

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

**Service Title: School Library Service  
Chief Officer: Catherine Blanshard**

**SLA ID Number: 10/01**

**Agreement Date** *(date signed)*

**Between:**

**The School:**

**Name of School:  
Address:**

**Tel. No:**

**Headteacher:**

**and**

**Service Provider**

**Service Title: School Library service  
Address: Foxcroft Close, Leeds LS6 3NT**

**Service Manager: currently vacant  
General Enquiries: Tel 0113 2144531**

## 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 method of payment for the Service Level Agreement as specified below will be made by Internal Recharge.

### **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 the interim, please contact Catherine Blanshard, Chief Libraries, Arts and Heritage Officer**

**Tel. No: 0113 2478330**

**e-mail: [Catherine.blanshard@leeds.gov.uk](mailto:Catherine.blanshard@leeds.gov.uk)**

**Address: 7<sup>th</sup> Floor West, Merrion House, 110 Merrion Centre, Leeds, LS2 8DT**

## **Notice**

Either party may terminate the agreement by offering **3 month notice in writing**. 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 the 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 basic entitlement is:**

**Membership of the High School Librarians' group:** Membership of this group which holds a meeting each half-term for school librarians and other members of staff.

**Advisory visits:** One advisory visit to your school library from one of our team of librarians of up to half a day every two years.

**Loans:** You may visit us to select your own books from our library. The allowance is up to 100 books at a time.

### **Service Entitlements available at an extra cost:**

#### **Support visits**

Additional visits to the one included in the annual subscription to support the development of your library.

#### **Classification workshop**

A one-day workshop on classifying your library using an abridged edition of the Dewey system or other simplified version. We supply one librarian for a day.

#### **Topic box loans**

Loans of our Primary School topic boxes of 25 books (particularly useful for Support Departments).

#### **Audio fiction loans**

Loans of our audio fiction boxes of six copies of a book with its audio tape. Particularly useful for poor or reluctant readers.

#### **Training courses**

Courses will be provided in response to your requests using either our own staff or expert external trainers.

## **Method Statements**

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

**Performance**

All schools are entitled to one advisory visit every two years.

Where schools are undergoing major changes, additional support visits will be offered at no extra charge.

All schools may send up to three members of staff to each High School Librarians' meeting.

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 user satisfaction survey will be carried out at least every 2 years.

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**Service provider requirements of the School**

Schools are required to notify us of their intentions to buy in to the service promptly.

## **Pricing Schedule for year one**

An annual subscription of £195 is the charge for the basic service

### **Service enhancements, available at extra cost:**

#### **Support visits**

The charge per half-day for additional visits, including a written report where appropriate is £150

#### **Classification workshop**

The charge for subscribers is £200

The charge for non-subscribers is £250

#### **Topic box loans**

The charge per box per term for subscribers is £35

The charge per box per term for non-subscribers is £40

#### **Audio fiction loans**

The charge per box per term for subscribers is £15

The charge per box per term for non-subscribers is £20

#### **Training courses**

To be negotiated.

### **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 charged directly to my school Account by Internal Recharge.

SLA/ID No 10/01 Service School Library Service

School.....

Address.....

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Signature.....Headteacher.....

Expenditure Code.....

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.