



Warwickshire Library & Information Service

Stock Management Policy

2025-28



Stock Management Policy

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Stock is a key area of resource management for Warwickshire Library and Information Service (WLIS). As well as effective policies and procedures, the knowledge, skills and experience of staff are also essential to make the best use of stock. Great importance is placed on stock management and promotion, developing both reader-centred and retail approaches to maximise usage and meet customer needs.

Stock includes: books in all formats, audio visual materials, community language materials, newspapers and periodicals, reference materials, electronic information, magazines, microforms and any other print or non-print format which can be made available as a source of information, education or recreation. WLIS considers the most cost-effective alternatives, whether electronic, print or a combination, and takes into account the usage and views of users, and the conservation of local studies materials.

This Stock Policy document sets out how we choose the library stock and how we manage it.

1. Stock and Corporate/National Priorities

Overall, the provision of stock supports Library Service and corporate and national priorities.

1.1 Service and National Objectives and Mission Statement

“To provide comprehensive reading, digital, learning and cultural opportunities for Warwickshire residents; creating vibrant community hubs, acting as a gateway to WCC services and to inspire and enrich residents’ lives and enhance community resilience, health and wellbeing.”

Warwickshire Libraries have identified three strategic ambitions which articulate our vision over the next five years:

- **Creating opportunities:** targeting support to the most disadvantaged in our community to improve their lives.
- **Using libraries to foster community power:** putting libraries at the heart of delivering Council and community services, delivering resilient communities maximising accessibility of library buildings and their use by other agencies, e.g. CAB and NHS.
- **Bridging the digital divide:** Promoting services to support individuals to learn new skills and promote community resilience, utilising our Digital and Let’s Make offers.

Libraries Connected and partners have identified key areas of service which today’s users regard as integral to a 21st century library service. These Universal Library Offers are:

- Culture and Creativity
- Health and Wellbeing
- Information and Digital
- Reading

and they are underpinned by the Vision and Print Impaired People's Promise developed by Share the Vision and The Children's Promise developed by The Association of Senior Children's and Education Librarians (ASCEL) are an integral part of our service for customers. More information on the Universal Offers can be found on the [Libraries Connected website](#).

1.2 Corporate Policies / Priorities

The strategic priorities of Recalibrating Warwickshire 2026-2030 are to enable Warwickshire to have a thriving economy and places that have the right jobs, skills, education and infrastructure; to be a County where all people can live their best lives and where communities and individuals are supported to live safely, healthily, happily and independently.

WCC's six areas of focus are:

- Safe and strong childhoods
- Living well in Warwickshire
- Building brighter futures
- Economy, growth, jobs and skills
- Highways and transport
- Proud places and safe communities

Underpinned by four common goals:

- Value for money
- Optimising technology and innovation
- Empowering local communities
- Delivering excellence

1.3 Banding

All libraries in Warwickshire, including Community Managed Libraries (CMLs) have been grouped into bands, based on catchment populations, levels of business and opening hours. Our mobile libraries are grouped together into one band. The grouping of Libraries within the bands is subject to periodic review based on significant changes to level of business, opening hours or to catchment populations. The grouping of similar libraries together enables us to specify the details of the service provided within each band, to ensure consistency of service.

2. Stock Management Objectives

- To achieve operational efficiency and cost effectiveness
- To manage stock based on identified customer priorities and in support of diverse community needs set out in service objectives
- To provide for the effective management of stock as a County-wide resource
- To support the service in maintaining library usage

3. Stock Promotion

Stock systems and staff training enable staff to focus more on stock promotion activities aimed at:

- increasing the use of resources
- promoting awareness and visibility of the full range of resources for diverse communities
- increasing customer satisfaction.

WLIS provides a wide range of activities to promote reading, literacy and informal lifelong learning, including book and reading promotions, national reading campaigns, Rhyme Time and Story Stomp sessions, class visits, live literature, poetry workshops, and taster sessions.

4. Stock as a County Resource

Each library aims to provide a varied stock relevant to community needs and on a level appropriate to its band. However, every library is part of a large network of service points, and stock will be managed and exploited as a county-wide resource by:

- Co-ordinating purchase across the County
- Co-ordinating circulation across the County based on libraries of a similar size and level of business
- Promoting multiple use of libraries, and larger libraries for a broader range of stock and specialist materials
- Promoting the catalogue and reservations service
- Promoting the use of electronic resources and the library web-pages
- Exploiting the resources available at larger libraries via smaller libraries, eg through local exchanges and the referral of information enquiries

5. The Legislative and Regulatory Framework and other Government documents

- ✓ Public Libraries and Museums Act 1964
- ✓ Equality Act 2010 (including all anti-discrimination legislation on the grounds of race, disability and gender)
- ✓ Obscene Publications Act 1959, amended 1964
- ✓ Health and Safety at Work, etc Act 1974 and other relevant H&S legislation
- ✓ Video Recordings Act 2010
- ✓ Copyright, Design and Patents Act 1988 (Amendment) Regulations 2010, Copyright (Visually Impaired Person's) Act 2002 and Copyright and Related Rights Regulations 2003
- ✓ Local Government and Housing Act 1989
- ✓ The Children Act 1989
- ✓ Local Government Act 2010
- ✓ Human Rights Act 1998
- ✓ Protection from Harassment Act 1997

- ✓ Libraries shaping the future: good practice toolkit produced by DCMS Libraries Taskforce in 2017
- ✓ Terrorism Act 2006
- ✓ CILIP Guidelines on the Management of Controversial Materials in Public Libraries

6. Censorship

Censorship will only be exercised when required by the law. This is embodied in a policy statement by the Library Association, and endorsed by the Chartered Institute of Library and Information Professionals.

“The function of a library service is to provide, so far as resources allow, all books, periodicals, etc. other than the trivial, in which its readers claim legitimate interest. In determining what is a legitimate interest the librarian can only safely rely upon one guide only – the law of the land. If the publication of such matter has not incurred penalties under the law it should not be excluded from libraries on any moral, political, religious or racial ground alone, to satisfy any sectional interest.

The public are entitled to rely upon libraries for access to information and enlightenment upon every field of human experience and activity. Those who provide library services should not restrict this access except by standards which are endorsed by law.”

Controversial material will be evaluated according to WLIS selection guidelines – see 9.1. and criteria – see 9.3. Decisions are based on the assumption that the adult reader is capable of making his/her own critical and reasoned evaluation of views and opinions expressed in the item. It is recognised that children develop emotionally and intellectually at different rates, and the expectation is that parents will supervise their child’s reading, according to their knowledge of the child’s capacity to deal with the content and subject matter.

Where appropriate the selection process will enlist the help of community representatives. In cases where there are concerns, WLIS will seek further advice via relevant external specialists and advisory groups, for example, the National Literacy Trust.

7. Stock Management Policy Statement

- ✓ All stock will be purchased and managed as a county-wide resource and will be managed to optimise use throughout its life
- ✓ The Stock Fund will be allocated to most effectively meet community needs
- ✓ Each service point will provide a balanced collection, reflecting the reading tastes, the information needs and the multicultural nature of the communities in which we live
- ✓
- ✓ Stock range and level will take into account variations in the local communities, to provide a range and depth of stock for the whole service
- ✓ Planning gain/Section 106 monies will be used to purchase stock for specific libraries

- ✓ The emphasis in buying for lending stock will be towards more multiple copies of popular titles and more paperbacks, based on research indicating that people prefer paperbacks, cost-effectiveness and being driven by publishing.
- ✓ Stock management tools will be used to select, manage, promote and evaluate stock and will maximise the effectiveness of stock and generate more turnover
- ✓ WLIS will actively co-operate with other library services and agencies to make a greater range of materials available through the reservations system
- ✓ The Principal Librarian:Resources & Information has a central co-ordinating role in relation to stock management
- ✓ Specialist staff will have a clear role in the stock selection process
- ✓ Staff will have responsibility for stock management in their own libraries and service areas
- ✓ The Stock Policy will be reviewed on a regular basis

8. Stock Consultation

Finding out about the needs of users and potential users of WLIS is vital to ensure that stock is customer-focussed and responsive to local needs and wider product and market trends. WLIS uses a range of mechanisms to find out about customer stock needs:

- Front-line staff with direct contact with customers have responsibility for keeping up-to-date with product and market knowledge
- Stock suggestions and book recommendations are received both locally and directly by PL:R&I and considered for purchase
- Involvement of members of the community
- Work with other authorities and specialist agencies
- Use of focus groups to target specific groups, e.g. young people, ethnic minorities, older people
- National surveys highlighting trends
- Use of activities and events to gather feedback, including reading groups, special promotions
- Stock performance management information

9. Acquisition of Stock

The main aims of all acquisitions procedures are:

To get stock onto the shelves as soon as possible

To obtain stock by the most economically advantageous method in accordance with the WCC Procurement Policy

WLIS is currently part of the Library Group of the Central Buying Consortium (CBC), the largest local authority purchasing consortium in the UK. Consortium membership enables us to improve the effectiveness of our purchasing through two Framework Agreements (FA's), therefore achieving significant savings in public expenditure. Following a procurement process the Framework Agreement is awarded to the successful bidder or bidders who submitted the most economically advantageous tenders, although service criteria will also inform the decision (e.g. selection methods, servicing to WLIS standards, delivery within timescales, provision of Machine Readable Catalogue records). The current FA for books runs until 31st March 2027.

Based on a system of identified budget, library bandings, authors and/or subject areas, a supplier specification is created monthly online which is then viewed and edited, if required, by WLIS before orders are confirmed. This allows us to exploit suppliers' expertise and knowledge of the publishing industry, whilst ensuring that our criteria for selection are adhered to and that staff involvement in stock selection processes are time and cost effective. Staff have a monitoring role to ensure that the right balance of stock is achieved.

In order to ensure library stock is wide-ranging and reflects cultural diversity and minority interests, non-mainstream and minority suppliers will also be sought. The balance of time between selection and stock management processes will reflect greater staff emphasis on stock promotion and presentation, to ensure stock is customer-focussed and actively promoted to customers. Standing orders are also in place for stock areas where limited titles are published monthly, such as romances and westerns, large print and audio books; this reduces unnecessary selection and speeds up acquisition time.

9.1 Stock Selection Guidelines

- Only books and other media that are legally available will be considered for purchase. Material that promotes racism or prejudice against any social group must be avoided. However, stock selection decisions will be made on the assumption that adults are able to make a reasonable and critical evaluation of the views and opinions expressed in an item of stock - see 6 Censorship.
- Qualitative judgements are made to assess how well items meet identified customer priorities and community needs set out in service objectives, as WLIS cannot buy everything that is published, apart from local studies material where we do aim to buy everything for our catchment area (i.e. Warwickshire).
- WLIS selects new material on a co-ordinated county-wide basis, to ensure effective coverage, and selection criteria is informed by the evidence based stock management (EBSM) performance tools provided by CollectionHQ software – see 12.1.
- As well as responding to the demand for newly published material, WLIS aims to stock the best available titles that have proved useful and popular.

- Locally produced material will be assessed on the basis of WLIS selection criteria – see 9.3. – and will be purchased where it adds value to WLIS collections and as part of service plans, projects, and links with local partners.
- Customer feedback and recommendations are reported to PL:R&I and to specialists (county-wide gaps/needs)
- Requested items and customer recommendations are considered for selection using WLIS selection criteria – see 9.3.
- Books and other media are selected for content. Format alone does not determine purchase, and physical quality and value for money are key considerations.

9.2 Donations

Donations are welcome on the understanding that they are subject to the same selection criteria as purchased stock – see 9.3. We can only accept single copy donations that have been published in the current/previous year and are in as new/excellent condition (apart from Music & Drama/local studies items).

We are required to be selective to ensure that the stock on the shelves is in good condition, to avoid costly staff time in processing unsuitable items for addition to the shelves, and to avoid staff time in preparing items for salvage.

If an item does not meet the criteria, then the donor may be redirected to other locations. WLIS reserves the right to decide on the most suitable location, and to dispose of any materials according to the needs of the service.

9.3 Criteria used in Selection

Factors in selection include:

- Popularity of author, subject or genre
- Authority and reputation of the author / publisher in the field
- Under-represented subject area in current stocks
- Item provides value for money
- Item is part of a proven series
- Attractive +/- serviceable production
- Item fills known stock gap
- Likely and potential use of item
- Item is new edition, especially in a subject area of rapid change
- Item presents positive images of stereotyped groups
- Item reflects social and cultural diversity
- Language
- Availability

Factors in rejection may include:

- Presentation or editing of content is poor and/or contains errors
- Content or information is out-of-date
- Content is prejudicial
- Poor physical quality, e.g. type, binding
- Over-represented or a well covered subject area

For specific categories of material other criteria are critical: for example, for local studies material geographic content is the sole criterion.

10. Stock Maintenance

The basic maintenance and promotion of all stock are key activities underpinning all functions of the library service. It is therefore essential that all staff take responsibility and interest in the maintenance and promotion of stock, especially front-line staff working with stock on a daily basis.

10.1 Condition and Presentation of Stock

The stock in every service point must be:

- Accessible to the public
- Clean and in good repair
- Tidy
- Easily and speedily located
- Attractively displayed
- Visible to diverse communities
- Kept in a safe and secure location if its uniqueness warrants it

The basic on-going stock routines which staff use to keep shelves and public areas looking bright, well cared for and attractive are:

- Shelving books in an upright position
- Leaving room at the end of shelves for easy movement of books
- Changing face-forward displays on a regular basis, and using face-forward on mobile libraries wherever possible - see 11.2.
- Using bookends on under-filled shelves to keep stock tidy
- Bringing books forward to the shelf edge to ensure visibility and to keep bays looking attractive and tidy
- Checking that stock is put in its correct place, for example, alphabetical or numerical order
- Not shelving books on the tops of bays, on the floor, window ledges, etc.

Monitoring of condition and presentation is a continuous process, most easily done when returning items, shelving, tidying and putting in order, as well as when stock editing. Each service point will set up systems to ensure that all of these routines are undertaken on a

regular basis, to make the stock more attractive to users, prolong the use of items and avoid delays for users when borrowing or requesting items.

The basic standards are:

- When shelving staff should pay attention to the general tidiness of the shelves - daily
- Face-forward displays to be topped up daily and up-dated weekly
- Stock to be put in order regularly - weekly in small libraries and monthly in large libraries.
- Lending stock to be edited on a regular basis

The following criteria have been established for condition and presentation of stock, and actions to be taken as a result.

Condition	Poor	Acceptable	Good	Very Good
Overall Description	Urgent Action needed	Acceptable at present but may need minor repair or other action	Stock in good condition with some evidence of wear	Stock in excellent condition
Criteria	<ul style="list-style-type: none"> • Jacket in poor condition • Broken Spine • Loose/missing papers • Badly stained 	<ul style="list-style-type: none"> • Loose or slightly damaged jacket • Opaque look to jacket • Creased spine • Frayed edge at top and bottom of the spine • Loose page (s) • Slightly yellowed pages 	Slight evidence of criteria listed in the 'Acceptable' column	<ul style="list-style-type: none"> • Undamaged • Clean • Processed correctly (e.g. spine label, date label)
Actions	Consider: <ul style="list-style-type: none"> • Withdrawal • Replacement • Repair • Re-binding/jacketing • Transfer to County Reserve Collection, Warwickshire Local Collection or Music & Drama Collection 	Consider repair. E.g.: <ul style="list-style-type: none"> • Clean • Re-jacket/Fix jacket • Fix loose page(s) 		

10.2 Stock Reviews

Stock in all service points is under constant review to ensure it meets the following objectives:

- To ensure good condition, range and currency of stock
- To seek ways of improving promotion and display of stock
- To check that stock is appropriate for the size and needs of the local community

- To highlight priorities for stock revision and inform expenditure plans
- To identify priorities for stock editing

We use a range of Collection HQ tools to help us achieve this under the overall guidance of Area Librarians in conjunction with local staff.

10.3 Stock Editing

The process of editing involves systematically examining each item to review condition, range and currency of stock. This involves consideration of the following decisions, and will be undertaken by local staff with support from managers and librarians:

- Keep - if good condition and being well used
- Transfer – if a duplicate copy or issues have stopped and the item is in good condition and current, and has potential elsewhere in the service (e.g. larger library or mobile library)
- Transfer to Reserve Stock – usually last copies of potentially useful items, which may be in poor physical condition
- Consider cleaning and repair – if item has potential and if repairing is cost effective
- Consider binding – if cost-effective or item can't be replaced (e.g. local material, expensive art books)
- Consider replacement – if in demand or part of a series, in paperback if possible
- Consider deletion – if in poor physical condition, out-of-date, dated or no longer reflects needs or interests of users

In the management of any stock editing process, the following should also be considered:

- The location of stock not available to the public must be clearly identifiable, indicating repairs, etc
- Large or lengthy stock gaps should be avoided

11. Presentation and Promotion of Stock

The use and promotion of library stock in all its formats, whether books, multi-media, newspapers or electronic information, are the means by which the aims of the service are achieved, and the skills, knowledge, experience and enthusiasm of staff are essential to make the best use of stock to meet customer needs and attract new users.

Stock promotion is undertaken to:

- Make the best use of stock
- Raise awareness of the range of stock and services available, including on-line resources
- Ensure that stock reflecting cultural diversity and minority interests is given prominence
- Promote books, reading, literacy, lifelong learning, digital skills and social inclusion
- Offer choice and opportunities for reader development, inspiring and encouraging users and potential users to try something new

Stock promotion in WLIS is focussed on user behaviour and learning from the retail sector, and is undertaken in a range of ways.

11.1 Displays aim to highlight the range and choice of stock available to customers, and will use a range of approaches to maximise opportunities for promotion, e.g. end caps, dumpbins, power positions and display tables.

Displays will:

- Target all audiences including new and younger audiences
- Present imaginative and challenging reading material and choices
- Highlight stock that reflects cultural diversity and minority interests
- Bring together areas and formats of stock dispersed by the Dewey classification scheme and fiction stock categories, and feature under-used stock
- Use a high quality of presentation, e.g. headings
- Exploit professionally-produced promotions when available e.g. resources from the Reading Agency
- Take advantage of library hotspots, including return trolleys, new books sections, etc.
- Take advantage of local and national promotional opportunities
- Enable smaller libraries to highlight stock not normally available

11.2 Face-forward display takes advantage of professionally marketed book covers. Face forward displays will be:

- Refreshed on a regular basis as part of shelving, tidying and maintenance routines – see 10.
- Feature a wide range of stock, including featuring material that will appeal to new, young and minority groups
- Used as an opportunity to represent books that may have been ‘shelf-sitting’ and not issuing
- Used to highlight less accessible stock, for example from lower shelves

11.3 Signs and Shelf Guiding will be used to highlight areas of the library that are helpful to users, to enable access and raise awareness of stock in all areas. Fiction will be arranged to maximise choice and browsing, with a limited number of bookshop categories, and non-fiction in Dewey order and themed sections.

11.4 Events and Activities for a range of ages and user groups are organised in libraries as part of service planning and co-ordinated by the Reading and Learning Team based in Warwick. Stock promotion and reader development is a key part of this.

11.5 Talking to Users and Potential Users about books, reading and interests is a vital part of stock promotion, as well as finding ways to encourage dialogue between customers. Personal recommendation is a powerful promotional tool, and WLIS recognises that skills involved in encouraging dialogue about stock and product awareness are key in the successful promotion of library services. All staff receive in-house training face to face and

through e-learning modules to enable them to learn more both about ways to promote stock and to find out more about the latest publications and subject-specific stock. This enables them not only to showcase the stock but to recommend particular titles for specific enquiries. Staff are also encouraged to respond on social media to enquiries and comments about stock especially where this promotes further knowledge and understanding about particular titles. This is essential to the core service provided in libraries, contributing to better customer experiences in terms both of finding 'the right book at the time' and also of improved customer well-being.

12. Circulation of Stock

A key objective of WLIS Stock Management Policy is to offer the best choice and availability of stock to customers. The managed movement of stock is essential in order to achieve the best value from items of stock and the Stock Fund, and to ensure the constant supply of fresh stock essential to sustain regular and on-going usage.

All stock (except in Reserve Stores) will be available on the open shelves, unless removed and identifiable for stock management reasons, e.g. repairs. Items will not be endorsed 'This title may cause offence' or similar or kept on restricted access - (see 6 Censorship).

12.1 Stock Transfers

WLIS makes extensive use of CollectionHQ software to manage stock and maximise performance, and undertakes a regular schedule of evidence-based stock management tools (EBSM) to improve the choice of titles on the shelves for customers and to increase the use made of titles.

This operates on a county-wide basis, with stock moving between all WCC and community managed libraries, with the system suggesting items suitable for transfer based on lack of issues in one location and identified demand in another. This enables funds to be directed towards titles new to the service.

The stock with the greatest potential for transfer is:

- titles by popular authors to help libraries make sure they have enough of their most popular authors available to meet local demand
- popular subject areas to try and ensure libraries can meet identified demand
- items that have issued less well in one library that can replace copies in other libraries that have issued heavily and may be in poor condition but are still in demand

12.2 Reservation Services

WLIS provides a request service to extend the range and choice of material available at all libraries. Stock will be catalogued, and customers will be offered requests either in the library or via the website for items and areas of stock which are:

- On loan
- Available at other service points in the county

- In-print or not yet published
- Out of print

WLIS cannot buy everything that is published, but will consider obtaining any item requested by a customer, either by purchase or by inter-library loan. The normal selection criteria will apply – see 9.1. & 9.3. WLIS reserves the right to refuse to purchase items outside the scope of the Stock Management Policy.

Customers should be advised that items referred for purchase or inter-library loan may take longer or may not be supplied, may have conditions for loan attached, loan periods may be stringently applied, and may incur an additional charge if borrowed from outside the county. WLIS participates in the national inter-lending scheme in alternative formats to provide books in Braille, audio cassette and large print.

12.3 County Reserve Stock

The County Reserve Stock (CRS) houses books that still have a potential active life, but are no longer available on the open shelves because of limited use or poor physical condition. This stock is accessible and available for loan via the library catalogue.

The main reasons for maintaining a Reserve Stock are:

- To retain important information and literature, usually last copies of unusual or significant subject areas or works
- To satisfy more requests from WLIS own stocks, reducing the need for inter library loan, thus saving money

Before sending to CRS, books will be transferred so that they are identifiable via the catalogue.

The Warwickshire Local Collection and Music & Drama Collection retain relevant stock in these categories.

13. Stock Loss

WLIS recognises that stock is a valuable asset and that loss of stock by theft, damage and unrecorded loan must be minimised in order to achieve best value. A range of procedures are in place:

- Management of new membership
- Management of loans
- Recovery of items
- Reducing opportunities for theft, damage and mutilation of stock
- Catalogue management

14. Disposal of Stock

In managing and effectively exploiting stock, WLIS has a clear policy for dealing with stock that is no longer of any use to libraries in the county. Disposal of stock must be a continuous and rolling process, and the amount of stock at each service point is ultimately limited by the space available to accommodate and display it. The following criteria and methods are employed in the disposal of stock:

14.1 Criteria for Retention of Stock

As part of stock reviews, the stock should be examined with a view to:

- Retaining the item at the existing library, or binding of specialist material for further anticipated use
- Transferring to another library for greater use
- Transferring to the County Reserve Stock or Warwickshire Local Collection or Music & Drama Collection, if it meets the criteria

If the item does not meet any of the above, then it should be discarded.

14.2 Criteria for Discarding Stock

Stock may be withdrawn if it is:

- In poor physical condition, and not worth repairing, rebinding and does not meet the County
- Reserve Stock criteria
- Out-of-date – information is incorrect or references made to out-dated equipment or processes (e.g. computers, technology)
- Dated – information is correct, but whole presentation is dated (e.g. fashion, design)
- No longer reflects needs or interests of readers

14.3 Options for Disposal of Discarded Stock

The principal aims once stock has been discarded are:

- To maximise income which is credited to the stock fund to support further purchasing
- To recycle stock as a waste product
- To minimise administration and handling

The following options can be considered:

- Recycling – local collection arrangements exist which enable stock to be recycled as a waste product
- Booktrade – for potentially high value items - staff should contact the PL:R&I for advice
- Booksales – in the library in one-off circumstances with the agreement of the Area Librarian

15. Staff Competencies

WLIS fosters a culture of learning, to train, develop and support its staff, through induction, training sessions, workshops and visits to other authorities. WLIS has a Staff Library to support staff and service development, held and administered by Library Stock Services. All staff can request new items via Library Stock Services and the vast majority of items are available to the public through the catalogue. The following staff competencies are required to fulfil the WLIS Stock Policy:

- Knowledge - product awareness, the latest publishing and market trends, service and corporate objectives, local customer needs and community profiles, and equality and diversity awareness
- Skills – active listening skills, asking relevant questions, use stock maintenance and management procedures, create displays and face-forward, identify readers needs and how they might be met, support literacy, encourage wider and deeper reading
- Abilities – build knowledge of books that will appeal to different target groups in libraries and outside the library in community settings
- Behaviour – proactive and, above all, enthusiastic promotion of stock in both day to day contacts with customers and in community settings