

Servicing Guidelines

Best Practice for Public Libraries

1.

INTRODUCTION

The last edition of the NAG Servicing Standard was published in 2004. It was produced in consultation with NAG members from all sectors - librarians, suppliers, booksellers and publishers, with the aim of meeting the joint requirements of efficient and cost effective supply of shelf ready materials to libraries in all sectors.

In 2005, *'Public Libraries: Efficiency and Stock Supply Chain Review'* was produced for the Department of Culture, Media and Sport (DCMS) and the Museums, Libraries and Archives Council (MLA). One of their key recommendations, as part of the adoption of good practice across the book supply chain, was that 'All authorities should adopt the 2004 NAG standards (as a maximum) for the servicing required to make books shelf ready', a recommendation which was heartily endorsed by both NAG and MLA. The need for standardisation becomes even more essential following PricewaterhouseCoopers' proposals in their report *'Better stock, better libraries'*, published in August 2006, as the ultimate success of their recommendations depends upon a single set of servicing instructions for every public library authority.

With this in mind, *'Servicing Guidelines: Best Practice for Public Libraries'* aims to provide a single servicing requirement which will enable library authorities to streamline their current supply chain, provide better customer service through greater efficiency and make cost savings. These guidelines are not for the future and they are not dependent on great changes in the supply chain; they can be implemented immediately, thereby realising the benefits sooner rather than later. These guidelines are not definitive; it is envisaged that they will be amended and enhanced as standards in areas such as RFID become more easily identifiable.

Information regarding the original conclusions of the NAG working party, along with stationery samples and examples, can be found in *'NAG Guidelines for Servicing'*, published in 2004 (1 870269 26 8), which is available from the National Acquisitions Group.

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2.

BOOKS

2.1 SLEEVES AND WALLETS

2.1.1 *Hardback Standard*

The hardback sleeving standard is to fit but not fix a high quality, clear plastic sleeve to books with a loose dust jacket.

2.1.2 *Paperback Standard*

The paperback walleting standard is to fit but not fix a high quality clear plastic wallet to size of cover. Laminating of paperbacks is non standard.

2.1.3 *Spine Labels*

Plastic sleeves and wallets are to be fitted over spine labels.

2.2 DATE LABELS

2.2.1 *Production*

Date labels should be produced and inserted as part of the standard, using the specification below. Paper for the purpose should be matt, non-glare with a minimum weight of 80gsm.

2.2.2 *Size*

The standard is an unpocketed label, 100mm wide, with a finished length of 150mm. If the book is too small to take the standard size date label, the label should be left loose.

2.2.3 *Layout*

The standard date label has three columns for date-stamping, and is ungridded.

2.2.4 Colour

The standard date label is printed black, on white paper.

2.2.5 Text

The standard information printed on the date label reads:

**Please return/renew this item by the last date shown.
Books may also be renewed by phone and Internet.**

Text should be in Arial with a minimum font size of 14pt in upper and lower case to comply with the requirements of the Disability Discrimination Act.

2.2.6 Position

The date label should be tipped in at the centre of the front flyleaf, central on the space remaining after placing a barcode label. If positioning the date label in this way obscures unique information, e.g. maps, charts, family trees, text or illustrations, the next available page should be used.

2.3 PROCESS GRID

2.3.1 Production

The process grid is to be in the form of a printed label and produced as part of the standard.

2.3.2 Position

The standard position for the process grid is on the reverse of the title page in the clearest available spot, as near the centre as possible. Wherever possible CIP or other data should not be obscured.

2.3.3 Layout

The standard process grid includes an authority name (header) box and seven additional boxes. The position, purpose and size of each box is as follows:

Authority name	
Unique number	
Supplier ID	Invoice Date
Class No	Price

Font size should be 14pt.

2.3.4 Size

The overall dimensions of the standard process grid are width 65mm and depth 50mm. The dimensions of the authority name box are width 65mm and depth 16mm. The dimensions of the unique number box are width 65mm and depth 8.5mm. The dimensions of each of the other six boxes are width 32.5mm and depth 8.5mm.

2.3.5 Completion

The process grid is completed by the inclusion of a unique number, supplier identity code, class number, invoice date and published price in £ and/or €. This information should be printed. The addition of information that cannot be printed by the supplier is non standard.

2.4 BARCODES

2.4.1 Production

A laminated barcode label is to be produced and fitted as part of the standard

2.4.2 Position

The barcode label is to be affixed to the bottom of the front flyleaf beneath the date label.

Some self-issue systems may dictate the fixing of the label to the front or back of the jacket. If this is unavoidable, the authority should provide instructions accordingly.

2.4.3 *Numbering*

The standard is for a unique range of numbers to be allocated by each library authority so they can be printed and applied sequentially. Font size should be a minimum of 12pt.

2.4.4 *Recording on Process Grid*

The standard is that the barcode number should be recorded on the process grid in the Unique Number box.

2.5 SPINE LABELS

2.5.1 *Quantity*

The standard is a maximum of two labels per book, e.g. one of the two indicating the class number, the other showing the category if appropriate.

2.5.2 *Position*

If only one label is required, either a class label or a category label, the bottom of that label is to be positioned 10mm from the base of the spine.

If two spine labels are required, the bottom label will be the class label. The category label will be positioned immediately above the class label.

If the spine of the book is too narrow to take a spine label, the label/s are to be fixed to the bottom left-hand corner of the front cover of the book, 10mm from spine and base.

2.5.3 *Text*

The font size should be 14pt.

2.5.4 *Protective Covering*

Where no jacket or wallet is needed, the supply and fitting of an acetate cover over a spine label is standard. If a book is sleeved or walleted, Standard 2.1 for Sleeves and Wallets applies, i.e. 'Plastic sleeves and wallets to be fitted over spine labels'.

2.6 CLASS LABELS

2.6.1 *Production*

Class label stationery will be supplied as part of the standard.

2.6.2 *Size*

The standard class label is 16mm wide and 22mm long.

2.6.3 *Type Size*

A minimum of 14pt type is to be used where feasible.

2.6.4 *Layout*

The standard layout is portrait.

2.6.5 *Colour*

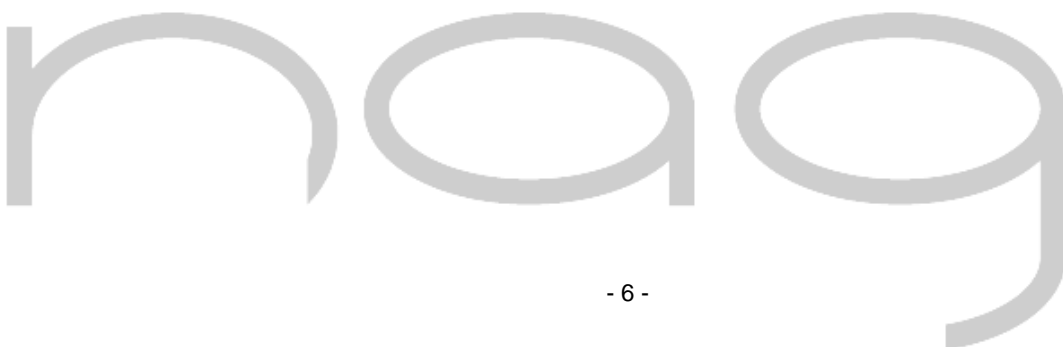
The standard class label is white.

2.6.6 *Text*

Text is always to be left-justified except, for example, J and R prefixes.

The standard is for a maximum of six characters after the decimal point. However, where the resulting class mark ends in 0, truncation should take place after the fifth character.

Text is to be limited to three characters wide; the break is always to be after the decimal point. If text has, for example, a J or R prefix, the prefix should be positioned on its own on the first line, above the second character of the class number.



2.7 CATEGORY LABELS

2.7.1 *Position*

Fiction

The standard is for a single label which is to be fixed 10mm from the base of the spine.

Non-Fiction

Where the category label is the second label, it is to be fixed immediately above the class label.

Category labels are to be supplied by the library as standard until a national standard is agreed.

2.8 SMALL FORMAT MATERIALS

2.8.1 *Definition*

Usually children's books, particularly board books, but also other categories of bookstock including some paperback material, small reference books and other 'awkward to handle' items.

2.8.2 *Process Grid*

The process grid label is to be positioned above the date stamp label on the right-hand side of the outside back board of the book, 10mm from the spine and running parallel to it.

2.8.3 *Date Label*

A small plain white adhesive label should be placed immediately below the process grid label, to accommodate date stamping. If the length of the book allows, the preferred layout of the date stamp label is portrait.

2.8.4 *Barcodes*

The barcode label should be affixed to the top or bottom of the outside back board, positioned above or below other servicing information, i.e. process grid and date stamp stationery, as required.

2.9 REFERENCE MATERIALS

This section refers to items which are either not loaned at all or are not loaned initially. Books should be serviced as previously described with the addition to the date label of a sticker 'FOR REFERENCE ONLY'. Font size is to be 14pt. The dimensions of this sticker are to be 100mm wide by 50mm deep.

Stickers are to be provided and fixed as part of the standard.

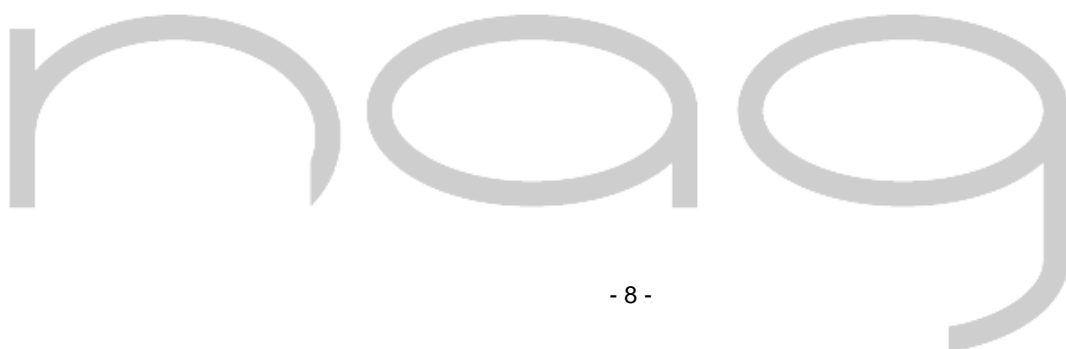
2.10 DONATED ITEMS

These Guidelines should also apply to all donated and gifted items where appropriate. Servicing will normally be undertaken by the Authority.

2.11 SECURITY TRIGGERS / RFID

The insertion of RFID or other security trigger as required is to be regarded as standard.

At this stage, it is impossible to attempt to standardise the production and fixing of security triggers, since systems and requirements differ greatly. As such it does not normally form part of the core servicing requirement. It is therefore recommended that the fixing of such triggers by the supplier is to individual authority specification, until a national standard is agreed.



3.

AUDIO VISUAL MATERIALS

Only the following, which apply to all formats, will be considered as standard.

3.1 DATE LABELS

3.1.1 *Production*

Stationary will be supplied as part of the standard, to the size set out below.

3.1.2 *Size*

An adhesive label, size 89mm x 36mm

3.1.3 *Position*

The label should be fixed to the back of the item, in the bottom left-hand corner if possible. It should be positioned to leave space for the barcode label to be fixed below, and avoid any proximity to the EAN.

3.2 OWNERSHIP DETAILS

Ownership is to be determined by use of a rubber stamp, to be supplied by the library authority. The same stamp is to be used for all items, using smudge proof ink.

3.2.1 *Paper insert into box / case*

The stamp is to be applied to the front of the item in the most obvious position.

3.2.2 *Item*

The stamp is to be applied to each item in the most obvious position.

3.3 BARCODES

The barcode is to be fixed below the date label, avoiding the EAN, as above.

3.4 SECURITY TRIGGERS / RFID

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