

Shropshire School Library Service

Service Level Agreement
for maintained and
academy schools

Secondary

2024/25



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

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 24/7 online ordering – sls@shropshire.gov.uk
- 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

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.

Artefact Collections

Artefact boxes are loaned for six weeks and we have five different categories. For details please refer to the attached leaflet.

E-Resource Packages

Shropshire SLS is excited to announce a NEW online resources partnership. [E-Library by Peters Booksellers](#)
<https://shropshiresls.wheelers.co/>

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

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

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) and Fiction Express (FE) websites.

[Curriculum Visions](#)



Please contact us for details regarding a Curriculum Visions subscription.

Visit www.curriculumvisions.com for your free trial.

Subscriptions And Charges

For details on the various packages available for this service or if you have any queries or issues regarding your service package please contact us.

The cost of accessing the service is offered at a number of levels, based on the number of books/items borrowed per annum, as detailed in the table below:

Books/item per annum	Cost
200	£1,500
300	£2,025
400	£2,500
For any additional allocations there will be a surcharge. Please ask for details	

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.

Supplementary Services

Supplementary services will be available for subscribing schools. As detailed in the table below:

Service	Cost
Consultancy - full day	£700
Consultancy - half day	£350
Additional group read sets	£20
Artefact collections	£75 for 6 weeks

Provide a tailored book quiz for KS3/4	£60 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
30% Online discount to Peters Booksellers website	Contact us for details
Access to Peters e-books	FREE

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 2024 for maintained schools and 1 Sept 2024 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: Gursharan Virdee, 01743 255030. sls@shropshire.gov.uk