

SERVICE LEVEL AGREEMENT: 2020 - 2023 - DRAFT

SCHOOLS LIBRARY SERVICE

SECONDARY SCHOOLS AND ALL-THROUGH SCHOOLS (SECONDARY AGE SECTION)

This Service Level Agreement applies to those schools with pupils aged 11-18, where these locations are managed by Gwynedd Council's Education Department.

We will provide the following services to assist Secondary schools to purchase books in a cost effective way to support children's reading and literacy, to support reading for pleasure and to supply resources to support learning where requested.

Book Purchase –Depending on the cost specified, we will offer a book purchase service on your behalf to support the reading needs of 11-14 year olds primarily, in both English and Welsh. These books will be the property of the School and will remain in the School.

We will consult with school staff and purchase books on your behalf, in accordance with the School's requirements.

The nature, range and content of the resources purchased will be discussed and agreed in advance with the Secondary / All-through school in order to reflect any specific requirements and needs and we will discuss and agree the language balance, age range, reading level and the balance between fiction and non-fiction the school wants to see.

Through the Library Services being part of a national Purchasing Consortium for Wales, we will be able to get significant discounts on the price of buying books, and can benefit from discounts of between 30-35% on English books and up to 15% on Welsh books. This will give you added value for your money.

We guarantee that all the cost paid by the school is spent on books, and we do not charge any administration fee for this service.

The arrangement will operate from the beginning of April to the end of March in accordance with Gwynedd Council's financial year.

The books will arrive to you processed with plastic jackets (at cost). If you do not want a plastic jacket on the books, you should inform us of your wish in advance and in good time.

We will deliver the books to the school during the Autumn and Spring terms at no extra cost.

We will provide an expenditure report at the end of the financial year on request.

This arrangement involves the purchase of books in the English and Welsh languages only. We cannot undertake the purchase of books in other languages.

We will make every effort to purchase any specific titles requested, but we cannot guarantee that we are able to purchase every title, for various reasons beyond our control.

Professional advice - At an additional cost based on cost per hour, a Librarian can offer advice and help on the design, development and organization of school libraries, weeding and stock disposal.

NG / 11/2019