

(1) Lincolnshire County Council

(2) Service Providers name

SCHEDULE 1 SPECIFICATION

Version History

Version	Date	Description	Created/amended by
1	12/06/15	Version ITT	DRC
2	07/10/15	Draft for Banking	DRC

CONTENTS

Part One – Introduction and General Requirements	1 Definitions	
	2 Introductions	
	3 Strategy	
	4 Not Used	
	5 Equality and Diversity and Sustainability	
	6 Marketing	
	7 Health and Safety	
	8 Service Continuity	
	9 Performance Management	
	10 Income Collection	
	11 Collections Policy	
	12 Membership Services	
Part Two – Core Library Services	1 Universal Services	
	2 Core Libraries	
	3 Targeted Services	
Part Three - Community Library Support Services	1 Community Hubs	
Part Four – Mobile Library Services	1 Mobile Library Services	
Part Five – Contracted Services	1 HM Prisons	
	2 Schools	
	3 Income	
Annexes	A Council Charges 2015/16	

	B Minimum Opening Hours	
	C Community Hubs	
	D Key Performance Indicators	
	E Mobile Library Stops	
	F Collecting Position Statements	
	G Management Information	

PART ONE

INTRODUCTION AND GENERAL REQUIREMENTS

1. DEFINITIONS

1.1. In addition to the words and phrases defined in the Agreement, in this Schedule 1 (Specification) the words and phrases below shall have the following meanings:

Active User	Any person who has used the Core Libraries or the Mobile Library Services (excluding contact solely with the Customer Service Centre) at least once within the previous 12 month time period.
Bookstart Services	A national programme that encourages parents to share and enjoy books with their children, from as early an age as possible delivered in partnership with the Bookstart Trust and including the Bookstart bear initiative.
Collections	The collections of (without limitation) books, CDs, DVDs, plays, sheet music, audio books, magazines e-books, e-audio, e-magazines, online subscription services and other materials available at any given time for lending or reference in the course of delivery of the Services.
Community Access Point	Means the facilities at the Core Libraries at Horncastle Mablethorpe and Bourne where library services are delivered as part of a "one stop shop" for local government services offered by a range of local authorities including the Council, District, Parish or Town Councils.
Community Hub	Any of the community facilities listed in Annex C to this Schedule 1 (Specification) as the same may be amended from time to time for as long as the range of community services provided from the Community Hub includes a Community Library.
Community Library	A library located within a Community Hub.
Community Use	Community use of a Core Library in the form of external bookings for room hire, library organised social groups (e.g. toddle story time, silver surfer session etc), and public sector use (such as CAB, councillor drop ins etc).

Contracted Services	The services to be provided by the Service Provider under contracts with third parties as set out in Part 5 of this Schedule 1 (Specification).
Core Library	A Tier 1 Library or a Tier 2 Library.
Council Charges	The maximum amounts specified by the Council for the making of charges to users of any of the Services as set out in Annex A to this Schedule 1 (Specification) as the same may be amended from time to time.
Customer Service Centre Contract	The contract between the Council and Serco Limited for the provision of (amongst other things) the Customer Service Centre Services insofar as it relates to the delivery of library services through the Customer Service Centre.
Customer Service Centre	The customer service centre operated by Serco Limited on behalf of the Council.
Customer Service Centre Services	The library services provided on behalf of the Council through the Customer Services Centre as specified in the Customer Service Centre Contract.
Eligible Users	Shall have the meaning set out in paragraph 3.1 of Part 2 of this Schedule 1 (Specification).
E-Services	E-books, E-audio books, E-magazines and the library website including online catalogue
Home Library Service	The service specified in section 3 of Part 2 of this Schedule 1 (Specification).
Home Library Service Active User	Any Eligible User that has enrolled to receive the Home Library Services and has received a Home Library Visit in the previous 12 months
Interaction	Any contact in respect of the Library Services whether direct with the Service Provider or through referral from the Customer Service Centre either in person, on the phone, by email or via the website.

Large Mobile Library Vehicles	The Mobile Library Vehicles identified as such in Annex A to Schedule 10 (Mobile Library Vehicles).
Library Development Officer	A person to be provided by the Service Provider to provide support to a number of Community Libraries in accordance with Part 3 of this Schedule 1 (Specification).
Library Member	A member of the public who has become a member of Lincolnshire libraries in accordance with Part 1 section 13 of this Schedule 1 (Specification).
Lincolnshire Schools	Any maintained school in Lincolnshire.
Listening Lincs	The service detailed in paragraph 3.6 of Part 2 of this Schedule 1 (Specification).
LMS or Library Management System	The computerised library management system described in Schedule 9 (IMT Assets and Services) to be made available from the Services Commencement Date by the Council to the Service Provider under Schedule 9 (IMT Assets and Services) and operated by the Service Provider in its performance of the Services.
Mobile Library Vehicles	The Mobile Library Vehicles as defined and identified in Schedule 10 (Mobile Library Vehicles).
Prevent	The obligation of the Council under section 26 of the Counter-Terrorism and Security Act 2015 (including any Guidance issued thereunder) to have due regard in the exercise of its functions to the need to prevent people from being drawn into terrorism.
Public Sector Equality Duty	The duty under section 149 of the Equality Act 2010
Requested	A request made in any form that any Core Library or Mobile Library Vehicle supply a book not held in stock by that Core Library or Mobile Library Vehicle
Services	The services specified in this Schedule 1 (Specification).

Stock Issues	In respect of the Core Libraries and Mobile Library Vehicles, the issue of any stock required to be made available as part of the said Services and in respect of E-Services, the downloading or reading online of any e-book, e-audio book or e-magazine
Tier 1 Libraries	The 10 core libraries in Lincoln, Grantham, Boston, Spalding, Gainsborough, Stamford, Skegness, Louth, Sleaford and Mablethorpe as described in section 2 of Part 2 of this Schedule 1 (Specification).
Tier 2 Libraries	The 5 core libraries in Bourne, Long Sutton, Woodhall Spa, Market Rasen and Horncastle as described in section 2 of Part 2 of this Schedule 1 (Specification).
Unique Active User	An Active User is a Unique Active User in respect of any element of the Services if they have used that element of the Services in a Contract Year. As a result an Active User may be a Unique Active User in respect of more than one element of the Services.
Visit	Physical in-person attendance in a Core Library or Mobile Library Vehicle for any purpose
Wi-fi Use	Any accessing of the wi-fi network within a Core Library or a Mobile Library Vehicle from any device whether operated by the Service Provider as part of the Services or not

2. INTRODUCTION

2.1. The Service Provider shall provide library services in accordance with this Specification and as further provided in the Contract.

2.2. The Service Provider shall provide a library service that is:

2.2.1 **Modern** –providing world-class access to its services both online and through digital technology.

2.2.2 **Sustainable** – a network of sustainable library buildings offering opportunities for life-long learning and access to information.

2.2.3 **Strong** –helping communities to help themselves by supporting the development of Community Hubs with training, advice and resources.

2.2.4 **Engaged** –promoting the benefits of reading and learning.

2.2.5 **Supportive** –providing a range of specialist support to people who have difficulty reaching libraries, including without limitation the Home Library Service and Listening Lincs.

2.3. The Service Provider shall provide a Library Service having the following elements:-

2.3.1 **Universal Services:** including (without limitation)

- (a) a website providing as a minimum an online public access catalogue, e-books, e-audio, e-magazines and a variety of other online resources, and
- (b) liaison and co-operation with Council or its external provider of the Customer Service Centre (at the Services Commencement Date Serco Limited) to ensure telephone access to a range of library services all in accordance with section 1 of Part 2 of this Schedule 1 (Specification);

2.3.2 **15 Core Libraries in the following locations:** Boston, Bourne, Gainsborough, Grantham, Horncastle, Lincoln, Long Sutton, Louth, Mablethorpe, Market Rasen, Skegness, Sleaford, Spalding, Stamford and Woodhall Spa all in accordance with section 2 of Part 2 of this Schedule 1 (Specification); and

2.3.3 **Targeted provision:** to include (without limitation)

- (a) the provision of Home Library Services to Eligible Users in accordance with section 3 of Part 2 of this Schedule

1 (Specification);

- (b) services to people who are blind or partially sighted through Listening Lincs in accordance with section 3 of Part 2 of this Schedule 1 (Specification); and
- (c) reading development activities in partnership with different organisations in the private and public sector with the aim of promoting an increase in the love of books and reading (including the Bookstart Services) in accordance with section 3 of Part 2 of this Schedule 1 (Specification);

2.3.4_ Support for up to 40 Community Hubs offering library services in accordance with Part 3 of this Specification.

2.3.5 A mobile library service in accordance with Part 4 of this Specification.

2.3.6 The delivery of other paid for services, e.g. such as those to reading, music and drama groups, schools and prisons all in accordance with Part 5 of this Specification.

2.4 Not Used

2.5 The Service Provider shall in delivering the Services:-

- 2.5.1 comply with all arrangements in force from time to time at any of the Core Libraries under which the Core Library buildings are used by community groups and public sector organisations as access points to deliver their services to the public;
- 2.5.2 (without prejudice to the generality of paragraph 2.5.1) co-operate with and comply with the obligations of the Council under such partnership working arrangements as the Council has in place from time to time in relation to the Community Access Points at Horncastle, Mablethorpe and Bourne; and
- 2.5.3 engage with GO ON UK 'digital by default' agenda including providing services that support people to go online and the use of libraries as places from which to access online central government, NHS, Job Centre Plus, young people's services and Adult Care programmes such as Universal Job Search and Universal Credit.

- 2.6 The Council shall continue to be responsible for exercising its functions under the Public Libraries and Museums Act 1964 and any other powers and duties relating to the provision of library services. This Agreement does not authorise the Service Provider to exercise any such functions and decisions and setting strategy and policy in relation to the library services in Lincolnshire remains with the Council.
- 2.7 In support of the exercise by the Council of the responsibilities referred to in paragraph 2.6 the Service Provider shall provide to the Council strategic advice on the exercise of its functions in accordance with section 3 of Part 1 this Schedule 1 (Specification) and develop and maintain an Annual Service Plan in accordance with clause 39 (Service Planning) of the Contract.
- 2.8 The Service Provider shall deliver the Services in accordance with the Council's Community Resilience and Assets Strategy, Cultural Strategy for Lincolnshire and Community Engagement Policy each as listed in Schedule 12 (Council Policies and Standards).
- 2.9 Where any provision of this Schedule 1 (Specification) requires the Service Provider to seek the approval of the Council that approval must be obtained in writing from the Council Representative prior to the decision being made.
- 2.10 The Service Provider shall in its delivery of the Services comply with such reasonable instructions as the Council through the Council Representative shall issue to ensure the Services support and comply with the Council's responsibilities in respect of Prevent.
- 2.11 The Service Provider shall in its performance of the Services apply the principles, standards and frameworks of:-
- 2.11.1 the Customer Service Excellence Standard;
 - 2.11.2 the Investors in People Bronze Award; and
 - 2.11.3 the Investors in Volunteers Award
- in each case without any obligation to achieve accreditation to the standard or award.

3. STRATEGY

3.1. The Service Provider shall as and when requested provide specialist expert library professional advice and support to the Council in the development, maintenance and review of the Council's Commissioning Strategy for Community Resilience and Assets, the Cultural Strategy for Lincolnshire and the Community Engagement Policy of which the Council's library service forms an important part. Such services shall include:

3.1.1. The provision of up to date accurate information about the Council's Core Library network and the performance of Community Libraries and Community Hubs;

3.1.2. Advice on national, regional or local issues facing the Council from a library service perspective;

3.1.3. Advice on best practice in the provision of library services in both the public and private sectors;

3.1.4. Advice on appropriate action to address library issues and targets to measure progress;

3.1.5. Recommendations as to the content of the Community Resilience and Assets Commissioning Strategy, the Community Engagement Strategy & Guidance and the Cultural Strategy for Lincolnshire from a libraries perspective;

3.1.6. Comment and advice on drafts of the Community Resilience and Assets Commissioning Strategy, the Community Engagement Strategy & Guidance and the Cultural Strategy for Lincolnshire or any amendments to the said strategies;

3.1.7. Advice on the implementation of systems and processes to record performance information aligned to targets within the said strategies insofar as they relate to libraries to support assessment of the success of the strategy and to measure the realisation of benefits from the strategy; and

3.1.8. Advice on technology development within library services and business cases for the making of investment in library buildings stock, equipment and technology.

So that (to the extent that the Service Provider's services are commissioned) the Council's exercise of its statutory library

functions and its approach to community engagement are informed by up to date, specialist library knowledge and expertise.

- 3.2. In performing the Services under this Part 1 Section 3, the Service Provider shall provide consistent advice and support that is accurate and up to date and shall comply with such timescales and other performance requirements as the Council shall specify in requesting the Services or shall otherwise require during the continuance of the performance of the Services.
- 3.3. The Service Provider shall as and when requested provide specialist expert professional libraries advice and support to the Council's senior managers and elected members on library issues.
- 3.4. The Service Provider shall as and when requested attend Council officer and member meetings to provide senior specialist library advice.
- 3.5. The Service Provider will be required to engage with national, regional and sub-regional agencies and organisations working to improve and develop library services (e.g. Arts Council England). This requirement will include:
 - 3.5.1 taking a proactive approach to offering initiatives that may be launched from time to time (e.g. future successor programmes to targeted programmes such as 'Summer Reading Challenge' etc), and
 - 3.5.2 identifying projects and preparing and submitting applications for grants in liaison with the Council Representative.

4. NOT USED

5. EQUALITY DIVERSITY AND SUSTAINABILITY

5.1. The Service Provider shall:

- 5.1.1 pro-actively play a part in delivering the aims of the Council with regard to social, economic and environmental sustainability;
- 5.1.2 ensure Library facilities, services and programmes remain relevant and provide equality of access, reflecting the variable and changing county-wide local demographic and economic landscape;
- 5.1.3 ensure that the use of utilities is managed efficiently and a proactive approach taken to reducing consumption and taking measures to mitigate and adapt to climate change;
- 5.1.4 ensure there is clarity on the organisation's approach to addressing issues and barriers faced by under-represented groups in use of the library services, articulated in a regularly reviewed Action Plan with SMART objectives;
- 5.1.5 ensure that the delivery of this contract will assist in the achievement of legal requirements, policies and strategies on equality and anti-discrimination and also on economic and social sustainability;
- 5.1.6 assist the Council with their responsibility to promote equality and anti-discrimination, including those defined by the Public Sector Equality Duty and other measures within the Equality Act 2010;
- 5.1.7 ensure promotion of equality and anti-discrimination to help the Council to implement its objectives around economic development. The Council has made strong commitments to do this through its Sustainable Community Strategy; and
- 5.1.8 ensure that the library website design takes into account the needs and requirements of all users in particular those users with protected characteristics under the Equality Act.

6 MARKETING

- 6.1 The Service Provider shall pro-actively market the Services and develop a marketing and communications strategy which embraces electronic customer relationship management whilst catering for communities which are not on line working in close collaboration where appropriate with the Council (through the Councils' web pages and other services), schools and colleges, residential and nursing care homes, mental health and wellbeing service providers and local community and business organisations to assist in the delivery of marketing activity, particularly to target groups and raising awareness of the Services across the county.
- 6.2 The Service Provider shall propose to the Council changes to existing service branding to reflect its organisational identity (including interior decorating and signage and mobile livery) for the Council in its sole discretion to approve. All changes to branding must be approved in writing by the Council Representative prior to implementation.
- 6.3 The Service Provider shall propose to the Council a style guide to govern the development of marketing material for the Council to approve. The Service Provider shall follow the style guide as approved by the Council from time to time in developing marketing materials.
- 6.4 The Service Provider shall provide marketing materials to targeted audiences in accessible formats (e.g. in different languages).

7 HEALTH AND SAFETY

- 7.1 The Service Provider shall maintain a Health and Safety Policy which is compliant with current legislation and Health and Safety Executive (HSE) guidance and frequently reviewed through the Service Providers own Health and Safety governance arrangements.
- 7.2 A nominated, trained competent person with responsibility for Health and Safety shall be located at each Core Library.

- 7.3 All staff will be inducted and trained in Health and Safety, including the policy, arrangements including emergency action plans and responsibilities and the Service Provider shall display in staff areas a health and safety policy statement, a fully completed health and safety law poster and employee liability insurance certificate.
- 7.4 The Service Provider shall carry out risk assessments covering operational activity including;
- 7.4.1 First Aid provision;
 - 7.4.2 Display Screen Equipment;
 - 7.4.3 Young persons and work experience;
 - 7.4.4 Lone working;
 - 7.4.5 Manual handling;
 - 7.4.6 Working at heights;
 - 7.4.7 COSHH assessments;
 - 7.4.8 Dealing with difficult customers/violence to employees/anti-social behavior; and
 - 7.4.9 Emergency evacuation including the evacuation of people with disabilities.
- 7.5 The Service Provider shall comply with all relevant Health and Safety legislation and regulation, including without limitation:
- 7.5.1 Control of Substances Hazardous to Health Regulations (COSHH);
 - 7.5.2 Personal Protective Equipment Regulations (PPE);
 - 7.5.3 Lifting Operations Lifting Equipment Regulations (LOLER);

7.5.4 Provision & Use of Work Equipment Regulations (PUWER);

7.5.5 Electricity at Work Regulations; and

7.5.6 First Aid at Work Regulations.

7.6 The Service Provider shall operate and maintain a suitable process for recording and investigating accidents and incidents. The Service Provider shall ensure that staff understand the 'Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013' (RIDDOR) and accidents and incidents are reported correctly to the Incident Contact Centre (ICC), the Council Representative and/or nominated person immediately and, in the worst case, within an hour of occurrence.

7.7 The Service Provider shall ensure that:

7.7.1 Each Core Library and Mobile Library Vehicle has sufficient HSE approved first aid trained staff and sufficient first aid equipment, such as first aid boxes, PPE, sharp and clinical disposal provision;

7.7.2 appropriate checks and inspections are carried out on electrical portable appliances, such as user checks, visual inspections and Portable Appliance Testing (PAT) on a cyclical basis;

7.7.3 procedures to address food hygiene and food safety such as 'FSA safer food better business' and food safety risk assessments such as hazard analysis critical control points (HACCP) are operated and maintained;

7.7.4 (where the Service Provider is responsible under this Contract or applicable lease arrangements) work equipment is serviced in line with legislation and manufacturer's instructions (e.g. passenger lifts, gas boilers, automatic opening doors, RFID terminals);

7.7.5 the need for safety signage has been identified and suitable safety signage displayed such as fire safety, mandatory (PPE), warning, prohibition, hazardous substances and advice and information (First Aid);

7.7.6 each Core Library has a live, site-specific training plan that incorporates Health and Safety;

7.7.7 staff are trained in any relevant procedures and policies; and any changes are actioned accordingly with refresher

training as appropriate;

7.7.8 a qualification matrix is established and maintained to monitor staff qualification and highlight expiry dates, and

7.7.9 evacuation drills and training are carried out regularly and recorded for all staff, with records maintained on site.

7.8 The Service Provider shall monitor the location, frequency and types of accidents that occur to identify trends (e.g. number of accidents per 10,000 visits).

7.9 The Service Provider shall ensure that each Core Library and the Mobile Library Services has a formal process to record and track corrective action or risk reduction actions from risk assessments, accidents and other sources, such as a risk reduction plan (RRP) or an improvement plan.

7.10 Without prejudice to clause 13 (Safeguarding) of the Contract the Service Provider shall establish and maintain a policy for the protection of children, young people and vulnerable adults and implement procedures in accordance with legal and regulatory requirements and the following minimum requirements of the Council:

7.10.1 all staff working with children and vulnerable adults are appropriately trained in protection issues and records are maintained; and

7.10.2 at times of school use of the Core Libraries or Mobile Library Vehicles at the same time as members of the public, whilst the general duty of care for child protection shall remain with the school, the Service Provider puts in place appropriate measures to safeguard the health, safety and welfare of the school students.

8 Service Continuity

8.1. The Service Provider shall ensure:

8.1.1 that throughout the contract period a continuous service for users is assured by means of effective contingency planning and staff training including active maintenance of a risk register, which will be made available to the

Council;

8.1.2 contingency procedures are in place in the event of system failure to ensure continuous service provision for users; and

8.1.3. the Library Management System and other databases are backed up on a daily basis.

9 Performance Management

9.1 The Service Provider shall perform the Services in accordance with the Key Performance Indicators and to the Target Service Levels specified in respect of each Key Performance Indicator in Schedule 5 (Payment and Performance Mechanism).

9.2 The Service Provider shall ensure:

9.2.1 user feedback and complaints are used positively to inform and improve the quality of customer service and staff at all levels are empowered to resolve complaints; and

9.2.2 quarterly reporting to the Council Representative on complaints and comments received and actions taken.

9.3 The Service Provider shall be required to collect, use and provide the Public Library Statistics for the Council's annual returns to CIPFA as and when directed by the Council Representative.

9.4 The Service Provider shall report as management information, performance against the management information indicators set out in Annex G at the frequencies set out in Annex G.

10 Income Collection

10.1 The Service Provider shall collect and shall be entitled to retain all income generated through the operation of the Core Library Services including overdue fines and chargeable services. The Service Provider must charge in accordance with the core principles set out in the Library and Heritage Charging Policy listed in Schedule 12 (Council Policies and Standards).

11. The Collections

11.1 The Service Provider shall maintain and develop the Collections so that they:-

- 11.1.1 meet Lincolnshire's needs;
- 11.1.2 reflect and respond to local communities in an affordable way whilst providing a gateway to culture, recreation, learning, knowledge and information; and
- 11.1.3 are in accordance with Councils minimum requirements set out in the collecting position statements in Annex F to this Schedule 1 (Specification)

11.2 The Service Provider shall, from the Services Commencement Date be responsible for selecting new content and in doing so shall take into account

- 11.2.1 popularity including user popularity;
- 11.2.2 user request;
- 11.2.3 anticipation of usage;

11.2.4 value for money;

11.2.5 quality;

11.2.6 local need;

11.2.7 equality considerations;

11.2.8 currency; and

11.2.9 the purpose of the Collection as set out in the collecting position statements set out at Annex F to this Schedule 1 (Specification).

11.3 The Service Provider shall be responsible for the storage of the Collections and their allocation to and circulation between Core Libraries, Mobile Library Vehicles, Community Libraries and Contracted Services so that the requirements of this Schedule 1 (Specification) are met at all times.

12 Membership Services

12.1 The Service Provider shall operate systems and processes for enabling members of the public to become Library Members.

12.2 The Service Provider shall ensure that Library Members are issued with library card to evidence their membership.

12.3 The Service Provider shall maintain up to date a database of Library Members at any given time.

12.4 The Service Provider shall ensure that any services stated in this Schedule 1 (Specification) as only being available to Library Members are only accessed by Library Members.

PART 2
CORE LIBRARY SERVICES

1. Universal Services

Web/CSC/Stock

- 1.1. The Service Provider shall establish, provide and maintain a website at least equivalent to <https://lincolnshire.spydus.gov.uk/> in terms of quality and scope including an Online Public Access Catalogue more commonly known as a “virtual catalogue” which shall also be available as a smart phone application or App. The Service Provider shall ensure that the website is able to be accessed over the internet 24 hours a day, 7 days a week every day of the year.
- 1.2. The "virtual catalogue" shall contain:
 - 1.2.1 information on all material available for loan and reference information; and
 - 1.2.2 a variety of means of searching for this information, e.g. author name, title, date of publication, genre, ISBN number and location of the material in question.
- 1.3. The website shall offer access to online resources and downloadable e-Audio, e-Books and e-Magazines and specialist information and signposting. The website shall offer Library Members the ability to update their own account details including the ability to change their address, telephone number and Personal Identification Number (PIN) and to elect to receive reminders.
- 1.4. The Service Provider shall ensure that website content including the virtual catalogue is at all times accurate and up to date.

- 1.5. The Service Provider shall cooperate with the Council's customer service centre (CSC) which is open from 8am to 6pm seven days a week and operated by Serco Limited. Staff at the CSC have access to the library service's website and LMS such that they can assist customers with loan requests, reservations, etc.
- 1.6. The Service Provider shall operate Public Access Computers (as defined in Schedule 9 (IMT Assets and Services)) in the Core Libraries, which must provide free access to Library Members with a Personal Identity Number (PIN) to the library service's own online resources such as the "virtual catalogue", subscription services such as Ancestry.com and the Microsoft Office suite of applications.
- 1.7. The Service Provider shall :
 - 1.7.1 provide online, interactive opportunities for users to engage with the Library Service and its resources (for example, Twitter Facebook and online Book Clubs) in accordance with the Council's Acceptable Use of computers in Lincolnshire County Council's Libraries Policy listed at Schedule 12 (Council Policies and Standards);
 - 1.7.2 provide 24 hour online access to comprehensive, up to date, accessible and user friendly virtual catalogue, account management and information sources;
 - 1.7.3 provide a large selection of e-books and other materials available for free download both in the libraries and direct from the library web-pages on the Council's website; and
 - 1.7.4 operate the Council's LMS Civica's 'Spydus' system.
- 1.8. The Service Provider shall manage (in accordance with section 11 of Part 1 of this Schedule 1 (Specification) procure, process, distribute and manage book stock and other items to be borrowed or referenced by the public through the Core Libraries.
- 1.9. The Service Provider shall ensure the distribution of these materials to all library sites across the county including the Tier 1 and Tier 2 Libraries, the Community Libraries, the Home Library Service and the Mobile Library Vehicles.

- 1.10 The Service Provider shall provide effective arrangements and procedures for booking and loan reservation, loan requests and renewals, and payment of charges and fines that are clear to users whether making contact in person, via the Customer Service Centre or on-line.

2. Core Libraries

- 2.1 The Service Provider shall operate a network of 10 x Tier 1 Libraries which are open for between 45 and 48 hours per week in Boston, Gainsborough, Grantham, Lincoln, Louth, Mablethorpe, Skegness, Sleaford, Spalding and Stamford.
- 2.2 The Service Provider shall in each Tier 1 Library, as a minimum:-
- 2.2.1 provide a choice of at least 18,000 items of book stock covering adult and junior fiction and non-fiction (within this there will be provision for books in popular foreign Languages (Bright Books), and foreign language learning tapes and CDs);
 - 2.2.2 operate Wi-Fi provided and supported by the Council as set out in Schedule 9 (IMT Assets and Services);
 - 2.2.3 operate a minimum of 10 Public Access Computers; self-service (RFID) technology and printing / scanning facilities provided and supported by the Council as set out in Schedule 9 (IMT Assets and Services);
 - 2.2.4 provide a dedicated study area;
 - 2.2.5 provide local and national newspapers;
 - 2.2.6 provide community information and reference resources including a comprehensive local studies collection;
 - 2.2.7 provide a children's library;
 - 2.2.8 provide story times for pre-school children;

2.2.9 provide class visit opportunities for local schools; and

2.2.10 provide the annual national Summer Reading Challenge and other events.

2.2.11 provide a TV licence.

2.3 The Service Provider shall (subject to paragraph 2.4A), operate a network of 5 x Tier 2 Libraries open for between 18 and 45 hours per week in Bourne, Horncastle, Long Sutton, Market Rasen and Woodhall Spa.

2.4 The Service Provider shall in each Tier 2 Library as a minimum:-

2.4.1 provide a range of book stock of at least 9,000 items covering adult and junior fiction and non-fiction, including provision for books in popular foreign Languages (Bright Books), foreign language learning tapes and CDs;

2.4.2 operate Wi-Fi** provided and supported by the Council where provided as set out in Schedule 9 (IMT Assets and Services);

2.4.3 operate a minimum of 5 Public Access Computers; self-service (RFID) technology and printing / scanning facilities provided and supported by the Council as set out in Schedule 9 (IMT Assets and Services);

2.4.4 provide study facilities;

2.4.5 provide local newspapers;

2.4.6 provide community information and reference resources including a small local studies collection covering the immediate area;

2.4.7 provide a children's area ;

2.4.8 provide story times for pre-school children;

2.4.9 provide class visit opportunities for local schools; and

2.4.10 provide the annual national Summer Reading Challenge and other events.

2.4A At Bourne Tier 2 Library, the Service Provider's responsibilities shall be limited to managing and delivering the stock and, for the avoidance of doubt, library service stationery (as it shall for all the Services) and the rest of the Services at Bourne Tier 2 Library shall be operated by South Kesteven District Council in accordance with existing partnership working arrangements.

2.5 The Service Provider shall in the operation of both Tier 1 and Tier 2 Libraries (other than the Bourne Tier 2 Library):

2.5.1 provide libraries that are welcoming and user friendly, projecting and delivering a professional image;

2.5.2 provide sufficient staff on site and with appropriate skills, knowledge and training to address the needs of users and increase customer awareness of opportunities and services and adequately resourced and trained to deal with library specific customer enquiries and/or complaints and to provide comprehensive library services to include renewal of assets (in such a way so as maintain access to stock to other users); library over-dues; interlibrary loans; issue and reservation of assets; registration of new borrowers; advice and assistance on the use of on-line resources and self-serve issue machines;

2.5.3 ensure that staff project a friendly and approachable image and portray a professional image of the service and comply with an appropriate dress code or uniform;

2.5.4 maintain at all times and apply a policy and guidelines for dealing with anti-social behaviour, which as a minimum meets the requirements of the Council's Guidelines as listed at Schedule 12 (Council Policies and Standards); and

2.5.5 ensure that all transactions are recorded accurately within the LMS as soon as possible and not later than 15 minutes after the transaction is completed

2.6 The Minimum Opening Hours for the Tier 1 Libraries and the Tier 2 Libraries are set out in Annex B to this Schedule 1

(Specification). No changes shall be permitted without the prior written approval of the Council Representative. The Council recognises the potential for its objectives to be furthered through extensions to the library opening hours and will exercise its discretion to permit extended hours reasonably.

2.7 The Service Provider shall maintain appropriate records demonstrating achievement of the Minimum Opening Hours; any failures to comply with the specified minimum are to be reported to the Council Representative within 24 hours and an exceptions report provided at quarterly review meetings.

2.7A The Minimum Opening Hours at Woodhall Spa Tier 2 Library as at the Commencement Date are supplemented by volunteers under a service level agreement with the Council. The Service Provider shall work with the Council and the said volunteers to ensure a smooth transition and following the Services Commencement Date continue to work with the volunteers with a view to the supplemented hours remaining in place.

2.8 The Service Provider shall provide at each of the Tier 1 Libraries and Tier 2 Libraries:

2.8.1 resources that are wide ranging, in good condition and perceived by users to meet their information, learning and leisure interests;

2.8.2 resources that are up-to-date; reflect current trends in publishing and keep track with titles in bookshops and in the media;

2.8.3 resources that are refreshed, managed and developed in line with policy guidelines set out in section 11 of Part One above. ;

2.8.4 resources that are well managed to optimise their use through rotation between locations and edited to replace or discard out of date material;

2.8.5 resources that respond to developments that present alternative ways for people to access information and reading e.g. e-books, e-magazines and downloadable audio;

2.8.6 reader services to help customers find books and other materials to meet their needs; and

2.8.7 information sources that are wide ranging, current and perceived by users to meet general and specific information needs, increasingly these will be electronic rather than print materials and will be available online 24/7 and 365 days of the year; and

2.9 The Service Provider shall (subject to paragraph 2.4A) provide at each of the Tier 1 Libraries and Tier 2 Libraries specialist information sources and sign posting for:

2.9.1 Council Information;

2.9.2 Local Information;

2.9.3 Community Information;

2.9.4 Local History (e.g. www.lincstothepast.com, and Lincolnshire Archives);

2.9.5 Family history (e.g. www.lincstothepast.com, census information, Ancestry, Find My Past and Lincolnshire Archives);

2.9.6 Music Loan Materials (e.g. musical scores or drama sets);

2.9.7 Lincolnshire Archives;

2.9.8 Learning Opportunities;

2.9.9 Business and Legal Information online;

2.9.10 Employment and Careers Information;

2.9.11 Free public internet, Wi-Fi; email access and software packages; .

2.9.12 Books and an appropriate audio format for babies, toddlers, children and teenagers. From board books and nursery rhymes for babies and young children through to stories and information books for older children;

and

- 2.9.13 High quality, facilitated and well promoted sessions for children under five in the libraries (e.g. Toddlers Story Time, Baby Bounce and Rhyme, etc).
- 2.10 The Service Provider shall provide information on the web site for young people at least equivalent in quality and scope to <http://www.lincolnshire.gov.uk/residents/discover-libraries/for-young-people/>
- 2.11 Subject to paragraph 2.4A, the Service Provider shall in each Tier 1 Library and Tier 2 Library establish, provide and maintain for young people:
 - 2.11.1 study guides, books and e-learning packages to help with schoolwork including GCSE's.
 - 2.11.2 Homework clubs and support; and
 - 2.11.3 an annual programme of events and activities appropriate to this age group, e.g. Lincolnshire Young People's Book Award.
- 2.12 The Service Provider shall make available the Collections to reading, music and drama and other community groups across the county and may charge a small fee to cover the cost of delivery.
- 2.13 The Service Provider will be responsible for the day to day management of all local studies collections within the library service.
- 2.14 The Service Provider will be responsible for the maintenance of public access to Discover Stamford at Stamford Library.
- 2.15 The Service Provider shall work closely with the Council's Heritage Services in relation to the Tennyson Research Centre at Lincoln Central Library and the museum store behind Stamford Library.
- 2.16 Staff within the Council's Heritage Service, which includes Lincolnshire Archives, will provide the strategic overview and policy framework and guidance on all the Council's historic collections and information about them.

3 Targeted Services

- 3.1. The Service Provider shall provide a Home Library Service to bring library resources to Eligible Users. The Service Provider shall deliver the Services using the 4 small Mobile Library Vehicles made available by the Council in accordance with Schedule 10 (Mobile Library Vehicles). Eligible Users are:
 - 3.1.1. people who are unable to access one of the Core Libraries within 30 minutes by public transport;
 - 3.1.2. people who do live within 30 minutes by public transport of one of the Core Libraries, but are unable to access the library because they do not have a car or are unable to access public transport;
 - 3.1.3. people who are permanently sick/disabled and non-internet users, and
 - 3.1.4. people who are unemployed, have no access to a car and are non-internet users.
- 3.2. People wishing to use the service shall be required to enrol either by attendance at a Core Library, an online form on a Home Library Service web page or by calling the Customer Service Centre. The Service Provider shall ensure that the availability of the service is highlighted in Core Libraries and online.
- 3.3. The Service Provider shall maintain a centralised electronic database of Home Library Service users.
- 3.4. Once registered, users shall be contacted by the Service Provider to discuss their reading needs, and the Service Provider shall ensure that a monthly visit is made to deliver books, DVDs, CDs large print or audio books to their home.
- 3.5. The Home Library Service provided by the Service Provider shall visit any residential or nursing home, across the

county that requests the service leaving a deposit of books at least every eight weeks.

- 3.6 The Service Provider shall provide a service (to be branded unless otherwise agreed by the Council as the Listening Lincs Service) providing audio books to people who are registered blind or partially sighted with stock being delivered free of charge direct to users homes by Royal Mail. The Service Provider shall provide not less than 13,000 book titles on tape and CD. The list of titles shall be available online (in talking form).
- 3.7 The Service Provider shall provide a programme of activities that promotes an increase in the love of books and reading for adults and children
- 3.8 The activities referred to in paragraph 3.7 will include national initiatives such as The Summer Reading Challenge and Reading Well Books on Prescription Scheme; the Bookstart Service and Book Start Bear and Information Technology taster sessions, as they evolve from time to time.

PART 3

COMMUNITY LIBRARY SUPPORT SERVICES

1. Community Libraries

- 1.1. The Service Provider shall provide support as described in this Part 3 to this Specification to up to 40 Community Libraries to be run as part of Community Hubs by community groups.

- 1.2. The Community Libraries will be run by community groups, and will be supported by a team of Library Development Officers.
- 1.3. The Service Provider shall:
 - 1.3.1. provide each Community Library with at least 4,000 items of book stock from the Collections operated through the Library Management System;
 - 1.3.2. ensure that Community Library users will be able to access the services through the LMS; and
 - 1.3.3. ensure that Community-run Library users will be able to reserve, collect and return stock at other Community Libraries, the Core Libraries and Mobile Library Vehicles.
- 1.4. The Service Provider shall deliver a range of free training, advice and support to community organisations developing or providing Community Hubs to deliver Community Library services.
- 1.5. The Service Provider shall deliver library specific training and ongoing advice and support on library operations. This will include day to day operations, including use of the computerised Library Management System (LMS).
- 1.6. The Service Provider shall supplement this with training from the Council's own volunteer training bank <http://www.lincolnshire.gov.uk/residents/community-and-living/volunteering/>. This training has been designed so that it can be delivered by any individual and includes PowerPoint Presentations with notes, hand-outs and a Training Plan. Most of this training can be delivered to any size group and each module takes between 1-2 hours depending on the subject matter.
- 1.7. Training topics shall include:
 - 1.7.1. Information Governance Essentials:
 - 1.7.1.1. Freedom of Information
 - 1.7.1.2. Data Protection

1.7.1.3. Records Management

1.7.1.4. Information Security

1.7.2. Health and Safety Essentials:

1.7.2.1. Health and Safety basics

1.7.2.2. Display Screen Equipment (DSE)

1.7.3. Equality and Diversity:

1.7.3.1. Equality Act 2010

1.7.4. Safeguarding of Children, Young People and Adults and Prevent.

1.8 The Service Provider shall ensure that Library Development Officers shall visit the Community Libraries on a regular basis and be contactable by telephone or email to answer any queries that arise. They shall be able to advise or support the following:

1.8.1. Provide professional advice on the day to day operation of a library service.

1.8.2. Deliver training

1.8.3. Advise on volunteer recruitment

1.8.4. Provide guidance on policy and procedures

1.8.5. Use of the LMS

1.8.6. Sign post to other available support

1.9. The Service Provider shall:

1.9.1. Provide, maintain, rotate and renew at least 4000 books to each Community Library

1.9.2. Undertake stock maintenance which requires checking of stock for items to be discarded;

1.9.3. Undertake stock cataloguing and processing;

1.9.4. Provide access to all of the Lincolnshire library stock for those communities using the Library Management System (LMS) system; and

1.9.5. Provide access to the county reservation system.

1.10 The Service Provider shall, if and when requested by the Council, deliver, rotate and renew book stock at Boston Pilgrim Hospital, Lincoln County Hospital and Grantham Hospital, making deliveries with such frequency and ensuring a stock of such size as shall be agreed between the Council and the hospitals in consultation with the Service Provider. The provision of the services in accordance with this paragraph 1.10 shall be treated as Community Library Services and the hospitals together shall be treated as a single Community Library for the purposes of Schedule 5 (Payment and Performance Mechanism)

PART 4

MOBILE LIBRARY SERVICES

1 Mobile Library Services
<p>1.1. The Service Provider shall operate a Mobile Library Service operating a fleet of five Large Mobile Library Vehicles (provided by the Council), each with the satellite connectivity and access to the LMS and internet as set out in Schedule 9 (IMT Assets and Services) and offering a choice of at least 4,000 books.</p>
<p>1.2. The Service Provider shall deliver the Service to all of the mobile library stops as set out in Annex E to this Schedule 1 (Specification), as amended from time to time, providing sufficient time at each stop to enable users to adequately access the Service.</p>
<p>1.3. The Service Provider shall continuously monitor mobile library service usage at each existing stop and demand at any new prospective stop and report these findings to the Council Representative on a quarterly basis.</p>
<p>1.4. The Service Provider shall make recommendations to the Council Representative annually about the most effective and efficient means of matching resources to demand, and will ensure that any the findings of any reviews or changes to patterns of mobile provision are accompanied by an impact analysis.</p>
<p>1.5. The Council Representative shall notify the Service Provider of any changes to mobile stops</p>

- 1.6 The Service Provider shall be responsible for devising the routes for ensuring the Mobile Library Services are delivered to the mobile library stops in the most efficient and effective manner

PART 5

CONTRACTED SERVICES

1. Prison Library Services

- 1.1. The Service Provider shall deliver any obligations the Council has as a provider of library services to the organisations set out below in accordance with each of the Prison Library Contracts:
- 1.1.1. HMP Lincoln (2 libraries)
 - 1.1.2. HMP North Sea Camp
 - 1.1.3. HMP Ranby
 - 1.1.4. IRC Morton Hall.
- 1.2 Following expiry of the arrangements referred to in 1.1 above the Service Provider shall be obliged to offer to continue to provide library services and reading development activities at the above locations if invited by whatever means to do so by the National Offender Management Service and to continue to provide such services if commissioned to do so by the National Offender Management Service. The Service Provider may use the Collections and continue to use any equipment or services provided in respect of the existing prison library services as set out in Schedule 9 (IMT Assets and Services) in providing such services.

[Empty rectangular box]

2. Lincolnshire Schools

- 2.1. The Service Provider shall offer a subscription service to and paid for by Lincolnshire Schools and early years settings who wish to receive this service. The Service shall comprise:-
 - 2.1.1 a termly book drop and activity from mobile library staff subject to the availability of the Small Mobile Library Vehicles; and
 - 2.1.2 a professional library consultancy service.

3. Income

- 3.1. The Service Provider shall (subject to Schedule 5 (Payment and Performance Mechanism)) be entitled to retain any income received from the performance of the Contracted Services under this Part 5 of Schedule 1 (Specification)

ANNEX A
Council Charges 2015/16

Charges 2015/16 – Reprographic, Reproduction & Research

Reprographic

Type of charge	2015/16
Certification of copies	£3.85
Copies of lists/indexes/printouts	10p per A4 sheet
Reprographics – minimum charge	£3.50 + VAT
Rush orders	100% extra on all prices
Self-service microfiche copies	70p per A4 sheet
Staff assisted microfiche copies	80p per A4 sheet
Photocopies (archive documents) - B&W	A4 £0.85; A3 £1.15
Photocopies (archive documents) - Colour	A4 £1.35; A3 £1.65
Digital photography (standard size doc) Set up charge	£2.35 per order
Digital Photography (Outsize document) set up charge	£6.75 per order
Digital Photography (all orders including probate material)	£1.30 per image once set up
Use of camera in Search Room	£5.35 per day
	£53.50 annual permit
Format sold - CD	£6.60
CD or email	£0.70
Email despatch on rush orders	£2.70
Digital printouts (100g paper) – B&W	A4 £0.85; A3 £1.15
Digital printouts (100g paper) - Colour	A4 £1.35; A3 £1.65
Microfilm, microfiche and digital printouts from existing images – B&W	A4 £0.85; A3 £1.15
Photocopies - same day service (archive documents)	£8.00
Lincs To The Past	£3.50 per standard image

Reproduction

Type of charge	Format	2015/16
Books including part works and periodicals	B&W	£30.00
	Colour	£48.00
Educational textbooks (scholarly publications or journals)	B&W	£18.00
	Colour	£30.00
Book jackets/magazine covers	B&W	£66.00
	Colour	£107.00
Newspapers (feature articles)	B&W	£30.00
	Colour	£54.00
Trade and House journals	B&W	£42.00
	Colour	£78.00
Cards – postcards, greetings cards & small reproductions	Up to A5 B&W	£54.00
	Up to A5 Colour	£102.00
	Up to A4 B&W	£66.00
	Up to A4 Colour	£125.00
Prints, large prints (A3+), posters, limited editions, wall charts non advertising	B&W	£107.00
	Colour	£131.00
Calendars (per plate)	B&W	£107.00
	Colour	£155.00
Calendars (per plate) – additional premium for limited editions		£58.00
Press advertising	B&W	£72.00
	Colour	£142.00
Packaging	B&W	£84.00
	Colour	£155.00
Graphic displays/exhibitions	B&W	£24.00
	Colour	£42.00
Games, Jigsaws, souvenirs and 3D replicas	B&W	£155.00
	Colour	£155.00
	B&W	£30.00
AV material	B&W	£30.00
	Colour	£53.00
	Artist's reference	50% of appropriate fee
TV flash fee (documentary, drama etc)	Regional	£36.00
	Network	£71.00
	Overseas	£96.00
Commercial flash fee	Regional	£71.00
	Network	£143.00
	Overseas	£143.00
Commercial flash fee	Facility fee per day for film/TV	Subject to negotiation
Local limited publications	1-10 pictures	£6.00 + VAT per image
	11+ pictures	£3.00 + VAT per image

Research

Fees	2015/16
Checking references and original source material	£10.25 for up to 40 minutes
More involved checks/assisted research	£25.70 for 1 hour
Staff exercising specialist knowledge on behalf of the user	£40.00 per hour
Archaeological deposits	£77.45 + VAT for "full size" box
	£38.65 + VAT for "half size"

Library Charges 2015/16

General Fees						
Internet Access 2 hours per day max. Free (with library card) £1.25 (with guest card)	Printouts PN Computers And Photocopies Black and White A4 – 10p, A3 – 20p Colour A4 – 50p, A3 - £1.00	Microfilm Printouts 70p 80p staff assisted	Fax Sending: 50p per side in UK £1.00 per side outside UK Receiving: 10p per side	Scanning 10p per side	USBs £3.50	Laminating Where facilities exist A4 – £1.00 A3 - £2.00
Lending/Reservation Fees						
Lending Books Free	Reservation Fees Adults – Free Children – Free	CDs Adults – 50p Children – 50p	DVDs/Blu Ray Adults - £2.00 (new releases 2 days) Adults - £1.00 (1 week) Children – 50p (1 week)	Spoken Word Adult - £1.20 Children - Free	Reservation Fees Adult Ed Groups – 25p per item Non-subscription reading groups - 50p face to face, 25p on-line Music Groups – Orchestra sets £12.00 Vocal scores £6.00 per 20 items or part thereof	
E-Books Free	Out of County - £4.60 per item British Library ILL 1 st renewal - £4.60; 2 nd renewal - £4.60 Charge for non-collection - £4.60 Other ILL - no renewal charges	Mobiles:£1.00 (until next scheduled visit)	Mobiles:£1.00 (until next scheduled visit)	Visually Impaired exempt from loan and reservation fee		
E-Audio Free						
E-Magazines Free						
Home Library Service Free						
Overdue Items Fees						
Books Adults - 1 st day no charge then 25p - £8.00 (per item) Children – 25p per book after 8 weeks overdue up to a max. of £2.00 per item	Books Reading, Drama and Adult Education Groups – 1 st day no charge then 25p - £8.00 (per item) Music Groups - £4.60 per orchestral set	DVDs/Blu Ray Adult 2 day loan £2.00 - £12.00 (per item) Adult 1 week loan £1.00 - £12.00 (per item) Children - 50p - £4.00 (per item)	CDs Adult – 50p - £2.00 (per item)	Spoken Word Adult - 1 st day no charge then 25p - £8.00 (per item) Children - 25p per book after 8 weeks overdue up to a max. of £2.00 per item	Home Library Service No Charge	
Other Fees						
Reading Group Subscription and Music and Drama Groups £30.00 per group per year	Children's/Family Special Events Local arrangements apply	Replacement Library Card/Other Fees Library Card £2.00 Books/Spoken Word – as per catalogue or an average replacement cost Music CDs £9.00 DVDs/Blu Ray £18.00 N.B Replacement charges for other items will be available on application	Hire of Venue for Exhibitions Community groups/charities £20.50 per week Businesses/commercial organisations £41.00 per week	Hire of Venue for Meetings Community groups/charities Min. daytime charge £6.50 per hour Businesses/ Commercial Daytime charge £13 per hour "Out of hours" – hire charge as above plus actual cost per hour of any additional staffing required Room set up charges - £3.00 per 15 mins.	Refreshments for Meetings Community groups/charities 75p per person Business/commercial organisations £1.50 per person	

ANNEX B

Minimum Opening Hours

Tier 1 Libraries

Tier 1 Libraries shall be open between 45 and 48 hours per week with opening hours across six days (Monday – Saturday), with at least one opening until 6pm on one night (Monday – Friday). The Minimum Opening Times for each Tier 1 Library are set out below.

Boston; Grantham; Lincoln Central and Stamford (48 hours)

Monday	09:00-17:00
Tuesday	09:00-17:00
Wednesday	09:00-17:00
Thursday	09:00-18:00
Friday	09:00-17:00
Saturday	09:00-16:00

Gainsborough; Mablethorpe; Skegness; Sleaford; Spalding (45 hours)

Monday	09:00-17:00
Tuesday	09:00-17:00
Wednesday	09:00-17:00
Thursday	09:00-18:00
Friday	09:00-17:00
Saturday	09:00-13:00

Louth (45 hours)

Monday	09:00-17:00
Tuesday	09:00-18:00
Wednesday	09:00-17:00
Thursday	09:00-14:00
Friday	09:00-17:00

Saturday 09:00-16:00

Tier 2 Libraries

Tier 2 Libraries shall be open between 18 and 45 hours per week with opening hours variable across six days (Monday – Saturday), with at least one opening until 6pm on one night (Monday – Friday) and for a minimum of 3 hours on Saturdays. The Minimum Opening Times for each Tier 1 Library are set out below

Bourne (45 hours)

Monday	09:00-17:00
Tuesday	09:00-18:00
Wednesday	09:00-17:00
Thursday	09:00-18:00
Friday	09:00-17:00
Saturday	10:00-13:00

Horncastle (32 hours)

Monday	09:00-16:00
Tuesday	Closed
Wednesday	09:00-13:00
Thursday	09:00-18:00
Friday	09:00-17:00
Saturday	09:00-13:00

Long Sutton (25 hours)

Monday	14:00-18:00
Tuesday	10:00-17:00
Wednesday	Closed
Thursday	14:00-18:00
Friday	10:00-17:00
Saturday	10:00-13:00

Market Rasen (25 hours)

Monday	Closed
Tuesday	10:00-17:00
Wednesday	10:00-18:00
Thursday	Closed
Friday	10:00-18:00
Saturday	10:00-13:00

Woodhall Spa (18 hours*) (subject to paragraph 2.7A of Part 2 of this Schedule 1 (Specification))

Monday	Closed*
Tuesday	10:00-16:00
Wednesday	Closed
Thursday	13:00-18:00
Friday	10:00-14:00
Saturday	10:00-13:00

*Volunteer opening hours 10:00-13:00

ANNEX C

COMMUNITY HUBS

Tier 3 Community	Existing Static Library?	LCC Premises?	Wi-Fi	RFID
Alford	Yes	Yes		
Barrowby	No	No	No	No
Belton Lane	Yes	Yes		
Birchwood	Yes	Yes		
Boultham	Yes	Yes		
Bracebridge	Yes	No		
Bracebridge Heath	Yes	Yes		
Branston	Yes	No		
Burgh le Marsh	Yes	Yes		
Chapel St Leonards	No	No	No	No
Cherry Willingham	Yes	No		
Coninsby / Tattershall	Yes	No		
Crowland	Yes	Yes		

Deepings	Yes	Yes		
Donington	Yes	Yes		
Ermine	Yes	Yes		
Heckington	No	No	No	No
Holbeach	Yes	Yes		
Ingoldmells	Community Hub without LCC ICT	No	No	No
Keelby	Yes	Yes		
Kirton	Yes	No		
Metheringham	Yes	Yes		
Navenby	No	No	No	No
Nettleham	Yes	Yes		
North Hykeham	Yes	Yes		
Pinchbeck	Yes	Yes		
Ruskington	Yes	Yes		
Saxilby	Yes	No	No	Yes
Scotter	Yes	No		
Skellingthorpe	Yes	Yes		

Spilsby	Yes	Yes		
Sutton Bridge	Community Hub without LCC ICT	No	No	No
Sutton on Sea	Yes	Yes		
Swineshead	No	No	No	No
Wainfleet	Yes	No		
Waddington	Yes	No	No	Yes
Washingbrough	Yes	Yes		
Welton	Yes	Yes		
Wragby	Yes	Yes		

ANNEX D

KPIs

Reference	Description
KPI-01	Number of Visits to Core Libraries and Mobile Library Services in a Contract Year
KPI-02	Percentage of scheduled events at Core Libraries in a Contract Year delivered
KPI-03	Number of hours of use of access to the internet from public access computers in Core Libraries and Mobile Library Vehicles in a Contract Year
KPI-04	Number of hours of Wi-fi Use in a Contract Year
KPI-05	Number of visits to the library website in a Contract Year
KPI-06	Total number of Stock Issues across Core Libraries, Mobile Libraries and E-Services
KPI-07	Percentage of books Requested delivered within 7 days
KPI-08	Percentage of books Requested delivered within 15 days
KPI-09	Percentage of books Requested delivered within 30 days

KPI-10	Percentage of mobile library stops scheduled in any Contract Year which are delivered
KPI-11	Aggregate number of hours of Community Use at all Core Libraries

ANNEX E

MOBILE LIBRARY STOPS

[NOTE: These stops are indicative. They are to be reviewed in May 2015 and new routes in place from 1 October 2015]

Stop	Stop location	Hours at stop per month
Aby	Council Houses	0.50
Aisby	Village Green	0.50
Algakirk	Lee Avenue	0.50
Allington	Bus Shelter	1.00
Allington	Allington Gardens	0.50
Ancaster	Ermine Street	1.00
Anderby Creek	Near April Cottage	0.50
Antons Gowt	Meer Booth Road	1.00

Ashby by Partney	Village Hall	0.50
Aslackby	Church	0.50
Aubourn	O.A.P Cottages/ Royal Oak Lane	0.50
Bardney	Village Hall	6.00
Bardney	Youth Centre	1.00
Barkston	West Street	0.50
Barrowby	Westry Corner	0.50
Bassingham	Five Bells High Street	2.00
Bassingham	St Michaels Church	0.50
Baston	Main Street	1.00
Beesby	Beesby Walk	0.50
Belchford	Bluebell Inn	0.50
Bennington	Rushton's Farm	0.50
Benniworth	Glebe Farm	0.50
Billingborough	Vine Street	1.00
Billinghay	Library Site	6.50
Bilsby	Alford Road	

		1.00
Binbrook	Meadow Drive	0.50
Binbrook	The Square	1.25
Blyborough	Council Houses	0.50
Boothby Pagnall	St Andrew's View	0.50
Brant Broughton	Generous Briton	1.00
Brant Road	Library Site	12.00
Brinkhill	Nr Old Post Office	0.50
Bucknall	Platts Lane	0.50
Bulby	Pumping Station	0.50
Butterwick	Village Hall	0.50
Canwick	Village Hall	2.00
Carlton le Moorland	Church, Targate Lane	0.50
Caythorpe	The Church	1.00
Chapel St Leonards	Ancaster Avenue	1.00
Chapel St Leonards	Church Farm Close off Sea Road	1.00
Chapel St Leonards	Village Hall	2.41

Chapel St Leonards	St Leonard's Drive	0.50
Claxby	Normanby Rise	0.50
Claypole	Old Village Hall	0.50
Colsterworth	Newton Court	0.50
Colsterworth	Bourne Road	0.50
Conisholme	Methodist Church	0.50
Corby Glen	Church Street	1.50
Corringham	Village Hall	0.50
Covenham St Bartholomew	Yarburgh Road	0.50
Cowbit	Barrier Bank	0.50
Cowbit Fen	Milfoil Lane	0.50
Cowbit Wash	Fen End Lane	0.50
Cranwell Village	De Gaunt Drive	0.50
Dawsmere	Post Office	0.50
Deeping St Nicholas	Chapel Road	0.50
Digby	Red Lion	1.00
Doddington	Hall Cottages	

		0.50
Dogdyke	Packet Inn	0.50
Donington on Bain	Post Office	1.00
Dunsby	Post Box	0.50
Eagle	Post Office	1.00
East Keal	Old School	0.50
East Kirkby	Red Lion	0.50
Faldingworth	Spridlington Road	0.50
Fenton	Kettlethorpe Road	0.50
Firsby	Station Road	0.50
Fishtoft	Red Cow Public House	1.00
Fiskerton	Village Hall	1.00
Fleet	East Gate	0.50
Fleet Fen	Proudfoot Lane	0.50
Fleet Hargate	Hargate Close	1.00
Folkingham	Churchfields Road	1.00
Fosdyke	Village Hall	0.75

Fotherby	Outside Fotherby House	1.00
Frieston	The Green	0.50
Frieston	Bull and Dog	0.50
Friskney	Eaudyke Road	0.50
Frithville	West Fen, Drainside	1.00
Fulbeck	Church	0.50
Fulletby	Church	0.50
Fulstow	Cross Keys, Public House	0.50
Gedney Dyke	Roman Way	0.50
Gedney Hill	Outside School	0.50
Gedney St Frances	North Bank	0.75
Gelston	The Green	0.50
Glentworth	Village Hall	0.50
Gosberton	Field Close	2.00
Gosberton	Godfrey Avenue	1.82
Gosberton Risegate	Five Bells	0.50
Grainthorpe	High Street	

		0.75
Grainthorpe	Mill Lane	1.50
Grasby	Village Hall	1.00
Great Carlton	Car Park	1.00
Great Limber	New Inn	0.50
Greatford	Phone Box	0.50
Hackthorn	School	0.50
Haconby	Telephone Box	0.50
Haddington	Council Houses	0.50
Hagworthingham	The George and Dragon	0.50
Haltoft End	Forge Close	0.50
Hameringham	The Church	0.50
Harlaxton	Gregory Close	0.50
Harlaxton	Dimmock Close	0.50
Heckington	Library Site	6.50
Heighington	Clarke Avenue	1.00
Heighington	Library Site	1.50

Helpringham	Village Green	0.50
Hemswell	Maypole Street	0.50
Hemswell Cliff	Spar Shop on Capper Avenue	0.50
Holbeach Drove	St Policarps Drive	0.50
Holbeach Hurn	Low Road	0.50
Holbeach St Marks	Near School	1.00
Holton cum Beckering	Lincoln Road	0.50
Holton le Clay	Peppercorn Walk	1.50
Holton le Clay	Railway Crossing	1.00
Holton le Clay	Wold View	1.00
Holton le Clay	Louth Road	1.00
Holton Le Moor	Lay By	0.50
Humby	The Phone Box	0.50
Huttoft	Village Hall	1.00
Ingham	Post Office	2.00
Ingolsby	Church	0.50
Irby in the Marsh	Village Hall	

		0.50
Kelstern	The Green	0.50
Kexby	Post Box	0.50
Kirkby on Bain	Opposite Council Houses	0.50
Kirkby Underwood	Village School	0.50
Kirton End	Phone Box	0.50
Knaith Park	Stags Head	0.50
Langrick	The Cottage	0.50
Langtoft	Deer Park Road	0.75
Langtoft	Truesdale Gardens	0.75
Langworth	Memorial Hall	0.50
Lea	Landsell Avenue	0.50
Leasingham	Village Hall	1.00
Leverton	Lacey's Lane Drive	0.50
Little Carlton	Legbourne Lane	0.50
Little Steeping	Ings Lane	0.50
Long Bennington	Village Hall	1.00

Ludborough	The Green	0.50
Lutton	Village Hall	1.00
Manby	ELDC Car Park	1.00
Manthorpe	Main Street	0.50
Mareham le Fen	The Green	1.00
Marshchapel	Opposite Chapel Seadyke Way	1.00
Marshchapel	Village Hall	1.00
Marston	Kerr's Crescent	0.50
Martin	High Street	1.00
Middle Rasen	Dovecote	0.50
Minting	Post Office	0.50
Monks Road	Roman Pavement	0.50
Morton	Long Meadows	0.50
Morton	Walkerith Road	0.50
Moulton	Westmorland Road	1.00
Moulton	Village Green	1.00
Moulton Eaugate	Fenland Holdings	

		0.50
Moulton Seas End	In Village Hall	0.75
Navenby	Library Site	4.50
Nettleham Fields	Marigold Close	0.50
Nettleton	Salutation Inn	0.50
New Leake	The Weatsheaf	0.50
Newton by Toft	Church	0.50
Newton on Trent	26 High Street	0.50
Nocton	Village Hall	0.50
Normanby by Spital	Council Houses	0.50
North Cotes	Kenneth Campbell Road	1.00
North Greetwell	West Field Drive	0.50
North Kelsey	High Street	0.50
North Kyme	Bus Stop, Main Road	0.50
North Somercoates	The Axe and Cleaver	2.00
North Somercoates	Bank End	1.75
North Somercoates	Village Hall	2.00

North Somercoates	Gibson Gardens	2.82
North Thoresby	Wesley Centre	2.00
Northlands	Telephone Box	0.50
Norton Disney	Village Hall	0.50
Old Leake	Church Road	1.00
Old Leake Commonside	Sandygate Crescent	1.00
Old Somerby	Post Office	0.50
Osournby	Church	0.50
Osgodby	Village Hall	0.50
Pickworth	Old Post Office	0.50
Pinchbeck West	Outside School	1.00
Pinchbeck West	Post Office	0.50
Pode Hole	Post Office	0.50
Pointon	Pinfold Lane	0.50
Quadring	Lay-by	0.50
Rippingale	Church	1.00
Ropsley	The Firs, High Street	

		0.50
Saleby	Galley Hill Farm	0.50
Saltfleetby	Mac Farm Garage	0.50
Scampton	Outside School	0.75
Scopwick	Village Hall	0.50
Scotton	Village Hall	0.50
Shepeau Stow	Oxcroft Bank	0.50
Sibsey	Village Hall	1.00
Sibsey	Church	0.50
Sloothby	The Elms	0.50
Snitterby	School Lane	0.50
South Gedney	Church End	0.50
South Kyme	Village Hall	0.50
South Sutterton	Near School	0.50
South Willingham	Station Road	0.50
South Witham	Market Court	0.50
Stickford	Council Houses	0.50

Stickney	Horbling Lane	0.50
Stickney	The Church	1.00
Stow	Post Office	0.50
Sturton by Stow	Fleet Road	0.50
Sudbrooke	Ellison Close	0.50
Surfleet	Coalbeach Lane	0.50
Sutterton	Glebe Way	0.50
Sutton St Edmond	Village Hall	1.00
Swaby	Church Lane	0.50
Swaton	The Church	0.50
Swayfield	Village Hall	0.50
Swineshead	Market Place	2.00
Swineshead	North End	0.50
Swinhope	Kings Mead	0.50
Swinstead	Croake Hill	0.50
Tallington	Church Lane	0.50
Tattershall Bridge	Elizabeth Avenue	

		0.50
Tattershall Thorpe	Rosenloui	0.50
Tealby	Kings Head. Kings way	0.50
Tetford	Southwold	0.75
Tetney	Spar Shop	1.50
Tetney	Humberston Road	1.50
Thorpe The Hill	Lincoln Lane	0.50
Thurlby	The Green	0.50
Timberland	Fen Road	1.00
Torksey	The Elms	1.50
Toynton Fenside	Council Houses	0.50
Toynton St Peter	9 Eastville Road	0.50
Tumby Woodside	Old School	0.50
Tydd St Mary	Kiln Drive	0.50
Uffington	Near School	0.50
Upton	Rose and Crown	1.00
Waddingham	The Green	0.50

Walcott	Church	0.50
Welbourn	The Green	0.50
West Common	Long Leys Road	0.50
Weston Hills	Village Hall	0.50
Whaplode	Irby Crescent	1.00
Whaplode Drove	Broadgate	1.00
Witham on the Hill	East Street	0.50
Witham St Hugh's North	Nettleton Drive	1.50
Witham St Hugh's South	Market Place	3.50
Wyberton	Parthian Avenue	1.00

ANNEX F

COLLECTING POSITION STATEMENTS

Audio Books.

This Collection includes fiction titles in various audio formats (including e-Audio) for all interests and age levels. The **purpose** of the Collection is to provide a selection of library material for those who have difficulty in accessing print and for those who prefer this

format.

The **collecting position statements:** The service will:

- a) Look to enhance, expand and promote e-Audio format in particular going forward.
- b) Give priority to popular, unabridged titles that have been professionally produced.
- c) Bring about a gradual reduction in the number of cassettes held in stock.
- d) Support Listening Lincs to provide a targeted service for partially sighted users.

Community Languages- materials in languages other than English.

The **purpose** of the Collection is to provide a selection of library materials in languages other than English, for customers who enjoy reading in a foreign language and / or for whom English is not their first language. The service shall provide stock in foreign languages which reflects the community needs and shall be amended from time to time.

DVDs (including Blu-ray)

consisting of popular film and TV material on DVD and Blu-ray, for adults and children. The **purpose** of the Collection is to provide a range of popular recreational material for library users.

The **collecting position statement:** The service will widen access through the consideration of local need and setting competitive rental charges.

E-books

Consisting of general release books in electronic format accessed digitally via a personal computer or by using an e-Book reader. **The purpose** of the Collection is to provide digital access to reading material via established and emerging technology (such as e-readers, tablets, smart phones, laptops or computer) and to attract / appeal to audiences that wish to read books electronically.

The **collecting position statements:** The service will;

- a) mirror general collection development for fiction/non-fiction, children's and teenage stock in large libraries, within the context of a more limited availability of published titles.
- b) E-Book content will be searchable and accessible via the library catalogue.

Fiction (Adult, Junior, Teenage)

Consisting of printed fiction for all ages, a wide range of popular, best-selling fiction, as well as classics, works by new, local and classic authors, award winning titles, short stories, graphic novels, reading series, crime, science fiction, romance; paperback and hardback material and translations of works by significant non-English speaking writers. The **purpose** is to provide access to a wide range of fiction books for recreation, education, and enjoyment across a range of genres. To deliver material that appeals, inspires, stimulates imagination, supports and encourages reading skills and literacy, improves health and well-being and reflects Lincolnshire's diverse society. With particular respect to Junior and Teenage fiction, the Library Service will provide and develop a range of material for young people of Lincolnshire that will help them continue their reading interests through to adulthood including high demand, high interest and enduring works of fiction. Works with a high illustrative content will be included for example picture books, books for babies / board books, and pop-up books.

The collecting position statements: The service will;

- a) use national and local performance data to help guide collecting;
- b) support national, regional and local awards and initiatives, for example, The Summer Reading Challenge, Reading Well books on Prescription Scheme and The Book Challenge for Adults;
- c) stock established popular authors and actively highlight new writers and local authors to widen access and encourage diversity and development of reading and writing;
- d) ensure that a broad range of titles is accessible to local users; and
- e) maintain a strong back catalogue collection, i.e. building a run of titles by an author, to enable readers to access not only the most current title but previous works too. Popularity, performance and availability will be key factors considered in this area.

Large Print (Fiction, Non-Fiction, Junior)

Consisting of fiction and non-fiction books or other published material including large print magazines in which the [typeface](#) or [font](#) is 16 point or higher in size, especially for use by partially sighted people and / or those who may prefer this to standard print size. The **purpose** is to provide reading material in large type formats for users who require or prefer it.

The **collecting position statement:** The Collection will continue to be maintained offering popular best-selling authors and new titles to reflect mainstream demand, whilst still providing a range of 'traditional' genre material, such as Romance, Westerns and Historical Fiction.

Local Studies

Consisting of material that covers the county of Lincolnshire, its people and places - past, present and future including lending and reference books, local history information files and indexes, locally published and second-hand/out of print books, periodicals, pamphlets, photographs, newspapers and news-cuttings, maps, illustrations, microfilms, microfiche, CD-ROMs, DVDs and special collections. The **purpose** is to provide access to material and information sources relating to the history of Lincolnshire, its people and places, organisations, individuals or families. Local Studies collections provide public access to historic and contemporary published material on the local area.

The **collecting position statement:** The Collection will be managed in accordance with the *Collections Development Strategy: Museums, Archives and Local Studies (2015)* and rationalised in discussion with the Council Representative.

Magazines, Journals and Newspapers

Periodical publications containing a collection of articles, stories, pictures and other features; providing topical, current local and national information and a variety of content for learning and leisure interests. The **purpose** is to provide regular, current information and content.

The **collecting position statement:**

- a) access to archived newspapers, which will be provided by digital means; and

- b) the Service will maintain existing microfilm copies of key local newspaper titles for research and preservation purposes, in line with Newsplan guidance and principles.

Music (Audio)

Popular & classical audio music. The **purpose** of the collection is to provide access to a selection of recorded music covering a variety of genres for all age ranges, for leisure & educational listening.

The **collecting position statement** is to further develop audio streaming.

Music and Drama (Printed Material)

Consisting primarily of printed material (manuscripts, critical texts, printed sheet music, sets for performance, lyrics and scores, non-fiction material relating to the performing arts) and DVDs. The **purpose** of the Collection is to provide access to a selection of printed music covering a variety of styles for all age ranges; plus material to support local performing groups. Also to support education and understanding of theatre and the performing arts.

The **collecting position statement** is to continue to have access to the national network on behalf of local users without cost.

Non Fiction (Adult, Junior)

Consisting of material dealing with facts, events and information. The **purpose** of the Collection is to provide access to stock that meets the information and educational needs of local communities and individuals contributing to lifelong learning, supporting education, recreation and culture.

The **collecting position statements** are to:

- a) collect stock across a wide range of subjects including Biographies, War, Gardening, Mind and Body and Food to meet the information, learning and leisure needs of adults and children; and
- b) Junior non-fiction stock development will respond to changes in school curricula.

Online Resources

GLL Schedule 1 (Specification) 071015

Consisting of access to the internet; and a range of information and reference resources provided in a digital format. The purpose of the collection is to provide access to a range of electronic and multimedia resources that fulfil the informational, cultural and recreational needs of the community. Online access to information databases is provided to meet and anticipate the needs of library customers for specialised, current and in-depth information providing customers with 24 hour (where available) electronic access to quality information internet sites and resources from home/mobile and library locations.

The **collecting position statements** are:

- a) access to URLs and resources will be through searching the library catalogue and / or directly through library internet provision (People's Network); and
- b) access to selected online reference databases is available through all libraries including Community Libraries.

Reference and Information

Consisting of a broad range of reference and information material collection including atlases, bibliographies, dictionaries, directories, encyclopaedias, indexes, statistical resources and yearbooks; available in both print and electronic format the **purpose** of which is to provide access to up-to-date, relevant material to meet the information needs of all users (adult and junior).

The **collecting position statements** are:

- a) reference resources in print format are maintained to professional standards (set according to size of library and population served), which have been produced by CILIP and modified by LCC to fit Lincolnshire's network and resources; and
- b) reference holdings will be developed and maintained in line with national guidance; and
- c) to increase access to material where practical and cost effective reference material will be moved into lending collections or transferred to digital provision.

Skills for Life

Consisting of stock that supports individuals in reading, writing and speaking English and in using mathematics at a general functional level. The **purpose** of which is to support the development of literacy, language, numeracy and social skills; and for people wishing to learn English as a second language.

The **collecting position statements** are:

- a) stock will be bought to support and encourage reading skills and literacy; and
- b) reader development material and initiatives, such as Quick Reads and The Reading Agency's Six Book Challenge will be supported within available resource.

ANNEX G

MANAGEMENT INFORMATION

Reference	Description	Reporting Frequency
MI-01	Total number attending library activities in a Contract Year	Monthly

	and per activity	
MI-02	Number of Unique Active Users in aggregate in a Contract Year across the Core Libraries, Mobile Library Services and E-Services	Monthly
MI-03	Number of Home Library Service Active Users in a Contract Year	Monthly
MI-05	Percentage of Community Library Opening Hours as advertised on 1 April for the relevant Contract Year during which the Community Libraries are open	Monthly

This page is intentionally left blank