

# Shropshire School Library Service Secondary



## Service Level Agreement 2022/23

## Introduction from Service Lead

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Dear Headteacher, Chair of Governors and School Business Manager,

Welcome to the Service Schedule for the School Library Service, which provides details about our new and improved service.

As a team we are excited by the opportunity to grow our network of schools, and to ensure that students are able to benefit from our resources.

We look forward to working with you.

**Donna Taylor**  
**School Library Service Manager**

## Description of our service

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The School Library Service for Shropshire and Telford & Wrekin supports schools in their aim of progressing 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 delivery service of topic collections, with online ordering and reservations, is available.

### Testimonial

*"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

## Individual responsibilities of our staff

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Roles	Responsibilities
School Library Service Manager	<ul style="list-style-type: none"> <li>Management and delivery of service as set out in the schedule</li> </ul>

## Our obligations and requirements

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### What we will do for you:

Deliver a professional and cost-effective service to meet the needs of the curriculum.
Ensure topics are delivered directly to schools within a specified timeframe.
Offer telephone support during office hours and online ordering.
Maintain catalogue of searchable School Library Service resources <a href="https://u015706.microlibrarian.net/">https://u015706.microlibrarian.net/</a>
Provide a 27% discount on book purchases from Peters Booksellers for subscribing schools.
Provide training opportunities for library and teaching staff.
Arrange for additional services as and when required by the customer.
Provide advice and consultancy service as required.

### What we require from you...

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Maintain and take responsibility for stock on loan.
Audit and return topic collections on a termly basis.
Return overdue items when requested – losses will be charged for.
Ensure access is made available for the School Library Service delivery van.
Inform School Library Service of any potential decision to opt-out of subscription, with any School Library Service stock to be returned within one month. Missing stock will be charged for at the recommended retail price.
Subscribers who do not use the service will not be eligible to a refund.
Contents of lost Artefact Boxes will be charged for at replacement cost.

## **Days/times during which Services are to be available**

Office hours	Monday to Wednesday	09:00 - 17:00
	Friday	09:00 - 16:00
	Term time late opening: Thursday by appointment only 09:00 - 18:00	

## **Charging and enquiries**

For details on the various packages available for this service, including additional pay-as-you use options for subscribing schools, or if you have any queries or issues regarding your service arrangements please contact us on the above contact details. The cost of accessing the service is offered at a number of levels, based on the number of books/items borrowed per annum, as detailed in the table below.

Books/item per annum	Cost
200	£1,500
300	£2,025
400	£2,500
500	£3,025
600	£3,500

700	£3,995
800	£4,200
900	£4,550
1,000	£4,995

**Offer includes 100 additional 'free' books on long term loan for the school library.**

## Contact information

For more information	
Contact name	Donna Taylor
Role	School Library Service Manager
Telephone	01743 255030
Email	Donna.taylor@shropshire.gov.uk

**E-Library by Wheelers** <https://shropshiresls.wheelers.co/>

Shropshire SLS provides 60 FREE logins to Wheelers E-Library to subscribing schools.

This is a secure online electronic book library which is easy to use and will inspire and educate your readers.

To create the logins we require the following information from you:

- Number of staff who require a login
- Number of children – broken down by Year Group – who require a login
- The number of each year group in mixed classes as appropriate.

## Selection of Artefacts



Artefact boxes are loaned for two weeks and there are four different categories:

**Historical:** Anglo-Saxon, Aztec, Charles Darwin, Egyptian, Florence Nightingale, Great Fire of London, First World War, Greek, Mayan, Pirates, Roman, Seaside Holidays in the Past, Stone Age, Toys Now and Then, Tudor, Tudor Clothes, 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, Full-Size Skeleton, Small Skeleton and Various Body Part Models.

**Multicultural:** Aboriginal Art, African, African Musical Instruments, Amazonian Rainforest, Chembokali, Chinese, Indian, Japan and Masks.

## Additional Services

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Additional services ('pay as you go') will be available for subscribing schools.

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

Service	Cost
Consultancy - full day	£525
Consultancy - half day	£275
E-books	£1 per pupil minimum of 60 logins
Artefacts	£20 for 2 weeks
Group Read Sets	£20 each set
Additional Non-fiction topics	£80 per topic box

Service	Cost
Secondary book quiz – tailored for KS3-4	£30 per year group
Bespoke book quiz	Price on application