

SERVICE AGREEMENT

This agreement is made on the 1st day of April 2012 between
..... (the Client) of the
one part and Wakefield Metropolitan District Council's Schools
Library Service (SLS) (the Supplier) of the other part.

The purpose of the Agreement is to ensure that the Supplier carries out the services required by the Client in providing a Schools Library Service, to incorporate the Specifications set out in the Service Specification document. The Agreement price shall be as specified in the Document.

The Agreement will commence on the 1st day of April 2012 and includes a 31st March 2013 expiry date.

SCHOOLS LIBRARY SERVICE

SERVICE LEVEL AGREEMENT

This Service Level Agreement is a combination of the Service Specification and (italics) the service to be provided by Schools' Library Service to meet the specification.

1. DESCRIPTION OF SERVICES

- 1.1 Support the Mission and Principles of Regeneration & Economic Growth.
- 1.2 Provide high quality resources and advice to match the needs of WMDC's teachers and advisers.
- 1.3 Respond and adapt the service to support Education initiatives from local and central resources.
- 1.4 Provide a loan service through which teaching staff have access to resources to support the National Curriculum and promote the development of literacy skills within the classroom.
- 1.5 Provide resources to enhance the stock of the school's own Library in order to stimulate the enjoyment of books and encourage the skills required to become an active independent learner.
- 1.6 Operate an advisory service on all aspects of library resources and requirements within the school.
- 1.7 Operate a service accessible and available to teachers during term and holiday time.

The service to be provided by SLS will match this description of services.

2. SCOPE OF SERVICE

The Supplier will be responsible for:

- Appropriate Resources
- Support and Advice
- Promotion
- Staff
- Service Delivery

SLS will be responsible for all the services provided.

3. SERVICE ELEMENTS

3.1 Appropriate resources

3.1.1 Provide high quality resources in a range of formats to support the curriculum and promote reading for pleasure

*SLS will hold appropriate stock sufficient to allow each Primary School teacher (subject to sufficient notification and stock availability), to borrow **every term** -*

- *project loans to support National Curriculum subjects, maximum 90 books*
- *classroom loans, maximum 50 books*
- *CDs, maximum 6*
- *special collections as new initiatives occur (eg artefacts, half class sets, big books, to support the literacy hour)*

NB SCHOOL STAFF WILL BE REQUIRED TO RETURN LOAN COLLECTIONS AT THE END OF EACH LOAN PERIOD SO THAT ALL TEACHERS WILL HAVE ACCESS TO THE WIDEST RANGE OF RESOURCES. RENEWALS WILL BE POSSIBLE WHEN THERE ARE NO OTHER REQUESTS FOR THE STOCK ON LOAN. LOAN COLLECTIONS CAN BE EXCHANGED HALF-TERMLY IF REQUIRED BUT WILL BE ISSUED ON A TERMLY BASIS.

Each Primary school will be entitled to exchange

- *150 books (fiction and non-fiction), once a year to enhance the school library stock.*

Each Secondary school teacher will be entitled to borrow

- *resources to support their subject teaching*
- *CDs, maximum 6*

Each Secondary school Librarian will be entitled to exchange 225 books once a year to enhance their school library stock

*In addition a **DVD** library service will be provided. DVD stock will support curriculum subjects and enhance pupils' appreciation of literature. Each teacher will be entitled to -*

→ 4 DVDs for half-termly loan (when appropriate videos/DVDs are available).

- 3.1.2 Ensure resources are available to support the needs of pupils of all abilities and from all walks of life.

SLS will select stock

- a. *With the needs of pupils of all abilities and from all walks of life in mind.*
- b. *Appropriate for Nursery, Primary, Secondary including Academies, Special Schools and Pupil Referral Units, reflecting the demands from these categories on SLS.*

Appropriate stock will be selected using agreed guidelines and professional knowledge.

- 3.1.3 Ensure the resources selected meet the needs of all schools party to this agreement and other Agencies in the Family and Cultural Services.

SLS will liaise with all parties to the agreement to ensure needs are met.

3.2 Support and Advice

- 3.2.1 Offer impartial advice on all matters relating to Library planning, management and development and the organisation and promotion of School Library resources.

SLS will maintain information resources so that SLS staff may provide impartial advice on all matters relating to library planning, management and development and the organisation and promotion of school library resources.

- 3.2.2 Provide guidance and advice on matters relating to the availability, assessment and selection of resources.

SLS will maintain information resources and ensure current awareness on all matters relating to appropriate school library resources, so that advice and guidance can be offered.

- 3.2.3 Provide support and advisory networks for Primary School and Secondary School Librarians.

SLS will organise meetings of advice and support group, whose aims shall be to encourage School Librarians/Support Staff to offer mutual support and keep aware of national and local developments and initiatives. There will be at least two meetings per academic year and a training session, sometimes jointly for Primary and Secondary colleagues.

3.3 Promotion

- 3.3.1 Contribute to curriculum development through the provision of in-service training.

SLS will organise In Service training on matters relating to the effective delivery and organisation of school libraries and the promotion of stock.

- 3.3.2 Support schools in their efforts to encourage a culture of reading through talks to parents, staff, governors and children.

SLS will make available senior SLS staff, where staffing levels permit, for book and reading talks arranged to encourage an enjoyment of reading.

- 3.3.3 Promote a love of reading and books through storytelling and book exhibitions.

SLS will provide the service of SLS staff, for story times and book week activities, where staffing levels and commitments allow.

- 3.3.4 Provide a file of author information to allow schools to promote book related activities within their schools.

SLS will keep a data base of author and book world information in order to help schools organise book related activities.

3.4 Staff

- 3.4.1 To provide adequate training and support for SLS staff to allow them to provide expertise in the field of children's literature and Education Initiatives.

SLS will encourage SLS staff to attend appropriate training courses, read widely in the field of children's literature, school library developments, ICT and Education initiatives and developments.

- 3.4.2. To provide a friendly and welcoming environment for teaching colleagues to visit and select their resources.

SLS will maintain an attractive and well organised department where teachers will be welcomed and helped by SLS staff.

- 3.4.3 Senior Cultural Officer to be available to take part in Family Services working groups and committees when appropriate.

SLS will ensure membership of those Professional groups and organisations which will benefit the expertise of SLS professional staff. (eg Association of Senior Children's and Education Librarians, Yorkshire Librarians for Children).

3.5 Service Delivery

- 3.5.1 Work with appropriate partners to enable the service provided to be as comprehensive as possible.

SLS will maintain and create links with any partners or groups, where co-operation and liaison would benefit the service to teachers (including Advisory Inspection Service, Public Libraries, Health Service, Youth Service).

- 3.5.2 Maintain regular consultation with teachers so that their views can be used to influence the service provided.

SLS will use formal and informal contact with teachers and education colleagues to ensure the service offered is the service required. (Including Customer feedback, questionnaires, Primary Schools Librarians Training Initiative, Carnegie/Greenaway Shadowing Scheme).

- 3.5.3 Work with schools and other partners to ensure the health, safety and well-being of children by ensuring that SLS staff are accompanied by at least one teaching colleague when in the classroom.

- 3.5.4 Offer adequate hours of opening so that teachers may conveniently take advantage of services available.

SLS will be open -

Monday - Friday 1 -5pm

** Visits between 9am – 1pm by prior arrangement only **

School Holidays 1 -5pm

** Visits between 9am – 1pm by prior arrangement only **

Closed

20th June 2012 Staff training

13th – 17th August 2012 for stock work

All Public Holidays

- 3.5.3 Make collection and delivery of resources as flexible as possible, within the restraints of available transport.

SLS will offer schools the choice of

→ Collecting resources from SLS Headquarters.

- *SLS delivering the resources to the schools nearest W.M.D.C. Public Library.*
- *Delivering Library exchanges direct to the school.*

NB DELIVERIES ARE DEPENDENT ON THE AVAILABILITY OF TRANSPORT AND STAFF.

4 MANAGEMENT

4.1 Reports and Monitoring

4.1.1 Annual report and statistical analysis of services to be presented.

SLS will provide these.

4.2 Staff

4.2.1 All staff will be subject to the service conditions of the Supplier which will be compatible with Local Government service conditions.

SLS staff will all be in the employment of WMDC Regeneration & Economic Growth and therefore subject to Local Government service conditions.

4.2.2 Ensure staff receive appropriate training in order to carry out the work of SLS.

SLS will produce an annual training plan.

4.3 New Developments

4.3.1 If new initiatives or requirements arise and clients wish to add these to the specification new agreements will be made for budgetary provision.

SLS will always endeavour to adapt to changing requirements and negotiate any financial alterations with Clients.