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# Service Package

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## Bibliographic Services

- Bibliographic Services provides the very best services to support our member libraries by identifying and evaluating possible opportunities for streamline processes and procedures.
- The department provides a range of expertise and services for all the member libraries in the Northern Lights Library System.
- The department encourages cooperation and collaboration within all units of the department – acquisitions, receiving, cataloguing, processing, ILL and van run but more importantly, alongside of the libraries.
- Available to assist library member on site if requested
- Follows the guidelines set out by:
  - The Standards and Best Practices for Public Libraries in Alberta
  - TRAC Operational Guidelines

The goal is to provide timely ordering, cataloguing, processing and delivery of materials to the libraries and ultimately to the patron.

## Acquisitions & Receiving

- Book allotment (\$2.15 per capita)
- Will source orders to obtain optimal pricing and delivery
  - ✚ ULS, WhiteHots, Amazon, Chapters; as well as, specialty sources: Living Books & Happy Harbour Comics
  - ✚ You can also request items from a specific vendor
  - ✚ Will order from other vendors
- Acquisition specialist can order both print and non-print materials through book allotment providing the material is holdable and sharable through TRAC
- Claims if items are not received or are unsatisfactory
- Cancellations
- Verify order information and complete a duplicate check
- Up to 40% discount on purchases
- Acquisition template is available on the website
- Acquisitions calendar is available on the website
- Tip sheets available on the website:
  - ✚ Facts About Funds, Printing invoices from Amazon & Chapters
- Help Manual/Guides in the website
  - ✚ Facts About Funds, CCD Tool Guide, ULS Order Help Manual
- Series standing order program (Easy Readers, Graphic Novels, Picture Books, Children's, Young Adult)
- Bestseller program:
  - ✚ Hotlist
  - ✚ Top 10 Bestsellers paperback per month
  - ✚ Hotlist three time per year – preorder available
- Discounts and sale promotions from vendors – check your emails
- Financial statements available upon request
- Quotations statements available (cost analysis) available upon request
- Collection development suggestions available – just ask

## Cataloguing & Processing

- RDA full level cataloguing of bibliographic records, description including title, author, publisher etc.
- Priority cataloguing; Hot List and items with holds
- Library of Congress subject headings, Dewey decimal classification numbers
- A complete item record will include the barcode; owning and assigned branch; collection; shelf location (if applicable); circulation information – material type, loan period, fine code; and call number information, which is defined by the cataloguing profile and item template
- Individualized cataloguing profiles; modifications available upon request through HelpDesk
- Volume control manual and tip sheet are available on the NLLS website
- Items purchased through NLLS will receive preservation measures (processing):
  - ✚ Print material - item barcodes, spine labels & label protectors, book plate, laminating and MacTac
  - ✚ Audio Visual Material – stronger case, item barcode, spine label, book plate & label protector, owning library code directly written on disc(s)
- Free cataloguing of outside purchases, donations – no processing
- Packing slips will indicate the materials sent out on van run and those items sent out to fulfill holds
- Holds processing procedure; **reminder** – owning library's holds has preference if holds are requested

## ILL & Van Run

- Facilitate the physical transport of materials from one library to another via van run, Canada Post and government courier
- NLLS provides the member libraries with blue totes and canvas bags - **reminder** – all materials are to be packages in accordance with TRAC Operational Guidelines
- Member libraries are assigned van run pick-up/drop-off day – the van run schedule can be accessed on the NLLS website; libraries with a larger amount of items have been scheduled with 2 pick-up/drop-off days

## Other

- Retrospective conversion (Recon) of library collections on a project basis
- Periodic financial status of book allotment available through acquisition tab under funds
- Information to administrators and trustees as required
- Book displays for Library Managers Council and NLLS annual conference
- Organize a book buying trip