Stock management

Service Definition	What we expect from our users
A full stock take will be conducted annually by the assistant librarian. Accession records will be updated in the library management system if necessary; any items recorded as 'Available' but not found during the stock take will have the status on their accession record changed to 'Query Lost'. Any items with the status 'Query Lost' will be searched for again after three months. Those that cannot be found will have their status changed to 'Missing'. Any items with the status 'Missing' that cannot be found during the next stock take will have their status changed to 'Withdrawn'. A decision will be made on whether or not to purchase a new copy of a Missing or Withdrawn item based upon the perceived demand for the item. Shelf-sorts will be conducted by the assistant librarian every other month. These will involve checking that all items are shelved in sequence and if any labels need replacing due to wear and tear. The blue box that is situated outside the library will be checked each weekday morning for returned items. All returned books will be re-shelved within two working days of having been returned.	To notify us of any items that they are unable to find on the shelves that are shown as 'Available' on the library catalogue. To notify us of any items they have lost or damaged whilst having them out on loan. When browsing the shelves to either re-shelve any books they have picked out, and not borrowed, in the correct sequence or to take them to the library counter for a member of library staff to re-shelve correctly.

Monitoring Process	Performance Indicators	
The annual stock take will provide a monitoring process to ensure that catalogue records are accurate and records will be amended if necessary. The shelf-sorts will be used to monitor wear and tear, misplacement of items, and shelving accuracy. A weekly browse of the shelves will give an indication of tidiness and the possibility of needing to increase the frequency of the shelf-sorts.	95% accuracy of accession records in the library management system at the point of the stock take i.e. no more than 5% of items need to have their availability status changed. Data collected through the annual library satisfaction survey will inform us of how people perceive the experience of searching for and finding the items we hold.	**Policy Reference** Stock management v7 **Review Schedule** Every 6 months. Next review date: June 2019