

Stock management: Development

Service Definition		What we expect from our users
<p>Library stock will reflect the needs of the organisation. Stock will be reviewed and updated throughout the year to incorporate new developments, projects, customers' information needs, and education curricula and content.</p> <p>Stock will be updated to include new editions of well used items if sufficient funds are available.</p> <p>Damaged books will be replaced if they cannot be repaired.</p> <p>Stock will be monitored to ensure that staff are able to access the resources they want in the format they want.</p> <p>All new acquisitions are reliant on sufficient funds being available.</p>		<p>To notify us of any books that they are unable to find but would like to access.</p> <p>To pro-actively suggest book titles and other resources that they would use.</p>
Monitoring Process	Performance Indicators	Policy Reference
<p>Heritage reports will be produced to analyse usage of stock.</p> <p>New publications, customer requests and changes to academic reading lists will be monitored to identify potentially beneficial new items to add to the stock. New additions to stock will be communicated to library users through our electronic newsletters and/or through Twitter (@AGH_Education).</p> <p>Unused/ low-usage items: Analysis will be carried out on an annual basis to identify any trends for low or non-use.</p>	<p>No more than 10% of items need to have their availability status changed to withdrawn due to lack of usage.</p> <p>Feedback from customers will show satisfaction levels with stock offer.</p> <p>Database records will contain a reason for purchase. 90% of new stock should be identified through either customer requests or results from the usage analysis.</p>	<p>Stock management: Development v7</p> <p>Review Schedule</p> <p>Every 6 months. Next review date: June 2019</p>