

# 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 encourage more standardized servicing requirements 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 suppliers in dealing with greater volume of bespoke requirements 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 libraries and suppliers alike.

Although not definitive of every specific requirement, 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 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.

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## **2. BOOKS (all formats)**

### **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***

These should be placed on top of laminate covering and protected with an acetate label. Plastic sleeves/wallets should be fitted over the spine labels.

### **2.2 DATE LABELS**

#### ***2.2.1 Production***

A generic 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 2 lines maximum of 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 BARCODES**

### **2.3.1 Production**

A barcode label is to be produced and fitted as part of the standard by the supplier. As an alternative, the barcode label can be supplied by the Institution.

### **2.3.2 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.

### **2.3.3 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 CLASS LABELS**

### **2.4.1 Production**

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

### **2.4.2 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.

### **2.4.3 Size**

The standard class label can be either 16mm wide and 22mm long or 20mm wide and 40mm long

### **2.4.4 Type Size**

The font size should be 14pt.

### **2.4.5 Layout**

The standard layout is portrait.

### **2.4.6 Colour**

The standard class label is white with black text.

## **2.5 LOAN STATUS LABELS**

### ***2.5.1 Quantity***

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

### ***2.5.2 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

## **2.6 OWNERSHIP STAMP**

One Institution stamp (two lines maximum) positioned on the outside top edge of the book. Stamp to be supplied by the Institution.

## **2.7 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 with the barcode and ISIL number 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.

## **2.8 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.

### ***2.8.1 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***

A generic 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.

##### ***3.1.2 Size***

The standard is one label, without pocket, 100mm wide, with a finished length of 148.5 mm.

##### ***3.1.3 Layout***

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

##### ***3.1.4 Colour***

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

##### ***3.1.5 Text***

The library name, logo and 2 lines maximum of 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.

##### ***3.1.6 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 BARCODES**

##### ***3.2.1 Production***

A barcode label is to be produced and fitted as part of the standard by the supplier. As an alternative, the barcode label can be supplied by the Institution.

##### ***3.2.2 Position***

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

### **3.3 CLASS LABELS**

#### ***3.3.1 Production***

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

#### ***3.3.2 Position***

The standard is for the label to be fixed to the bottom left-hand corner of the front cover.

#### ***3.3.3 Size***

The standard class label can be either 16mm wide and 22mm long or 20mm wide and 40mm long

#### ***3.3.4 Type Size***

The font size should be 14pt.

#### ***3.3.5 Layout***

The standard layout is portrait.

#### ***3.3.6 Colour***

The standard class label is white with black text.

### **3.4 LOAN STATUS LABELS**

#### ***3.4.1 Quantity***

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

#### ***3.4.2 Position***

The standard is for the label to be fixed to the bottom left-hand corner of the front cover. If a class label is required, the bottom of the loan status label should be positioned directly above the class label.

### **3.5 RFID**

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