

# Shropshire School Library Service

Service Level Agreement  
for maintained and  
academy schools

Secondary

Gold and Silver Level

2023/24



## Introduction

Ofsted have recently commended Shropshire SLS for our resources, artefacts and school library development work.

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, across all phases of education. By working in partnership with you, we ensure that your school has the resources it needs to meet the demands of the curriculum. With a stock of more than 250,000 resources, as well as access to state-of-the-art online e-resources, we provide you with a cost effective, flexible and responsive service.

We are including a range of new offers tailored to support your students' needs.

### 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 and reservations, 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
- Encourage reading for pleasure through the provision of a wide selection of fiction and the optional participation in our key stage curated book quiz
- Efficient use of school budget to access an extensive range of practical and digital 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
- ❖ Professional advice and support
- ❖ Access to online e-resources
- ❖ Value-added artefacts service
- ❖ 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
- ❖ Key stage appropriate book quiz designed to enhance reading for pleasure
- ❖ Bulk loan of fiction for the school library to enhance choice

## Our Service Commitment

- ❖ Deliver a professional and cost-effective service to meet the needs of the curriculum Ensure topics are delivered directly to schools within a specified time frame
- ❖ Offer telephone support during office hours and 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

## 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 two weeks 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.  
**Learning Mentor:** including tactile resources to support emotional health and well-being. To assist your pastoral lead in providing specialist support.

## E-Resource Packages

Shropshire SLS is excited to announce a **NEW** online resources partnership.

### [E-Library by Peters Booksellers](https://shropshiresls.wheelers.co/)

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As part of any subscription you receive **FREE** access to Peters e-books.

- ❖ A direct subscription to the Peters e-books website costs **£1130**
- ❖ A subscription via Shropshire SLS is **FREE!**

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

Every child and staff member are entitled to a login. Please contact us for further details about creating your logins.

In addition the SLS is delighted to offer a huge discount for all subscribers to the Curriculum Visions (CV) website.

## Curriculum Visions

- ❖ A direct annual subscription to the CV website can cost you up to **£3197** based on logins.
- ❖ Shropshire SLS only charge you **£270** for your subscription
- ❖ A saving of **£2926!**
- ❖ All your curriculum needs in one place for EYFS to KS3. Includes teaching resources, 1500 Class Clips, SATS Tests, lesson plans, toolkits, timelines and display materials.
- ❖ Visit [www.curriculumvisions.com](http://www.curriculumvisions.com) for your free trial.



## 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, losses will be charged for
- ❖ Maintain complete group read sets, incomplete sets will incur a charge
- ❖ Ensure access is available for School Library Service Delivery van
- ❖ Inform School Library Service of any potential decision to opt-out of subscription, with all SLS stock to be returned within one month of the notice being provided
- ❖ Non-subscribing schools will be charged for lost or damaged stock at the recommended retail price
- ❖ Subscribers who do not use the services will not be eligible for a refund
- ❖ Contents of lost artefacts boxes will be charged for at the replacement cost
- ❖ Projects are loaned on a termly basis **ONLY**.
- ❖ Group Read sets can be exchanged half-termly.

## Subscriptions And Charges

For details on the various packages available for this service, including pay-as-you use options for subscribing schools, or if you have any queries or issues regarding your service package please contact us.

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

**3% Discount for a three-year commitment to the service.**

**This increases to a 5% discount when subscribing in partnership.**

**An annual inflationary increase will not be applied to this package subscription.**

**Secondary Gold** - fixed element of £495 per establishment plus £5.00 per pupil.

**Secondary Silver** - fixed element of £295 per establishment plus £4.90 per pupil

The cost of accessing the service is offered at a number of levels as detailed in the table below:

Gold Subscribing Schools	Silver Subscribing Schools
<p>Bulk Loan 600 books per annum</p> <p>8 Topic Collections of 30 books per term includes Fiction &amp; Non-Fiction</p> <p>Schools with over 1000 NOR 10 Topic Collections per term</p> <p>E-Resources Package: FREE Access to Peters online e-Library</p> <p>Discounted access to CV website.</p> <p>30% online discount to Peters Booksellers.</p> <p>6 Group Reading sets per teacher per term</p> <p>Discounted access to Artefact Service.</p> <p>1 day of school library consultancy included</p>	<p>Bulk Loan 500 books per annum</p> <p>6 Topic Collections of 30 books per term includes Fiction &amp; Non-Fiction</p> <p>Discounted access to Artefact Service</p> <p>E-Resources Package: FREE Access to Peters online e-Library</p> <p>Discounted access to CV website.</p> <p>30% online discount to Peters Booksellers.</p> <p>Arrange for additional services as and when required by customer</p> <p>Provide advice and consultancy service as required</p>

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

**Please note that this is an annual cost which will only be reviewed year on year.**

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

## Supplementary Services

Supplementary services ('pay as you go') will be available for subscribing 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
Additional group read sets	£20
Artefacts 2-week loan	Non-Subscribers: £35
Provide a tailored book quiz for KS3/4	£30 per year group
Provide a bespoke book quiz	Price on application
SEN Resource Box	£30 Per term
Learning Mentor Resource Box	£30 Per term
Going Green Resource Box	£30 Per term

## Memorandum or 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 from 1 April 2023 for maintained schools and 1 Sept 2023 for academies with a minimum duration of 1 year unless varied by agreement between the parties. A school can terminate this agreement by giving one months' notice in writing to the School Library Service Manager.



### **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 the most 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**

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

**Please check our newly refurbished website for more news, offers and promotions!**