

Aberdeen City Libraries

Service Level Agreement

Book Groups

Between

ABERDEEN CITY COUNCIL, a local authority constituted by the Local Government etc. (Scotland) Act 1994 and having its principal offices at the Town House, Broad Street, Aberdeen (“the Council”), represented for the purposes of this Service Level Agreement by Aberdeen City Libraries (“ACL”)

And

[Insert name of Book Group and address of Book Group]
 (“the Book Group”)

Service Level Agreement

1. Purpose

This Service Level Agreement (“SLA”) is in place to administrate the delivery and management of the services offered by ACL to Book Groups which use the Book Group Collections service.

2. Scope

This SLA is between the Council and Book Groups which meet within Aberdeen City and use the ACL Book Group collections.

Such groups include those run in public libraries as well as those which meet in private homes or other community settings.

Throughout this SLA all mention of ‘Book Groups’ refers to those which are or may become users of the Book Group collections.

This SLA will run from 1st April 2018 – 31 March 2020.

3. Activities and services to be provided

Book Group Membership

Book Group membership is available to book groups operating within the City boundaries only. Groups located out with City boundaries will be supported by Aberdeenshire Libraries.

This entitles book groups to borrow a set of multiple copies of a title from the Book Group Collection. Groups may also request and borrow multiple copies of a title from the general library collection without incurring a reservation charge.

Loan of resources

Access is made available to a dedicated Book Group Collection of approximately 100 titles containing 12 copies of each title. Items are issued for four weeks in the first instance and may be renewed twice assuming there are no requests for the title.

Commitments by ACL for existing books groups

- Deliver items to an ACL library of book group's choosing
- Ensure no charge on Book Group tickets for reservations/fines but reserve the right to charge the Book Group should an item be damaged or fail to be returned.
- Consult with Book Group members on an annual basis to ensure the provision of the relevant range of titles and services.
- Inform Book Groups of upcoming author and library events via main contact for group.
- Promote Book Groups via ACL promotional opportunities as agreed with Book Groups.
- ACL may terminate the SLA if any of the Commitments by the Book Groups specified below are not met. ACL may also terminate the SLA if the Book Group fails to pay any charges incurred.

Commitments by ACL for new groups or individuals interested in setting up a group

- In addition to the above, ACL will assist with advice on setting up a Book Group should it be required.

Commitments by Book Groups

- Provide a named contact and email address when registering for Book Group membership.
- Update ACL as soon as possible of any changes to the contact details
- Return books on time or renew in advance of due date.
- Contact ACL as soon as possible should there be any challenges with the return of sets.
- Take responsibility for books while on loan to book group, returning them in the condition in which they were collected.

- Named contact to encourage Book Group members to become individual members of ACL.
- Named contact to share information about upcoming ACL events with Book Group members.

4. Monitoring and evaluation of services

The ACL Book Group Collection is monitored and reviewed on a regular basis in keeping with the ACL Resources Selection and Management Policy.

ACL will consult with Book Group members on an annual basis to ensure the on-going provision of the relevant range of titles and services.

5. Communication/relationships

ACL will communicate with all Book Groups through the named contact. This communication will be primarily in the form of email.

For information on any aspect of services available from ACL and this SLA please contact:

Reader Development Librarian
Tel: 01224 652500
Email: LibraryEvents@aberdeencity.gov.uk

For information on the Book Group please contact:

[Insert name of Book Group named contact and name of Book Group]
Tel: [Insert telephone number for named contact]
Email: [Insert email address of named contact]

6. Information sharing

All information collected including contact details and images is stored and disposed in accordance with the provisions and obligations imposed by the General Data Protection Regulations (2016/679/EU) and the Data Protection Act 2018 in relation to processing personal data. This information will be used for internal purposes only in the context of service delivery. Authorisation to take photographs and publish work in promotional materials has been, and will continue to be sought from the relevant parties concerned as appropriate in advance.

7. Review of SLA

The SLA will be reviewed every two years in consultation with the Book Groups.

8. Freedom of Information

The Book Group shall assist the Council, at no additional charge, in meeting any reasonable requests for information in relation to this SLA, or the services to be provided hereunder, which are made to the Council in connection with the Freedom of Information (Scotland) Act 2002 or any statutory modification or re-enactment thereof or any related guidelines or codes of practice. The Council may, from time to time, serve on the Book Group an information

notice requiring the Book Group within such time and in such form as specified in the information notice to furnish to the Council such information as the Council may reasonably require relating to such requests for information. The Book Group acknowledges that in responding to such requests for information, the Council shall be entitled to provide information relating to this SLA or the services to be provided hereunder.

9. Governing Law

This SLA shall be governed by, interpreted and construed in accordance with Scots Law. Aberdeen Sheriff Court shall have exclusive jurisdiction to settle any disputes which may arise in connection with the validity, effect, interpretation or performance of the legal relationship established by this SLA or otherwise arising in connection with this SLA.

IN WITNESS WHEREOF these presents typewritten on this and the 3 preceding pages are executed as follows:-

They are signed for and on behalf of **Aberdeen City Council** at Aberdeen by:

-
Signed: _____ Signed: _____
(Proper Officer) (Witness)
Name: _____ Name: _____
Position: _____ Address: _____
Date: _____

They are signed for and on behalf of **[Insert name of Book Group]**

at *e.g. Aberdeen*:

by: -
Signed: _____ Signed: _____
(Witness)
Name: _____ Name: _____
Position: _____ Address: _____
Date: _____