

Cumberland Libraries and Westmorland & Furness Libraries (CWF) Stock Management Policy



Westmorland
& Furness
Council

Working for **Cumberland Council** and
Westmorland & Furness Council

1. Introduction

This document explains the basic principles and practices governing the selection, purchase, management, promotion and disposal of stock within Cumberland and Westmorland and Furness (CWF) libraries.

Stock is defined as books, newspapers, periodicals and magazines in physical and digital formats, as well as maps, printed music and spoken word recordings, electronic information resources, and any other print, non-print or digital formats.

The aim of this Stock Policy is to explain:

- How we choose library stock
- How we maintain and promote it
- How we circulate stock to ensure the widest choice of reading
- Why and how we decide to keep some items and remove others
- Our position on censorship
- How we measure the performance of our stock

The objectives of the Stock Policy are to:

- Promote a unified approach to stock selection and management
- Improve and develop our stock, and ensure effective use
- Optimise value and minimise waste in stock purchase
- Enable increased efficiency and effective management of the Information Investment Fund (our “bookfund”)
- Present, provide and improve stock which is relevant and attractive to library users, and to the communities we serve
- Increase the use of our stock
- Promote literacy and reading

Cumberland and Westmorland and Furness Library Services’ Vision

We will provide an effective and efficient library service, in the context of the available resources, to all the people of Cumberland and Westmorland and Furness.

We will specifically endeavour to target the vulnerable members of society through the provision of our specialist resources and our expertise in community engagement.

The provision of up to date, relevant and attractive stock is a key building block in achieving our vision.

The stock policy supports our ambitions and provides an objective framework for the management of stock in CWF Libraries, in order to:

- Create a sustainable resource for the future
- Promote reading, learning and the latest information technology to everybody
- in Cumberland and Westmorland and Furness
- Celebrate Cumberland and Westmorland and Furness’s unique culture and heritage

Within the limitations of our budget we aim to stock the widest possible choice of resources, in the most appropriate format and in sufficient quantity, for all members of the community, without prejudice, and to offer unbiased access to books, information and creative works of imagination.

2. The National, Regional and Local Context

The main piece of legislation governing the library service is the Public Libraries and Museums Act 1964. The statutory duties are set out in the Act as follows:

“It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof, and for that purpose to employ such officers, to provide and maintain such buildings and equipment, and such books and other material, and to do such other things, as may be requisite”. (Section 7.1)

Also:

“In fulfilling its duty under the preceding subsection, a library authority shall in particular have regard to the desirability -

a) of securing, by the keeping of adequate stock, by arrangements with other library authorities, and by any other appropriate means, that facilities are available for the borrowing of, or reference to, books and other printed matter... sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children; and

b) of encouraging both adults and children to make full use of the library service, and of providing advice as to its use and of making available such bibliographic and other information as may be required by persons using it.”

Many other areas of legislation have a direct impact on stock provision and policies:

- Public Libraries and Museums Act 1964
- Obscene Publications Act 1959 (and amendments)
- Race Relations Act 1976 and Race Relations (Amendment) Act 2000
- Sex Discrimination Act 1975 (including the Gender Regulations 1999)
- Video Recordings Act 1984
- Public Order Act 1986 (as amended by the Racial and Religious Hatred Act 2006 and the
- Anti-Terrorism, Crime and Security Act 2001)
- Local Government and Housing Act 1989
- Local Government Act 1992
- Copyright, Design and Patents Act 1988, Copyright (Visually Impaired Person’s) Act 2002
- and Copyright Act Guidelines 2003, Intellectual Property Act 2014
- The Children Act 1989
- Disability Discrimination Act 1995
- Data Protection Act 2018
- Human Rights Act 1998
- Terrorism Acts 2000 & 2006
- Protection from Harassment Act 1997
- Racial & Religious Hatred Act 2006
- Local Government & Public Involvement in Health Act 2007 • Equalities Act 2010

Cumberland and Westmorland and Furness Councils manage the Library Services - their buildings, stock and staff resources - in accordance with the statutory requirements of the Public Libraries Act 1964, and the corporate policies of the Council.

As part of the Customer Solutions Directorate of Cumberland Council and Thriving Communities Directorate of Westmorland and Furness Council, the Library Services are committed to the delivery of the Councils' key priorities, aspirations, aims and objectives.

The Councils Plan and other local plans and policies, have a direct bearing upon the strategic and operational activities of CWF's library services, including the way that stock is purchased, managed and deployed.

Regional and national plans and policies also have an influence on the management of our stock. Libraries Connected (formerly The Society of Chief Librarians) is the sector support organisation for libraries and as part of its vision for an inclusive, modern, sustainable and high-quality public library service at the heart of every community in the UK, this body has developed a suite of Universal Offers. These offers define the key areas of service essential to a 21st century library service, and library services nationally are expected to deliver them.

The Universal Offers are: Culture & Creativity, Health & Well-being, Information & Digital and Reading, and underpinning these are the Vision and Print Impaired People's Promise for the visually impaired, and the Children's Promise, which aim to ensure that these offers remain accessible for all. Delivering these offers influences the way our stock is purchased, managed and utilised CWF Library Service is also an active member of the North West region Time to Read reader development network, comprised of 22 library authorities in the North West. The network members work in partnership to develop projects which promote books and reading, and also to encourage new readers into libraries.

3. The Cumberland and Westmorland and Furness Library Services network

For operational purposes, Cumberland and Westmorland and Furness have six geographical groups of libraries – Carlisle, Whitehaven, Workington, Kendal, Barrow and Penrith - each of which has a main library and a number of other service points.

Each of the libraries within the six operational areas is allocated to a band, depending upon its size and the nature of the community it serves.

The entire network of service points is made up of libraries and Library Links.

A Library Link is a collection of 500+ books hosted by a partner organisation in an area where there is currently no library provision, or, where the nature of library provision is changing. Books are borrowed by Library Link customers using their library tickets.



4. Stock selection and management: basic principles

A huge volume of material is published annually in print and electronic formats, and the constraints of space and budget mean that it is impossible for the library service to buy everything. Our aim is to provide access to as wide a range of material as possible to support the information, learning, business, cultural and leisure needs of the county and its communities.

This Stock Policy document shows why we select our stock and defines the principles that underpin this process.

Within the budget available, we aim to ensure a balanced and comprehensive collection, with range and breadth, and in sufficient quantity to meet public demand.

Items are selected for stock in response to known demand, as well as anticipated demand in the light of reviews and media interest. Our primary objective is to provide an extensive range of titles. Multiple copies are purchased to meet demand only where it is possible to do so without compromising the range of titles bought.

The needs and profiles of the communities we serve are considered when stock is selected for purchase. We are committed to increasing use of our services by all and so we take active steps to engage with communities and tailor services which address local need. We work to identify the needs of those who do not currently use library services, as well as meeting the needs of our existing customers.

Each library aims to provide a broad-based and varied stock, appropriate to its size, and the reading and information needs of its community. By providing a combination of new and older titles, we aim to ensure that a given library should be able to cater for the majority of everyday demands from its readers in terms of subject coverage and depth of treatment. As a result, individual libraries may need to place different emphasis on certain areas or categories of stock to accommodate local need and demand.

We consider it important not to stereotype a community, nor to distort the balance of stock. Smaller libraries cannot be fully comprehensive, but they stock a range of titles to stimulate wider reading choices.

We regard every library as part of a single network. Material acquired for any one service point is not viewed as the sole property of that library, but as a shared resource to be exploited through stock circulation, inter-library lending and shared across Cumberland and Westmorland and Furness Libraries.

Whilst we will make as much material as possible available for loan, some material is restricted to use in the library only and, in certain cases, for use only in the holding library.

The Public Library Service does not offer bulk loans to schools to support the curriculum, as this falls within the remit of Library Services for Schools.

We consider that a quality service cannot be provided simply by reacting to public demand and we take positive steps to build collections in order to anticipate future needs.

Space and financial resources are finite, so our collections need constant management to ensure that they remain a relevant and useful resource for the community they serve.

We aim to select stock in the format most suitable for a given purpose and most likely to prove of greatest benefit to the library user. Emphasis will be given to 'large print' and other formats for customers with individual needs.

We aim to provide stock which is bright, attractive, well-presented and constantly refreshed by purchase, timely repair and maintenance, and by exchange between libraries.

The price of an item is an important consideration, but there are times when it will be worth investing in a title which is a definitive work on a subject, provided it meets most of the criteria below.

If both hardback and paperback editions are available, a judgement is made about how long the book will be required and the usage demands made upon it.

Library stock deteriorates over time and with use; knowledge changes; information is revised, superseded or becomes obsolete. Cumberland and Westmorland and Furness Library Services make every effort to ensure that the information we supply is as current as possible, and that the items we lend to our customers are in good physical condition. Stock is managed and maintained by staff at all levels as part of the day-to-day routine.

Stock is maintained to a physical standard which actively encourages usage. However, we may retain items which do not meet our normal standards, in order to maintain an adequate level of coverage in particular subject areas, or to preserve a particular item which is unique or irreplaceable.

Cumberland and Westmorland and Furness Library Services and censorship

Cumberland and Westmorland and Furness Library Services do not practice censorship: books and other media which are legally available and have not incurred penalty under the law will be considered for purchase. Only books and other media that are legally available will be considered for purchase. Material that promotes racism or prejudice against any social group must be avoided. However, stock selection decisions will be made on the assumption that adults are able to make a reasonable and critical evaluation of the views and opinions expressed in an item of stock.

We adhere to the statement in the Managing safe and inclusive public library services: A Practical Guide. CILIP, 2023 regarding intellectual freedom, access to information and censorship issued by The Chartered Institute of Library and Information Professionals (CILIP)

Librarians and library staff have a core and ongoing commitment to freedom of expression and freedom of access to information. A library is not a place in which to hide from difficult ideas, but to equip our users with the critical literacy to engage productively with difficult ideas in their proper context. In this context, librarians have both an ongoing duty to oppose censorship in all its forms and a proactive duty to develop collections, activities and services which properly reflect and celebrate the diversity of lived experience and identities in the communities we serve. These professional commitments are central to the trusted role that libraries hold in our society and they should not be curtailed by any governing body or third party for any reason other than that they are expressly proscribed by law.

Members of library staff are responsible for the management of stock following the principles laid down in this stock policy and acting within current legal requirements.

The 2009 Museums, Libraries and Archives (MLA) Guidance on the Management of Controversial Stock in Public Libraries provides guidance to library authorities on the provision of library stock that may be considered controversial in nature, i.e. inflammatory and extremist. To reject stock solely because it is considered controversial would not be in the interests of intellectual freedom. Controversial material will be evaluated according to our selection criteria and the principles of this policy.

Whilst Cumberland and Westmorland and Furness Library Services welcome suggestions for stock, we will not add or remove any item of stock from our shelves solely at the request of any individual or group.

Members of library staff do not label items to warn customers of “offensive” or “harmful” content. Responsibility for the use of library materials from the adult lending collections by children, rests with their parents or legal guardians, not with library staff.

Similarly, parents or guardians must assume responsibility for guiding young people in their use of our digital and online services, whether these are accessed via the internet or apps. Cumberland and Westmorland and Furness Library Services accept no responsibility for materials accessed from the providers of our online resources.

The library only restricts access to material to protect it from damage or theft, not as a form of censorship. Some items of library stock are available for use in the library only and cannot be borrowed. These items are required for study, research or to answer customer enquiries and need to be available to all customers whenever required. They include directories and other reference resources and items for Local Studies, and these items are clearly marked as Reference Stock.

5. Stock Selection

Methods

Supplier Selection is used for a large proportion of our fiction and non-fiction stock. The contracted main supplier selects new stock for our network, using very specific criteria in conjunction with community profiles for each library. The selections are created monthly online, and are then viewed and edited, if required, by Cumberland and Westmorland and Furness Library Services’ staff, before orders are confirmed. This allows us to exploit suppliers’ expertise and knowledge of the publishing industry, whilst ensuring that our criteria for selection are adhered to and that staff involvement in stock selection processes are time and cost effective. Staff have a monitoring role to ensure that the right balance of stock is achieved within their respective areas.

Titles short-listed for major book awards are supplied on standing order.

Supplier selection is supplemented by:

- Purchases from stockists of specialist material
- Stock selected by staff from a variety of suppliers to address identified stock gaps or to
- develop new collections to meet identified need
- Stock purchased to satisfy requests
- Standing orders for annual / reference materials
- Stock selected from as a result of staff and customer feedback

An increasing number of resources are available online. The great benefit of this is the currency of information and wider access for library members. Subscription and license costs vary greatly so the usage of our digital resources is monitored to ensure that value for money is achieved.

Responsibility

Co-ordination of the selection and management of stock within each of the six operational areas rests with the designated staff with responsibility for stock.

The Library Development Officers take a countywide overview of, and co-ordinate stock development and purchase, in line with agreed objectives and priorities, and constantly review coverage, range and quality.

Overall responsibility lies with the Corporate Lead for the Library Service.

In selecting and managing our stock, we draw on the widest range of expertise to make use of specialist subject knowledge in order to avoid subjectivity, and to reflect the broad range of community needs. Where appropriate, we also draw upon the specialist skills and knowledge of members of the wider community, including statutory and third sector agencies with whom we work in partnership on a range of projects.

Criteria

Decisions on stock selection consider the following range of criteria and assessments:

Quality and presentation

Is it appropriate for library use in size, shape, binding style? Is the binding sufficiently durable? Is the paper quality and print appropriate for the intended readership? Is the cover attractive? Are there any loose attachments such as maps? Is the author well regarded in the field? Does the publisher have an established reputation in the field? Is the book a new edition or revision of a standard work?

Content

Is the information accurate and current? At what level of readership is it aimed? Do the contents page, index and layout make it easy to use? Are illustrations, tables or diagrams appropriately placed and helpful? Is there a bibliography? Do reference works include full bibliographical details?

Relevance, scope, range, and coverage

What contribution will it make to existing stock? How does it compare with other material available on subject? Is it part of a series? Are earlier volumes in the series in stock? Is it replacing, updating or enhancing existing stock? Will it meet the needs of existing and potential users?

Popularity

Have there been requests or stock suggestions for the title/subject? Is there curricula demand/ does it appear on reading lists? Does it have topical or seasonal demand? Note: whilst the likely popularity of the title is important, so too is having stock available to meet the more obscure enquiries.

Potential use and value for money

Will it provide the required stock balance in the intended location and across the network as a whole? Is it expensive in relation to similar items or in relation to its expected usage and lifespan? Is it available in other formats (eg paperback, or digital) offering better value for money?

Local Interest

In addition to all other stated criteria, is the item locally relevant? (See also section 6.5 Local Studies materials)

Ethnicity

Do we have material to meet the needs of our changing communities? (See also section 9 Access for all: equality and diversity)

Rights

Do UK rights exist for the item?

Digital stock

Where possible, can the resource be accessed in libraries as well as remotely by customers at home? Can the resource be accessed by multiple customers concurrently? (Though we recognise that publishers' licensing conditions do not always permit this.) Is the platform easy to use? Do the resources fit well into our collection as a whole? Does the resource offer the best content? (See also section 6.3 Electronic resources).

Exclusions

The following categories of stock will normally fall outside the scope of our collections:

- Items unsuitable in format for their purpose e.g., ring-bound items for lending stock,
- unless the information they contain is unavailable in any other form
- Expensive luxury editions
- Reading schemes and workbooks primarily intended for use with, or by, a teacher
- Items intended for individual ownership e.g., workbooks with spaces left for the owner to complete
- Items containing practical information inapplicable to UK conditions or regulations
- Some items above undergraduate level
- The output of Vanity publishers
- Items banned under UK law
- Items restricted for purchase by territorial rights and publisher restrictions

Though not necessarily excluded from the library service's provision, titles in the following areas are not purchased as part of the supplier selection process.

- Re-issues, reprints and omnibus editions
- Titles from the following publishers/imprints – Readers Digest; Sapphire; Nexus; vanity publishers; Authorhouse
- Books with the following formats - spiral bound, pocket books, cased volumes, unsuitable covers

Whilst Cumberland and Westmorland and Furness Libraries may at times purchase self-published works, especially if they have a local link or relevance, we reserve the right to decline to purchase books published in this way, and all such items will be judged against the stock selection criteria outlined above. All self-published books (except for Local Studies materials), must have a full MARC record available for download from BDS, which includes an ISBN.

6. Types of materials

6.1 Adult fiction

We consider fiction an essential element of our public library stock, as it serves not only recreational, but also educational and social needs. In selecting stock we aim to provide titles which:

- Seek to broaden the outlook, exercise the imagination and challenge the pre-conceptions of the reader
- Extend literacy and encourage reluctant readers
- Provide entertainment and relaxation

In building our collection, our primary objective is to provide a varied and balanced stock of all types of fiction, designed to satisfy all tastes.

We aim to develop collections which consist of popular 'genre' fiction of all types, and we recognise the vital role of the public library service in supporting and promoting new authors, popular authors, English translations, classics, standard works and literary fiction.

6.2 Adult Non-fiction, Reference and information

A comprehensive non-fiction and reference stock is essential in order to encourage and assist community development and promote social inclusion. Our non-fiction and reference stocks support:

- Lifelong learning, including formal and informal education and training
- Personal and social development
- Independent research and private study
- Local commercial and economic endeavor
- Entertainment, relaxation and leisure
- Health and wellbeing

Though our aim is to provide as comprehensive an information service as possible, the provision of non-fiction and reference stock is subject to the same budget limitations as other parts of the library service.

Increasingly, reference works are moving to online electronic formats, sometimes exclusively, which inevitably impacts upon our physical holdings.

The reference stock provided at each level of service point is decided with a consideration of the opening hours and local demand as well as financial constraints. Not all enquiries can be satisfied at a local level and may involve referral to larger collections e.g., main libraries, regional reference libraries, other agencies.

The main reference collections are housed at the six main libraries and are always accessible during normal opening hours.

Smaller service points hold very basic reference stock, but internet access in all branch libraries enables access to a range of online and digital information resources.

Reference stocks are replaced regularly to maintain the essential currency of the information provided. Serial publications are purchased on standing order to ensure that new issues/parts are not missed, and these standing orders are reviewed annually to assess the continued usefulness of titles.

Superseded editions of reference works may be passed down to smaller branches, but only when the information contained is still reasonably current.

Library staff have training to keep them abreast of new developments and new resources in order to maximise the exploitation of the available stock and better assist customers.

Copying

The photocopying of all materials in our reference collections is subject to the Copyright, Design and Patents Act 1988, Copyright (Visually Impaired Person's) Act 2002, Copyright Act Guidelines 2003, and the Intellectual Property Act 2014.

Guidance states that:

Users may make a print or digital copy of anything in copyright (the amount must be fair and justifiable) for:

- Non commercial
- Research or private study
- Text, data or content mining
- Illustration for instruction or teaching

And for

- Quoting from a work
- Caricature, parody or pastiche
- News reporting (excluding photographs)

Users may only:

- Make a single copy of a "reasonable" proportion of a published work. This should be judged on a case-by-case basis, but 5% of a published work could possibly be reasonable. Copying more than is required under the specific copyright exception or copying the whole of a published copyright work is unlikely to be reasonable.
- Copy one article from an issue of a periodical, (unless for text, data or content mining)
- Make a single copy of the whole of an unpublished work, unless prohibited by a rights holder

Users must:

- Acknowledge the source where reasonably practical
- Users may not:
- Reproduce the copy, sell it, or share it online

For Ordnance Survey maps, the following applies:

- (i) copies are only supplied to persons satisfying the librarian that they require the copy for the purposes of: research for a non-commercial purpose; or private study and will not use them for any other purpose;
- (ii) that no person is given more than one copy of the same material or with a copy of more than a reasonable proportion of any work; and
- (iii) that the person to whom copies are supplied are required to pay for them a sum not less than the cost (including a contribution to the general expense of the library) attributable to their production.

In addition to the prescribed conditions set out in section 39(2) Ordnance Survey requires that each copy is accompanied by an acknowledgment in the following form (unless such acknowledgement is impossible for reasons of practicality or otherwise): © Crown Copyright. Reproduced by permission of Ordnance Survey®. With regard to paragraph 2(ii) above, in appropriate circumstances Ordnance Survey will not object to a maximum of 4 copies of the same map extract being made with each individual copy no larger than 625 sq cm (A4), provided the other requirements of section 39(2) of the Act are satisfied.

In exceptional circumstances Ordnance Survey may allow the copying of a single extract larger than A4 provided it is for a non-commercial purpose or private study only.

<https://www.ordnancesurvey.co.uk/documents/licensing/copy-maps-public-libraries.pdf>

Library staff are obliged to make known these restrictions to the public.

6.3 Digital and Online resources

Our online resources consist of:

- eBooks
- eAudiobooks
- Digital magazines, comics and newspapers
- Access to a range of academic journals and papers
- Family history resources
- Historical newspaper archives
- A range of encyclopedias and dictionaries
- A range of online tutorials and courses
- Driving Theory Test Practice

The Library Service is committed to maintaining and developing its collections to provide access to the widest and most up to date range of resources possible, within financial resources. Online resources ensure both currency and immediacy of access to information. Where possible, digital stock will be available both in libraries and remotely to customers at home, and, ideally, usable by multiple customers concurrently. However, we recognise that publishers' licensing conditions do not always permit this. We aim to choose platforms which are easy to use, and resources which fit well into our collection as a whole, as well as those which offer the best content according to the appropriate selection criteria outlined above for physical stock. The sufficiency of range and coverage and whether the usage merits the subscription or license cost is also considered.

For both eBooks and eAudiobooks, we offer a range of adult fiction, adult non-fiction, young adult and children's, with adult fiction forming the majority of the collection due to demand. The focus is leisure reading, so while non-fiction is stocked, it does not aim to support academic study.

In all cases, use of our electronic and digital resources is monitored closely to ensure that value for money is being achieved, and contracts are reviewed annually.

6.4 Newspapers, magazines and periodicals

The six main Libraries take one copy of the local daily newspaper, but since 1st April 2018, Cumberland and Westmorland and Furness Library Services no longer provide a full range of paper copies of newspapers and magazines in libraries.

We provide access to online newspapers via Bolinda ePress, which offers access to digital full text newspapers and magazines. CWF Library Services also provide online access to a wide range of historical newspaper databases, which offer access to titles from the 19th century. Access to a range of academic journals and papers is available via Access to Research from all Cumberland and Westmorland and Furness public computers.

Digital access to online newspapers, magazines, comics and journals is further supported with free PC usage within our libraries.

CWF Library Services do welcome donations of hard copy, local interest newspapers and journals from the public.

The **only** titles we accept as donations are as follows:

- Local newspapers
- Cumbria Life
- Cumbria

Donated titles should be in good physical condition with no missing pages, completed crosswords etc.



6.5 Local studies materials

The main Local Studies reference collections are located at Kendal Library & Carlisle Library (The Jackson Collection), materials for Furness area are housed at Barrow Local Studies Library and for Eden area in Penrith Library. Additional resources are available at Kendal Archive and Barrow Archive Centres for Westmorland and Furness and at Carlisle and Whitehaven Archives Centres for Cumberland.

As stated in section 4 above, it is impossible for the library service to buy everything, but we aim to acquire a strong representation of material published about the respective local areas, providing collections which are relevant to their localities.

Material acquired for collections includes local and family history, topography, local biography, natural history, prose and poetry by local authors, and books which reflect local literary association. Library Development Officers in each area have responsibility for Local Studies stock acquisition and are expected to follow the principles and criteria of stock acquisition outlined in this document, whilst remaining within available budgets.

Publications are purchased, when possible, through our main contracted supplier. However, much local material is only available locally from booksellers, local presses, societies and individuals.

Donations of materials of local interest are welcomed and may be taken into stock if space permits. (See also our Donations Policy, section 8 of this document).

Attempts are made to collect material relating to the National Park and similar bodies.

Reports and journals are actively encouraged to be deposited by the appropriate body or acquired on subscription.

Journals, parish magazines and newsletters are acquired selectively and mainly for the local district or catchment area.

Maps and plans are collected selectively, particularly for each local district area.

Photographs and illustrations are acquired selectively. These may be considered for digitisation. Printed ephemera such as timetables, handbills, posters, pamphlets and the like, including company histories, prospectuses etc., may be collected but are only purchased in exceptional circumstances.

Non-book materials such as digital files or images and microforms are sometimes acquired. These may include oral history recordings, family history indexes, etc.

Newspapers, both current and historical, are acquired relating to individual catchment areas. There is a coordinated county wide acquisition policy in accordance with national NEWSPLAN priorities. Local newspapers are microfilmed for preservation. Cumberland and Westmorland and Furness Library Services also provide online access to a wide range of historical newspapers.

Where material is of a type more usually associated with archive centres or museums, the most appropriate place of deposit is chosen, in consultation with archivists and museum staff.



6.6 Audio visual materials: CDs and DVDs (AV)

In line with national trends, use of the AV service had declined for several years, as more and more people access music and entertainment in different ways, online, and so we no longer buy new CD and DVD titles.

6.7 Music and drama sets

The county collection includes:

- Sets of vocal scores
- Play sets
- Orchestral sets

Access to the collections is available to registered Music and Drama societies and charges apply. These charges are set by Cumberland and Westmorland and Furness Councils and are reviewed annually.

Our music and drama sets are available to other authorities outside of Cumberland and Westmorland and Furness, if there is no current requirement from local borrowers.

CWF Library Services will endeavor to borrow from other library authorities to meet requests by registered Music and Drama societies, if we cannot satisfy them from our own stock.

Sets purchased for the collection include:

- New works by popular playwrights
- New popular vocal scores
- Additions to popular vocal sets
- Subject to budget and potential usage, works not available elsewhere

6.8 Reading group sets

Research has proven that attending reading groups (also known as book groups), offers a number of benefits: from improved mental well-being, to increased social cohesion and a sense of community, to a reduction in loneliness and social isolation. Book groups also provide opportunities for readers to share their reading experiences and engage in reading as a creative act.

We support reading groups via a dedicated Reading Group Loan Service which offers sets of books containing multiple copies of titles, for loan.

Reading Group sets contain 12 copies of a title in standard sized print and, where available, a copy in large print and talking book formats can be provided.

Registration to use this dedicated service is free and there is no request fee for each set of books.

Each registered book group is asked to elect a secretary who will be responsible for organising the loans via our reading group loan service. Requests for sets are usually placed ahead of time, for the upcoming calendar year, and the standard request fee is charged per set requested. There are 590 + sets available to select from, and whilst some sets may not always be available for a designated month, groups will usually get their specified title choices within the year.

Due to heavy demand, it is not our policy to request sets from authorities outside of the area, nor to lend sets to other authorities.

The Public Library Service does not lend Reading Group sets to schools, as this falls within the remit of Library Services for Schools.

6.9 Young People's Library Service

We aim to meet the needs of all young people in Cumberland and Westmorland and Furness, and to support their learning development; to give young people the best stock we can, in terms of quality, range and balance, within budget limitations; to give children, their parents and carers help and guidance in choosing what to read, and to encourage children and young people to read.

We recognise the need to be fluid and flexible in our approach, both to stock acquisition and stock management, so that we can accommodate changing communities, educational trends, national initiatives, and the needs of successive "generations" of children, their parents and carers.

CWF Library Services do not aim to support Schools or Further Education Colleges with bulk loans of stock to support the curriculum as Cumberland Council operates a separate Library Services for Schools team.

Stock is selected using a combination of methods.

Supplier Selection is used for a large proportion of our young people's fiction and non-fiction stock.

The contracted main supplier selects new stock for our network, using very specific criteria in conjunction with community profiles for each library. The selections are created monthly online, and are then viewed and edited, if required, by CWF Library Services' staff, before orders are confirmed. This allows us to exploit suppliers' expertise and knowledge of the publishing industry, whilst ensuring that our criteria for selection are adhered to and that staff involvement in stock selection processes are time and cost effective. Staff have a monitoring role to ensure that the right balance of stock is achieved within their respective areas.

Standing orders ensure all major authors, series and prizewinners are represented in libraries. Supplier selection is supplemented by:

- Purchases from stock lists of specialist material
- Stock selected by staff from a variety of suppliers to address identified stock gaps or to develop new collections to meet identified need
- Stock purchased to satisfy requests
- Stock selected from as a result of staff and customer feedback

Some, or all, of the following criteria are applied when assessing a book for purchase, and requested titles are subject to the same criteria.

Books should:

- Be attractively presented and packaged
- Have high standards of production quality (adequate binding, legible typeface, no overprinting etc.)
- Give best value for money
- Relate to present stock and potential need
- Have a reading age linked to content
- Reflect the diversity of lifestyles and cultures, offering positive role models and viewpoints

Fiction

Fiction should have:

- A well-structured plot and a good, well written story line capable of holding the child's attention
- A good narrative pace
- Characters which are convincing, and who relate to others in the story
- Language which is appropriate and in context
- Illustrations which support and extend the text

Exclusions for fiction

The following are not supplied for our stock part of the supplier selection process:

- Reprints/reissues of previously published titles
- Bind ups
- Gift type books/expensive cumulations
- School reading schemes
- Annuals
- Books with CDs or CD ROMs
- Activity/sticker books
- Board books that have been previously published as picture books with standard text that is long and wordy
- Bath/cloth books
- Spiral bindings
- Big books
- American imprints
- Pocket books
- Delicate or complicated pop ups
- Self-published books

Self-published books recommended by the author should comply with the criteria above if they are to be considered for purchase.

Information Books

Information books should have:

- Content which is accurate and up to date
- A reading level, interest level and depth of coverage which is appropriate to the intended audience
- Easily accessible information (contents page, index, bibliography, glossary etc).
- Photographs, maps and diagrams etc, which are appropriate and correctly captioned.

Consideration is given to the objectivity and authority of the author(s).

Exclusions for information books

Titles in the following areas are not purchased as part of the supplier selection process:

- Study/revision aids
- Reissues
- SATs books
- Reference materials, including dictionaries and encyclopaedias
- Vanity publications; Self-published titles
- Complete school reading schemes
- Gift type books
- Cumulations
- American imprints
- Spiral binding
- Photocopiable books/workbooks
- Annuals
- Books with flimsy parts
- Pocket books or very small versions of standard works
- Sticker books

Stock is purchased to cover the entire 0-16 age range, with additional appropriate material for the Parents and Carers Collections located in main libraries.

Main libraries have small Junior Reference Collections.

Audio books and Story Sacks are also purchased for stock.

Stock is allocated to service points in line with population, usage, size of library, and opening hours.

Additional demands from special groups identified in the community profile, such as playgroups, are also taken into consideration.

To maximise usage and impact, stock is circulated regularly between branches.

Every effort is made to promote both a love of books and reading and the wide range of stock available through service points.

In reading groups, children and young people can develop their reading range and interests, discuss books in a fun way and meet authors.

In Storytimes, Baby Rhyme Times and activity sessions for the under-fives a wide range of stock is promoted to pre-school children and their parents/carers.

Holiday activity sessions also take place in many libraries; these are book based whenever possible. National initiatives such as World Book Day, National Children's Book Week, Bookstart Week, Summer Reading Challenge, Family Learning Festival, National Poetry Day and Pyjamarama are used as opportunities to promote stock and libraries, as are class visits to libraries and outreach activities.

ICT is another vehicle for promoting stock. For example, the Summer Reading Challenge has a dedicated website each year, and online resources such as Encyclopedias, eBooks and eAudiobooks are promoted to children and parents.

Free internet access is available for up to 2 hours a day in all libraries for members under 18.



7. Request policy

All items of book stock can be requested free of charge unless they are reference copies or out of County requests.

A request service is offered to:

- Provide access to the lending stock of all our libraries, for all registered CWF Library Services' members, irrespective of their place of residence
- Provide access to books, wherever possible, which are not part of our own stock through purchase or through borrowing from other inter library lending networks, outside the area. The request service is available to all members of the library service except for Digital Resource Only Memberships.

Requests are free. A fee is only charged if there is a need to apply outside Cumberland and Westmorland and Furness, and the fee charged reflects and offsets the greater costs involved. There are no concessionary rates for this service, it is payable by all library customers. If these items are renewed, further charges apply.

We will try to supply any item which is legal, (that is, not proscribed by current legislation) either by purchasing or attempting to borrow from other libraries.

Titles which are not immediately available, such as titles not yet published, or out on loan to another reader may be requested.

While we encourage requests from members, it may not be possible to supply specialised, excessively expensive titles, or books published in an unsuitable format for public library use. The decision to buy or borrow in print titles will be taken in accordance with the CWF stock policy, budget limitations, and securing best value for money.

We will try to satisfy requests for foreign publications subject to availability in the UK and within publisher's copyright and licensing restrictions.

Book titles found on the internet are sometimes only published in the USA and therefore are not available to UK libraries, in which case we are unable to supply them.

We accept suggestions for recently published items not held in stock, but we do not guarantee to purchase them.

Once a requested title has been obtained we will notify the customer as soon as possible and the item will be reserved for collection for 10 days.

New stock, which is requested, will be treated as a priority and will be processed first when received into the library.

County Stock

We will endeavour to supply items held in County stock from the nearest and/or earliest service point available to the requesting library.

(Please note restrictions may be placed on renewals by the library which has loaned the title. For example, the title may be in high demand.)

Some items not held in Cumberland Libraries or Westmorland and Furness Libraries may be obtainable from British Library and other inter library-lending networks. However, on occasion, they may not agree to supply, in which case a copy for loan is unobtainable.

The British Library's Collections are extensive but they do not hold a copy of every book published. The British Library also excludes purchasing books in certain categories, which can limit the items we can try to borrow.

Materials may be supplied in other formats such as photocopies. These may incur an additional charge. Some titles may only be available for use in the library and not available to take home.

Local History/Reference materials

Some titles may only be available for use in the owning library due to the physical condition, rarity, value or lack of availability.

8. Donations, bequests and unsolicited stock

Donations are only accepted if they are of exceptional interest or good quality. We accept donated materials on the understanding that they are subject to the same selection criteria as purchased stock, as described within this policy.

Whilst we accept donations of some newspapers and journals we do not accept magazines – **see section 6.4 Newspapers, magazines and periodicals, above.**

All donated items become our permanent property and the donor relinquishes all rights to them. If the item may be of interest to one of our Specialist Collections, it will be sent to the appropriate library for consideration.

The decision as to whether to accept donations rests with designated staff with responsibility for stock within each of our operational areas, who will bear in mind the staff time and costs involved in adding materials to stock. We reserve the right to decide on the most suitable location for donated stock selected for retention, and to dispose of items not required.

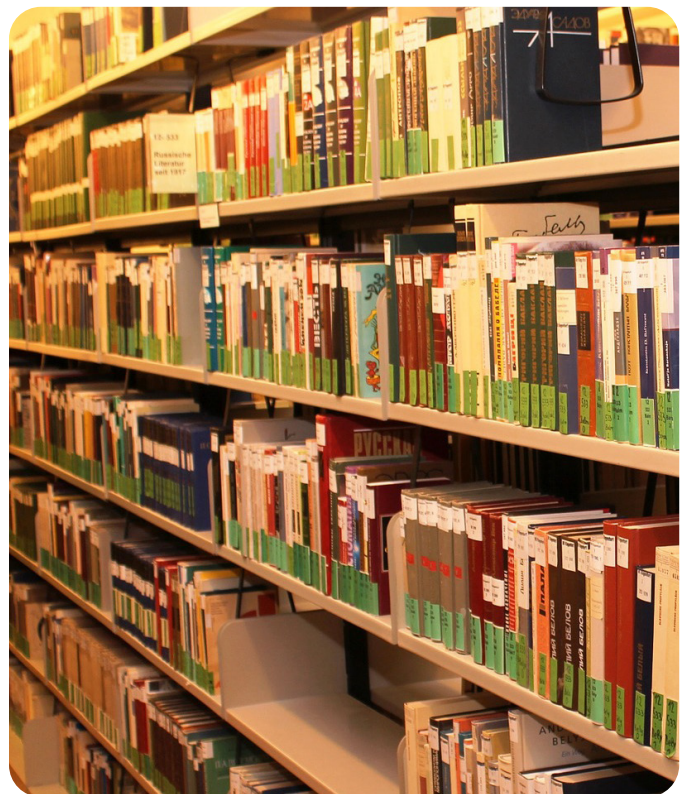
Local groups or organisations sometimes approach a library with a view to purchasing new stock for their local library. The designated staff with responsibility for stock within each of our six operational areas will use their discretion in such cases.

If the material proposed is acceptable and will add value to the branch stock, and the branch has room for it, it may be accepted. However, it will be withdrawn when it no longer satisfies our stock criteria.

CWF Library Services will only accept and admit payment for goods ordered via an official purchase order number. Some authors, publishers or other suppliers send items that have not been ordered, enclosing an invoice, in the hope that a purchase will be secured. Items supplied on this basis will not be accepted unless they are genuinely required.

If the item is not required, it will be kept for six months after which time it becomes library property and may be disposed of. Should the sender require its return, the cost of postage must be provided in advance. (Sale of Goods Act 1979).

We are happy to accept full Advance Information from publishers, (to include bibliographic information such as book title, author name, ISBN, binding type, genre) along with information about the author, a synopsis, and reviews, on the clear understanding that this would represent no commitment to purchase, and that it was for information only. Information is preferred via email in the first instance, and should we subsequently require a review copy of a title, we would then request one.



9. Access for all: equality and diversity

The library service aims to be as inclusive as possible with responsiveness to community need as a core value. This means providing, developing and reviewing services including resources for all members of the community.

We aim to provide appropriate stock to meet the needs of all customers regardless of age, faith, gender, sexual orientation or ethnicity and to support our activities in promoting lifelong learning, reader development and social inclusion.

Consideration is given to:

- Reducing health inequalities by providing a range of health and wellbeing stock/ information across the county network including Reading Well collections
- Older or print disabled people, a range of large print titles, audio books in various formats, are available, and we provide access to digital formats including eBooks, eAudiobooks, eNewspapers and eMagazines with adjustable font-size
- Communities requiring books in languages other than English.
- Books in English reflecting the diversity of cultures are provided throughout the library network.
- LGBTQ+ community (Lesbian, Gay, Bi-Sexual, Transgender, Queer and Questioning).
- A range of books which reflect the needs of this community are available throughout the network.
- Emergent Readers, Skills for Life resources and Quick Read collections are available throughout the library network
- Support for educational attainment for our children and young people (including support for early years and Summer Reading Challenge)



10. Health and Well-being collections

Public libraries play an important role in the health and well-being of local communities, by offering services and resources that support the public health responsibilities of local authorities. They deliver early intervention, preventative care, address local health inequalities and can help deliver better public health outcomes as part of the commissioning landscape.

Libraries provide:

- A network of local hubs with non-stigmatised, non-clinical community space where people
- can meet others and stay connected, physically and virtually
- Staff with local knowledge and expertise in information management, reading and
- community engagement
- Assisted online access
- Health and care information services
- Referral and signposting
- Public health promotion activity
- National reading programmes promoting learning, literacy and well-being
- Social and recreational opportunities, e.g. reading groups
- Volunteering and community engagement activities that build people-centred services and keep people active, involved and learning

CWF Library Services are committed to delivering on The Health and Wellbeing Universal Offer, one of the national offers developed by Libraries Connected, in partnership with The Reading Agency.

This is a strategy which expresses the public library contribution to the positive health and well-being of local communities, and it includes a commitment to provide a range of services including public health information and promotion, sign posting and referrals as well as creative and social reading activity.

Reading Well Collections are the main plank of the Universal Health and Wellbeing Offer. It has been developed by The Reading Agency in partnership with Libraries Connected (formerly the Society of Chief Librarians). The scheme is endorsed by leading health bodies and delivered at local level by public libraries.

All the Reading Well book lists are selected by experts, and the book lists are endorsed by leading health organisations such as NHS England, Public Health England, The Royal Collage of General Practitioners, The Royal College of Psychiatrists and The Royal College of Nursing. Health professionals can refer people to these recommended lists of accredited titles to help with specific conditions, and people can also use the scheme independently, as a first step to understanding and managing symptoms and seeking help.

The programme complements existing local health services and is a simple way of delivering prevention and early intervention care. It also signposts people to other wellbeing services in libraries, including social and recreational activity such as reading groups and volunteering.

There are currently four Reading Well book lists available:

- Reading Well for mental health
- Reading Well for dementia
- Reading Well for Teens (Reading Well for young people)
- Reading Well for Children
- Reading Well Loan Box collection/s (adults, teens and children).

All the titles on these book lists were selected using an evidence-based approach supported by a rigorous process of consultation and expert advice. The titles have all been recommended and endorsed by health experts as well as people with lived experience of the conditions covered, so whilst recommendations for titles for inclusion are often received from writers, publishers and members of the public, the recommended lists have to be adhered to without any additions at local level.

In addition to Reading Well Books on Prescription, our other health collections are:

- Autism? Your Questions Answered

11. Collection Management

The above sections have outlined the ways in which we acquire newly published stock. This section addresses how we manage, maintain and edit our stock in its entirety: lending, reference and local studies.

Identifying gaps in subject coverage, or of particular titles, is a continuous process to which all library staff contribute. As well as ongoing appraisal of our stock holdings by library staff, reports from our Library Management System are used to assist in assessing coverage of areas of stock, and customer feedback is also considered.

Stock rotation

Stock rotation is a means of refreshing stock, especially at smaller libraries, at minimum cost, and it also ensures that stock works as hard as possible, achieving maximum value for money. Rotation takes place within and across our six operational areas. Cross area exchanges are encouraged, with front line staff involved in the selection of exchanging stock whenever possible.

The rotation process is a valuable part of the stock editing process, with stock criteria and standards for exchanges being adhered to.

Stock withdrawal

Stock selection and acquisition is a continuous process and requires the regular removal of existing items. There are three main reasons for the withdrawal of stock:

- Currency
- Age
- Physical condition

Out of date information misleads customers and can be dangerous, and the physical condition of stock deteriorates over time and with use, however, several factors are taken into consideration:

- It is in poor physical condition and beyond reasonable repair
- It contains out of date or inaccurate material
- There are more copies in stock than needs dictate
- It is a superseded edition
- It displays a declining issue or reference rate
- It has been in stock at a given service point for more than one year

The physical standard of our stock is examined as an ongoing process and is the responsibility of all staff, to ensure that it is fit for purpose. As part of their daily routine staff will be aware of physically damaged or dirty material, damaged bindings, duplicates or out of date material and should actively be involved in taking this material off the shelves or intercepting it at the counter.

When assessing the physical condition of a book, staff will examine to check that:

- The jacket is clean and free from tears
- The binding is intact and that all the pages are attached
- The pages are clean — not ripped or brown and that there are no defacing marks
- The book does not look old or dated, and that the content should be current
- Any labels that are clean, clear and legible.

The removal of unused, worn out and out of date stock, makes it easier for customers to find suitable material. Items of permanent value, which are no longer required for general circulation or are in poor physical condition, will be relegated to reserve stacks.

Library staff work to the following criteria when assessing and weeding stock.

Assessing and weeding stock does not automatically mean discarding items from stock. It also includes:

- Identifying stock which requires repair, re-jacketing and re-spining
- Withdrawing the book from stock in one library and circulating it on to another service point in the area, or, it may be offered to another operational area.

The second point is the decision of the area's Adult and Young People's stock lead, but all staff are able to assess whether a book is in need of repair, and it is important that this is done in a timely way to prevent minor damage deteriorating further.

Stock may be withdrawn and discarded from stock if:

- It is in poor physical condition and beyond reasonable repair (dirty and stained pages; scribble/writing on pages; several loose or missing pages; creased and dog-eared pages; extreme yellowing of pages; torn pages; broken spines; other damage including damp/wet, mould, smell)
- It contains out of date or inaccurate material
- It is a superseded edition

If the damage is cosmetic/minor and superficial (loose or slightly damaged jacket; opaque look to jacket; creased spine; frayed edge at top and bottom of the spine; loose page(s), very slight yellowing; damaged spine labels), consider if the book can be repaired e.g. by cleaning; re-jacket/fixing the jacket; fixing loose page(s); replacing spine labels. Do not automatically discard it.

Stock may be circulated to another service point in the area, or offered to another operational area, if:

- There are more copies in stock in the area than needs dictate
- It has been in stock at a given service point for more than one year

Stock disposal

Items are identified for withdrawal by library staff only. Stock is never sold or withdrawn in response to customer demand.

Stock which has been considered to be of no further use will be disposed of as follows:

- Items of potential interest to local history, archive centers and national repositories will be identified and offered for transfer
- Items of potential value will be identified and offered for sale to local and national book dealers or via auction houses, with appropriate expertise in rare or collectible books.
- Withdrawn items are disposed of as appropriate, generating income wherever possible.

They may be sold to a reliable and professional commercial book buying and collection service, so that they are dealt with in a timely, economic and environmentally efficient manner, or via one-off sales in libraries as appropriate.

Staff training

Training is an essential element in turning policies into everyday working practice.

It is an ongoing process to equip all staff with the skills they require and need, beginning with induction programmes for all new members of staff.

12. Loans and renewals, overdue and lost/damaged items

Anyone wishing to borrow items from the Library Service has to be a registered member, and borrowing limits exist for each category of stock:

Adult Members

Item	Loan Period
Books	21 days
Talking Books	21 days
DVDs	7 days
CDs	7 days
Storysacks	21 days
Dementia Resource Bags	21 days

Junior Members

Adult Members

Item	Loan Period
Books	21 days
Talking Books	21 days

Library cards are not transferable and should be used only by the named library member.

Borrowing Limits for different member categories

Item Type/Patron Category	0-18	AD	OA	DIGI-TAL	SIND	SGRP	BASIC AD	BASIC YP	MD	RG	HDS	STAFF
Adult DVD	0	3	3		3	0	2	0	0	0	3	3
Adult Large Print	20	20	20		20	40	5	5	0	0	40	20
Adult TB Digital	10	10	10		10	10	5	5	0	0	20	10
Adult TB Mp3	10	10	10		10	10	5	5	0	0	20	10
Adult TB Cd	10	10	10		10	10	5	5	0	0	40	10
Adult TB Cassette	10	10	10		10	10	5	5	0	0	20	10
Autism Resource Bag	0	1	1		0	0	1	0	0	0	0	1
Baby Sack	0	1	1		1	1	1	0	0	0	1	1
Book	40	40	40		40	50	5	5	0	0	50	40
Bipc	0	6	6		6	0	5	0	0	0	0	6
Dvd Boxset	0	3	3		3	0	2	0	0	0	3	3
Dementia Bag	0	2	2		2	2	2	0	0	0	2	2
Free Request Collection	10	10	10		10	10	5	5	0	0	10	10
Ill	6	6	6		6	0	0	0	0	0	0	6
Junior Book	40	40	40		40	50	5	5	0	0	50	40
Junior Collection	40	40	40		40	50	5	5	0	0	50	40
Junior DVD	3	3	3		3	0	2	2	0	0	3	3
Junior LP	20	20	20		20	50	5	5	0	0	50	20
Junior Ref												
Junior TB Digital	10	10	10		10	10	5	5	0	0	20	10
Junior TB MP3	10	10	10		10	10	5	5	0	0	20	10
Junior TB CD	10	10	10		10	10	5	5	0	0	40	10
Junior TB Cassette	10	10	10		10	10	5	5	0	0	20	10
Key Stage 2 Sack	0	1	1		1	1	1	0	0	0	1	1
Language Course	5	5	5		5	5	5	5	0	0	5	5
Local Ref												
Local Studies (Video)												
Maps	10	10	10		10	10	5	5	0	0	10	10
Music CD (Hal)	0	0	0		0	0	0	0	0	0	0	0
Music Score	10	10	10		10	10	5	5	20	0	10	10
Non Fiction DVD	3	3	3		3	0	2	2	0	0	3	3
Orchestral Set	0	0	0		0	0	0	0	500	0	0	0
Playset	0	0	0		0	0	0	0	500	0	0	0
Reading Group Book	0	0	0		0	0	0	0	0	300	0	0
Reading Group LP	0	0	0		0	0	0	0	0	100	0	0
Reading Group TB	0	0	0		0	0	0	0	0	100	0	0
Reading Well Loan Box	0	0	0		0	100	0	0	0	0	0	0
Reference Book												
Reference Map												
Reminiscence Box	0	1	1		1	1	1	0	0	0	1	1
Storysack	0	2	2		2	2	2	0	0	0	2	2
Vocal Score	0	0	0		0	0	0	0	500	0	0	0
Total No of Items to Borrow	50	50	50		50	100	5	5	500	300	100	50

Items may be renewed a maximum of 6 times remotely, by phone, automated renewals line or via our self-issue machines, providing the book has not been requested by another customer. After the 6th renewal, items must be returned to the library and cannot be further renewed remotely.

In order to preserve and maintain the integrity, currency, accuracy and physical condition of library stock, the Library Service reserves the right to remove an item's availability for loan and to refuse renewal.

Overdue Items

Customers ONLY receive reminders by email. They are not notified if they do not provide a valid email address. They must also ensure that emails from CWF Libraries are not blocked by their service provider otherwise they will bounce back.

Notification emails are sent at the following intervals:

3 days before
On due day
7 days after
21 days after
30 days after

Account is blocked at the final notice which is at 30 days.

If a library member over the age of 18 loses or damages an item which they have on loan, the full current replacement cost will be charged. If the item is no longer in print/available for purchase, the price quoted on the catalogue will be charged.

Members aged 17 and under do not pay lost/damaged fees except in exceptional circumstances.

Cumberland and Westmorland and Furness Councils have a Debt Recovery Policy, which is a statement on how it will work with its customers to collect any debt which might be incurred through overdue fines and the late return/failure to return items on loan.

It outlines the steps in place to prevent customers falling into debt and what it will do to help those who have incurred debt, ensuring a consistency of approach across the library network. It should be read in conjunction with the Council's corporate debt recovery policy and also the Library Service's Data Retention Policy.

Corporate Debt Recovery Policy Cumberland Library Service Customer Data Management and Retention Policy

This is a statement by CWF Library Services on how and why it collects and stores customer information, and for how long this information is kept.

All of the information we collect is kept safe and secure, whether it is written, or stored on a computer system. We will treat any personal information confidentially and will comply with the Data Protection Act 2018.

What customer data we collect, why, and what it is used for

CWF Library Services will collect and process the categories of data listed below for the following purposes:

- Managing your library membership
- Receiving and fulfilling requests for library resources
- Providing appropriate information, support and services
- Service quality, design and improvement
- By telephone
- By email
- In person in a Library location
- Online via the Library Service website

The following data is needed to enable you to use library resources and to enable us to contact you:

- Name
- Postal Address
- Phone Number (landline or mobile)
- Email Address
- Date of Birth

We may also collect, store, and use the following 'special categories' of more sensitive personal information:

- Gender
- Health i.e., disability

We may share your information with partner organisations including the Library Management System suppliers (only in the context of administering the library systems) and with other online resources accessed via the Library Services' website.

We do not sell your information to other organisations. We do not move your information beyond the UK. We do not use your information for automated decision making.

We will sometimes need to share the information we have with other parts of the council or other public bodies or organisations. The council will make all reasonable efforts to contact you if this processing is going to have an impact on rights or privacy.

We may contact you using the details you have provided, by letter, email or telephone to inform you about:

- Stock availability
- Overdue items
- Lost property
- Emergencies e.g. lost child or similar

Please note that you will not be able to unsubscribe from administrative and service-related communications unless you unsubscribe from the service.

If you inform us that you no longer wish to receive the library's administrative communications we will take steps to avoid contacting you in the future.

Children and adults have the same rights over their personal data which includes:

- The right to access your personal data
- The right to request a correction when information is inaccurate or incomplete
- The right to object to your personal information being processed
- The right to have your personal data erased

Keeping your information accurate and up to date.

When you join the library at one of our service points, staff will ask you for the details required to enter onto our Library Management System. The system will not save a record if there are any gaps or incomplete information.

When you join online you are responsible for entering your information correctly and accurately. It is important that you tell us straight away if any of your contact details change – for example if you move house, change your name, change email address or phone number.

You can amend your library record via our website or by visiting a library in person.

If you need to inform us of a name change or address change, please provide relevant proof. Library memberships are set to 'expire' every three years and our Library Management System prompts the customer, or member of staff, to check that the customer's details are still current then re-sets the expiry date for a further 3 years.

How long we hold on to your data

We will keep your data whilst you are an active customer of the service.

Non-active users who have no charges/non-returned items are deleted from the Library Management System after 5 years.

Non-active users who have charges/non-returned items on their accounts are kept on our Library Management System for 7 years before the account is deleted, to comply with audit requirements. Charges are written off and items deleted.

We receive notifications from the Tell Us Once service which are acted upon immediately, and the customer's record is anonymized.

Under the Freedom of Information Act you have the right to request a copy of the information we hold about you by contacting: information.governance@cumberland.gov.uk



13. Stock and reading promotion

CWF Library Services are committed to delivering The Universal Reading Offer, one of the national offers developed by Libraries Connected (formerly the Society of Chief Librarians) in partnership with The Reading Agency.

The Universal Reading Offer is a strategic planning framework which enables us to develop, deliver and promote reading services within libraries. The Reading Offer sets out what public libraries will deliver in order to provide a modern reading service within local communities. It builds on public demand for a lively and engaging reading offer with reading groups, reading challenges, promotions and author events.

It aims to focus libraries' attention and efforts on promoting key shared reading programmes and is supported by the reading calendar - a toolbox of reading programmes - and a raft of national partnerships.

CWF Library Services aim to:

- Promote its stock both to library members and to the wider public
- Give the public access to a wide range of stock including contemporary literature, first novels, novels in translation and multicultural writing
- Provide advice and guidance to individual customers in their reading choices, where required
- Promote diverse and wider reading
- Promote reading as a creative act
- Promote reading as part of the health and well-being agenda
- Promote reading as part of the wider lifelong learning agenda
- Maximise usage of our stock
- Encourage library membership and use
- Bring readers together for reading groups and literature events

The library service strives to:

- Provide well-maintained premises, which offer a welcoming and attractive environment for all
- Present stock in an attractive and accessible way with regular displays to stimulate and maintain interest and use
- Promote stock widely and in a variety of other ways – for example, booklists, bookmarks, author visits and other in-house promotional activities.
- Participate in regional and national projects and initiatives to widen people's reading choices and reading experiences: e.g., shadowing major book prizes; participating in national opportunities brokered by The Reading Agency
- Provide opportunities for readers to share their reading experiences and engage in reading as a creative act by:
- Hosting Reading Groups in libraries - the loan of reading group sets containing multiple copies of titles via the Reading Group Loan Service
- Using technology to promote books and reading e.g., via internet taster sessions, links to appropriate sites; digital bookshelves and magazines
- Readers' recommendations being shared with other readers: e.g., via book chains, review notice boards in libraries, "recommended" displays, library newsletters, library displays, or social media platforms
- Ensure that staff receive training in all aspects of work relating to reader development, so that they can interact confidently and effectively with all readers – existing and potential – and offer the best possible service.

