

Shropshire School Library Service

Service Level Agreement
for maintained and
academy schools

2024/2025



Introduction

The School Library Service (SLS) can help to make your library a vibrant, inspirational, and enjoyable place, where children and young people become independent learners and readers.

We provide our customers with a comprehensive resource and advisory service. By working in partnership with you, we ensure that your school has the resources it needs to meet the demands of the curriculum. We provide you with a cost effective, flexible, and responsive service.

How We Can Support You

The School Library Service for Shropshire and Telford & Wrekin supports schools in their aim of progressing and enhancing learning across the curriculum. The service works in partnership with schools, ensuring teachers have the resources they need to help all children.

The service offers skilled and experienced staff to support resource selection and planning. A door-to-door collection and delivery service of topic collections, with online ordering is available.

These key features will help schools to:

- Develop their school libraries as key resources integral to the execution of the curriculum by providing required high-quality learning resources,
- Achieve high standards in literacy through the encouragement of lifelong reading habits by way of the provision of a wide and diverse selection of stock,
- Efficient use of school budget to access an extensive range of resources,
- Access to artefacts and practical resources providing a tangible learning opportunity for different types of learners – as mentioned in Ofsted reports.

Our Services

Through our teams' wealth of knowledge and professional experience, we offer advice and guidance to help assist you with resource selection to maximise the potential for learning for all your students.

Core features of our service include:

- ❖ Door to door delivery and collection service (minimum order of £150 per term to qualify)
- ❖ Professional advice and support
- ❖ Value-added artefacts service, including our new 'experience' packages
- ❖ Advice on library refurbishment, resources, and policy development
- ❖ Assessment of stock and advice on book purchase
- ❖ Training of school library staff and pupil librarians
- ❖ Inclusive provision and accessible resources for pupils of all abilities
- ❖ Promoting your school's reading for pleasure strategy
- ❖ Bulk loan of fiction for the school library to enhance choice
- ❖ Flexible purchasing options with no need to subscribe

Our Service Commitment

- ❖ Deliver a professional and cost-effective service to meet the needs of the curriculum.
- ❖ Ensure resources are delivered directly to schools within a specified time frame (where the minimum order amount of £150 has been placed)
- ❖ Offer telephone support during office hours and 24/7 online ordering
- ❖ Maintain a catalogue of searchable School Library Service resources
- ❖ Provide a 30% online discount with Peters Booksellers - [Login - Peters](#) - for all subscribing schools. Contact us for more details.
- ❖ Provide training opportunities for library and teaching staff
- ❖ Provide advice and consultancy as required including book banding and stock edits

	Our Offer
Topic Boxes (£75 per term)	<ul style="list-style-type: none"> • 30 non-fiction books for one full term • Choice of a range of topics and key stage • Delivered to and collected from your school (where minimum order levels apply)
Fiction Boxes (£60 per term)	<ul style="list-style-type: none"> • 30 fiction books from popular authors • Titles chosen to suit key stage and year group • Choose boxes by year group for a tailored reading experience • Delivered to and collected from your school (where minimum order levels apply)
Group Reader (£105 per term)	<ul style="list-style-type: none"> • 6 group reading sets • Each set contains 5-7 of the same books • Titles chosen to suit year group • Delivered to and collected from your school (where minimum order levels apply)
Artefact Boxes (£50 - £100 per half term)	<ul style="list-style-type: none"> • Three sizes available: small, medium, large • Delivered to and collected from your school (where minimum order levels apply) • Please note: a breakage fee of £20 per item will apply in the unlikely event of damage
Artefact Experience (£300)	<ul style="list-style-type: none"> • Package includes artefact boxes, plus an experience lasting for one half day • Choose from: Black History, The Romans, World War II, or Climate Awareness • Please note: a breakage fee of £20 per item will apply in the unlikely event of damage

What Our Teachers Have To Say:

"To the wonderful SLS team!

I made a frantic phone call due to OFSTED arriving at 8am the following morning! With only 2 hours notice you managed to put together 2 topic boxes (with all the right books in!) and also an added extra of the artefacts box. I used both the artefacts and reference books in my lesson, which was observed for 25 minutes, by a history expert inspector. She commented on how the artefacts enhanced the lesson and the quality of learning for all children and how the reference books supported both my SEND and GDS children. It was a great success! Can I say a HUGE thank you for your foresight of the artefact box which I hadn't even asked for! You are an amazing service!"

Kathryn Jones – St. Mary's Primary School, Bucknell

"I want to thank you for all your help and advice you have given me since becoming the Librarian at Newport Junior School.

Due to Covid I was not able to be fully trained for the role in school and therefore returned after lockdown very apprehensive. I needn't have worried because you have provided guidance speedily, professionally but with such friendliness too that I feel I will be able to make a success of our library.

Thank you so much "

Lisa Breen – Newport Junior School

"The Schools Library Service is the best in the country so everyone should rush to see you... but not too fast because you've got a fab shelf of books there I'd like to borrow first! When I had a ESL child join the class I phoned SLS who sent books over that afternoon in their library van. That's probably a rare example but I think the particular librarian I spoke to always goes above and beyond."

Simone Goward – Greenacres Primary

Artefact Collections

Artefact boxes are loaned for a half-term and we have five different categories:

- Historical:** Anglo-Saxon, Aztec, Charles Darwin, Crime and Punishment, Egyptian, Elizabethan and Shakespeare, First World War, Florence Nightingale, Great Fire of London, Greek, Mayan, Pirates, Roman, Seaside Holidays in the Past, Stone Age, Stone and Iron Age, Toys Now and Then, Tudor Rich and Poor, Tudor Clothes, Tudor Daily Life, Victorians, Viking, World War Two, WW2 Air Raid Shelter and WW2 and Evacuees Experience.
- Religious:** Buddhism, Christianity, Christian Signs and Symbols, Festivals of Light, Hinduism, Islam, Judaism and Sikhism.
- Science:** Fossils and Dinosaurs, Space, Full-Size Skeleton, Minibeasts, Small Skeleton and Various Body Part Models.
- Multicultural:** Aboriginal Art, African, African Musical Instruments, Amazonian Rainforest, Chembokalli, Chinese, Indian, Japan and Masks.
- Specialist:** **SEN** Resources: visual and tangible aids aimed to engage SEN registered children. Targeted resources including dyslexia-friendly, large print, big books, wordless picture books, audio and DVD. To assist your pastoral lead in providing specialist support
- Learning Mentor:** including tactile resources to support emotional health and well-being. To assist your pastoral lead in providing specialist support.

Subscriptions And Charges

The net cost of the service to individual schools is based on the following pricing model:

Topic Boxes	£75 per box per term
Fiction Boxes	£60 per box per term
Group Reader	£105 per reading set per term
Artefact Boxes	Small: £50 per box per half term Medium: £75 per box per half term Large: £100 per box per half term (Please note: £20 per item fee incurred on breakage/accidental damage)
Artefact Experience	£300
Individual Items	£2.70 per book per term
Delivery	FREE on all orders of £150 and above

Shropshire Schools Library Service reserves the right to review prices annually in line with inflation and market conditions.

All prices will be reviewed annually and communicated to schools via School Communications.

Supplementary Services

Supplementary services are available to all schools.

A free (maximum 1 hour) consultation will be provided to scope and cost out the work required.

Service	Cost
Consultancy - full day	£525
Consultancy - half day	£275
Term Taster Package (for new users) 2 topic boxes, 1 fiction box, 1 group reader, 1 artefact box	£300

Your Commitment to us:

- ❖ Maintain and take responsibility for stock on loan,
- ❖ Audit and return topic collections on a termly basis,
- ❖ Return overdue items when requested, missing books will be charged at the individual item rate,
- ❖ Maintain complete group read sets, incomplete sets will incur a charge as above,
- ❖ Ensure access is available for School Library Service Delivery van,
- ❖ Contents of lost artefacts boxes will be charged for at the replacement cost itemised above.

Memorandum of agreement

Parties

This agreement is made between the governing body of the school (the client) and The School Library Service, Shropshire Council (the service provider).

Duration

This agreement will run for one academic term unless varied by agreement between the parties.

Intent

The intent is to regulate dealings between the parties by setting out respective obligations relating to performance and payment for services.

Resolving disagreements

Any concerns or complaints about the level or quality of service should firstly be made to the School Library Service manager.

We welcome all feedback and strive to provide an excellent service however if you do not feel we have achieved this please do not hesitate to get in touch. We will be more than willing to help resolve any complaints.

Data Protection

The School Library Service will provide the services in this agreement in line with Shropshire Council policies and will work in a way which is compliant with the General Data Protection Regulation 2018.

Contact Information - Gursharan Virdee

07143 255030

sls@shropshire.gov.uk

Thank you for your Spring 2024 order, details of which are outlined below. For academies, independent and out-of-county schools, the amount shown will be invoiced. For LA Maintained schools, we will arrange a recharge.

Please contact us as soon as possible if you identify any issues with your order. Should your order qualify for free delivery, we will arrange to deliver these to your school within the first two weeks of term.

School:		
Contact Name:		
Contact Email:		
No of Items	Item Description	Unit Cost
	TOTAL COST FOR SPRING TERM:	

Please sign the box below to indicate your acceptance of the SLA and return within 30 days. Acceptance of a book delivery will also indicate acceptance of the service charges outlined above.

Client	Shropshire Schools Library Service
Name:	Name: Dr Sarah Browne
Title:	Title: Head of Schools Library Service
Signature:	Signature:
Date:	Date:

Thank you for your support of Shropshire Schools Library Service.