donated to the library.

11.8 Unsolicited Materials

Where possible we will acknowledge receipt of unsolicited free items sent to us but do not guarantee we will add them to stock or keep them. A letter or e-mail of acknowledgement will be sent to the sender where contact details are supplied.

We will consider purchasing unsolicited items with reference to the selection criteria outlined in Section 10. However, if we decide against purchase, we will not return them to the sender unless the cost of postage is provided in advance. Such items will be held for a period of 6 months then discarded.

11.9 Preservation

Items which are assessed as rare, unique or of important local significance are regularly bound or converted to microfilm and conserved for future heritage within budgetary and physical storage constraints (See **Appendix 2** - Conservation Policy).

11.10 Security & Stock Recovery

We recognise stock is a valuable asset. A range of procedures are in place and every effort is taken to protect stock and minimise loss through theft, damage and non-return including;

- Management of membership.
- Management of loans via the Spydus Library Management System.
- Set overdue reminder procedures.
- Clear guidelines for staff on charges to borrowers for lost and damaged items.
- Reduced opportunity for theft via CCTV facilities.
- Staff monitoring of condition of stock on issue and return.
- Measurement of loss through stock taking process.

12. Staff Training & Development

We aim to train, develop and support library staff in all aspects of stock management practice through induction and workplace training, workshops, courses and visits to other libraries to foster and encourage;

- Knowledge of books, products and emergent publishing trends.
- Awareness of service and corporate objectives in relation to stock policy.
- Skills including stock maintenance, display and reader development.
- Enthusiastic approach to engaging with customers over books, reading and library services.

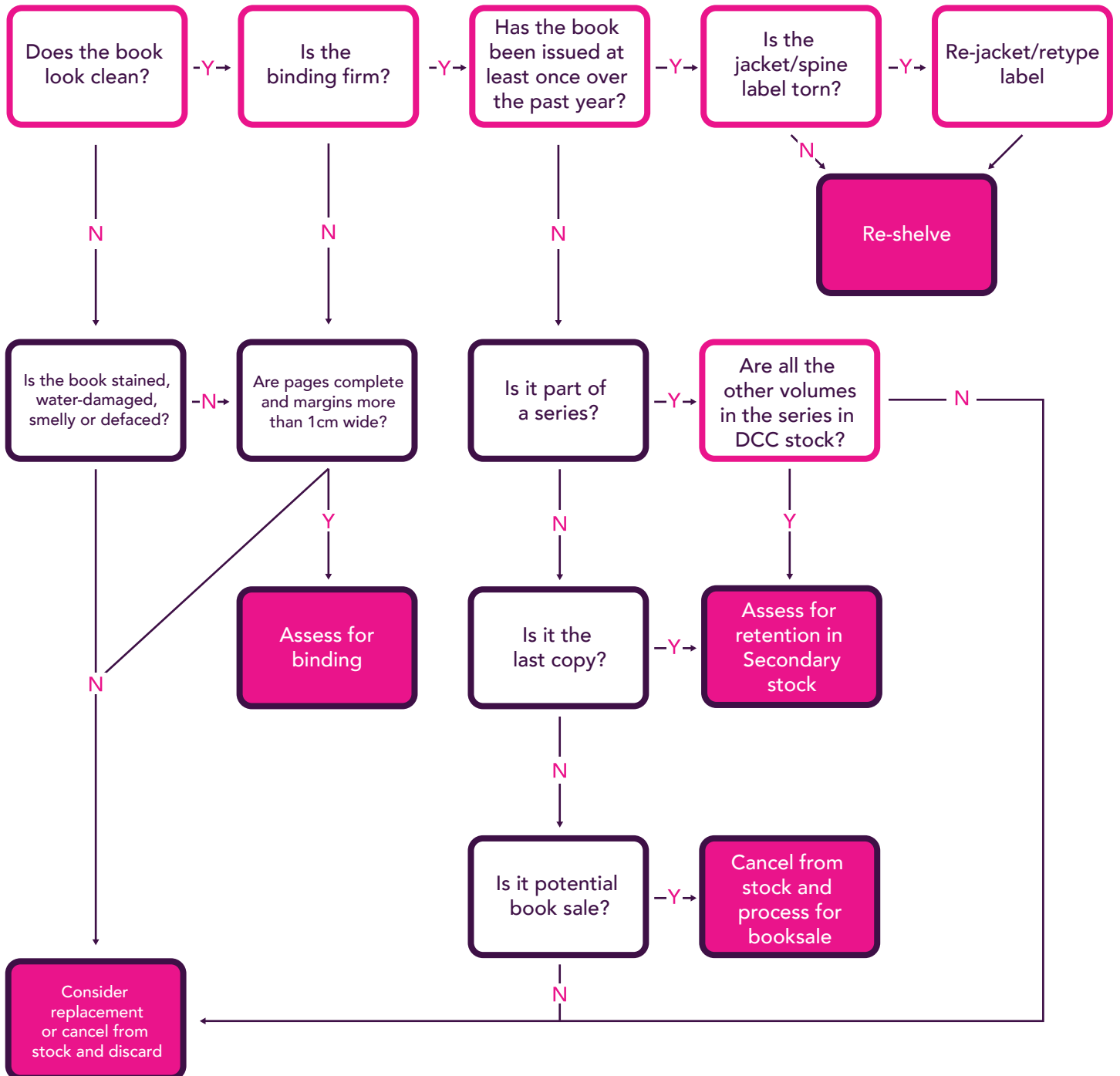
12.1 Staff Responsibilities

All budget holders are responsible for collection development and collection management within their libraries and service areas.

Basic maintenance and promotion of stock are recognised as key activities underpinning all aspects of the library service. It is essential that all staff and especially frontline staff take responsibility and use initiative in maintaining and promoting stock on a daily basis.

Appendix

How to assess the Physical Condition of Stock



Conservation Policy

1. Introduction

The Library & Information Service has a fine heritage collection of printed and manuscript material, principally stored in the Rare Books Room and the Strong Room of the Central Library. There are also many valuable items in the various collections which make up respectively the Local Studies and the Reference & Information Departments.

1.1. There is a wide variety of records ranging from an early illuminated manuscript, through a valuable collection of Scottish newspapers and the Wilson glass negatives, to the unique “Lamb Collection” of 19th Century ephemera, and a large collection of rare and historic books.

1.2 The material formats include various forms of hide, paper, newsprint, tapes, films, negatives and glass slides, computer disks and digital files.

1.3 The storage accommodation facilitates variously almost total control over security and environment in certain locations but, for the most part, limited control over both factors.

1.4 Since the founding of the Free Library in 1866, there seems to have been little attention paid to the needs of conservation. This lack of awareness culminated in substantial damage being sustained by some rare works in the final days of the Albert Institute and an exceedingly poor conservation regime overall.

1.5 Since the transfer of collections and services to Central Library in 1978, there has been a growing awareness of the need to provide better conditions overall. Improvement has however been piecemeal, subject very much to cost constraints, and comprehensive remedies have only been possible in certain key areas.

1.6 The library’s digital collections are growing, because of both digitisation of analogue material for conservation or access purposes and because of new material created in a digital format. Attention has been paid to digital preservation in the past, e.g. through remote backup, but growing digital collections necessitate a formal digital preservation strategy, which this policy update (2022) includes for the first time.

2. Objectives

2.1 The objectives of the Conservation Policy shall be:

- To create, as far as is reasonably possible, an environment suitable for all stock.
- To optimise the environment for key collections and individual items.
- To provide, as far as reasonably possible, a secure environment for all stock.
- To provide a high security regime for key collections and individual items.
- To provide the framework for a secure handling policy.
- To ensure the identification of valuable and at risk material.
- To ensure effective recording and indexing of valuable and at risk material.
- To maximise resources for the purposes of conservation.
- To identify appropriate material for conservation, microfilming and digitisation.
- To ensure both born-digital and made-digital material in the collections are stored in appropriate formats, with accompanying metadata and documentation.
- To determine methods of exploitation consistent with the demands of preservation.
- To advise on income generation consistent with the demands of preservation.
- To commence development of the framework for a disaster plan.
- To have regard to conservation standards established by appropriate agencies.
- To commence development of the framework for a disaster plan.
- To have regard to conservation standards established by appropriate agencies.

3. Definitions

3.1 Key collections consist of an item or items which is/are considered valuable, rare or unique, within either a local or a national context. Loss or damage would seriously compromise the ability of the library to provide information, or aesthetic value, in the area of knowledge or artistic portrayal covered by the particular work in question. It would be difficult or impossible to provide such value from reasonably accessible resources elsewhere.

3.2 Conservation is the sum of measures which ensure the optimum exploitation of a resource in informational or aesthetic terms, for the maximum possible timespan. Replication is not a substitute for conservation, merely a complementary measure as the original is normally required due to aesthetic considerations, or for the purposes of scholarship.

3.3 Digitisation is the process of scanning or otherwise converting analogue material into digital files. The digital files are then classed as digital material and subject to digital preservation guidelines.

3.4 Digital preservation combines policies, strategies and actions to ensure access to digitised and born digital content regardless of the challenges of media failure and technological change. The goal of digital preservation is the accurate rendering of authenticated content over time.

4. Threats and Remedies

4.1 Water penetration is the most common form of disaster to befall libraries and record offices.

4.1.1 The aim should be:

- To prevent flood or water penetration.
- To minimise, through the disaster plan, water damage to holdings where this occurs.

4.1.2 In order to ensure prevention, the following measures are recommended:

- In designing new build, water sources should be directed away from material storage areas.
- All internal and external flooding hazards to the building should be identified.
- All internal and external water penetration hazards should be identified.
- Ensure that all heating and air-conditioning systems are regularly checked and serviced.
- The possibility of installing a simple flood alarm system should be considered.
- Regularly check water penetration danger points. Remedy incipient problems as soon as possible.
- Regularly check gutters, downpipes and drains for leaks.
- Carry out regular temperature and relative humidity checks in areas of the building considered vulnerable to water penetration. A significant fall in temperature and rise in RH may indicate hidden water penetration.
- Maintain a reasonable temperature in the building during holiday periods e.g. +10°C.
- Rearrange shelving plans so key collections are not in the vicinity of known potential leak spots.

4.1.3 The disaster plan will outline remedies for materials affected by water.

4.2 Fire is an ever present hazard in library buildings due to the large quantities of combustible materials combined with the possibility, even in the best regulated environments, of accidental ignition.

4.2.1 The aim should be:

To prevent the outbreak of fire or minimise the damage to holdings of any such outbreak.

4.2.2 In order to ensure prevention of fire, or to mitigate damage, the following measures are recommended:

- Consideration must be given to the fire prevention and firefighting needs of the library's holdings, as distinct from – but subordinate to – the normal considerations of staff safety.
- The Fire Officer should be made aware of the irreplaceable holdings within the building, precise location of the key collections, and the potential effects of large quantities of water.
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- There should be discussion with the Fire Officer as to how these and other collections might be protected and/or salvaged in the event of a fire. Points to raise include use of the building's own fire-extinguishing equipment by the fire brigade, and the use of any salvage equipment available, as determined by the disaster plan.
- A structural survey of the Strong Room should be instituted. If it transpires that the standard of fire protection is insufficient (having regard to the nature of the materials contained therein), then an allowance should be made in the capital plan for the purchase and installation of an appropriate fire proof safe.
- Ensure that all existing fire regulations relating to the building are enforced, e.g. certain doors kept closed, doors and corridors kept free from obstruction.
- Keep a list of all inflammable liquids etc. stored in the building, and ensure that they are stored correctly.
- Keep storage areas as clean and tidy as possible. Do not leave piles of empty boxes, discarded wrappings, etc., in storage areas except in separate storerooms, and remove all litter.
- Ensure that electrical services are regularly checked for safety.
- Every staff member should know how to raise the alarm in case of fire.
- There should be regular fire drills and tests of the alarm system.
- Primary and secondary extinguishing systems should be regularly tested and maintained.
- Consideration should be given to the installation of a halon drenching system in both new build and in existing compartments.
- The disaster plan will formulate remedies for materials affected by fire.

4.3 Environment is an important factor in prolonging the lifespan of virtually all library records, based as they usually are on relatively fragile organic materials. The only exception may be records in binary code entered on incorruptible media, and this may be an ideal form of preservation for the future.

4.3.1 The aim should be to establish an environment which is a state conducive to the maintenance of materials' integrity, insofar as this is reasonably consistent with human requirements. It has to be recognised that conflicting needs of diverse materials will sometimes preclude provision of the optimum environment for all items.

4.3.2 A basic outline of suitable conditions includes:

- A relative humidity of between 55% and 65% for most materials.
- Introduction of suitable equipment e.g., humidifiers, hygroscopic pellets.
- Lower humidity levels for certain materials such as magnetic tapes.
- A temperature of 65°F or below.
- Minimum ultra violet or other light levels.

4.4 Conservation is probably the best method of obviating damage and deterioration of a routine i.e. (non-disaster) nature.

4.4.1 The aim should be to maximise resources and opportunities for conservation, to identify priorities within the key collections, and exceptional items within other collections.

4.4.2 The aim should be to undertake basic preservation in the library whenever possible. For this purpose, internal and/or external funding should be sought to ensure the library is equipped with some core equipment for this purpose.

4.4.3 An active conservation policy should comprise:

- Ongoing awareness on the part of relevant staff concerning the state of collections and individual items.
- Awareness of local and national support services.
- Ongoing user education.
- Periodic audits of potentially vulnerable materials.
- Raising general awareness of the importance of conservation.
- Seeking to maximise resources of conservation purposes.
- Deliverable targets for conservation of materials within various categories.
- Active assessment of the relative merits of conservation methods.
- Due attention to the aesthetic versus cost requirements of certain key collections.
- Training in handling of conserved and pre-conservation materials.
- Use of equipment such as book supports to prevent unnecessary damage during consultation.
- Treatment of conserved materials by appropriate staff e.g., with leather dressing.

4.5 Security - all materials must be protected from the attentions of opportunistic thieves, accidental damage on the part of careless individuals, and the very real threat of theft by determined persons operating either within or outside the organisation.

4.5.1 The aim should be to provide a graded security regime according to the aggregate value of the collection, with due attention paid to individual items therein.

4.5.2 An active security policy should comprise:

- Ongoing ownership marking of all conventional and fugitive material within the collections.
- Relocation of materials to secure areas according to deemed value.
- Ongoing detailed cataloguing of valuable materials with detailed location information.
- Graded security regime for valuable materials.
- Detailed instructions for the issue, handling and supervision of valuable materials.
- Rules governing entry to secure compartments.
- Random audits of rare materials.
- Encouraging a "stakeholder" awareness amongst staff at all levels.

5. Replication and Digitisation

5.1 The production of analogue or digital replicas greatly reduces requirement to handle the original document, thus aiding conservation by reducing the strain put on originals. Digitisation also opens up possibilities of new ways in which material can be used, and allows material to reach a wider audience as it can be accessed remotely.

5.2 Digitisation is in some cases an urgent necessity in order to ensure material continues to be accessible. For example, audio and video cassettes are likely to become unreadable in their original format within the next decade. These items should be made a priority for in-house or external digitisation.

5.3 Digitisation can also cause additional strain on original material, for example because of the processes involved in taking digital images. This should be borne in mind when planning digitisation projects.

5.4 The replication and digitisation policy should comprise:

- Firm commitment to the development of digitisation as the most suitable medium available for the preservation and dissemination of materials.
- Commitment to ensuring basic digitisation equipment is available for use by trained library staff and considering appropriate cases for external digitisation of certain items.
- Digital copies are not made to the detriment of the original material and will never be viewed as a means of destroying or otherwise disposing of original material
- Determining priority material for digitisation and devising an appropriate schedule.
- Determination of quality standards for digital material, and its accompanying metadata.
- Identifying joint requirements of conservation and replication.
- Development of partnership with national, regional, or professional organisations.
- Dissemination of digitised images via electronic media.
- Improving user access to the considerable collection of already-digitised visual material from within the library, e.g. through a dedicated PC in Local History.

6. Digital Preservation

6.1 As well as a considerable number of digital images made from physical items in our collections, the library now cares for material which was digital in its original format (born-digital material). The volume of this will only increase in the near future.

6.2 The pace at which new digital formats and ways of accessing digital media continues to develop means that obsolescence of hardware, software and media formats all present challenges to digital preservation, particularly when working within a limited budget. However, there are plenty of practical steps which can be taken at little or no monetary cost, and we should seek to include these in standard practice where possible.

6.3 A digital preservation strategy should aim to ensure the survival of both born-digital and made-digital material into the next generation of IT systems.

6.4 A digital preservation strategy should comprise:

- Ensuring accurate records of digital collections and their content are maintained.
- Digital originals should be stored on a server rather than on removable media, eg CD-ROM or USB, as these formats are subject to
- Commitment to continuing to remotely back up digital files.
- Commitment to keep original digital files 'untouched' and work from copies stored separately when editing or for public use.
- The use of open-source, non-proprietary file formats where possible to prevent potential future inaccessibility.

7. Development and Evaluation

7.1 The Conservation Policy will be developed by the Library Management Team, in consultation with interested Standing Groups, and subject specialists.

7.2 Precise objectives will be set, and progress monitored by the Library and Information Management Team.

8. Conclusion

One of the library's core objectives is the preservation of collections which form an important part of the history and cultural heritage of the people of Dundee, to ensure the sustainable use of these collections for all, and for generations to come. The Conservation Policy will provide the best means of preserving a vital collection of unique and historically valuable resources well into the next century. If it is to be successful, then it requires wholehearted endorsement not only on the part of individuals and groups most closely concerned, but of all Leisure & Culture Dundee staff, stakeholders, and management.

This policy gives some guidelines for balancing a commitment to public access with a commitment to preservation of material. However, it is intended to be a public document open to scrutiny and revision.

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