

Herefordshire Schools Library Service Primary Schools 2019/2020 Service Level Agreement

The Service Level Agreement

- This Service Level Agreement explains the arrangements for the service provided by the Herefordshire Schools Library Services to primary schools in Herefordshire, and border counties within a reasonable service range.
- Its aim is to clarify the arrangements to ensure the smooth operation for both the client and provider.

| | |
|--------------------------------------|--|
| Name of school | |
| Contact name | |
| Telephone & email contact | |

Summary of the service provision

- A school who buys into the core offer does so for the period of one year. Any school that opts to buy-in part of the way through the financial year will be subject to the same charges as for a full year.
- Once the commitment to buy into the core offer has been made, the agreement cannot be terminated for the period of service.
- The core offer allows each teacher to request 3 project sets per term which will be delivered direct to your school.
- Requests must be in by set dates as stated by the Schools Library Service. This ensures delivery at the start of each term.
- Two mobile library visits per year, where each pupil can select and borrow 2 books per visit. A third visit can be arranged at an extra charge of £250 per day / £125 per half day.
- We also offer a Pay-as-you-go service; this provides project sets at the set cost of £42 per set per term, with the option to purchase as many sets as required.
- With Pay-as-you-go, a mobile library visit can be arranged at the cost of £400 per day / £200 per half day.
- Teachers can elect to choose their own stock for projects from the Schools Library Service. This must be arranged in advance to ensure staff are available to support the visit.

Service choice

| SLS service option | Tick service option requirement |
|---------------------------|--|
| Core offer SLA | |
| Pay-as-you-go | |

Responsibility of the School

- The responsibility for the care and return of library stock lies with the Head Teacher/Literacy Co-ordinator or the Class Teacher who ordered the projects.

- To provide a designated person (listed above) with responsibility for liaising with the Schools Library Service.
- Any complaint or issue regarding stock or deliveries should be referred to the Delivered Services Librarian in the first instance.

Responsibility of the Schools Library Service

- To provide the schools with the project subjects requested as much as stock availability allows.
- To provide the schools with updated information with regards to dates for deliveries/collection, school mobile library visits, project request cut-off dates and any unforeseen changes or cancellations to the above.

Signed :..... (On behalf of the school)

Date :

Signed :..... (On behalf of Herefordshire Schools Library Service)

Date :