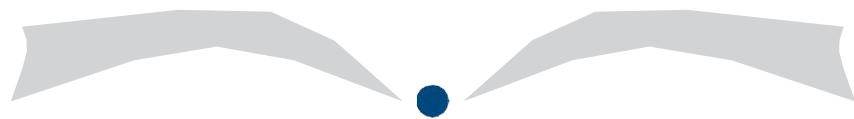


NAG



National Acquisitions Group

NAG Servicing Guidelines: Best Practice for Academic Libraries

National Acquisitions Group
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Servicing Guidelines

1. INTRODUCTION

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

The last few years have seen library teams shrink while workloads have increased and it has become increasingly important to rely upon 'shelf-ready' services from suppliers. This, in turn, provides challenges for our suppliers in dealing with greater volume while maintaining consistency and value for money.

The needs of academic libraries have always been very varied and there are areas where a definitive standard is impossible. The NAG Executive does not seek to dictate rather we aim to provide a means of achieving efficiencies that can be partly or wholly adopted to the benefit of us all.

Although not definitive, these guidelines are widely accepted and bring together the experience and advice of librarians, suppliers, and all involved in the supply chain. We aim to replicate some of the success NAG has achieved in the Public Library sector, where 'NAG Standard Servicing' became a phrase in book supply tenders which was understood by suppliers and libraries alike.

Gavin Phillips
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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 protect with a hard laminate covering. As an alternative, a high quality plastic wallet can be fitted to the size of the cover.

2.1.3 Spine Labels

Either plastic sleeves/wallets are to be fitted over spine labels or these should be placed on top of laminate covering and protected with an acetate label.

2.2 DATE LABELS

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

2.2.1 Production

A date label should be produced by the supplier 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 one 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 library name, logo and fixed text can be printed on the label. Text should be in Arial with a minimum font size of 14pt in upper and lower case.

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, 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 library and the supplier's name and will be completed by the supplier, including a unique accession number (barcode number), class number, invoice date and published price in £. 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 a library 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 a library name (header) box and seven additional boxes. The position, purpose and size of each box are as follows:

Library 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 library 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 by the supplier.

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 a library uses scanners incorporating a date stamp the barcode should be at the top of the page and libraries should provide instructions accordingly.

2.4.3 Numbering

The standard is for a unique range of numbers to be allocated by each library 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 CLASS LABELS

2.5.1 Production

The standard is for a single label indicating class number. Class label stationery will be supplied as part of the standard.

2.5.2 Position

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

2.5.3 Size

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

2.5.4 Type Size

The font size should be 14pt.

2.5.5 Layout

The standard layout is portrait.

2.5.6 Colour

The standard class label is white with black text.

2.6 LOAN STATUS LABELS

2.6.1 Quantity

The standard is for a single label to be provided by the Library, where required.

2.6.2 Position

The bottom of the label should be positioned directly above the class label (which is 10mm from the base). If the spine of the book is too narrow to take a label, this should be fixed directly above the class label on the front cover of the book

2.7 SMALL FORMAT MATERIALS

2.7.1 Definition

Usually children's books (teacher training facilities), particularly board books but also other categories of book stock, including some paperback material, small reference books and other 'awkward to handle' items.

2.7.2 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.

2.7.3 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.

2.7.4 Barcodes

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

2.8 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 2.9

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.

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

2.9 SECURITY TRIGGERS

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

2.9.1 Position

Down the spine for hardbacks and embedded between the pages in the last quarter of the book, fixed as close to the spine as possible, for paperbacks.

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 PROCESS GRID

3.2.1 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 library's and the supplier's name and will be completed by the supplier, including a unique accession number (barcode number), class number, invoice date and published price in £. The addition of information that cannot be printed by the supplier is non standard.

3.2.2 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 a library 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 2.8 RFID*

3.2.3 Layout

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

Library name

Unique number

Supplier ID – Invoice - Date

Class No - Price
Font size should be 14pt.

3.3 BARCODES

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

3.4 RFID

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