

STIRLING COUNCIL LIBRARY SERVICE

- 2 MONTH WORKING EXPERIENCE ABROAD -



Table of Contents

Foreword	4
Stirling – the gateway to the Highlands	5
The Stirling Council Library Service	6
A work day in Central Library	7
St. Ninians Library.....	10
Dunblane Library.....	12
The Mobile Libraries.....	14
The Operations Team.....	18
Young People Service.....	20
Access Service.....	22
The different libraries.....	24
Balfroon Library.....	25
Bannockburn Library.....	26
Bridge of Allan Library.....	27
Callander Library.....	28
Cambusbarron Library.....	29
Central Library.....	30
Cowie Library.....	32
Doune Library.....	33
Drymen Library.....	34
Dunblane Library.....	35
Fallin Library.....	36
Killin Library.....	37

Library Headquarters.....	38
Mobile Libraries.....	39
Plean Library.....	40
St. Ninians Library.....	41
Strathblane Library.....	42
Afterword.....	43

Foreword

In September 2004 I visited Scotland for the first time during a study trip of my school.

It was then that I first came to Stirling and its famous sights Stirling Castle and Wallace Monument. During these three days of the trip I got a glimpse of the Scottish culture and traditions which fascinated me and played a big part in my decision for a practical training abroad.

When starting my occupational training as a specialist for media and information services in libraries in 2006 I also started to think about the possibility of a working experience in another country.

It shouldn't be only for improving my English skills but more over I wanted to see and experience some of their strategies for which Great Britain's Best-Practice libraries are well-known, especially in public libraries.

After applying to several libraries in the whole of Scotland I decided to carry out a preparation journey to the four public libraries, which answered with a 'yes'.

At the end of October 2007 my second trip to the land of bagpipes and tartans started and this time I travelled through the whole country, from Stornoway on the Western Isles to Dumfries in the south and back to Blackburn and Stirling in Central Scotland.

In the end it was a really hard decision for me to choose one of the libraries I visited because all had something special and interesting. After a long time of thinking I decided myself for the Stirling Council Library Service. On the 28th of June 2008 the adventure 'Working abroad' started and what I saw, experienced and learned in a different library system can be found in this report.

Stirling – the gateway to the highlands

Stirling also called Stirlin in Scots and Sruighlea in Scottish Gaelic is a city and former ancient burgh in Scotland and is at the heart of the wider Stirling council area.

The city is located around a large fortress and mediaeval old-town. It is a centre for local government, higher education, retail, light industry and its population was 41,243 (after the 2001 census), making it the smallest city in Scotland. It is reputed to be the third fastest growing area of Scotland in terms of population.

The area borders are the council areas of Clackmannanshire (to the east), Falkirk (to the south east), Perth and Kinross (to the north and north east), Argyll and Bute (to the north and north west), and both East and West Dunbartonshire, both to Stirling's southwest.

One of the principal royal strongholds of the Kingdom of Scotland, Stirling was created a Royal burgh by King David I in 1130, which it remained until 1975, when the county of Stirlingshire was absorbed into Central Region. Major battles during the Wars of Scottish Independence took place at the Stirling Bridge in 1297 and the nearby village of Bannockburn in 1314, as well as several Sieges of Stirling Castle. On the 29 July 1567 the infant son of Mary Queen of Scots was crowned James IV of Scotland in the Church of the Holy Rude, which was rebuilt in the 1400s after Stirling suffered a catastrophic fire in 1405. It is the only surviving church in the United Kingdom apart from Westminster Abbey to have held a coronation. In 2002 Stirling was granted city status.

Other areas of Stirling are Bannockburn, Braehead, Broomridge, Cambusbarron, Cambuskenneth, Causewayhead, Cornton, Cowie, Fallin, Kings Park, Raploch, Riverside, St. Ninians and Torbrex.

The two main sights are Stirling Castle and Wallace Monument.



The Stirling Council Library Service

The library service consists of 16 libraries and 2 mobile libraries which serve an area of 850 square miles and a population of over 85.000 inhabitants.

Their customers can choose from a stock of over 220.000 adult books, 100.000 junior books, 15.000 audio items, 11.000 books on tape and 7.000 videos and DVDs. Over 690.000 visits were made to the libraries last year and they received over 12.000 requests and over 30.000 enquiries. Furthermore they issued over 545.000 adult books, over 213.000 junior books and over 95.000 audio-visual items.



A work day in Central Library

There are two different working areas in Central library: the reference room and the lending desk.

The reference room

The reference room can be found on the second floor and is used in particular for the information search via the internet and as a quiet place for doing studies or family research.

At 9 a.m. in the morning the work day starts with the turning-on of the computers and the registration of the new journals and newspapers in a special list. With the help of this list it is possible to check the completeness of the deliveries at the end of every month, which is important for the payment.

The next step is the stamping. This happens with a red stamp for newspapers and a black stamp for journals. Both are signs for the ownership of the library and as an additional security measurement a metal band is placed inside the last pages of the journals and newspapers. If someone would take a magazine out of the reference room the security bell would start to ring like it is the case in supermarkets.

Then the newspapers will be divided into Scottish and British ones whereas the Scottish newspapers, for example 'The Scotsman' or the 'Daily Telegraph' stay in the reference room and newspapers like 'The Financial Times' or 'The Guardian' go into the reading room downstairs. The current issue of a journal stays also in the reference room and cannot be borrowed whereas the older issues can be found in the lending room or in the archive.

The reference room houses a wide range of reference works on all sorts of subjects from gardening and antiques to literature and family tartans. In addition it holds:

- online access to recent national newspaper archives
- atlases, ordnance survey maps and street plans
- careers information, including undergraduate and postgraduate prospectuses for UK colleges and universities
- adult learning courses
- business and law directories
- statistics
- medical information
- encyclopedias
- biographical information including Who's who
- Acts of Parliament and Acts of Scottish Parliament
- European Union information
- Minutes of Stirling Council meetings
- Stirling Council planning schedules
- Local plans

- List of local doctors, pharmacists, dentists and opticians

The lending room

Before the library opens its doors to the public at 9.30, it is time for shelfchecking, that means the different shelves will be checked and if necessary corrected. This is done after a special plan which contains the miscellaneous parts of the reading room.

The reading room's fiction is divided into two main parts: the adult and the junior fiction. Both groups contain smaller groups for example includes the adult fiction the groups of thrillers, murders / mysteries, fantasy / science fiction, large print and the non-fiction.

Picture books, junior fiction for different age groups, large print and non-fiction can be found in the children and teenager part of the library.

There is no call number for the fiction books, only a sign for the accordant group, for example 'T' for thrillers or 'M' for murders / mysteries and it is arranged after the author's name.

The Dewey Decimal Classification (DDC) is used for the arrangement of the non-fiction for both the junior and the adult part. It has 10 main groups and many subcategories.

During the shelfchecking it is always only a part that is checked, for example from 000 to 510 or only the thrillers. About 10 o'clock the checking ends with a signature and the date on the shelfchecking plan. Every member of staff who is working in the lending room / reading room helps with the checking in order to assure the usability and the arrangement of the library. Furthermore it is possible to sort damaged or soiled media out which will then be put into special boxes. When there is a quiet moment in the library these media get cleaned or repaired.

Normally at least three people work in the lending room and two in the reference room. To ensure that both rooms are manned at every time the breaks are taken in three different time groups, for example the first break at 10 o'clock can be taken from 10.00 till 10.15 or from 10.15 till 10.30 or from 10.30 till 10.45. All this is scheduled in a special plan which can be modified very shortly.

When somebody joins the library he or she has to fill out a membership form and has also to produce two current forms of identification to verify their name, adress and signature. Children under 16 years old need a parent or guardian to sign their form in order to get their membership card.

With joining the library they are able to borrow books, Audio items (borrowers must be at least 10 years old), DVDs, language courses and books on CD and cassette. Books and language courses can be borrowed for free but there is a charge for other items, though audio books are free

to those with specific physical conditions. The loan period for books is three weeks and for audio items one week. DVDs can be kept for two days or one week, depending on the category of film.

If items are kept longer and do not get renewed, the borrower will be charged fines on the items. Book fines are charged daily and audio, video and DVDs are charged according to the hire period.

At 4 p.m. it is time to start shelving. At this all the returned media will be put back to their places. Everyone, working in the lending room, helps with that and mostly it starts with the adult fiction. This is done for an hour on most of the days.



Books and information in the Reference Room



The lending desk



The Young People part of Central Library

St. Ninians Library

During my third week of the training I had the possibility to work in a branch which is named after its quarter: St. Ninians Library.

The library can be found in the same building as the Mayfield Centre and is a meeting place for young and old.

In the summer 2008 the young people section of the library went through a recreation, done by Chris Mitchell who is also working for Stirling Council Library Service.

The skyline of New York was created for the teenzone and for the younger ones an enchanted forest with figures of Chris Mitchell's book 'The Realm Legends'.

Everyone in Stirling Council Library Service is and can be proud of this change as well as the customers. Such a recreation is also planned for other libraries in the system, for instance Cambusbarron.

Usually two people are working in the library because it can be really busy due to the closeness to the Mayfield and National Health Centre.

When somebody is ill in one of the branches a relief person is sent there, so that there is always at least one person.

The operational procedures of Central Library and St. Ninians Library are similar but still different.

Shelfing is done whenever they have a spare minute and there is no special time for shelfchecking which is done at the same time as shelving. Further on it is possible to use the computer for two hours a day if there is no one else waiting.

I had the opportunity to experience two other working areas: the withdrawing of media and the handling of donations.

When you are withdrawing media the first step is to choose the submenu 'Batch Item Delete' which can be found in the catalogue menu. Then you scan the bar code label and click on the ones you want to delete. After clicking on an OK-Button all the chosen bar codes will be deleted from the library system. Two requirements must be fulfilled before a deletion is possible: the media has to be returned and there is not a request for it. Now you stamp the book, CD or DVD with a 'Cancelled'-stamp which proves that it does not belong to the library anymore and you also have to remove the lending label. At the end the librarian decides whether the book goes into the bin or on the booksale shelf.

Donations from users are common in public libraries and it is the same with St. Ninians. After collecting some the librarian has to decide from the outer appearance if the present item has the quality to become a library book. When the decision has a positive outcome the next step is to check whether the title already exists in the library catalogue. Therefore you use the ISBN, the International Standard Book Number which identifies a book exactly. In this way it is possible to find all the same editions of a book in

the catalogue. As a result you get two book piles: one with the books the library already has in their catalogue and the other one with new books. The yet existing books get a bar code label on the first page as well as a label for the loan period. You also have to stamp the title page and the last printed page with the 'Stirling Council Libraries'-stamp. Now the books can be integrated into the library catalogue with their location by scanning the barcodes.

All the new books have to be catalogued and they also get a bar code label and the two stamps. How this is done I should experience during my time in Library Headquarters.



Chris Mitchell with his Enchanted Forest



The Teenzone

Dunblane Library

Dunblane Library was my workplace for the fourth week of the practical training. It is, with Bridge of Allan, the second biggest branch and named after the town where it is located.

Unlike Bridge of Allan Library, which has a focus on adult fiction, it is more specialised in junior fiction.

Staffed with two or three people the library offers a lot of possibilities for their customers, for example the usage of the computers for a computer based learning.

At the moment Dunblane Library is the only library which uses security cases for their CDs and DVDs like it is shown in the following picture.



When somebody wants to lend a CD or DVD the security case will be opened with a metallic opener, which unfix the security measurements and allow to push it out of the case.

There are different price brackets for DVDs which are shown through several coloured labels: DVDs with a red label have a loan period of two days and they cost 2.75 £ because they are new published and current movies. The yellow label stands for another price bracket with a loan period of two days and costs of 2.25 £. Movies with a green label have a loan period of two days and costs of 1.75 £. In these price brackets you can find mostly older movies and DVDs with a blue label are often movies for children or young people (Loan period and costs: a week for 1.75 £). It is the same with CDs but only with two price brackets: one for single CDs (costs: 1.00 £) and one for double CDs (costs: 1.20 £).

For quite a while now there is a sales campaign for CDs and DVDs which is called 'Three for Two'. You can borrow three DVDs / CDs by paying only two which is used on a regular basis by the customers although not every library has a CD or DVD stock.

During my time at Dunblane Library the Horizon system broke down twice which enabled me to experience the work process without an electronic lending and catalogue system.

Once it was not only the system but also the computers which broke down (5 user PCs, 4 library PCs and 2 catalogue PCs), so we had to do a 'paper issue'. There is a special form for such a case which must be filled in with the user number and the bar code number. In addition the librarian writes the user's name down in order to have another information source if there

is a mistake with the user number. He or she also takes a note of renewals.

All the given back media is collected in a box and is returned when the system is working again which is mostly on the same day.

The second broke down concerned alone the Horizon system and we could use the reliance programme instead. This programme allows only the borrowing and returning of media not the renewal or the paying of charges. You also cannot get an information about the status of a book which should be sent to another library ('Stock Rotation'). Altogether the reliance programme is a confined Horizon-version to the lending and returning of media.

Through working in three different libraries I had the opportunity to see and experience the similarities as well as the differences, so handles every library the summer reading activity 'Team Read' slightly in a different way concerning the prices for every returned book.



The Team Read stock

The mobile libraries of Stirling Council Library Service

One of the possibilities I had during my work experience abroad was to come to know the mobile service which is on its way in and around Stirling. It was a totally new experience for me and I do not want to miss it. Stirling's Library Service has two mobile libraries which are looked after basically by three people: Yvette Morrison and Graham Barron as drivers and Nelson Busby as responsible person for the service.

The mobiles

Both mobiles meet the newest state of the technology and are in use for one and a half years now. They were developed after the specifications of Stirling Council Library Service and own an air suspension. As soon as the mobile is started the chambers are filling with air and then they are able to cushion the bumps on the street.

For users who cannot climb a stair the buses have an access via lift. There is also an access for a computer or laptop which is used for the lending of media. At the moment they are working on a 'live-connection' to the Horizon library system.

Up to now the reliance system was used for the borrowing and returning of media. Requests and renewals have to be done after every tour in the 'normal' library system. In addition all the data from the reliance system has to be uploaded to Horizon at every end of a work day. There is a time difference of twelve hours between the reliance and the normal Horizon system which can cause problems, for example when a book is requested from the mobiles but was borrowed from there at the same day.

Every mobile has a stock of around 3000 media which includes DVDs and talking books as well. There are picture books for young children, books in large print and talking books for users with special requirements and if the chosen stock is not enough, it is possible to request books from other libraries.

Working routine

The mobiles, which are on the road from Monday to Friday, are an alternative for people who are not able to use a library.

Every morning before the mobiles leave Library Headquarters all the media from the Van Run has to be returned and put back on the bus. Mostly the Van Run contains the media the people from the mobile requested or returns from other libraries. Further on it can be media from the stock rotation.

Stock rotation means that, mostly books are sent to other branches after a special time which allows the library service not to buy a copy for every branch. When the mobiles get a book from the stock rotation, they have to stamp it with their own stamp and the date of receipt.

Depending on the route the mobile is driving requests will be put on or off the mobile. If a request is not needed or was not collected from a user, it is put on a special shelf. Normally the mobiles leave headquarters around 9.30 a.m. and every driver has a task board with him where he can find special duties for the day.

The number of stops varies from tour to tour because there are distances to drive from stop to stop which can last up to an hour. How long the mobile stays at a stop depends on the seize and normal usage of the service and can be 15 minutes till an hour.

When the mobile reaches a stop the driver blows a horn in order to get the attention of possible users.

Every user of the mobile has a special library card or family library card but it is not necessary to have this card with you because the drivers also have a folder with the names, adresses and borrower numbers of all mobile users. There is no limitation for taking out books as well as no charges if the book is returned to late because many stops can be reached only every fortnight.

At the end of the day all the collected data of the reliance programme has to be uploaded to the Horizon system and media for other branches will be put on the right shelves for the van run. Then the requests will be done and the mobile will be prepared for the next day.

Nursery Day

On a nursery day the mobile goes to nurseries in and around Stirling. Every three months there is a change of the nurseries in order to ensure that as many nurseries as possible get the opportunity to use this service. It is a service for nursery groups with children who are three or four years old but sometimes they are a bit older. To make it more comfortable for the children a carpet and some pillows are put into the mobile.

During their time on the mobile the children can look at books and choose some to take with them. Most nursery teachers read books to their group and talk about them. The stop lasts for 45 minutes and for nearly all children it is the adventure of the day.



The mobile on a Nursery Day

The second week on the mobile

My second week on the mobile was affected by narrow roads, long driving times and an amazing and impressing scenery. This showed me the real dimensions of the Stirling Council Library Service, for example takes it an hour to get to the dislodged stop.

A lot of stops are in wee villages or single farms which can be reached through single-track roads. This can become a real challenge for the driver, especially when another big vehicle uses the road at the same time. When there are quieter stops, tasks like shelving or looking for stock rotation books will be fulfilled.

Stock rotation

Through the stock rotation books, CDs and DVDs change their location and will be sent to another Stirling Council library. This system is used to avoid that every library buys the same books because of their current popularity. Instead of that only two or three copies are bought and will then be sent after a special time period through all the libraries.

The mobiles deal with the stock rotation in the same way as all the other libraries. First of all the 'Stock Rotation Pull-List' has to be created through the Horizon system, containing all the titles which shall be sent to another library. This list includes the information about the title, the bar code number, the collection abbreviation and the location abbreviation of the receiving library. Unfortunately the author's name has to be looked up in the catalogue.

The collection abbreviation can be the following: 'afp' for adult fiction paperback, 'lpaf' for large print adult fiction, 'M' for murders / mysteries, 'T' for thrillers and 'af' for adult fiction, normally as a hardback copy.

Similar abbreviations are used for the junior fiction.

On the basis of this list all the titles are collected and will then be returned to the Horizon system. Due to the time difference between the reliance and the normal Horizon system, it can happen that a book was borrowed the day before and is still on the list. That is one reason for trying to integrate a 'live-connection' to the Horizon system.

The books on the mobiles are arranged in collections and in these collections alphabetically. Tough to the limited space on the bus it is sometimes necessary to shelve books to another place than the original one. It does not matter to which mobile the books are returned, so it is possible to have both copies on one mobile and on the other one none. When the books are returned to the Horizon system the item status changes from 'checked in' to 'on transit'. Now the item gets a piece of paper with the abbreviation of the library and will then be put on the shelf for the van run.

The first step when the book reaches the new location is the change of the status from 'transit' to 'shelving / checked in'. In addition the lending label has to be changed or stamped with the date and abbreviation of the new location. Through this it is possible to see how often a book was borrowed and how long a library had it.

Local Day

Every week there is a 'Local Day' for the mobiles which means that they drive mainly through Stirling itself. On my local day, I was on the mobile with Yvette Morrison and we had stops in Riverside and Causewayhead, Graham Barron on the other hand had stops in Raploch and Whins of Milton. This service is mostly for quarters which do not have a library or where many people live who are not able to use a library. There are a lot of stops which are not a long way away from each other and the mobiles also go to homes for the elderly in collaboration with the Access Service.

Headquarters Operations Team

The Operations Team is responsible for the acquisition and the cataloguing of the media for the 16 libraries and the two mobiles of the Stirling Council Library Service. They also organise the stock rotation and stock recirculation. Altogether the team consist of six full-time and two part-time jobs.

The process of buying books

Every month there are two bookbuying-meetings, where librarians from different branches come together and decide which books and in which quantity will be purchased. These meetings are divided into fiction and non-fiction ones.

Normally the meeting consists of five librarians: one is from the Operations Team and four from different branches which is settled in a special meeting plan.

In order to be prepared for such a meeting, every representative generates a list with all the new and forthcoming publications and looks after interesting and important titles for his and the whole library service. Furthermore it is checked whether some copies already exists in the catalogue or if there are other books from the same author. If this is the case it is important to look at the lending statistics. The basis for the list is the information about new and forthcoming publications of Holt Jackson by whom most of the books are ordered.

During my practical training I had the possibility to attend such a bookbuying meeting for fiction. It was divided into paperback and hardback fiction and the attendees were Sheila Miller and Moira (both Operations Team), Rosemary Rennie from Cambusbarron Library, Victoria McAra and Ian McLean from Bridge of Allan Library, Nelson Busby from the mobiles and me.

With the help of a beamer the website of Holt Jackson is projected onto the opposite wall and then the new and forthcoming publication list is called up. Now this list will be discussed and interesting titles get a bookmark. After choosing the titles and the quantities, the next step is the decision which library gets which book. At this, it is important to pay attention to the seize of the libraries in order to keep the balance between them. For example Plean Library, one of the smallest libraries, cannot get more books than Central Library, which is one of the biggest. In addition the order of the stock rotation has to be settled. The rotation starts after 120 days and is fixed in the computer system.

When all the organisational measures are taken, the books are ordered online.

The next step is the checking of the book delievery with the invoice when arriving in Library Headquarters. Now the books get a bar code label as well as a lending label. On this label are written the name of the author, the title of the book, the location abbreviation and the collection

abbreviation. Thereafter a new invoice is created in the Horizon system containing all the media from the different order transactions. Then you put in the quantities and prices of the books as well as the bar code which settles the location.

After doing this the media can go on the shelf for the accordant library except they are for Dunblane or Central Library. In that case the books also get security strips which are attached as invisible as possible.

A call number label which is chosen by the members of the Operations team, is put on non-fiction books and audio visual media.

With the help of the van run all the books, DVDs and CDs reach their destinations and are integrated into the stock of the library.

The cataloguing is carried out through the data migration. Therefore a licence is paid in order to be able to transfer complete title entries with a summary into the Horizon system. This is done via MARC21 and an intervention is only then necessary when for example the title has changed during the process of publishing.

Young People Service

The Young People Service (YPS) is also based in Library Headquarters and consists of three people. Jane Sandell, the responsible person for this part of the library service, decides which titles of the junior fiction will be bought or deleted from the catalogue and which not (after the different libraries sent the stock to headquarters).

Equally the team helps with the buildup and the looking after of the junior fiction stock of the single libraries. They also can give advice to the librarians concerning the selection of the right media stock for the young people.

Playgroup collections

Another important task of this team is the collaboration with the different playgroups in and around Stirling. Twice a year the library delivers playgroup collections to private playgroups or nurseries with playgroups. These collections will be compiled towards the wishes of the single groups which can be found on a special form the playgroup filled out. This form is a relevant component of the service because of its actual data about the playgroups and their interests. It is used as a basis for the choice of the books. Essential for the book selection is the children's age as you choose for toddlers more picture books and for children, aged three or four, rather books with little stories.

Every playgroup has its own number code which is written in the chosen books and ensures that a playgroup does not get the same books again and again.

After checking out all the books to the single playgroups, they are put in special boxes and will be delivered via van run to the libraries, where they are then collected or they are delivered directly to the groups.

There is a similar service for schools: teachers are able to order special subject boxes for their classes but that is done in another department of Stirling Council.

Team Read

During the summer holidays the Young People Service organises always a reading competition. This year it was called 'Team Read'. All children aged four to twelve are welcome to join and can get a certificate and a medal at the end. Beforehand they have to read six books of the team read stock which will then be stamped on their member card. There is a wide selection of stock and every child can find something suitable for him. This year's main focus was on sports and so you could find everything to this theme, from picture books to non-fiction ones.

With each book read the children get little prizes for example a pencil (third book) or a bag (fifth book) as well as stickers for their poster. In

addition they are able to use the participant activity centres for free by showing their stamped member card. The competition finishes with the end of the summer holidays and thereafter the evaluation starts which is done by the Young People team. For example they analyse how many children finished the competition with a certificate in every library and they also try to find out about the problems and difficulties the libraries had. At the moment the Young People team is thinking about a new campaign for the summer because of the decreasing number of participants and the long time such reading competitions are done in Stirling.



Shelves in Library Headquarters

Access Services

During the last week of my training I had the opportunity to experience the work of the Access service team who care about people not having the possibility to use a library or the mobiles. This team consists mostly of three staff members and works together with volunteers. It is also based in Library Headquarters and has a little stock of books and books on tapes on its own. The stock is divided into different groups, for example family sagas, scottish or light reads, in order to make it easier to compile the housebound deliveries. On the shelf you can find the normal print first and then the large print. All the fiction books are arranged alphabetically after the author's name whereas the non-fiction books are arranged after the Dewey Decimal classification divided into normal and large print. The same arrangement is used for the talking books as well and there is a change from tapes to CDs now.

Old tapes which come from other libraries are either integrated into the access service stock or withdrawn from the catalogue.

Housebound Service

The housebound service can be used by all people who are not able to go to a library or the mobiles.

After someone joined the housebound service he or she gets a visit from a member of staff who is giving him / her information about the service and the procedure. Then a special form is filled out with all the user's details and the name of the volunteer who is delivering the collection. The details are not only the addresses but also the quantities of books, the decision for normal or large print and the interests, for example adventure books, thrillers, murders as well as how often the books shall be delivered.

At the moment nearly 40 volunteers are working together with the access team, who can collect the different collections directly at Library Headquarters or from one of the 16 libraries.

When the interests have changed or the user wants to have a certain book he only needs to send an information to the team and they try to fulfill it. Every user has its own identification number which is made up of numerics and letters, for example A 84. This combination is written in each book the user borrows in order to ensure that he does not get the book twice. Furthermore there are no charges for this service and it can be interrupted for the holidays or something similar.



talking books of the Access Service

Mostly the service is interrupted because of the user being in the hospital as this service is primarily used by older people. When the customer is back home the volunteer informs the team and the service starts again.



Housebound delivery

A similar service also exists for the Corntonville women prison.

The different libraries



Stirling Council Library
Service

Balfroon Community Library



Balfroon Library
Buchanan Street
Balfroon
G63 OTW

Telephone/Fax:
01360 440407

Email: balfroonlibrary@stirling.gov.uk



Opening Hours

Monday & Friday 9am-1pm 2pm-5pm

Tuesday & Thursday 9am-1 pm 2pm-7pm

Wednesday Closed

Saturday 9.30am-12.30



Bannockburn Community Library

Bannockburn Library
Greenacre Place
Bannockburn
FK7 8PA

Telephone/Fax:
01786 812286

Email: bannockburnlibrary@stirling.gov.uk

Opening Hours

Monday & Friday 9am-1pm 2pm-5pm

Tuesday & Thursday 9am-1pm 2pm-7pm

Wednesday Closed

Saturday 9.30am-12.30



Bridge of Allan Community Library



Bridge of Allan Library

Fountain Road
Bridge of Allan
FK9 4AT

Telephone/Fax: 01786 833680

Email: bridgeofallanlibrary@stirling.gov.uk



Opening Hours

Monday & Friday

9.30am-12.30 1.30pm-5.30pm

Tuesday & Thursday

9.00am-12.30 1.30pm-7.00pm

Wednesday 9.30am-12.30

Saturday 9.30am-12.30



Callander Community Library

Callander Library
South Church Street
Callander
FK17 8BN



Telephone/Fax:
01877 331544

Email: callanderlibrary@stirling.gov.uk

Opening Hours

Monday 10am-1 pm 2pm-5pm

Tuesday & Friday 10am-1pm 2pm-7pm

Wednesday 2pm-5pm

Thursday 10am-1pm

Saturday 10am-12



Cambusbarron Community Library



Cambusbarron Library
Community Centre
Cambusbarron
FK7 9NU

Telephone/Fax:
01786 473873



Email:
cambusbarronlibrary@stirling.gov.uk

Opening Hours

Monday & Thursday 10am-1pm 3pm-7pm

Tuesday 10am-1pm 2pm-5pm

Wednesday 2pm-5pm

Friday - Closed

Saturday 9.30am-12.30am



Central Library – Lending Room

Central Library
Corn Exchange Road
Stirling
FK8 2HX

Lending: 01786 432107
Reference: 01786 432106
Fax: 01786 473094



Email: centrallibrary@stirling.gov.uk

Opening Hours

Monday, Wednesday & Friday 9.30am-5.30pm

Tuesday & Thursday 9.30am-7pm

Saturday 9.30am-5pm



Central Library - Reference Room



Cowie Community Library



Cowie Library
Burns Terrace Cowie
FK7 7BS

Telephone/Fax:
01786 816269



Email: cowelibrary@stirling.gov.uk

Opening Hours

Monday & Thursday 3pm-7pm

Tuesday 10am-12.30 2pm-5pm

Friday 2pm-5.30pm

Wednesday & Saturday Closed



Doone Community Library

Doone Library
Main Street
Doone
FK16 8BJ

Telephone/Fax:
01786 841732

Email: dounelibrary@stirling.gov.uk

Opening Hours

Monday & Thursday 2.30pm -7pm

Tuesday 10am-12.00

Wednesday 2.30pm-5.30pm

Friday Closed

Saturday 10.00am-1.00pm



Drymen Community Library



Drymen Library
The Square
Drymen
G63 OBL

Telephone/Fax:
01360 660751



Email: drymenlibrary@stirling.gov.uk

Opening Hours

Monday & Friday 9.30am-1pm 2pm-5pm

Tuesday & Thursday 9.30am-1pm 2pm-7pm

Wednesday Closed

Saturday 9am-1pm



Dunblane Community Library

Dunblane Library
The Institute
High Street
Dunblane
FK15 OER

Telephone/Fax:
01786 823125



Email: dunblanelibrary@stirling.gov.uk

Opening Hours

Monday & Friday 9.00am-1pm 2pm-5pm

Tuesday 9.00am-1pm 2pm-7.00pm

Wednesday 9am-12.00

Thursday 9am-1pm 2pm-7pm

Saturday 9.30am-12.30



Fallin Community Library



Fallin Library
Stirling Road
Fallin
FK7 7JE

Telephone/Fax:
01786 812492



Opening Hours

Monday & Friday 10am-12.00 2pm-6pm

Tuesday 1pm-5pm

Wednesday 10am-1pm 2pm-5pm

Thursday & Saturday Closed



Killin Community Library

Killin Library
Primary School
Killin
FK21 8UW

Telephone/Fax:
01567 820571

Email: killinlibrary@stirling.gov.uk



Opening Hours

Monday 10am-1pm 2pm-5pm

Tuesday & Friday 10am-1pm 3pm-7pm

Wednesday 2pm-5pm

Thursday & Saturday Closed



Library Headquarters

Library Headquarters
6 Borrowmeadow Road
Springkerse Industrial Estate
Stirling
FK7 7TN

Telephone: 01786 432383
Fax: 01786 432395

Email: libraryheadquarters@stirling.gov.uk

Opening Hours

Monday- Friday 9am-5pm



Mobile Libraries



Mobile Library Service

Library Headquarters
6 Borrowmeadow Road
Springkerse Industrial Estate
Stirling
FK7 7TN



Telephone: 01786 432383
Fax: 01786 432395



Plean Community Library

Plean Library
Main Street
Plean
FK7 8BT

Telephone/Fax:
01786 816319

Email: pleanlibrary@stirling.gov.uk

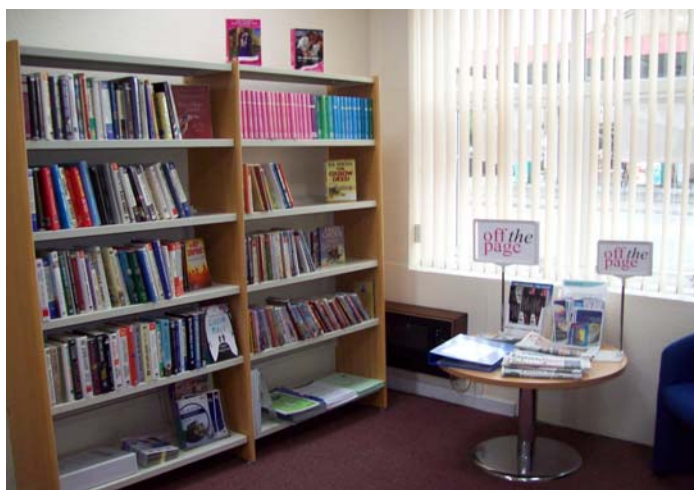
Opening Hours

Monday & Thursday 3pm-7pm

Tuesday 10am-1pm 2pm-5pm

Friday 2pm-5pm

Wednesday & Saturday Closed



St Ninians Community Library



Mayfield Centre
St.Ninians
FK7 ODB

Telephone/Fax:
01786 472069

Email: stninianslibrary@stirling.gov.uk



Monday & Friday 9am-1pm 2pm-5pm

Tuesday & Thursday 9am-1pm 2pm-7pm

Wednesday Closed

Saturday 9.30am-12.30



Strathblane Community Library



Strathblane Library

Kirkburn Road
Strathblane
G63 9ED



Telephone/Fax:
01360 770737

Email: strathblanelibrary@stirling.gov.uk

Opening Hours

Monday & Friday 10am-1pm 2pm-5pm

Tuesday 10.30am-1pm 3pm-8pm

Wednesday Closed

Thursday 10.30am-1pm 3pm-7pm

Saturday 10am-1pm



Afterword

From the end of June till the end of August 2008 I had the opportunity to do a work placement abroad at the Stirling Council Library Service which was a wonderful experience for me.

While working in different libraries and teams I was able to get an insight into every part of the service. For example the housebound service or the mobiles as another possibility to use a library.

Furthermore it was very interesting for me to see how books are bought in a big library system and how a book festival is organised.

This training enabled me to get to know not only the library system Horizon and new user services but also to improve my English skills.

During all my practical training I could meet interesting people who love their work.

I wanted to thank everyone in Stirling Council Library Service for all your patience and understanding for my problems with the English grammar and the Scottish accent as well as for all your help and support during the time of the training.

Thanks for your heartily welcome in your library time and for making it a very special and unforgettable time for me.

Thanks for everything.

Diana Otto



Ludwigsfelde, 15.12.2008