

Servicing Guidelines

Best Practice for Public Libraries

Servicing Guidelines

1. INTRODUCTION

The third edition of the NAG Servicing Guidelines was published in 2006. 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.

The 2005, *'Public Libraries: Efficiency and Stock Supply Chain Review'* produced for the Department of Culture, Media and Sport (DCMS) and the Museums, Libraries and Archives Council (MLA) recommended 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. In 2006, PricewaterhouseCoopers' report *'Better stock; better libraries'* further endorsed these proposals.

With this in mind, *'Servicing Guidelines: Best Practice for Public Libraries'* aimed to provide a single servicing requirement which would enable library authorities to streamline their current supply chain, providing better customer service through greater efficiency and make cost savings. Although not definitive, the guidelines were widely accepted, and the efficiencies achieved by their adoption were such that 'NAG standard servicing' became a phrase in book supply tenders which was understood by suppliers and authorities alike.

Changes in practice, through the introduction of technologies such as RFID, and changes in material types such as audio-visual materials, and online access mean that the guidelines are not static. It was envisaged that they would be amended and enhanced as standards in areas such as RFID become more easily identifiable.

This current edition seeks to build on the lessons of those that have gone before. Advice has been taken from librarians, suppliers and all involved in the supply chain. While there are still areas where it is impossible to have a definitive standard, it is the NAG Executive's hope that these updated guidelines will continue to improve supply chain efficiency.

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2. BOOKS

2.1 SLEEVES AND WALLETS

2.1.1 Hardback Standard

The hardback 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 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

Once an authority is fully RFID enabled, the tag will become the core element and both barcodes and date labels can be phased out. Until such time it is envisaged that the two systems will continue side by side.

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 a label, without pocket, 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, without grid lines.

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 in person, by phone and online.

The authority's name and logo if required by the authority should also be printed on the label.

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.

Where the primary language of a local authority is other than English, that language should be used, e.g. Welsh or Gaelic, wording to be provided by the authority.

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 functions as a property identifier for audit purposes and is to be in the form of a printed label. It should include both the authority's and the supplier's name and will be completed by the supplier, including a unique accession number (barcode number), class number or genre code, invoice date and published price in £ and/or €. The addition of information that cannot be printed by the supplier is non 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.

Where an authority is RFID enabled, it may be possible to have the process grid printed onto the RFID tag label, in which case the standard will be for the position to be at the back of the book. See 2.11 *RFID*

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 are 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.

2.4 BARCODES

2.4.1 Production

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

2.4.2 Position

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

However some self-issue systems may dictate the fixing of the label to the front or back of the jacket or to the top of the book. Where an authority uses scanners incorporating a date stamp the barcode should be at the top of the page and authorities 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 14pt.

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 for a single label indicating the class number or fiction genre. Where a further category is required this should be included on the same label. Several different methods are currently used to designate biographies, notably a subject number only, 920ABC, B/ABC or B:ABC, where ABC denotes the subject's surname. To avoid costly retrospective cataloguing, it is advised that authorities adopt one of these methods and inform their supplier/record supplier accordingly.

2.5.2 Position

The bottom of the label should be positioned 10mm from the base of the spine. Where two pieces of information are required the category will be printed immediately above the class number.

If the spine of the book is too narrow to take a spine label, the label is 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.

Full Dewey class numbers should be supplied. Any truncation should only take place after the second cutter mark.

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

Where not required by an authority these may be omitted.

NAG recommends that authorities and suppliers utilise BIC codes to create a standard set of fiction categories but recognises that a standard has not yet been established. It is expected that a standard series of pictures or letter codes will be adopted. Authorities where a language other than English is the majority, e.g. Welsh or Gaelic should be consulted to produce genre codes in translation.

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

Non-Fiction

Where a category label is required as well as a class number the category should be placed above the class.

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.

For books which are not intended to be loaned no date label is necessary. If they later become loanable a date label may be added by the authority.

In libraries with a separate reference section no further designation should be necessary.

Libraries which interfile reference with loan material may have a date label with FOR REFERENCE ONLY in lieu of the printed information about renewals see 2.2.5

Libraries which interfile reference materials may wish to have REF as a category statement above the Dewey number.

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 RFID

RFID is a well-established technology in the library world, yet it is still far from universal accepted. Libraries use RFID for a combination of purposes, including, self-issue, stock management and security. Any of these functions can be carried out independently, and where security is required without RFID see section 2.12

As noted earlier it is likely that many authorities will be using two systems currently for some time, and as such it is expected that inclusion of an RFID tag will be considered a separate part of any tender pricing structure. The industry standard is for RFID tags to be placed inside the back cover of each book and staggered from top to bottom. Where technology permits the process grid can be overprinted on the RFID tag label, saving one label. Authorities should ensure that the RFID supplier does not encrypt data on tags so they can't be overwritten. The BIC UK 'Library Operations Profile' standard ISO 28560-2 can be found [here](http://www.bic.org.uk/e4librariesfiles/pdfs/090515%20National%20Profile%20for%20ISO%2028560-2.pdf)

2.12 SECURITY TRIGGERS

The insertion of RFID or other security trigger as required is to be regarded as standard. Where an authority is in the process of migrating to full RFID, both tattle tape and tags may need to be used.

3. AUDIO VISUAL MATERIALS

This section covers an increasing number of formats, and there may be some variation as to what is possible or desirable. At the time of writing there are at least four Spoken Word formats, cassette tape, compact disc, MP3 disc and Playaway. Other AV materials include CD, DVD and several games formats packaged like DVDs, as well as Nintendo DS. No doubt more will be developed. All disc formats can be treated in the same way.

3.1 DATE LABELS

3.1.1 Production

Stationery 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. These may be printed with the authority's name.

3.1.3 Position

The label should be fixed to the inside of the box to avoid spoiling the front cover and obscuring important information on the back. This adds an extra check regarding the disc for those authorities that store them separately. Where there is more than one disc labels should be placed on the back of the box in the clearest space taking care to avoid the EAN or any other important data.

Many libraries use category stickers and in the absence of a standard, these should be notified to the supplier individually by the authority.

3.2 OWNERSHIP DETAILS

Where discs are removed and a running number is required to store them this should also be applied to the label. This will not be possible for double-sided discs and if necessary the running number may be written around the centre hole in CD marker pen.

If preferred, pre-printed ownership labels suitable for discs can be supplied by the library authority but will be non-standard.

For Nintendo DS the running number can be written on the memory card.

3.3 BARCODES

The barcode should be fixed inside the box with the date label. Where there are two or more discs the barcode should be placed on the back of the box avoiding the EAN and other important data.

3.4 RFID

At this stage, it is impossible to attempt to standardise the production and fixing of RFID tags 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 tags by the supplier is to individual authority specification, until a national standard is agreed.

3.5 SECURITY TRIGGERS

RFID or other security triggers may be hidden under the sleeve of inside the box of most AV materials.