

NAG



National Acquisitions Group

NAG Servicing Guidelines: Best Practice for Public Libraries

National Acquisitions Group
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Servicing Guidelines

1. INTRODUCTION

'Servicing Guidelines: Best Practice for Public Libraries' aims to provide a single servicing requirement to enable library authorities to streamline their current supply chain, providing better customer service through greater efficiency and make cost savings.

Although not definitive, these guidelines are widely accepted, and the efficiencies achieved by their initial adoption were such that 'NAG standard servicing' became a phrase in book supply tenders which was understood by suppliers and authorities alike.

Changes in practice, such as the introduction of technologies like RFID and changes in material types such as audio-visual materials and online access have led to this latest version of the guidelines.

This current edition seeks to build on the lessons of those that have gone before and advice has been taken from librarians, suppliers and all involved in the supply chain.

While there are still areas where it is impossible to have a definitive standard, it is the NAG Executive's hope that these updated guidelines will continue to improve supply chain efficiency.

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2. BOOKS

2.1 SLEEVES AND WALLETS

2.1.1 Hardback Standard

The hardback standard is to fit but not fix a high quality, clear plastic sleeve to books with a loose dust jacket.

2.1.2 Paperback Standard

The paperback standard is to fit but not fix a high quality clear plastic wallet to size of cover. Laminating of paperbacks is non standard.

2.1.3 Spine Labels

Plastic sleeves and wallets are to be fitted over spine labels.

2.2 DATE LABELS

Once an authority is fully RFID enabled, the tag will become the core element and date labels can be phased out.

2.2.1 Production

Date labels should be produced and inserted as part of the standard, using the specification below. Paper for the purpose should be white matt, non-glare with a minimum weight of 80gsm.

2.2.2 Size

The standard is a label, without pocket, 100mm wide, with a finished length of 148.5 mm. If the book is too small to take the standard size date label, the label should be left loose.

2.2.3 Layout

The standard date label has three columns for date-stamping, without grid lines.

2.2.4 Colour

The standard date label is printed black, on white paper.

2.2.5 Text

The standard information printed on the date label reads:

Please return/renew this item

Books may also be renewed in person, by phone and online.

The authority's name and logo if required by the authority should also be printed on the label.

Text should be in Arial with a minimum font size of 14pt in upper and lower case. Where the primary language of a local authority is other than English, that language should be used, e.g. Welsh or Gaelic, wording to be provided by the authority.

2.2.6 Position

The date label should be tipped in at the centre of the front flyleaf, central on the space remaining after placing a barcode label. If positioning the date label in this way obscures unique information, e.g. maps, charts, family trees, text or illustrations, the next available page should be used.

2.3 PROCESS GRID

2.3.1 Production

The process grid functions as a property identifier for audit purposes and is to be in the form of a printed label. It should include both the authority's and the supplier's name and will be completed by the supplier, including a unique accession number (barcode number), class number or genre code, invoice date and published price in £ and/or €. The addition of information that cannot be printed by the supplier is non standard.

2.3.2 Position

The standard position for the process grid is on the reverse of the title page in the clearest available spot, as near the centre as possible. Wherever possible, CIP or other data should not be obscured.

Where an authority is RFID enabled, it may be possible to have the process grid printed onto the RFID tag label, in which case the standard will be for the position to be at the back of the book. See 2.11 *RFID*

2.3.3 Layout

The standard process grid includes an authority name (header) box and seven additional boxes. The position, purpose and size of each box are as follows:

Authority name
Unique number
Supplier ID – Invoice - Date
Class No - Price
Font size should be 14pt.

2.3.4 Size

The overall dimensions of the standard process grid are width 65mm and depth 50mm.

The dimensions of the authority name box are width 65mm and depth 16mm.
The dimensions of the unique number box are width 65mm and depth 8.5mm.
The dimensions of each of the other six boxes are width 32.5mm and depth 8.5mm.

2.4 BARCODES

2.4.1 Production

A barcode label is to be produced and fitted as part of the standard.

2.4.2 Position

The barcode label will usually be affixed to the bottom of the front flyleaf beneath the date label.

However some self-issue systems may dictate the fixing of the label to the front or back of the jacket, the top or bottom of the book. Where an authority uses scanners incorporating a date stamp the barcode should be at the top of the page and authorities should provide instructions accordingly.

2.4.3 Numbering

The standard is for a unique range of numbers to be allocated by each library authority so they can be printed and applied sequentially. Font size should be a minimum of 14pt.

2.4.4 Recording on Process Grid

The standard is that the barcode number should be recorded on the process grid in the Unique Number box.

2.5 SPINE LABELS

2.5.1 Quantity

The standard is for a single label indicating the class number or fiction genre. Where a class number and non-fiction category are required these should be included on the same label.

Several different methods are currently used to designate biographies, notably a subject number only, 920ABC, B/ABC or B:ABC, where ABC denotes the subject's surname. To avoid costly retrospective cataloguing, it is advised that authorities adopt one of these methods and inform their supplier/record supplier accordingly.

2.5.2 Position

The bottom of the label should be positioned 10mm from the base of the spine.

Where two pieces of information are required the category will be printed immediately above the class number.

If the spine of the book is too narrow to take a spine label, the label is to be fixed to the bottom left-hand corner of the front cover of the book, 10mm from spine and base.

2.5.3 Text

The font size should be 14pt.

2.5.4 Protective Covering

Where no jacket or wallet is needed, the supply and fitting of an acetate cover over a spine label is standard. If a book is sleeved or walleted, Standard 2.1 for Sleeves and Wallets applies, i.e. 'Plastic sleeves and wallets to be fitted over spine labels'.

2.6 CLASS LABELS

2.6.1 Production

Class label stationery will be supplied as part of the standard.

2.6.2 Size

The standard class label is 16mm wide and 22mm long.

2.6.3 Type Size

A minimum of 14pt type is to be used where feasible.

2.6.4 Layout

The standard layout is portrait.

2.6.5 Colour

The standard class label is white with black text.

2.6.6 Text

Text is always to be left-justified except, for example, J and R prefixes.

Full Dewey class numbers should be supplied. Any truncation should only take place after the second cutter mark.

Text is to be limited to three characters wide; the break is always to be after the decimal point. If text has, for example, a J or R prefix, the prefix should be positioned on its own on the first line, above the second character of the class number.

2.7 CATEGORY LABELS

2.7.1 Position

Fiction

Where not required by an authority these may be omitted.

NAG recommends that authorities and suppliers adopt the BIC UKSLC category and corresponding letter code, for the label text.

The standard is for a single label which is to be fixed 10mm from the base of the spine.

Non-Fiction

Where a category label is required as well as a class number the category should be placed above the class number on the same label.

NAG recommends that authorities and suppliers adopt the BIC UKSLC category and corresponding letter code, for the label text.

2.8 SMALL FORMAT MATERIALS

2.8.1 Definition

Usually children's books, particularly board books, but also other categories of bookstock including some paperback material, small reference books and other 'awkward to handle' items.

2.8.2 Process Grid

The process grid/overprinted RFID tag label is to be positioned above the date label on the right-hand side of the outside back board of the book, 10mm from the spine and running parallel to it.

2.8.3 Date Label

If required, a small plain white adhesive label should be placed immediately below the process grid/overprinted RFID tag label, to accommodate date stamping. If the length of the book allows, the preferred layout of the date stamp label is portrait.

2.8.4 Barcodes

The barcode label should be affixed to the top or bottom of the outside back board, positioned above or below other servicing information.

2.9 REFERENCE MATERIALS

This section refers to items which are either not loaned at all or are not loaned initially.

For books which are not intended to be loaned no date label is necessary. If they later become loanable a date label may be added by the authority.

In libraries with a separate reference section no further designation should be necessary.

Libraries which interfile reference with loan material may have a label with FOR REFERENCE ONLY in lieu of the printed information about renewals see 2.2.5

Libraries which interfile reference materials may wish to have an R prefix positioned on its own on the first line above the second character of the Dewey number, on the class label as noted in 2.6.6.

2.10 DONATED ITEMS

These Guidelines should also apply to all donated and gifted items where appropriate.

Servicing will normally be undertaken by the Authority.

2.11 RFID

RFID is a well-established technology in the library world. Libraries use RFID for a combination of purposes, including self-issue, stock management and security. Any of these functions can be carried out independently, and where security is required without RFID see section 2.12

The industry standard is for RFID tags to be programmed by the supplier and placed inside the back cover of each book; staggered from top to bottom.

Where technology permits the process grid can be overprinted on the RFID tag label, saving one label.

Authorities should ensure that the RFID supplier does not encrypt data on tags so they can't be overwritten.

2.12 SECURITY TRIGGERS

The insertion of RFID or other security trigger as required is to be regarded as standard. Where an authority is in the process of migrating to full RFID, both tattle tape and tags may need to be used.

3. AUDIO VISUAL MATERIALS

This section covers an increasing number of formats, and there may be some variation as to what is possible or desirable. AV materials include CD, DVD and several Games formats packaged like DVDs. All disc formats can be treated in the same way.

3.1 DATE LABELS

3.1.1 Production

If required, a small plain white adhesive label should be inserted as part of the standard, using the specification below.

3.1.2 Position

The label should be placed on the back cover in the clearest space taking care to avoid the EAN or any other important data.

3.2 CATEGORY LABELS

Many libraries use category stickers and in the absence of a standard, the requirement should be notified to the supplier individually by the authority.

3.3 PROCESS GRID

3.3.1 Production

The process grid functions as a property identifier for audit purposes and is to be in the form of a printed label. It should include both the authority's and the supplier's name and will be completed by the supplier, including a unique accession number (barcode number), class number or genre code, invoice date and published price in £ and/or €. The addition of information that cannot be printed by the supplier is non standard.

3.3.2 Position

The label should be placed on the back cover in the clearest space taking care to avoid the EAN or any other important data.

Where an authority is RFID enabled, it may be possible to have the process grid printed onto the RFID tag label, in which case the standard will be for the position to be at the back of the box obscured by the sleeve. *See 2.11 RFID*

3.3.3 Layout

The standard process grid includes an authority name (header) box and seven additional boxes. The position, purpose and size of each box are as follows:

Authority name

Unique number

Supplier ID – Invoice - Date

Class No - Price

Font size should be 14pt

3.4 BARCODES

The barcode label should be affixed to the top or bottom of the back cover.

3.5 RFID

RFID or other security triggers should be positioned at the back of the box obscured by the sleeve.