



CityLibrary

Your space
Your resources
Your library

Library Services Collection Development Policy 2015–2018



Contents

1.	Introduction.....	3
2.	Users & Access	4
2.1	Users	4
2.2	Access	4
3.	Acquisition of Resources	6
3.1	Suppliers.....	6
3.2	Funding	6
3.3	Selection and purchase	7
3.4	Reading lists and multiple copies	7
3.5	Subscription resources	8
3.6	Digitisation	9
4.	Alternatives to acquisition	9
4.1	City Research Online	9
4.2	Inter-Library Loans.....	10
4.3	Access to other libraries and resources	10
4.4	Donations & sponsorships.....	10
5.	Collection analysis, retention and withdrawal.....	11
5.1	Online resources.....	11
5.2	Print resources.....	12
5.3	Multiple editions.....	12
5.4	Disposal	12
5.5	Circulation management and loan periods	12
5.6	Digital course readings - continued access.....	12
5.7	Preservation and binding	13
5.8	Library Services Archive.....	14
6.	Related documents and webpages	14
7.	Glossary	16

1. Introduction

The core purpose for developing a Collection Development Policy is to ensure there is a clear relationship between the investment decisions and operations in the Library Services and the overall strategy, goals and objectives of City, University of London.

Library Services, which are located over four sites and are managed centrally, provide a dedicated, professional, integrated and responsive service to each of City's five Schools,

Library Services aim to develop appropriate collections in support of education and research, and to strengthen the Libraries' collections in support of **City's strategy** and the **Education and Student Strategy**. The purpose of the Collection Development Policy is to inform Library staff and users, of the criteria and principles that will be used in the acquisition, management and disposal of resources, which include the following:

- printed books and journals
- online resources (databases, e-journals and e-books)
- journal archives
- newspapers
- digital course readings
- audio-visual material
- theses
- maps
- music scores
- City Research Online
- Library Services Archive

This policy also describes how access to, and currency and maintenance of these resources will be achieved within agreed priorities and subject to constraints on funding and space.

The Collection Development Policy will be reviewed annually and updated when appropriate, or as and when the Library Leadership Team considers it necessary.

Any enquiries relating to the Collection Development Policy should be directed to library@city.ac.uk.

This policy is supported by the Library Committee.

City, University of London Library Services

November 2015

Revised September 2016

2. Users & Access

2.1 Users

The Library collections have been developed with the aim of supporting the education and research of its users. Full details of borrowing entitlements can be found [on our website](#). The users of the collections are:

Current staff and students of City

All reasonable efforts will be made to acquire resources recommended by staff as required for education and research purposes. Current staff and students are entitled to access all of the Library's resources, except for the very small number of resources which are only available to certain departments due to licence restrictions. Please see our [policy](#) for distant learner students as there are some differences with entitlements.

Students on validated courses and City partnerships

Students and any staff involved in their instruction on validated courses or from partner institutions are entitled to access the print collections of the Library. Remote access to specified online resources is by arrangement only. Further access to selected online resources is available from dedicated PC terminals.

Short course students

Short course students may access the print collections of the Library. Online resources, where the licences permit, are accessible from dedicated PC terminals.

Alumni

Alumni may access the print collection of the Library and those online resources where licences permit, from dedicated PC terminals. Remote access to [a limited selection of online resources](#) is available through the [Alumni Online Community](#).

Members of mutual access schemes

Users may access the print collections of the Library. Online resources, where the licences permit, are accessible from dedicated PC terminals.

2.2 Access

Library Services will maximise the availability of print and online collections to all authorised users as far as licensing conditions or other restrictions permit.

Access to Online Resources

Online resources are licenced to City for authorised users of Library Services. Adherence to licence and contract agreements are enforced through the use of authentication and user management systems.

Library Services will utilise nationally negotiated licences and agreements to maximise the effective use of and access to resources. Library Services will also endeavour to make our online collections accessible on multiple devices and provide simultaneous multi user access where funds, technology and licences allow.

Resource Discovery

Access to resources through [CityLibrary Search](#) supports the education and research priorities of City.

Library Services will make all of its resources easily discoverable to our users, using single search functionality where possible.

Library Services integrates discovery and delivery, enriches content, and improves search and navigation tools to expose our collections, utilising innovative support systems and services.

Accessibility Services

Library Services are committed to ensuring that all our authorised users are able to access and utilise all of the Library collections. Designated staff are available to work with students with accessibility needs to effect this use.

Library users requiring [specific accessibility services](#) will need to be referred to Library Services by the [Disability Services](#) or [Neurodiversity Support](#). Individual support for these services can then be offered to students in order to maximise discovery and use of our collections.

3. Acquisition of Resources

3.1 Suppliers

Southern University Purchasing Consortium (SUPC) approved suppliers and nationally negotiated licences for online resources, via the **Joint Information Services Consortium** (JISC) and the **Combined Higher Education Software Team** (Eduserv CHEST), will be used when available.

Access to our online resources is determined by legally binding contracts that are signed when entering into an agreement with a publisher or provider. These are agreed on a national basis with such bodies as Eduserv CHEST and JISC or agreed between Library Services and the resource provider where no national agreements exist. Library Services will negotiate for the best value and access terms possible in line with the JISC and Eduserv models.

SUPC approved suppliers provide printed book stock that is shelf ready; this ensures economies of scale, minimises administrative overheads and takes advantage of consortia discounts.

The advantages of purchasing shelf ready books will usually preclude the use of suppliers such as Amazon or other online booksellers. Out of print material will be sourced when it is economically viable to do so.

From the date of the initial order, printed books will be made available on the Library shelves within 3-4 weeks from receipt of the order (for all items in-stock with suppliers). E-books are generally available within 1-2 weeks from receipt of the order. Online resources such as journals and databases will be made available within 4-8 weeks from receipt of the order.

Library Services is dependent on external suppliers, and there may be occasions when the fulfilment of orders will take longer than average.

3.2 Funding

An annual allocation for the purchase of all Library resources is made from City funds. This allocation is based on the student FTE figure for the School.

Schools may supplement this devolved allocation with additional funds to enable the purchase of additional resources.

The division of the final allocation between material types (journals, databases, books) will be dependent on the scholarly needs of the individual schools and be suitable for a research institution of City's size.

Library Academic Services can provide statements on the availability of funds on request.

A percentage of the annual allocation is top-sliced to be spent at the discretion of Library Services on cross discipline print and online resources. Allocations which are unspent at the end of May will be returned to central Library funds and used to purchase resources from Library Services' Desiderata list.

3.3 Selection and purchase

The selection of resources is the joint responsibility of Library Services and Academic Staff. The responsibility for spending allocations lies with Subject Librarians and is based on the requirements of the course reading lists.

In addition, Subject Librarians actively identify gaps in the collections, and will acquire resources accordingly to supplement the Library collections.

Content rather than format will principally determine the stock selection decisions.

Although Library Services will decide upon the most appropriate format for resources, the online format is preferred. E-books are purchased in preference to print as these allow 24/7 access. However, their purchase will depend on their availability from publishers, technological accessibility and cost.

There are circumstances where printed formats are necessary, either instead of or to complement online access. For example where:

- the online version is not available for purchase by libraries as is the case with most core textbooks
- the online version has restrictive usage conditions such as limits on viewing, printing or copying through digital rights management software, or limits on the number of simultaneous users
- the online version does not replicate adequately all the content of the print version,
- cost is a factor.

Library Services will initiate and utilise user led purchasing models to enhance our collections.

No library can meet the information needs of all its users from its own resources, and this Collection Development Policy includes details of alternatives to acquisition.

3.4 Reading lists and multiple copies

Reading lists are a key component of the student experience and all schools are required to submit reading lists to Library Services when requested to do so by the relevant Subject Librarian.

City uses [Reading Lists Online](#) (RLO) to submit and manage all items on reading lists. This provides students with quick and easy access to books, e-books, journal articles and websites recommended for their modules.

All purchase requests should be accompanied by sufficient information to enable Subject Librarians to purchase appropriately, e.g. course module details, the number of students on the course, and whether it is essential or background reading.

Library Services will liaise with Academic Staff where the price of a resource is considered excessive or when items are unavailable despite extensive efforts made to acquire such resources.

It is recommended that print books highlighted as “essential reading” are purchased at a maximum ratio of 1:15 students. This ratio may be adjusted if a specific request is made by a School or department, or when sufficient demand is demonstrated.

Copies will be allocated to sites and loan types to allow for maximum usage. Based on previous usage statistics, the advice of Academic Staff and other relevant factors, Library Services will decide the most appropriate loan category for resources on reading lists.

Where demand is demonstrated to be high, Library Services will take appropriate action including changing the loan periods of existing copies, ordering additional print copies or ordering an e-book where available. Library Services Loan and Reservation policy provides further details on this (this will be available December 2016).

Our **digital course readings** collection allows extracts from resources which are not available in online format to be made available via Reading Lists Online.

Unless otherwise specified, the latest editions of recommended books will be purchased. Academic Staff must specify when older editions are required.

Paperbacks will be purchased in preference to hardbacks.

Whenever practicable and when funds allow, at least one copy of every item listed as essential reading on a reading list will be obtained by Library Services.

Resources not on reading lists will be considered for purchasing where they are linked to education and research activities.

Library Services will maintain collections to enhance the student experience, for example, by providing specialist collections of careers and study skills resources.

3.5 Subscription resources

Library Services carries out regular analysis of licences, access/authentication issues and usage statistics to ensure that our online resource collections best support current and future education and research needs.

When purchasing journals, an online format is preferred to print due to the increased access options this provides (remote access 24/7 for multiple users). Library Services will aim to purchase journal content on a perpetual access model.

Proposals for new subscriptions should be made via the [Library Academic Services Team](#). Library Services will not consider new subscriptions unless it can ensure the additional financial commitment can be met longer term. New subscriptions will be considered based on supporting the education and research priorities of City. Library Services will review usage versus costs of online resource subscriptions annually, and consider any possible cancellations.

3.6 Digitisation

Digitised copies of journal articles, and individual chapters and sections of books, can be made (known as digital course readings); this applies to items found on course reading lists accessed via [Reading Lists Online](#).

Requests for digitisations are made via [Reading Lists Online](#). All digitisations must comply with the terms and conditions of the Copyright Licensing Agency (CLA) Higher Education Licence. Guidance on the terms and conditions can be found in the [Reading Lists Online library guide](#) and in the [User Guidelines](#) from the CLA.

4. Alternatives to acquisition

4.1 City Research Online

Library Services provides access to research produced by City's staff and research students via our institutional repository City Research Online (CRO). CRO includes full-text open access versions and bibliographic records of research outputs authored by staff and research students at City.

The following list summarises the types of research that CRO contains.

- Articles – accepted and submitted versions
- Articles – published version (where publishers' copyright policies allow)
- Books
- Book chapters
- Conference papers
- Doctoral theses
- Multimedia
- Working Papers (where these form part of an approved School series)
- Other types of research, as requested by users of the service.

4.2 Inter-Library Loans

Library Services offer an **Inter-Library Loan** service that is subsidised. The Inter-Library Loan service allows users to request material which is not held by Library Services. The Inter-Library Loan service is available to authorised users; a small handling charge is applied to all requests.

4.3 Access to other libraries and resources

Information on using other libraries can be found on the [Library Services website](#).

City is part of the University of London and this allows staff and students access to other University of London libraries. Senate House Library is the central library for the University of London, City students and staff can apply online for access to Senate House Library using a pre-registration form. Library provision at other University of London Federation Libraries is based on the SCONUL Access Scheme. A full overview can be found on our [University of London libraries and institutions](#) webpage.

City Library Services is part of the Society of College, National and University Libraries (SCONUL) Access Scheme. The SCONUL Access Scheme allows staff and students to use for reference purposes, and in some cases borrow from, the libraries of over 170 member institutions in the UK and Ireland.

City Library Services is a member of the [M25 Consortium of Academic Libraries](#). The M25 Access and Borrowing Scheme allows staff and students to use other member libraries of the M25 consortium, including some that are not part of the SCONUL Access Scheme. A list can be found on the M25 Consortium website.

There are a large number of libraries of various types (academic, public, specialist) to be found in London, many of which allow visitors from other institutions to use their collections. Details of these are provided in the [Library Guide for Researchers: Other Libraries](#).

The National, Academic and Specialist Library Catalogue (COPAC) combines the library catalogues of many major UK and Irish libraries, including the national libraries, many university libraries, and specialist research libraries.

There are a number of archives in London that can be used for research purposes, and a list of these can be found on the [AIM25](#) (Archives in London and the M25 area) website.

4.4 Donations & sponsorships

Library Services welcomes donations which enhance its ability to fulfil the Collection Development Policy, and appreciates the generosity of donors.

Donations are accepted on the understanding that they become the property of Library Services, and any items not required will be disposed of appropriately. Suitability of

donations will be assessed by the appropriate Subject Librarian. Journals will not be accepted.

Library Services will assume that donors are aware of these guidelines. Priority for adding items to stock will usually be given to purchased resources.

A small number of databases are made available via sponsorship, which are the result of separately negotiated agreements with database suppliers. Resources acquired in this way are evaluated by Library Services, and are deemed to complement and enhance existing resources.

5. Collection analysis, retention and withdrawal

It is the aim of Library Services to maintain dynamic collections which reflect the subject focus of courses and research in our Schools and departments, whilst encouraging effective spending of acquisitions budgets and maximum use of our collections. At the same time Library Services have adopted a “zero-growth” model regarding print resources, in which the service will aim to withdraw at least as many volumes each year as are added, due to the limited estate and lack of space to expand the Library.

5.1 Online resources

Online resource subscriptions (i.e. subscriptions to e-journal titles, database packages and e-book collections) are reviewed on an annual basis and decisions are taken in advance of renewal deadlines for budgeting purposes. Library Service Heads and Subject Librarians liaise with Schools regularly over the suitability of subscriptions and renewals.

The criteria for continuing an existing subscription is based on:-

- level of usage
- inclusion on reading lists
- course dependency
- changes in the subject areas offered by Schools
- journal ranking
- present share of the total budget devoted to online resource subscriptions.

The ultimate constraint is the funds available and the maintenance of an adequate budget to be spent on book purchases.

For e-journals, the most recent data available on the number of successful full-text article requests for a journal title are collected. If available, these reports are taken from the [Journal Usage Statistics Portal \(JUSP\)](#). This data complies with the [COUNTER code of practice](#) to ensure consistency across data providers. If a publisher has not joined JUSP, usage data will be acquired direct from the publisher, which may not be counter compliant.

Database and e-book usage data will also be acquired direct from the publisher or supplier. For databases, this typically includes; the total searches, and search results viewed for the current subscription year. For e-books, the number of successful title requests and the number of successful section (i.e. chapter or part) requests from an e-book title during the academic year are collected.

5.2 Print resources

To inform withdrawal decisions, statistical analysis of the print collection is carried out annually to identify those items published more than 10 years previously which have not been borrowed for at least five years. This data is collated from the Library Management System. This initial data is reviewed by the appropriate Subject Librarian to consider whether the item should be withdrawn from stock. A second set of criteria is then applied including:-

- availability in other formats (e.g. as an online resource)
- currency
- number of copies held
- relevance to current or planned teaching
- relevance to current or planned research
- physical condition.

Subject Librarians may choose to consult Academic Staff on the withdrawal of certain print resources (such as those which could potentially be of interest at research level). Print resources may be retained at the request of Academic Staff in the following cases:-

- Older editions may be kept where they contain information that is not in later editions but is still used for education purposes.
- Academic Staff may identify individual items to their Subject Librarians which should be retained despite meeting the withdrawal criteria. However, a specific reason for their retention must be provided in each case.
- Single copies of certain titles may be retained to support research and enhance the Library's research collections, for example, content which may serve as a potential primary source in historical research.

Print journals and reference books currently held will be regularly evaluated. The decision to withdraw will be based on their relevance to current or planned education or research. In addition, online and print journals, and online and print reference resources, will be reviewed annually for duplication. Where sustainable electronic access is available the print resources will be withdrawn.

5.3 Multiple editions

Up to the three most recent editions of books (regardless of format or library location) will be held by Library Services, with older editions being withdrawn. This may be adjusted in agreement with individual Schools or departments, where currency is more or less critical. Previous editions may be withdrawn even when published less than 10 years previously or borrowed within the last five years.

Where an e-book is to be withdrawn, the metadata and the link to the e-book are removed from CityLibrary Search.

5.4 Disposal

Withdrawn print book stock is collected by a designated supplier. If these items are sold within three months, Library Services receives a share of the profits and this money is reinvested in the collections. Items that are not sold are recycled.

5.5 Circulation management and loan periods

Reservation reports, generated by the Library Management System on a regular basis, identify the titles which have a high number of reservation requests. This data is passed to the appropriate Subject Librarians to consider changing items to temporary or permanent shorter loan periods, purchasing additional copies, or requesting that the required chapter is digitised, if applicable.

When a new edition is purchased, and previous editions are to be retained, those with a 24 hour loan period will be changed to longer loans, and reference copies of previous editions will be changed to circulation copies.

Copies with a 24 hour loan period which have low usage, will be changed to a longer loan period.

5.6 Digital course readings – continued access

As mentioned in the Digitisation section of this Collection Development Policy, it is possible to digitise copies of items required for reading lists where these lists appear on Reading Lists Online. When these digital course readings are required for courses in the subsequent academic year, they can be transferred. Checks are made to ensure continued compliance with the terms of City's Copyright Licensing Agency licence. Academic Staff will be asked to indicate which digital course readings they require for the next year. Those no longer required will be removed from Reading Lists Online.

5.7 Preservation and binding

Library Services take the following steps to preserve and bind print journals:

- Complete volumes of permanently retained journal parts will be bound on a case-by-case basis
- Where cost effective, less durable materials may be bound before they are added to the collections
- Materials in poor condition may be repaired or replaced at the discretion of Library staff.

With regards to online journals:

- Measures will be taken to build a collection of online journal archives through additional funding streams which may become available
- City Library Services participates in Portico, an online resource preservation service, in order to ensure (in so far as possible, and subject to the terms of relevant licences, subscription agreements and publisher participation) that Library Services' online resources are safeguarded in the event of interruption to the service.

5.8 Library Services Archive

Library Services Archive is a collection of material detailing the history of City. It includes annual reports, general administrative records, press cuttings, photographs and audio recordings of special lectures. The Archive is subject to its own policy, the **Library Services Archives and Special Collections: Collection Development Policy**.

6. Related documents and webpages

For guidance on the following specific areas, please see the links below:

Archives

Information about the Library Services Archive can be found at: <http://www.city.ac.uk/library/resources/special-collection/university-archives>

The Library Services Archive and Special Collections Policy: Collection Development Policy can be found at https://www.city.ac.uk/__data/assets/pdf_file/0017/337013/Archives-CDP.pdf

City Research Online (CRO)

Guidance on policy and procedure for CRO can be found at: <http://libguides.city.ac.uk/openaccess>

Guidance on deposit of e-theses in CRO can be found at: <http://libguides.city.ac.uk/openaccess/theses>

Copyright

City's Copyright Policy can be found at: www.city.ac.uk/library/support/copyright

Digital course readings

Information on digital course readings can be found at: www.city.ac.uk/library/services/digital-course-readings

Distance learning policy

The Distance Learning Support Policy can be found at:

www.city.ac.uk/__data/assets/pdf_file/0019/331093/Distance-Learning-2016.pdf

Education and Student Strategy

City's Education and Student Strategy outlines the plans for enhancing our educational offer and building on our commitment to delivering a high quality and practice-focused education:

www.city.ac.uk/about/education/education-student-strategy

Library Services membership

Information on membership (including details of how to apply for alumni membership, external membership, SCONUL membership and staff membership) can be found at:

www.city.ac.uk/library/my-library

Library Services for users with disabilities or learning differences

Further information is available from our Library Guide on Library Services for Additional Needs, which can be found at: <http://libguides.city.ac.uk/additionalneeds>

Reading Lists Online

Academic staff should provide reading lists to their Subject Librarian so that online reading lists can be created for Reading Lists Online. Digital course readings will only be created by Library Services in relation to reading list items on Reading Lists Online.

More information about Reading Lists Online can be found at:

<http://libguides.city.ac.uk/readinglistsonline>

Risk management

Risks to the collection are covered by the Library Services Disaster Recovery Plan which is being revised during 2016/2017.

Using other libraries

Information about using other libraries can be found at:

www.city.ac.uk/library/support/using-other-libraries

7. Glossary

<p>Authorised Users</p>	<p>An individual who is authorised by City to have access to the library's online resources (whether on-site or off-site) via secure authentication. In general, Authorised Users are likely to be current staff and students at City, however the exact terms of authorisation are governed by the licence agreement in place for each online resource and will vary from resource to resource. For confirmation as to who is an Authorised User in respect of a particular online resource, please contact e-access@city.ac.uk</p>
<p>CityLibrary Search</p>	<p>The search tool available via the main search box on the Library Services website, which enables users to find a wide range of resources available within library's collections, such as book titles, journal titles, DVDs, dissertations, journal articles, conference proceedings and newspaper articles.</p>
<p>City Research Online (CRO)</p>	<p>City Research Online is a digital repository of research and enterprise output produced by City staff and students.</p>
<p>COUNTER code of practice</p>	<p>'Counting Online Usage of Networked Electronic Resources', an international code of practice which enables the usage of online resources to be measured and compared consistently.</p>
<p>Desiderata list</p>	<p>A list of items which Library Services would like to purchase, should funds become available.</p>
<p>Digital course readings</p>	<p>If a particular item of course material is not available in e-book or e-journal form within the collection, it may be possible for Library Services to arrange for the relevant extract to be scanned and made available to students via Reading Lists Online. The scanned extract is known as a digital course reading.</p>
<p>Disposal</p>	<p>The process of discarding physical resources, which have been removed from the collections, or physical donations which have not been accepted as part of the collections.</p>

EBS	Evidence Based Selection. This is an e-book purchasing model whereby an e-book collection is made available to users for a trial period, and the relevant Subject Librarian must select or commit to select titles based on a certain percentage of spend. The Subject Librarian's decision as to what to purchase will be based on usage or subject need. For the purposes of this Collection Development Policy, "EBS" is also deemed to include another model called Evidence Based Acquisition (EBA).
Eduserv Chest	Eduserv Chest negotiates contracts with suppliers to licence software or online resources to universities, colleges and other eligible organisations.
Essential reading	An item on a reading list which the module leader has said is mandatory reading for all students on the course.
FTE	Full time equivalent. Numbers of full time equivalent students are published on City's Students Statistics webpage .
Inter-Library Loan	If a particular resource is not held within the library collection, a user may request it from another library via the Inter-Library Loan service. The user is charged for this process (normally a £3 fee) with the full cost covered by Library Services.
JISC	JISC Collections negotiates, manages and acquires licence agreements for online resources that are used by the academic sector.
Journal archives	Older issues of an e-journal title which can be purchased in addition to subscription to current issues of that journal title. A current subscription may range from one current year to more than 15 years depending on the subscription terms.
JUSP	Journal Usage Statistics Portal . This website gives access to accurate and comparable usage statistics from participating publishers. It can be used to analyse the value of electronic journal subscriptions.
Library Academic Services Team	The team of Subject Librarians.

Library Committee	A committee consisting of the Director of Library Services and various other senior managers and academic staff at City. The Library Committee meets once each term to discuss the overall strategy and vision of the Library Services.
Library Guide	Library Guides are library webpages which contain information on different subjects or more general information on library collections and resources.
Library Leadership Team	A group consisting of senior members of Library Services staff. The Library Leadership Team is responsible for the strategic leadership and management of the Library Services.
Library Management System (LMS)	The software used to manage the acquisition and circulation of library collections.
Metadata	Data that describes other data. For example, metadata that describes a book may include its author, title, number of pages, publisher, publication year and a description of its subject.
Online resources	Resources, e.g. e-books and e-journals, which are accessed by users electronically/online.
PDA	Patron Driven Acquisition This is an e-book purchasing model whereby an e-book collection is made available to users for a trial period. During this time, purchase of e-books within the collection may be triggered depending upon the level of usage of the particular titles. For the purposes of this Collection Development Policy, “PDA” is also deemed to include another model called Demand Driven Acquisition (DDA).
Perpetual access model	A model by which an institution has the right to continue accessing electronic resources purchased during the duration of a licence, even after that licence has expired. This is similar to the way that a print book or journal, once purchased, remains the property of the purchaser. The original provider will also make a commitment to ensuring an alternative preservation service is available (e.g. Portico), if they are not continuing to offer the electronic resource themselves.

Portico	An online resource preservation service which provides protection against the potential loss of access to online resources in the event of interruption to the service, including cancellation or change in terms by the publisher.
Print resources	Resources, e.g. books and journals, which are accessed by users in hard copy.
Reading Lists Online (RLO)	Reading Lists Online , a reading list application used by City which provides students with access to books, e-books, journal articles and websites recommended for the modules on which they are registered.
Remote access	Remote access occurs when a user logs into the library's online resources from a location which is off campus.
Reservation	Users can place requests to borrow items if all the copies are out on loan, or copies are only located at site that is not the user's preferred pick-up location.
School	City's specialist Schools, which comprise of academic departments, faculties, divisions and research centres.
SCONUL Access Scheme	A reciprocal access scheme amongst libraries that belong to the Society of College, National and University Libraries. This scheme allows library users of member libraries to borrow or use books and journals at other libraries which belong to the scheme.
Secure authentication	The process by which it can be verified that only authorised users have access to a particular online resource.
Shelf ready	Shelf ready items are provided by book suppliers and provide significant cost and time savings to the overall library budget. Books arrive ready to be shelved (with protective coverings, labels, library stamps, security tagged; where possible, titles are also supplied with an accompanying catalogue record).
Subject Librarian	A librarian dedicated to particular subject/subjects.

SUPC	<p>Southern Universities Purchasing Consortium (SUPC) is a membership-based buying organisation for universities and further education colleges that develops and manages framework agreements. Their role is to ensure that maximum advantage is taken of the aggregated spend of their members.</p>
Sustainable electronic access	<p>The policy of ensuring online resources will continue to be accessible by users in the future. It includes safeguarding against risks such as cancellation or change in terms by the publisher.</p>
User led purchasing models	<p>Models where purchases are initiated by the actions of the user rather than by the academic or a member of library staff. Examples may include encouraging users to recommend purchases via a form, or implementing EBS or PDA schemes.</p>
Withdrawal	<p>The process of removing a resource from the library collections. This may include removing physical items from the shelves, disposing of physical items, discontinuing electronic access and deleting details of online resources.</p>

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www.city.ac.uk/library