



We're loving reading with

# Norfolk School Library Service

Prices and Products  
2009-2010



# Norfolk School Library Service 2009—10

## WHO WE ARE

Norfolk School Library Service is a service unit based at County Hall, part of the Library and Information Service within the Department of Cultural Services. We are 5 librarians (two of whom also teach), 6 support staff and 2 mobile driver/assistants.

## WHAT CAN YOU EXPECT FROM SCHOOL LIBRARY SERVICE STANDARD PACKAGES AND HOW CAN YOU ACCESS THEM?


IDENTIFY YOUR SCHOOL	FIND YOUR SERVICE PAGE	HOW TO ACCESS YOUR PACKAGE
<b>HIGH SCHOOL</b>	See the facing page for details and costs of your Standard Service and your <b><u>FREE ENTITLEMENT TO TUTOR LIBRARIAN ACTIVITY</u></b> (subject to staff availability)	On the February 'Contract to Purchase' document, tick the SLS Standard Service box
<b>SPECIAL SCHOOL</b>	The Special Schools Standard Service specification and costs are set out on the facing page. You may also tailor this to meet your particular school needs	On the February 'Contract to Purchase' document, tick the SLS Standard Service box
<b>PRIMARY</b> phase school <b><u>Less than 100 FTE pupils</u></b> on your January, 2008 Form 7 NOR return	You are a <b>SMALL SCHOOL</b> . Turn to our definitions page for SSP Services and Prices. <b>The Small Schools Plan is the <u>only Standard Package available to you</u></b>	On the February Contract to Purchase document, simply tick the SSP box.
<b>PRIMARY</b> phase school <b><u>100 or more FTE pupils</u></b> on your January, 2008 Form 7 NOR return	See the facing page for Primary Standard Service packages, costs and options.	On the February Contract to Purchase document, tick the SLS Standard Service box.
<b>NON-STANDARD SERVICES</b> e.g., Menu Buyers	Turn to our Menu Page for costs and product definitions	Tick the Menu Box on the Contract to Purchase document, and we will contact you to agree a scheme of work

Contact telephone number is (01603) 222265, FAX (01603) 222264  
e-mail [school.library.service@norfolk.gov.uk](mailto:school.library.service@norfolk.gov.uk)



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## Definitions of school library standard packages and costs

<b>COSTS</b> 	<u>Primary Standard Service NOR 100+</u>  £6.26 per FTE pupil	<u>Small Schools Plan less than 100</u>  Cost = return of sum delegated	<u>Special Schools Standard Service</u>  £626	<u>High Schools Standard Service</u>  £626																				
<b>Loan Collections</b>	1 collection for every 20 FTE pupils (minimum 12 collections per school)	12 collections	10 collections + For SLD schools - 2 Story Sacks per term	N/A																				
<b>Librarian or Tutor Librarian Time</b>	<u>NOR related</u>  100-200 FTE= 1 day  201-300 FTE= 2 day  Over 301 FTE = 3 day	  ½ day	  ½ day  MLD/ELB—free access to School Librarians’ Support Group	4 days librarian time  OR  2.5 days librarian time																				
<b>Mobile Library Visits</b>	All Primary Sector schools will receive one mobile visit per year, see chart below, and may borrow up to the maximum allowance shown. <table border="1" data-bbox="347 1440 1190 1684"><tr><th>NOR BANDS</th><th>MAX.BOOKS</th><th>NOR BANDS</th><th>MAX.BOOKS</th></tr><tr><td>0—75</td><td>225</td><td>301—375</td><td>650</td></tr><tr><td>76—150</td><td>300</td><td>376—450</td><td>800</td></tr><tr><td>151—225</td><td>425</td><td>451+</td><td>1000</td></tr><tr><td>226—300</td><td>500</td><td></td><td></td></tr></table>			NOR BANDS	MAX.BOOKS	NOR BANDS	MAX.BOOKS	0—75	225	301—375	650	76—150	300	376—450	800	151—225	425	451+	1000	226—300	500			<b>FREE ENTITLEMENT</b>  <b>INFORMATION HANDLING SKILLS</b>  All High Schools can access free Tutor Librarian time to work with pupils in year 7 (subject to staff availability)
NOR BANDS	MAX.BOOKS	NOR BANDS	MAX.BOOKS																					
0—75	225	301—375	650																					
76—150	300	376—450	800																					
151—225	425	451+	1000																					
226—300	500																							

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# Norfolk School Library Service 2009—10

**N.B: MENU PRICES UNCHANGED SINCE SEPTEMBER, 2007**

## Definitions of Services and Products within Standard Packages or as individually priced Menu Items

### MOBILE LIBRARY VISITS

Provide an opportunity for children and school staff to choose books in an attractive and welcoming setting  
Stock on Mobiles includes:-

A wide range of fiction from picture books to longer novels

Non-fiction chosen for leisure reading: e.g., hobbies, pets, sports, myths and legends.

Traditional Tales, Poetry.

Allocation of visits within Standard Primary Service and the SSP packages are overleaf.

As a menu item, a Mobile visit costs £100.00. There is also a one-off annual charge of £1.00 per book for the agreed level of books loaned. For example, 2 visits per year will actually halve the cost per book loaned because your pupils will experience twice as many books in the year.

### LIBRARY ADVICE

We can help you to improve almost any aspect of your school library provision. We can overhaul and improve the organisation of both your fiction and non-fiction to make them more user-friendly and more easily accessible for pupils and staff.

Advice on computerisation of school libraries is currently popular.

Our librarian or library assistant time is offered by the day, or half day within all standard packages.

As a menu item, the costs are:

**Chartered Librarian:** Per ½ day £125.00, per full day 205.00 (or £925.00 per week) As an addition to a standard package the daily cost is reduced to £170.00.

**Experienced Library Assistant:** Per full day £115.00 (no ½ day option) or £550.00 per week.

### TUTOR LIBRARIAN SERVICE

Our Tutor Librarians can work with whole classes or with small groups teaching children library/information retrieval skills, delivered in the classroom or in the school library. Within a Standard Primary or SSP package, you may choose either Library Advice to improve your library or Tutor Librarian work helping pupils to exploit it.

As a menu item, Tutor Librarians cost £250.00 per day

As an addition to a Standard Package the daily cost is reduced to £225.00.

### INSET

Our INSET programmes are delivered by qualified librarians experienced in school work. INSET courses are individually costed per day or ½ day. Information on available INSET programmes is circulated through our regular newsletters and flyers for school staff room notice boards. INSET courses are always Menu items, journalled directly to schools.

**Menu and Lost Book charges are journalled direct to schools against  
subjective code 40850**



# Norfolk School Library Service 2009—10

## Definitions of Services and Products Cont.....

### LOAN COLLECTIONS

Within a Standard Primary or SSP package you have an allocation of Loan Collections, based on one collection per year for every 20 FTE primary school children

Every supporting primary phase school receives a minimum of 12 collections per year

Supporting High Schools can access 6 project loans for Years 7/8

Loan collections are for a term, delivered and collected by courier van, securely packed in plastic boxes.

You may choose any combination of the following different types of Loan Collections within your allocation. Additional collections will cost supporting schools £42.00 each.

Collections bought as Ad hoc Menu items cost £47.00 each.

### TYPES OF LOAN COLLECTIONS:

Type of Loan	Loan period	Contents of loan
<b>PROJECT LOAN</b>	One Term	20 items per project. (Multi-subject collections available) Audio Visual and Fiction included (stock permitting)
<b>EARLY YEARS BOXES</b>	One Term	25 early information and picture books Specially chosen for Nursery and Reception classes, Focussed to support QCA "Early Learning Goals", and include non-fiction, rhymes, classic titles and new stories
<b>LITERACY SUPPORT GUIDED READERS</b>	One term Can be exchanged free of charge at half-term GREAT VALUE	6 copies of 5 different titles Choose KS1 (banded) or KS2 (by Year Group) Fiction and non-fiction, poetry and play sets can be included Can be mixed for vertically streamed classes. Collections available for Year 7
<b>SUPPORT FOR STRUGGLING READERS</b>	One term	<b>CATCH UP COLLECTIONS</b> 20 different titles to support Catch Up Levels 3 to 12 inclusive.
<b>NOVELTY BOOK BOXES</b>	One term	20 books including Pop-Up, Flap and unusual books to catch the interest. To support your Book Week or Literacy event.
<b>TARGETED QCA SUPPORT ART PACKS</b>	One term	For full details of these packs, contact any of our librarians on (01603) 222265, or go to our web site on: <a href="http://www.norfolk.gov.uk/sls">www.norfolk.gov.uk/sls</a> —Where you can also book on-line.
<b>MULTI-CULTURAL COLLECTIONS</b>	One term	20 books. Mixed fiction and non-fiction for children to enjoy reading and exploring multi-cultural Britain, and the wider world today.
<b>ARTEFACT BOXES</b>	One term	Previously Turner Road—teaching support artefacts. We have added relevant books to make a cohesive teaching resource. See SLS website for a complete list of available box titles—listed by Key Stage and topic.

### **ADDITIONAL FREE SERVICES FOR BUYERS OF STANDARD OR SSP PACKAGES**

**Foreign Language and Dual Language Books** — up to 5 books to support children for whom English is their second language.

**Large Print Books** — 5 items

**Go to our Web Site on [www.norfolk.gov.uk/sls](http://www.norfolk.gov.uk/sls) where you can also book online**



# Our Commitment to our Customers

We will provide a wide range of books and other resources selected against the following criteria:

- ♦ Accuracy
- ♦ Suitability
- ♦ User appeal
- ♦ Currency
- ♦ Curriculum related where appropriate
- ♦ Professional standards

These criteria are your assurance of value for money

1. Library related services will always be delivered by qualified staff, experienced in school work, and/or dual qualified tutor/librarians.
2. If any of our products or services fails to satisfy, it will be replaced free of charge, or an alternative product or service of your choice from our options menu will be offered free of charge.

## Our Service Aims Are:

1. Telephone callers will be answered promptly and our staff will identify themselves.
2. Orders for products and services will be accurately recorded, completed and journalled.
3. Correspondence will be acknowledged immediately on receipt and a full response posted within seven working days.
4. Mobile Library stocks will be constantly replenished and refreshed to offer best possible choice for pupils and teachers.
5. Professional advice given by telephone will be free of charge.
6. Where possible schools can tailor-make standard service packages.
7. We will never refuse to negotiate supply of products and services.
8. As Investors In People we are committed to training and self development of all our staff particularly in areas of customer care

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