

**3 Year  
Service Level Agreements  
Memorandum of Agreement**

<b>Service Title: School Library Service</b> <b>Chief Officer : Catherine Blanshard</b>
<b>SLA ID Number: 10/001</b>
<b>Agreement Date (date signed)</b>
<b>Between:</b>  <b>The School:</b>  <b>Name of School:</b> <b>Address:</b>   <b>Tel. No:</b>  <b>Headteacher:</b>  <b>and</b>  <b>Service Provider</b>  <b>Service Title: School Library Service</b> <b>Address: Foxcroft Close, Leeds LS6 3NT</b>   <b>Service Manager: currently vacant</b> <b>General Enquiries: Tel 0113 2144531</b>

**Conditions of the Agreement**

**Purpose of the Agreement:**

The Purchaser wishes to engage the Service Provider in the provision of the Services in accordance with the terms of this agreement.

The Service Provider shall provide the services as set out in the specification of work.

**Length of the Agreement:**

The provision of the services shall commence from: 1.4.10  
for a period of : 36 months

**Method of Payment**

The funding for the School Library Service for each primary school is held in the Education budget. This funding may only be used to buy a Schools Library Service from a Local Education Authority. Schools wishing to buy into another Schools Library Service must inform Education Leeds.

**Variations**

Both parties may jointly agree to omit any part of the service, or provide additional services, or vary temporarily or permanently any part of the service. Any modifications will be valued where applicable according to the prices set out in the agreement.

**Confidentiality**

Neither party shall disclose to any other party any information in connection with the provision of the service or any information contained in the agreement other than in compliance with the agreed information format specified in compliance with the provisions of the Data Protection Act 1998.

**Statutory Requirements**

Both parties shall comply with all statutory requirements relating to the provision of the service and where applicable national Codes of Practice or British Standard Specifications.

**Assignment & Subcontracting**

The Service Provider shall not transfer or assign this agreement and shall not subcontract the provision of the service without the prior written permission of the Purchaser, such permission to be not unreasonably withheld.

### **Monitoring & Liaison**

The parties to this agreement will be required to jointly implement and maintain a system for monitoring this agreement.

### **Compliments and Complaints**

For compliments and complaints:

**Contact:** tbc

In interim please contact Catherine Blanshard, Chief Libraries, Arts and Heritage Officer

**Tel. No:** 0113 2478330

**e-mail:** catherine.blanshard@leeds.gov.uk

**Address:** 7 Floor West, Merrion House, 110 Merrion Centre, Leeds, LS2 8DT

### **Notice**

Either party may terminate the agreement by offering 3 months notice in writing. *The notice period also applies 3/6 months prior to the end date of the SLA as appropriate.* Neither party shall have claims against the other arising out of the termination of the agreement.

## **Specification of Work**

## Context

Education Leeds is a company wholly owned by Leeds City Council and delivers a wide variety of Education related services to schools, pupils, teachers and other school based staff.

## Services to be Provided

Please see the Directory of Services to Schools for the Service description and service specific procurement advice.

The Schools Library Service exists to help you deliver the best resourced learning environment in your school which inspires discovery and creativity in pupils, staff and parents/carers. In the best schools the library is the sum total of all the books, resources and computers found in the school supplemented by short term loans brought in to support specific studying.

The full range of services is detailed in the Schools Library Service brochure. Our Service to you splits into a basic entitlement and additional charged for services which you can pick and mix from to suit your needs.

The basic entitlement

<b>Topic Box loans</b>	<b>2 boxes per class or year group (whichever is larger) per term.</b> A box includes 25 items mostly books but also related videos, audio, charts, etc. See our annual brochure for a list.
<b>Bookworm loans</b>	Key Stage 1 50 story books plus 1 themed box of 25 books Key Stage 2 100 story books plus 2 themed boxes Delivered September and February
<b>Audio Fiction loans</b>	3 boxes per school per term A box contains 6 books plus full length audio of book on tape or CD
<b>Choose yourself</b>	Come and visit School Library Service and choose books for your school library. One book per pupil subject to availability loaned for a year
<b>Advisory Visit</b>	We will visit you every year to discuss your priorities for the coming year and agree how the Library Service can help you.

## Enhancing the Basics

Whatever stage your school library is at we can help you at modest cost. Our brochure describes these services in more detail but in summary these are:

<b>Creating a Library Policy</b>	Our staff can help you develop a whole school policy embedding the library at the heart of school life.
<b>Creating a place of inspiration</b>	if you want to improve, remodel or start from scratch we can help design, procure the best furniture at discount and set up your library or classroom collection.
<b>Managing your library</b>	Take the hassle free way by taking a share in a librarian. School Library Service will take the burden and give you access to a librarian from the minimum of 1 day a week for a year. Alternatively we can train your staff and also help automate your library.
<b>Getting the best materials</b>	You can add to your basic allowance with more boxes per term or access our new purchase scheme which will give you easy access to the best books available at a substantial discount. They arrive shelf ready too!
<b>A Reading School</b>	Use a range of our initiatives to foster a love of reading, creating enthusiastic readers whether pupils, parents/carers or staff.
<b>Help pupils learn how to study</b>	Help pupils turn information into knowledge through our information handling skills sessions. We can also run them for teachers and incorporate electronic information so you maximise the value of the computers in your library.
<b>Measuring your success</b>	We can help you develop simple measures so you can celebrate success – really valuable pre or post inspection.
<b>Recover quickly from disaster</b>	Disaster occasionally strikes. The School Library Service can help you by preparing assessment of loss for you to use with insurers and getting you up and running again while you await settlement of your claim.

### **Method Statements**

The services will be delivered by qualified and experienced staff with library qualifications, who will visit your school and provide telephone and electronic support.

### **Performance**

All schools are entitled to one short advisory visit every year.  
Training courses will be provided in response to requests from schools and anticipated needs.

The generic customer service standards for Education Leeds is in Appendix B

### **Monitoring**

A satisfaction survey will be carried out at least once every two years.

### **Service provider requirements of the School**

Schools are required to return their boxes by the due date. Where boxes are not ready for collection by our vans, schools are required to return them themselves. Prompt payment is required for lost books.

### **Pricing Schedule for year one**

**The Basic** The funding for the School Library Service for each primary school is held in the Education budget. The allocation is £290 per school and £4.50 per pupil. This funding may only be used to buy a Schools Library Service from a Local Education Authority. Schools wishing to buy into another Schools Library Service must inform Education Leeds.

### **Service Enhancements – available at an extra cost**

Creating a library policy	£80
Creating a place of inspiration	quote offered once extent of requirements understood
Share a Librarian – multiples of min. 1 day a week	minimum £140 per days
Classification	from £400
Library computerisation support	£150 per half day
Getting the best materials	
- additional topic boxes	£35
- additional bookworm boxes	£20
- additional audio fiction	£15
- purchase scheme	
Reading initiatives	min. 15% discount fully serviced, delivered and quote offered once extent of requirement
Information handling skills	£120
Measuring success	£80
Disaster recovery	

Training

quoted per course

**Indicative pricing for years two and three**

**“The charges shall be reviewed annually and shall be increased only by the agreement of both parties. Any such increases shall in any event be linked to increases in line with:**

- 1. national pay awards**
- 2. the retail price index**
- 3. agreed service development plans**
- 4. the requirement of external budgetary pressures”**

# Education Leeds Service Level Agreements 2010 - 2013

## RESPONSE FORM

*To be returned to the service provider by 30 April 2010*

I agree to the cost of the Service Level Agreement as specified above to be held by Education Leeds on my behalf. I do not wish to buy into another Schools Library Service.

**SLA/ID No 2010/1**

**Service School Library Service**

**School.....**

**Address.....**

.....

**Signature.....Headteacher.....**

**Please send the completed form to the service provider at the address below**

**Name of Service: School Library Service**

**Address: Foxcroft Close, Leeds LS6 3NT**

**Appendix A**

**Statutory Entitlement**

## Appendix B

### CUSTOMER SERVICE STANDARDS

The principles of good customer service should apply every time we interact with a customer, whether external or internal.

To ensure we and our customers know what level of service to expect, Education Leeds has adopted a set of minimum Customer Service Standards, which all staff should aim to achieve.

#### **In our frontline offices and receptions, we will:**

- publish the opening hours, telephone numbers, e-mail address and website address, for customers to contact us;
- let customers know how long they may have to wait if they do not have an appointment;
- see customers on time if they have an appointment;
- have supply of feedback forms available;
- provide customer-friendly environments;
- provide confidentiality if needed.

#### **When customers telephone us, we will:**

- answer the telephone **within six rings**;
- take a brief message for colleagues who are not there. The message should include the caller's name, telephone number, date, time and a brief message;
- return calls by the next working day if a message is left on an answer telephone or voicemail;
- explain to callers what will happen when we put them on hold or transfer them;
- be prepared for the customer when we make a call.

**When customers send us letters, faxes and e-mails, we will:**

- provide an acknowledgement **within three working days** and a full response **within ten working days**. If we cannot provide a full response in this time, we will contact them to explain why and let them know when they can expect a full response;
- end all e-mails to external customers with our name, telephone number and website address, and an explanation of how to give us feedback.

**When we speak to customers, we will:**

- be polite and courteous;
- welcome them;
- give our name;
- treat them with respect;
- listen and give them our full attention;
- give help.