



PRISON LIBRARY SERVICE (Wales only)		
This instruction applies to:-		Reference:-
HMPPS HQ Welsh Prisons		AI 02/2015 PSI 02/2015
Issue Date	Effective Date	Expiry Date
Update Issued 01 April 2025	06 February 2015	N/A
Issued on the authority of	Operational Policy Sub-board	
For action by	<p>All staff responsible for the development and publication of policy and instructions.</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> HMPPS HQ <input checked="" type="checkbox"/> Public Sector Prisons <input checked="" type="checkbox"/> Contracted Prisons* <input checked="" type="checkbox"/> Governors <input checked="" type="checkbox"/> Heads of Groups <p><i>* If this box is marked, then in this document the term Governor also applies to Directors of Contracted Prisons</i></p>	
Instruction type	Service improvement	
For information	<p>All staff in HMPPS HQ and Prison Establishments Heads of Learning, Skills and Employment Public Library Authorities Offender Learning and Skills (OLASS 4) partners All those contracted to and working in partnership with the prison, who in any way contribute to the provision of an effective library service in the establishment</p>	
Provide a summary of the policy aim and the reason for its development / revision	<p>This PSI has been re-issued due to the introduction of the Education and Library Service for Adult (including Young Adult) Prisons in England Policy Framework, published on 1 April 2019. The Policy Framework supersedes this PSI in England only. All sections remain applicable to Wales</p> <p>April 2025 – This PSI now includes a section on handing and sending in of books. This section has been moved from the Incentives PF to this PSI (for Wales) and the Prison Education and Library Services for Adult prisons Policy Framework (for England)</p>	
Contact	Michelle.Williams9@justice.gov.uk	
Associated documents	<p>Education and Library Service for Adult Prisons in England Policy Framework PSI 32/2012 Open University, Higher Education and Distance Learning Exclusion from Working for HMPPS Policy Framework PSI 04/2012 Enablers of Health, Library, Education and Jobcentre Plus Services in Prisons Incentives Policy Framework Public Protection Manual: chapter on Controlled Materials.</p>	
Replaces the following documents which are hereby cancelled:- PSI 45/2011		
Audit/monitoring:- Deputy Directors of Custody, Commissioners and Controllers will monitor		



HM Prison &

Probation Service

completes the mandatory actions set out in this Instruction.

Introduces amendments to the following documents:- None

Notes: All Mandatory Actions throughout this instruction are in italics and must be strictly adhered to.

CONTENTS (list)

Hold down "Ctrl" and click on section titles below to follow link.

Section	Contents	For Reference by
1.	Executive Summary	All Staff
1.2	Background	
1.7	Desired outcomes	
1.8	Application	
1.9	Mandatory actions	
1.22	Resource impact	
2.	Operational instructions	
2.1	Prison Library Service Guidance	
3	Library Access and Environment	
4	Staffing	
5	Stock	
	List of Annexes	
Annex A	Prison Library Service Guidance	
Annex B	Guidance for the Completion of the Service Level Agreement	
Annex C	Template for the Service Level Agreement	
Annex D	Prison Mandatory Publication List	
Annex E	Handing and Sending in of books to Prisoners	

1. Executive Summary

- 1.1 **References to Governors should be taken to include Directors of Contracted Prisons. Where appropriate, it may mean the Governor's authorised representative, the Learning and Skills representative (or the equivalent person who has responsibility for libraries in the establishment).**

References to materials encompasses all written publications, pictures, audio and visual material, which may include, books, magazines, comics, newspapers, journals, leaflets, flyers, posters, cartoons, original artwork, photographs, prints, music CDs, audio CDs, data CDs, cassette tapes, video tapes, DVDs and any items downloaded or otherwise obtained from any IT source.

Background

- 1.2 The Prison Rules 1999 and Young Offender Institution Rules 2000 as amended, which are Statutory Instruments made under the Prison Act 1952, place on the Secretary of State the responsibility for ensuring that each Prison Service Establishment has a library, and that the prisoners of those establishments have facilities to use and exchange books. The Prison Rules (1999) state:

(33). A library shall be provided in every prison and, subject to any directions of the Secretary of State, every prisoner shall be allowed to have library books and to exchange them

- 1.3 Libraries in prisons in England and Wales may be provided by a range of suppliers that might include the local Public Library Authority (PLA); or directly by the establishment; or through other appropriate arrangements in agreement with the Prison Governor.
- 1.4 Regional Library Budgets are devolved to regional or cluster Heads of Learning, Skills and Employment, who discuss and agree individual establishments' allocations with library provider managers; then ensure that this information is communicated to the Governor's Finance representative.
- 1.5 Part of the purpose of a prison library is to support prisoner resettlement, rehabilitation and purposeful activity. A focus on improving literacy and other barriers to effective resettlement assists prisoners in making the transition from custody to community.
- 1.6 *Governors must ensure as a minimum that a prisoner's statutory entitlement to library provision is met. Access to the library must be weekly, for a minimum duration of thirty minutes. Local arrangements will dictate what will be the most appropriate times for access to libraries. Prison establishments and library service providers must ensure that these arrangements are reflected in the Service Level Agreements.*

Desired outcomes

- 1.7 Policy that clarifies procedures, processes and requirements for the provision of an effective library service in each establishment.

Application

- 1.8 This PSI is relevant to all staff, directly employed by, contracted to and working in partnership with, the prison, who in any way contribute to the provision of an effective library service in the establishment; and particularly service providers, prison librarians, education providers and staff involved in rehabilitation and resettlement.

Mandatory actions

- 1.9 *Governors and Directors must ensure all mandatory instructions within this PSI are implemented effectively.*
- 1.10 *Governors must ensure that library provision is in line with the current Library Specification and is set down in a written agreement, usually a Service Level Agreement, between the prison and the library provider.*
- 1.11 *Governors must ensure that prisoners' statutory entitlements to library provision are met.*
- 1.12 *When prisoners are not able to visit the library e.g. when in segregation, hospital in-patients or for other reasons, a service must still be provided. These prisoners must at the minimum be able to borrow and exchange reading books or audio-visual material*
- 1.13 *Governors must ensure, working with library service providers, that library staff receive appropriate training, support and guidance.*
- 1.14 *Governors must ensure that prisoners can access publications and materials on the mandatory publication list ([Annex D](#)).*
- 1.15 *Governors must ensure that allocated funds are spent on agreed library services*
- 1.16 *Governors must ensure, working with library service providers where necessary, that allocated funds are adequately distributed between staffing requirements and library stock levels.*
- 1.17 *Governors must ensure, working with their library service providers, that they comply with the Public Protection Manual chapter on Controlled Materials, including decisions by Governors to proscribe materials or classes of materials on a prison-wide basis.*
- 1.18 *Decisions to proscribe materials, in compliance with the Public Protection Manual need to be linked with the management of offending behaviour or maintaining good order and discipline. All decisions on public safety, good order and offending behaviour are matters for prison staff and ultimately the Governor. Such decisions should not be made by prison library provider staff.*
- 1.19 *Governors must ensure, working with their library service providers, that an asset catalogue specific to the prison is maintained and reviewed annually. It should record stock levels and losses, and patterns of borrowing. Governors must ensure, working with library service providers, that records of the prison library's asset catalogue are not subsumed into the general community database.*
- 1.20 *Governors must ensure that library service providers are informed when materials are proscribed for individuals and across the establishment particularly with reference to the Public Protection Manual chapter on Controlled Materials.*
- 1.21 *Governors must ensure that their library service providers have access to inter-library loans; and that all prisoners have access to that service.*

Resource impact

- 1.22 *Sufficient staff must be allocated to ensure that prisoners have at least the minimum access to libraries set out in this PSI. Library staff are not responsible for the movement of prisoners.*
- 1.23 *Contingency plans must be in place to cover planned and unplanned absences, particularly in the event of the latter being long-term. Contingency plans should be incorporated in the SLA.*

(Approved for Publication)

Ian Blakeman
Director of Custodial Services
Commissioning and Contract Management, NOMS

2. Operational instructions

2.1 Prison Library Service Guidance

- 2.2 The Guidance for the Prison Library Service ([Annex A: The Guidance](#)) outlines what is expected from a library service, and should be implemented accordingly. *This PSI must be read in conjunction with the Prison Library Service Guidance and the Guidance for Completion of the Service Level Agreement ([Annex B: Guidance for the Completion of the Service Level Agreement](#)). It is expected that the precise service requirement will be negotiated between the Governor and the library service provider.*
- 2.3 The guidance document assumes that the service may be provided by a range of appropriate suppliers, in particular PLAs or other organisations which can provide appropriate professional library support.
- 2.4 Establishments are expected to provide a library service that aligns with the Prison Library Service Guidance and the Guidance for the Completion of the Service Level Agreement, while making appropriate adaptation to local requirements.
- 2.5 *Governors must ensure that library provision is in line with the Prison Library Service Guidance and the Guidance for Completion of the Service Level Agreement; and is set down as a written agreement between the prison and the library provider.*
- 2.6 In addition to the Guidance for the Completion of the Service Level Agreement, a template for the Service Level Agreement (SLA) is provided and is attached at [Annex C](#). This may be populated with the recommended information and any other requirements specific to local need.
- 2.7 *The Mandatory Publications List is given at Annex D. Library Service Managers must ensure that the publications included on this list are either available in the Reference section, or can be quickly accessed on request by prisoners.*

3. Library Access and Environment

- 3.1 *In line with Prison Rules, all prisoners must be allowed access to library books and other appropriate materials. The frequency of access will be tailored to establishment need. Library visits will be enabled in line with the specification set out in the SLA. Access through out-reach services to materials for more vulnerable prisoners and those less able to access the main library must be provided where possible.*
- 3.2 *Governors must ensure as a minimum that a prisoner's statutory entitlement to library provision is met. Access to the library service must be weekly, and where the prisoner is able to attend the library, the visit should be for a minimum duration of thirty minutes. Accessibility may be more frequent and for longer duration for prisoners wishing to research legal issues or in support of education requirements.*
- 3.3 *Article 6 of the European Convention on Human Rights includes the requirement that individuals must be afforded enough time and facilities to prepare their defence (further guidance is attached with the Mandatory Publications List at [Annex D](#)). While this does not place a requirement on all prison libraries to stock all legal resources which a prisoner might need, it is important to ensure that prisoners have reasonable access to legal publications.*
- 3.4 *Prison libraries must stock Archbold's Criminal Pleading, Evidence and Practice: The Civil Procedure Rules: extant Prison Service Instructions (PSIs) and Prison Service Orders (PSOs), excluding those that have a restrictions placed on them. It will also not necessarily be the case that the library is the only facility in which a prisoner could prepare a case but where it is, or it is the most convenient place to do so, consideration must be given to affording visits on a more frequent basis or of a longer duration. Smaller prison libraries may seek assistance from Newbold Revel and Ministry of Justice Libraries if they have difficulties in accessing Archbold's Criminal Pleading, Evidence and Practice or The Civil Procedure Rules.*
- 3.5 *Prisoners unable to access the library must be offered the same level and duration of access to mandatory and non-mandatory legal publications, or the appropriate printed copies, as those who are able to access the prison library, via an out-reach service or other appropriate means.*
- 3.6 *The Library must be located in a suitable space that allows prisoners to browse the stock easily, and to access and use (for example, read and make notes from) reference materials. A wing-based or out-reach service should be provided as an alternative to or in support of the main library provision.*
- 3.7 All staff should encourage prisoners to make use of the library facilities, and help raise awareness of the services provided in the library area.
- 3.8 Where prisoners are unable to access the library, an alternative service should be provided that allows them to both exchange, borrow and order material at least as often as if they were able to visit the library. This should include an out-reach service where possible.
- 3.9 Stock should be available on some units, such as the First Night Centre, Induction Unit and Health Care Centre, where possible.
- 3.10 *Governors may restrict an individual's access to some material on a case-by-case basis in accordance with the Public Protection Manual, for example where this is necessary in light of the prisoner's offence or offending behaviour work. Librarians must ensure they comply with any such rulings and have an informed approach to provision of and requests for*

materials from the library. Where there is doubt a senior manager in the prison should be consulted and agreement reached and recorded. The final decision will lie with the Governor.

- 3.11 *Prisoners are not allowed to possess or view DVDs or computer games with an 18-rated certificate within any prison. All '18' rated (or equivalent) and unrated DVDs and computer games must be removed from prison libraries and should no longer be purchased or stocked by prison libraries.*
- 3.12 Governors will have the final authority to decide whether material should be made available in the library or to an individual.
- 3.13 Decisions to proscribe materials, in compliance with the Public Protection Manual need to be linked with the management of offending behaviour or maintaining good order and discipline. All decisions on public safety, good order and offending behaviour are matters for prison staff and ultimately the Governor. Such decisions should not be made by prison library provider staff.

4. Staffing

- 4.1 Library service providers will ensure the provision of appropriate staff. In addition, the establishment will ensure staffing levels to enable prisoner access to the library service and Prisoner Library Assistants (selected from the prisoner population) to support the library service.
- 4.2 Library staff and Prisoner Library Assistants should encourage and help individuals to derive the maximum benefit from the resources available in the library.
- 4.3 *Prisoner Library Assistants must be selected in line with usual allocation to activity procedures. They must be properly trained in their duties, supervised and, where possible, given the opportunity to gain appropriate accredited qualifications. Library service managers will arrange and supervise the training of Prisoner Library Assistants in co-operation with prison staff.*
- 4.4 *Governors must ensure, working with library service providers where necessary, that library staff receive appropriate training, support and guidance; that they are integrated into the prison team and are able to contribute towards quality assurance.*
- 4.5 *Governors must ensure that library staff are made aware of and appropriately trained in all security processes, in particular those where a breach may lead to exclusion. Where a breach occurs and a member of library staff is excluded, Governors must ensure that the reasons for the exclusion are recorded in writing and explained to the service provider; and that appropriate procedures are followed to ensure fairness in seeking a resolution.*

5. Stock

- 5.1 The range of stock should reflect the nature and requirements of the prisoner population and the prison regime. Consideration should be given to the provision of materials in a range of languages and print sizes; and to the appropriateness of audio or visual material.
- 5.2 *DVDs and computer games classified as 18-rated are not permitted in Prison Libraries. Any which are currently available should be removed and no further purchases should be made of DVDs and computer games of this rating.*
- 5.3 *A list of publications that libraries must provide access to is given at [Annex D](#) (The Mandatory Publication List). These must be kept as reference stock. Where Governors can demonstrate that an item will be required by prisoners only rarely and may not need to be kept in stock, it must be quickly accessible should a prisoner request it. A list of supplementary publications which may be of use to prisoners pursuing legal cases is also suggested. These do not need to be kept in stock but libraries may find it useful so to do as they may be frequently requested by prisoners. Requests for material by inter-library loan which prisoners require to pursue legal cases should be prioritised. Materials may also be printed from the internet by an appropriate member of staff.*
- 5.4 *Governors must ensure that all prisoners can access materials on the Mandatory Publication List. Access to mandatory materials for more vulnerable prisoners and those less able to access the main library must be enabled in agreement and consultation with prison staff.*
- 5.5 *Both the establishment and the library service provider must agree on and enforce methods to minimise stock loss and damage.*

List of Annexes

Annex A: Prison Library Service Guidance

The Prison Library Service Guidance outlines expectations of prison library service provision

Annex B: Guidance for the Completion of the Prison Library Service Level Agreement Template SLA

The services that the Library provider will offer, and the requirements on the establishment to enable the effective provision of this service, should be set down in a document agreed and signed by the Prison Governor and the library service provider.

It is recommended that the agreement should have a term of three years and be subject to annual review and renewal. The annual review will also provide the break point should either party to the agreement wish to withdraw. *Six months notice of intention to withdraw must be provided by both parties.*

Annex C: Template for the Completion of the Service Level Agreement

The Template for the SLA may be used by establishments if they wish. It is strongly recommended that the basic elements included in The Guidance for the Completion of a Service Level Agreement should be included in the agreement.

Annex D: Mandatory Publication List

Prisoners must be able to access certain publications through the Library. These may be held as reference book stock, or sourced when required.

Annex E: SENDING AND HANDING IN OF BOOKS TO PRISONERS

Annex A

Prison Library Service Guidance

NOVEMBER 2014

Contents

1. Vision
2. HMPPS
3. The Service Level Agreement
4. Management
5. Library Stock
6. Staff and Training
7. Services

1. VISION

The Prison Library Service provides prisoners with a range of reading, audio, visual and reference materials. It will integrate with and support the resettlement and rehabilitation agendas; and encourage the use of public, college or other education based libraries for prisoners on ROTL and following release. It will encourage voluntary engagement by prisoners to use library materials for pleasure, learning, professional and personal development. It aspires to provide:

- **Materials that encourage reading for pleasure, learning, professional and personal development**
- **Materials that are enjoyable, informative and inclusive, reflecting the range of interests and requirements of a diverse prisoner population**
- **A range of services in an environment that encourages and promotes engagement**
- **An environment that is welcoming and neutral**
- **An out-reach service for those unable or unwilling to visit the library**
- **An environment and quality of service that encourages positive voluntary engagement**
- **Where appropriate and possible, an environment to support a range of associated activities such as reading groups, creative writing, curriculum support, access to Virtual Campus**
- **Support for prisoners in structuring their time when not engaged with employment or other regime activities during the Core Day**

1. Description of the Service

1.1 The aim of the prison library

To provide a library service accessible to prisoners based on their needs and requirements, which supports the reducing re-offending agenda and other resettlement pathways; and is appropriate to the needs of specific establishments.

1.2 The objectives of the prison library

The prison library should:

- Reflect the diverse nature of the prisoner population
- Encourage reading for pleasure and the improvement of literacy
- Provide reasonable access for all prisoners, including outreach activities for vulnerable and reluctant users
- Provide a suitable range of appropriate materials
- Support identified, informal and personal development learning opportunities
- Support the reducing reoffending and resettlement agenda of specific establishments
- Provide an environment for informal, leisure and structured activities relevant to library services
- *Provide information about and signposting to careers information and advice, outreach programmes and other prisoner resettlement interventions*
- *Provide an environment for formal study / learning and development and other appropriate activities where possible*

2. Expectations

2.1 *The prison library should provide a range of services to complement the specific requirements of establishments and their populations, and which take account of the nature of a prison environment. Particular consideration must be given to the provision of service to accommodate the needs of e.g. working prisons and prisoners on ROTL who may require access outside the normal working day; and those prisoners who are unable to access the main library. A service must be provided to prisoners unable to access the main library.*

2.2 *Within this range of expectations, to be agreed with the Prison Governor, the library service may provide a range of the following:*

- The offer of library services to all prisoners in the establishment and provision to those who wish it, including out-reach services to the vulnerable and difficult to engage

- Sufficient staffing at the appropriate times to deliver the level of service agreed between the Governor and the PLA/provider
- Prisoner access to agreed materials
- Effective communications between the senior management of the library service provider and Prison Service establishments, involving both parties in decision-making and appropriate meetings; and library staff involvement in understanding and supporting the education, resettlement and rehabilitation and pathways agendas
- A process to enable library staff to signpost prisoners to other sources of information, in the establishment, and the community.
- Support to prisoners to help reading development and other functional and personal development skills through engagement with reading and information retrieval
- Working with partners including the voluntary, third sector and other interested groups to support family reading and peer support schemes

3. The Service Level Agreement

The relationship between the library service provider and the establishment should be agreed and recorded through a Service Level Agreement (SLA). The SLA should identify the responsibilities of both the library service provider and the establishment in providing an adequate library service for prisoners that meets standards appropriate to the population of the prison being served.

[Annex C](#) provides detailed guidance on drawing up a Service Level Agreement.

[Annex D](#) provides a template for the completion of a Service Level Agreement.

It is recommended that the Service Level Agreement includes the following:

3.1. Management

- A statement of roles and responsibilities, including a diagram setting out management structures in the establishment and the library service provider, identifying the responsibilities within both organisations for prison library provision
- A statement on the nature of the establishment, its regime and the categories of prisoners held
- Information assurance arrangements, including a nominated data protection officer to deal with requests for information held by the library about prisoners and a procedure for the release of this information
- A statement of the links with Offender Learning and Skills Service (OLASS) providers; and any charitable and voluntary groups

3.2 Services

Services may include a range of the following and are subject to amendment at the point of the Annual Review

- The service required, based on this Prison Library Guidance and the requirements of the Libraries PSI. *All services offered must be compliant with the minimum standards set out in the Mandatory Actions and Operational Instructions.*
- The range of information services offered
- Special services and activities offered
- How services will be implemented, delivered and monitored
- Required opening hours in line with the prison regime; the library's maximum capacity
- Staffing arrangements by prison establishments to enable prisoners to access the library in accordance with at least the minimum levels set out in this PSI

3.3. Performance measures, targets and standards

Library service providers will be expected to offer a range of services based on the list at (3.2), local requirements and changing requirements from the prisoner population. Performance targets and measures should be identified and agreed with the Governor, taking into account other relevant information e.g. from the Office for Standards in Education (OFSTED in England and Estyn, Her Majesty's Inspectorate for Education and Training in Wales), Independent Monitoring Board (IMB) reports, prisoner consultative groups, quality improvement groups etc.

3.4. Resources

- An Asset Catalogue should be maintained by the library service provider to include the quantity, type and percentage of materials available through the library: the frequency of their exchange: borrowing frequency and trends: the titles of the most popular and frequently borrowed books: requests for titles from other libraries or specialist providers e.g. the British Library. Librarians should be able to provide information from the catalogue at short notice.
- An annual audit of stock will be carried out by the Library Manager. The Asset Catalogue will be updated and presented to the annual review meeting
- *Where the maintenance and review of the asset catalogue is sub-contracted to a third party provider, this must be clear to the prison establishment. A separate asset list of the prison library stock must be kept and must be readily available in either hard or electronic copy. The asset catalogue for the prison library must not be subsumed in the general community asset catalogue; and it must be easily and quickly retrievable*
- *Where the library service provider does not use an electronic management information service (MIS) an adequate, easily and quickly retrievable record must be kept*
- A written and agreed policy for using management information to review and maintain the stock, assessing stock damage/losses and a statement of the establishment's sanctions for loss and damaged stock.

- A regularly updated list of reference material and mandatory publications will be held and published; and advice about how to access it within the prison clearly displayed.

3.5. Staffing

The SLA should include an agreed statement of the number and grades of library staff employed by the library service provider; and of Prisoner Library Assistants, together with their job descriptions. The recruitment process of the library service provider should be stated, including arrangements for consultation with the prison establishment on person specifications and involvement in the selection process.

4. The Roles of the Prison Establishment and Public Library Authority (or other provider)

4.1. The Prison Establishment is expected to:

- Provide and maintain appropriate accommodation for the library and to enable out-reach work
- Ensure that the library accommodation is fit for the range of services provided and that furniture, fittings and equipment are appropriate and maintained; consult with the library service provider if accommodation, fixtures or fittings are to be changed
- Clarify the service that they wish to commission to support the regime, core day and education, resettlement and rehabilitation agendas
- Ensure an appropriate process is in place for the receipt of library materials
- Draw up an SLA in negotiation with the library service provider and arrange for annual review
- Inform the library service provider of any significant change to performance measures e.g. on receipt of inspection reports, changes in prisoner demographics
- Enable access to the library at appropriate times agreed in advance with the library service provider
- Select and appoint Prisoner Library Assistants in consultation with the library service provider
- Implement on-going meaningful discussion and engagement with the library service provider, especially during periods of major change
- Ensure that library service providers are fully aware of and trained in security requirements and are clear about how they are expected to comply with them
- Advise library service providers in writing about reasons for exclusions and how, where appropriate, they can be addressed to enable the member of service provider staff who has been excluded to have access to the prison establishment again
- Enable access to any appropriate groups and inclusion in local partnership working arrangements e.g. Quality Improvement, Prisoner Consultation, Equality, Resettlement

- Enable the prison library to link to the computerised on line management system of the library service provider *wherever possible*. *Measures must be in place to ensure that the integrity of information (prisoner data) and the library service provider's system are retained. Where the library service provider does not use an electronic management information service (MIS) an adequate, easily and quickly retrievable record must be kept*
- Ensure the security of library stock and minimise stock losses

4.2. The Library Service Provider is expected to:

- Provide the agreed level of service set out in the SLA together with a detailed statement of the costs of provision and how the allocated budget is to be spent, including a break-down of allocation between staffing and stock costs
- Provide staffing at the agreed level using appropriately recruited, trained and skilled staff
- Provide appropriate quality materials promptly, efficiently and in line with prisoner requirements
- Inform the establishment of any significant change which will affect the provision or quality of service; and have agreed contingency plans in place to avoid or minimise the interruption of service
- Comply with HMPS policy and the policy of the specific prison establishment to which a service is provided
- Minimise stock losses and facilitate recovery, together with clear sanctions to aid recovery from users
- Comply with the security requirements of the establishment and be fully aware of the Governor's ultimate responsibility for the safety and security of all individuals present within the prison
- Ensure that services are integrated and complementary; take full account of the prison establishment regime; the requirements of working prisons; the availability of prisoners of ROTL; the need for flexibility in the provision of opening hours; the demands of the core day; the need to support the education, resettlement and rehabilitation agendas
- Ensure that there is an appropriate system in place for the transportation and delivery of stock
- Arrange for the replenishment of stock at appropriate intervals according to levels of local usage
- Deal with any issues affecting the performance of the library, including staffing issues: update any development or service plans
- Carry out an annual Self-Assessment Review to include e.g. the annual library service user survey, staff attendance, opening hours, the catalogue, borrowing trends; and make recommendations for the future use and development of the library service. Library and prison staff should ensure that these recommendations are incorporated into the establishment-wide Self-Assessment process and annual

report; and that progress is monitored through, for example, prison Quality Improvement Group meetings.

4.3. Annual Review

An annual meeting will take place between the Governor, a senior manager of the library service provider and the prison library staff. The meeting should:

- Review policy and performance
- Discuss any reductions in service provision or performance, and implement plans to address these
- Discuss any changes in budget allocation or service charges
- Review the SLA and agree any changes for the coming year
- Advise the library service provider of relevant policy changes, particularly to the education, rehabilitation and resettlement agendas and decide how the library can support them
- Review the library stock, asset register and borrowing trends

5. Library Stock

5.1. General

The stock available in the library will reflect the needs of the prisoner community, based on a wide range of management information supplied by the library service provider. The SLA will set out the library service provider's policy for using management information to regularly review, maintain and refresh the stock.

Stock should promote the value of reading, and provide support to those learning to read with a variety of suitable materials. Material will be available in a range of formats appropriate for the subject matter and requirements of the individual. Reference materials and access to specified publications (see [Annex D](#)) will also be available.

The agreed minimum level of stock, proportionate to the establishment's population and levels of usage, should be set out in the SLA.

Handing and sending in books

Governors must allow books to be handed and sent in as long as they meet with the standards laid out in Chapter 10 of the Public Protection Manual, and there are procedures in place to check the books for illicit enclosures. Books can also be ordered from approved retailers. Annex E provides further guidance and a list of approved retailers.

5.2 Censorship and restriction

DVDs and computer games with '18' rated (or equivalent) or unrated certificates are not permitted in prison libraries and should not be ordered or stocked.

Decisions to proscribe materials, in compliance with the Public Protection Manual need to be linked with the management of offending behaviour or maintaining good order and discipline. All decisions on public safety, good order and offending behaviour are matters

for prison staff and ultimately the Governor. Such decisions should not be made by prison library provider staff.

Where library staff are not clear about the appropriate action to take in regard to the requirements of the Public Protection Manual, a senior manager in the prison or the Governor should be consulted.

5.3. Newspapers and Periodicals

The purchase of newspapers and periodicals will be carried out within local discretion and will not necessarily be the responsibility of library staff. If resources allow their purchase, the provision of newspapers and periodicals will reflect the needs of the prisoner population.

Management and administration of newspapers and periodicals ordered and paid for by prisoners are not the responsibility of library staff.

5.4. Resources

For the duration of the SLA, the library resources will be purchased and managed by the library services provider on behalf of HMPPS and will remain the property of HMPPS.

There is a joint responsibility on the establishment and the library service provider for the security of library material. Each establishment will have a written policy and procedure in place to minimise stock losses and facilitate recovery, together with clear sanctions to aid recovery from users, and this will be outlined in the SLA.

5.5. Transporting and receiving stock

Prisons are responsible for making reasonable arrangements for the receipt and movement of stock within the establishment. A clearly defined procedure for transporting library material between the library service provider's premises and the establishment should be put in place, with the roles and responsibilities of both organisations clearly defined in order to minimise security issues.

6. Staff and Training

6.1. General

The library service provider will ensure an adequate level of staffing to meet the requirement of the prison population. The Library staff will be employed and managed by the provider. There will be a clearly defined line-management structure linking the most senior member of the library staff and the library service provider's management outside the establishment.

In areas relating to operational matters and security, the prison governor has ultimate and absolute authority.

The governor will designate an establishment representative who will lead on library issues.

6.2. Prison Establishment Training

Prison establishments will be responsible for ensuring that prison staff:

- Are aware of and understand the role of the prison library

- Encourage awareness of and use of the library among prisoners
- Are aware of and fulfil their role in enabling prisoners to gain access to the library at the agreed and appropriate times
- Are aware of and fulfil their role in minimising stock loss and damage; and in the recovery of stock
- Work in collaboration with library staff to ensure that the library service supports the establishment's regime and objectives
- Advise library staff of imminent releases and transfers to enable the recovery of stock

6.3 Provider library staff

Prison Library Managers and prison library staff are employed and managed by the provider; and work in close co-operation with the prison staff and, where appropriate, other providers. Prison Library Managers are encouraged to work with prison staff to access and use management information systems. Prison Library Managers' tasks may also include a range of the following:

- Creating and maintaining a profile of the prison population and its needs to contribute to and encourage relevant feedback
- Developing the library in relation to the population profile, the prison regime and the resettlement/rehabilitation agendas
- Encouraging use of public, education and college libraries in the community on release
- Providing a request service, drawing on external sources of supply as appropriate
- Establishing resources to reflect the diverse needs of the prisoner population to promote inclusion
- Ensuring that mandatory and reference publications are available
- Marketing and publicising the library, learning and information service to offenders and staff
- Inducting staff and prisoners to the services available in the library.
- Supporting the work of, and liaising with, other relevant departments within the prison
- Arranging for the training of Library Assistants and Prisoner Library Assistants, where there are such posts

6.4 Prisoner Employment Opportunities

Prisoner Library Assistants should be appointed to carry out routine tasks associated with the day-to-day running of the library. These are likely to be mainly clerical in nature, requiring an appropriate level of English and Maths; but may also involve e.g. sign-posting library users to sources of information, helping with requests, advising on material

availability, feedback to prisoner consultative groups and facilitating peer led reading schemes or book clubs.

The establishment and PLA/provider should work with learning providers to seek opportunities for Prisoner Library Assistants to have the opportunity to enhance their skills; and, where possible, to acquire recognised qualifications, e.g. customer service skills, team working, planning, that will enhance their opportunities for employment.

6.5 Induction and training of library staff

The prison's induction of new prison library staff *must* be timely and include training in relevant security matters. Opportunities should be provided for updating and participating in new training, including maintaining awareness and understanding of major policy changes.

Training in security matters should include a particular focus on the type of actions and behaviours that might lead to exclusion. Both the provider and the establishment *must* be satisfied that new personnel are capable of discharging their responsibilities competently and safely; and that new prison library staff have been trained and received appropriate induction.

The Prison Library Manager will be encouraged to engage in Continuing Professional Development by taking part in wider prison library matters and developments.

6.5 Staff absences/holiday cover

The provider will provide cover for prison library staff absences and annual leave. If library opening is required on Bank Holidays this will be included in the SLA with the additional costs detailed and paid for by the establishment.

The provider will arrange to notify the establishment when library staff are not available, and the establishment will maintain a record of the occasions when the library is unavailable due to staff absences. The establishment will not be required to pay for library services on such occasions.

The provider will have in place a contingency plan to provide for planned and unplanned absences, in order to reduce to a minimum the interruption of service.

6.7 Health and Safety

Library staff will be actively involved in risk assessments of libraries and appropriately trained in health and safety issues.

7. Library opening hours

7.1 *All services offered must be compliant with the minimum standards set out in the Mandatory Actions and Operational Instructions* The prison library will be open at times that facilitate access by prisoners *Governors must ensure as a minimum that a prisoner's statutory entitlement to library provision is met. Access to the library must be weekly, for a minimum duration of thirty minutes to enable prisoners to return, browse and select library material and access the library information and advice services.* Establishments are encouraged to maximise resources by opening libraries during the evening and at weekends, so as not to disrupt other regime activities. Where the library is accessed by groups of prisoners, the SLA should set out a maximum number that can be accommodated on the grounds of safety, security and service provision.

- 7.2 When prisoners are not able to visit the library e.g. when in segregation, hospital in-patients or for other reasons, a service *must* still be provided. *These prisoners must at the minimum be able to borrow and exchange reading books or audio-visual material The SLA must reflect the agreed arrangements for this. In addition, where a prisoner under these conditions can demonstrate a genuine need to access reference materials before he or she can next visit the library, arrangements must be made to provide these to the prisoner in the meantime.*
- 7.3 Establishments will encourage the provision of library out-reach facilities where it can be seen that these would increase prisoner access and benefits, in addition to those which the main library can offer.

8. Reader development

- 8.1 The library will have a clearly defined and agreed role in reader development, promoting the enjoyment of reading, widening reading choices and catering for all abilities. Prisoner reading and functional skills development will be supported by library staff with the appropriate training. This will be achieved by partnership between library staff, education provider staff and prison staff, and other providers from the voluntary and charitable sector.
- 8.2 Where appropriate the prison library will also promote the benefits of reading in a family environment, and encourage prisoners to develop family reading skills.

9. ICT provision

9.1 Library staff

It will be the responsibility of the prison establishment to ensure that adequate IT provision is made for library service provider staff.

9.2 Prisoner access to ICT in the library

The Governor must be certain that ICT access for prisoners is secure, monitored and supervised. Without this assurance prisoners will not be able to access ICT facilities e.g. the Virtual Campus, secure relay messaging or word-processing programmes in the library.

10. Dispute Resolution

The preferred route for resolving disputes that arise in connection with delivery of the library service in a particular establishment is through local discussion and agreement. A three tier escalation process will operate.

Tier 1: attempt to resolve the issues through direct local discussion between the Governor's representative and the library service provider's member of staff on site, or an intermediate line manager.

If that process cannot resolve the problem:

Tier 2: arrangements should be made for the Governor to meet a senior member of the library service provider's management structure.

If that process cannot resolve the problem:

Tier 3: the Governor's line manager will arrange to discuss the disputed issue with the most senior local representative of the library service provider; or other appropriate senior manager nominated by the provider.

GUIDANCE FOR THE COMPLETION OF THE SERVICE LEVEL AGREEMENT

GUIDANCE FOR COMPLETION

1. This **generic guidance** is designed to support members of staff responsible for drawing up a SERVICE LEVEL AGREEMENT between a prison establishment and the library services provider.
2. A template for use with this guidance is attached at [Annex C](#).
3. The guidance sets out the responsibilities of prison establishments and library service providers, who should take equal responsibility for agreeing the SLA to the benefit of prisoners, and in keeping with the objectives and regime of the prisons.
4. **It is the responsibility of the prison establishment**, in consultation with Lead Governors and Learning, Skills and Employment representatives, to draw up a detailed specification that meets the predicted needs of their population; and to use this as the basis to clarify for the library service provider what their expectations are of the type and quality of service to be provided within the allocated budget.
5. **It is the responsibility of the library service provider** to set out how they intend to provide the service specified by the prison establishments within the allocated budget to the quality standard indicated.
6. This guidance sets out the basis on which prison establishments may specify what they require in a library service: the information that prisons should consider providing: and the basis on which library service provider should indicate how they intend to comply with the specification set down by prison establishments.
7. **Section 4 – Content of the Agreement** sets out the broad general content that needs to be included as the core of the service level agreement and which needs to be completed in detail by prison establishments as the basis for the SLA. Additionally, it indicates what is required from the library service provider to indicate in detail how they intend to meet the requirements of the specification. The content should be adapted as required to meet the specific needs of establishments.
8. This guidance is intended to be read and completed in compliance with the Libraries PSI to which it is annexed.
9. It is intended that the detail of the SLA should be discussed and negotiated between the prison establishments and the library service provider, taking into consideration any likely changes in the needs of the prison population or of the capacity of the library service provider to supply the appropriate service.
10. This guidance is generic and necessitates interpretation and agreement to reflect local needs.
11. In-year flexibility in the distribution of funding is permissible within the funding formula, to adapt to changing circumstances and ensure that funding follows need. Funding allocation especially that between staffing and stock costs should be discussed and agreed between the prison establishment, Learning and Skills representative and the library service provider.
12. The headings for the service level agreement, included in the template and addressed in the remainder of this document are:
 - **The Agreement**
 - **Purpose and Accountability**
 - **Disputes and Escalation**

- **Content of the Agreement**
- **Specification of Service Requirements to include budget, accommodation and staffing**
- **Baseline requirements**
- **Stock**
- **Stock control**
- **Restriction of access to material**
- **Termination**

13. In this guidance, the following terms will be used:

- **Governor** – to indicate the most senior member of staff in a prison establishment with the authority to make binding decisions and includes Directors of Contracted Prisons
- **Prison Library Staff** – to indicate the most senior member of staff appointed by the library service provider, to be responsible for the day to day provision of the service, to select and manage library staff and Prisoner Library Assistants
- **Prisoner Library Assistants**– prisoners selected by the prison in co-operation with the library service provider, to work in the library

14. The cover page of the Service Level Agreement may reflect the vision for Prison Libraries:

The Prison Library Service provides prisoners with a range of reading, reference and other materials. It aspires to provide:

- Materials that encourage reading for pleasure, learning, professional and personal development
- Materials that are enjoyable, informative and inclusive, reflecting the range of interests and requirements of a diverse prisoner population
- A range of services in an environment that encourages and promotes engagement
- Creates an environment that is welcoming and neutral
- An out-reach service for those unable or unwilling to visit the library
- An environment and quality of service that encourages positive voluntary engagement
- Where appropriate and possible, an environment to support a range of associated activities such as reading groups, creative writing, curriculum support, access to Virtual Campus
- Support for prisoners in structuring their time when not engaged with employment or other regime activities during the Core Day

1. Parties to The Service Level Agreement

The Service Level Agreement (SLA) should clearly identify the parties to the agreement and should be signed by representatives with the appropriate level of authority:

THIS AGREEMENT is made on

BETWEEN

HMP/YOI:
(Governor's Signature)

AND

THE LIBRARY SERVICE PROVIDER
(Director-level Signature)

1.1. The SLA should state the term of the agreement:

This term of this agreement is from (date) to (date, three years hence). The agreement will be reviewed annually, twelve months from the date of the original agreement, with the opportunity for either party to the agreement to withdraw, subject to the agreed notice period of six months.

1.2. The SLA should set out the overarching objectives of the SLA:

The parties and signatories to this agreement agree to work together to ensure the effective and efficient delivery of the services set out in this agreement, to the benefit of prisoner library users.

1.3. The SLA should set out the intention to set and abide by agreed standards of quality:

The parties to this agreement will collaborate to monitor the delivery and quality standards of the service; and to address any shortfalls or failures to meet the required standards.

1.4. The SLA should clearly state the funding for the financial year and its designation for the purchase of library services

Funds will be allocated for the provision of a library service and must be used solely and totally for this purpose.

2. PURPOSE and ACCOUNTABILITY

The Service Level Agreement should include a clear statement of purpose and who will be accountable for day to day local management within the prison establishment and the library service provider:

2.1. The purpose of this agreement is to specify the service requirements for the provision of a library service to HMP/YOI: in accordance with the needs of the establishment and in compliance with PSI 02/2015 and the Prison Library Service Guidance at Annex B of the PSI.

2.2. This agreement will be locally managed for the prison establishment on behalf of the Governor **by (insert job title)**

2.3. This agreement will be locally managed by the library service provider **by (insert job title)**

3. DISPUTES AND ESCALATION

The Service Level Agreement should include a clear statement of the process to be used in the event of disputes and disagreements; and who has the ultimate authority to make decisions in such circumstances:

In the event of disputes about this agreement, the process will consist of **the three tier process set out in the Prison Library Service Guidance at Paragraph 10.**

4. CONTENT OF THE AGREEMENT

The Service Level Agreement should include a specification from the prison establishment and a statement from the library service provider of how they intend to meet the requirements of the specification:

This agreement consists of:

HMP 'X' SPECIFICATION	LIBRARY SERVICE PROVIDER STATEMENT OF OFFER TO MEET THE SPECIFICATION
<p>A specification of service requirements (including any special requirements), level and quality including access, outreach and the ways in which the library service should be promoted to meet the needs of the establishment.</p> <p>The specification may be supported by information from inspections and user groups.</p> <p>The specification should include statements of:</p> <ul style="list-style-type: none"> • how the establishment intends to enable access to the library within the agreed days and times of provision • the occupational profile of the establishment • the ethnic minority population and any language or ESOL requirements • planned hours of access to the wings, segregation units, medical blocks etc, to enable out-reach provision • how the offender voice is to be enabled • the resettlement and rehabilitation agenda • cover arrangements in the event of difficulties in enabling access to the library service 	<p>A statement of the service offer, level and quality of service provision: a plan for the use and promotion of the library service which complies with the specification; and which clearly states where compliance is not possible.</p> <p>An indication of the stock to be held, replaced or replenished. <i>The material stocked in the library must not contain any 18-rated certificate items:</i> items which are in breach of public protection requirements: items in compliance with the public protection manual and items that are deemed inappropriate by the governor: e.g. material which is racist, encourages violence or presents security concerns.</p> <p>The statement should indicate who will be accountable for the provision of the service and monitoring of the stock in co-operation with the prison establishment to ensure that it meets the needs of the prison population and does not include any proscribed material.</p>
A specification of staffing requirements (to	A statement of staffing availability including

include opportunities for Prisoner Library Assistants) including the days and hours to be worked	days and hours to be worked, job descriptions and person specifications A statement to indicate how Prisoner Library Assistants will be trained and supported; what employment opportunities will be available for them and what qualifications they can acquire A statement of how cover will be provided during planned and unplanned absences
A description of the establishment profile and demographic	The statement of service offer should be clear and specific about how the needs of the population will be met
A description of specific aims, objectives and the monitoring process, including the frequency of monitoring meetings	The statement of service offer should be clear and specific about how the aims and objectives will be met and what information will be made available for the monitoring meetings
A statement of the agreed notice period for reduction/amendment/cessation of the service. Six months notice will be given by either party for significant alteration to or complete cessation of the library service. Where notice is not possible a pro rata payment will be made on the basis of the budget allocation.	A statement of the agreed notice period for reduction/amendment/cessation of the service. Six months notice will be given by either party for significant alteration to or complete cessation of the library service. Where notice is not possible a pro rata payment will be made on the basis of the budget allocation
The indicative budget for the financial year	An itemised and costed statement of the service offer within the budget limits set

5. SPECIFICATION OF SERVICE REQUIREMENTS

The Service Level Agreement should contain a Specification of Service Requirements which should be drawn up to reflect the following:

- **Compliance with the needs of the establishment**
- **Reflection of mainstream provision**
- **Reflection of specialist provision**
- **The annual budget**
- **Staffing**
- **Hours**
- **Accommodation**
- **Subscriptions**
- **Specialist requirements**
- **Stock loss/damage and contingency**

5.1 A library service will be provided which complies with the specification set out by HMP X: which reflects mainstream community provision in (INSERT NAME OF GEOGRAPHICAL AREA): is suited to the needs of the regime and prison category: complies with any specialist requirements.

5.2 The service will be provided within the stated budget, which may be amended in-year to reflect changes in the establishment's specification.

5.3 Budget

The service level agreement should state the budget for the year.
The indicative budget is: £

5.4 Staffing

The service level agreement should state the staffing requirement to provide the services as laid out in the specification:

PLA: Staff names and job titles

Hours per week per member of staff

Hours on site/s per member of staff

CHARGE: Per annum per member of staff

TOTAL: £

HMP/YOI: Prisoner Library Assistants (hours per week)

Any annual increase in staffing costs will reflect pay awards and be clearly identified in the statement of predicted staff costs.

5.5 Accommodation, equipment, stock

The SLA will contain a clear statement of where the library is to be accommodated the furniture and equipment that it will contain and estimates of replacement and refurbishment.

The library will be located in.....and will contain the following stock, furniture and equipment:

STOCK COSTS:

ESTIMATED REPLACEMENT/ REFURBISHMENT COSTS: £

SUBSCRIPTIONS:

SPECIALIST MATERIALS:
(e.g. to address diversity issues such as language, disability etc)

ESTIMATED STOCK LOSS/DAMAGE CONTINGENCY:

5.6. Baseline requirements

The SLA will contain a statement of baseline requirements (the specification)

The following statement of baseline requirements may be adapted and used as appropriate as agreed between the signatories and used to populate the SLA:

BASELINE REQUIREMENTS
Prisoners will have access to the main library at least once every week for a minimum duration of 30 minutes.
Prisoners will be given at least 30 minutes per visit to use reference items and select materials to take on loan from the library.
<i>The material stocked in the library must not contain any 18-rated certificate items, items decided by the governor as inappropriate e.g. material which is racist, encourages violence</i>

<i>or may present security concerns; nor any in breach of the Public Protection Manual requirements.</i>
A limited book stock will be held on the Segregation Unit as an alternative to these prisoners having library access. Segregated prisoners will be able to change and loan books from this stock at least once a week.
An inter-library order/request system will be available.
The main library will be open for 'X' hours each week, on the following days...between the hours of...
Library staff will attend the library for 'X' hours per week in the main library and will also conduct outreach elsewhere in the prison based on need and in compliance with the specification
Each prisoner may borrow up to books for weeks. Long-term loan facilities will be available if approved by the library staff. Prisoners undertaking education qualifications, especially at a higher level, may have dispensation to borrow a sufficient number of books above the norm to support their studies.
There will be specific provision within the library stock for ethnic minorities, the visually impaired, educationally disadvantaged, and foreign national prisoners.
Reference items, including those identified in the Prison Library Specification Mandatory Publication list, and periodicals and daily newspapers (where appropriate and affordable), will be available for use in the library only.
Footfall, stock issue and returns, and other activities which the library supports will be monitored. Prison establishment staff will encourage prisoners to maintain the quality of issued items. In cases of loss or damage of issued items the establishment will provide advice and guidance to the library service supplier on the appropriate course of action.
The establishment will comply with the library service supplier guidance relating to the selection, issue, return and rotation of stock.
The Service Level Agreement will be reviewed at four meetings per year. An implementation meeting will take place at the beginning of the year at which any major changes will be agreed between the prison establishment and the library service supplier. At least a further three meetings should take place at regular intervals to monitor the provision and quality of the service; and to agree any changes that need to be made.

6. STOCK

The Service Level Agreement should give a clear indication of the stock requirements to meet the needs of the prisoner population and objectives of the establishment:

- 6.1. In agreement with the prison establishment, the library service provider will stock a minimum of 'X' volumes, based on the specification, previous usage, the population size and patterns of usage. *The costs of providing the stock must be included in the itemised and costed statement of the service offer within the budget limits set.*
- 6.2. *The material stocked in the library must not contain any 18-rated certificate items, any items which are decided by the governor as inappropriate e.g. material which is racist, encourages violence or raises security concerns; nor any material which is in contravention of public protection requirements*
- 6.3. In consultation with the prison establishment and any representative offender groups, library staff will be responsible for the selection and purchase of stock according to the establishment profile and reader surveys. Stock will be delivered fully serviced.
- 6.4. The budget for the purchase of periodicals (where appropriate) will be agreed with the Establishment and clearly specified in the itemised costs statement

- 6.5. Requests for journals and journal articles will be handled through processes agreed between the prison establishment and the library service provider. The same considerations of suitability and security will be applied to journal requests as to books and other materials. When in doubt, library staff will consult with the Governor.
- 6.6. Items specified as mandatory, with any subsequent amendments, will be made available in the library and supplied by the Prison Service Agency or purchased by library staff as appropriate.
- 6.7. Library staff will undertake to create and maintain community information files and will liaise with other information providers (such as resettlement and education staff) within the establishment.
- 6.8. The Library Manager will provide materials for prisoners with special needs e.g. ethnic minorities, the partially sighted or blind, the educationally disadvantaged and those whose first language is not English.
- 6.9. Prisoner requests for books not available in the Prison Library stock will be subject to agreement from the Governor and then sourced through the appropriate channels.
- 6.10. Library staff will reserve the right on behalf of HMP/YOI ... to refuse donations when appropriate, in consultation with the Governor. Items accepted as donations will be treated as part of the prison library stock. They will be added to the stock and may be subject to withdrawal or transfer to another establishment when appropriate.
- 6.11. The Library should provide any materials that might normally be found on the shelves of a public library. Restrictions on prisoners' reading materials should be minimal within the constraints required to foster good order and control in a custodial situation.
- 6.12. Library stationery will be supplied as standard from the library service provider. Items which have been designed for use within the establishment should be generated on site.

7. STOCK CONTROL

The Service Level Agreement should contain a clear statement of processes for stock control:

- 7.1. Library staff will be responsible for overseeing the training of library staff and Prisoner Library Assistants in the issue and discharge of stock. Library staff will be responsible for the day to day supervision of the issue routines.
- 7.2. Library users should be made aware that library materials on loan to them are their own responsibility. They should be encouraged to take care of stock and to return items on time.
- 7.3. Prisoners may borrow up to ... books in total along with spoken word materials. Books will be issued for a ...week period.
- 7.4. Library staff will be responsible for pursuing items which remain outstanding and for taking disciplinary action if required. Prison establishments will advise of appropriate routes for recovery and discipline.
- 7.5. A formal stock-take of all library material will take place on an annual basis. The Prison Library Manager will provide the Governor with an updated Asset Register on an annual basis, which clearly indicates stock losses and damage. Records of library stock will be

kept separately from records of community stock and should be readily available for scrutiny.

- 7.6. The prison establishment is responsible for advising the library staff of upcoming prisoner transfers or discharges. The library staff will be responsible for retrieving books on loan to a prisoner before s/he is moved, with support from the Establishment.

8. RESTRICTION OF ACCESS TO MATERIAL

The Service Level Agreement should contain a clear statement of the circumstances in which access to material may be refused and the processes to which requests for materials which are a cause for concern will be subject:

- 8.1. Arrangements will be made to assess any book requested by any prisoner where it is felt that book may contain information that should be restricted on the grounds of public safety, maintenance of good order and control of the establishment, or due to the prisoner's index, secondary, or previous offences. *Public protection strictures on controlled materials must be followed.*
- 8.2. Refusal to grant access to material may be made by the Governor on any of these grounds.
- 8.3. Where there is any doubt about access to material, the issue should be raised with the appropriate prison staff and ultimately the Governor.
- 8.4. The final decision to refuse or grant access to material lies with the Governor.
- 8.5. No '18' rated DVDs or computer games may be ordered for or stocked in prison libraries.

9. TERMINATION

The Service Level Agreement should contain a clear statement of the provisions in place to terminate the agreement:

- 9.1. The parties shall be entitled to terminate this agreement by six months notice in writing, if circumstances arise which result in either party being unable to continue to perform their services in the form and manner agreed in the SLA.
- 9.2. Where six months notice cannot be given by either side, payment will be made in lieu.

ANNEX D**Mandatory Publication List**

Prisoners should have access to information about their rights and obligations under the prison regime and to legal materials which may be relevant to any legal proceedings that they are involved in or wish to pursue. *Article 6 of the European Convention on Human Rights affords all individuals the right to a fair trial and this applies to both civil and criminal matters. For criminal charges, Article 6 expressly states that an individual must have enough time, and the facilities, to prepare a defence.*

Although legal resources should not be limited to these, the following publications must be made available in prison libraries:

- *Archbold's Criminal Pleading, Evidence and Practice*
- *The Civil Procedure Rules*
- *Extant Prison Service Instructions (PSI) and Prison Service Orders (PSO) (excluding those that are restricted)*
- The Prison Rules 1999 and The Young Offender Institution Rules 2000

Prisoners should have access to Archbold's Criminal Pleading, Evidence and Practice and the Civil Procedure Rules.

In the case of the Civil Procedure Rules this could be facilitated by a copy of the Civil Procedure Rules being made available in the Reference section; or via inter-library loan within a reasonable time (e.g. usually within 2 to 3 days during the normal working week or within five days if requested over weekends). It will need to be updated annually. Alternatively, a printed-off copy of the Civil Procedure Rules, Practice Directions and Pre-Action Protocols could be kept in a folder in the Reference section marked with the following disclaimer 'The documents contained within this folder are current ONLY on the date on which they have been printed, as the Civil Procedure Rules are periodically updated. The library can advise you on updates if required'. Updates are available from <http://www.justice.gov.uk/courts/procedure-rules/civil>. The library should check for updates on a regular basis and ensure that any amendments are added to the folder.

Recommended publications

While the following publications are not mandated, it is recommended that they are stocked in the Reference section:

- Human Rights Act 1998 and European Convention on Human Rights
- Data Protection Act 1998
- Freedom of Information Act 2000

Copies of PSIs and PSOs and relevant sections of a reasonable length from the recommended publications above must be provided on request. A reasonable charge may be made for copying and printing. Librarians must be allowed sufficient time to comply with these requests bearing in mind library opening hours and shift patterns.

SENDING AND HANDING IN OF BOOKS TO PRISONERS

Ordering books via approved retailers

Since 31 January 2015, friends and families of prisoners have been allowed to order books from approved retailers, which source and send the books on to prisoners. The current approved retailers are:

- Blackwell's
- Foyles
- Mr B's Emporium of Reading Delights (added 1 September 2015)
- Waterstones
- WH Smith
- Wordery (added 1 September 2015)

Three additional approved retailers have been added from 4 November 2019.

- Housmans
- Incentive Plus
- Prisons Org UK

Should a prisoner decide not to accept a book that has been sent in via an approved retailer (or is not permitted to have it in possession) and wishes to return it so that the sender can be refunded, the package should be returned to the person who ordered it. This will be at the prisoner's expense.

If the prisoner does not wish to pay for the book to be returned, they should be asked whether they want the book to be sent out (at their own expense) or kept in their stored property. If the book is suitable, prisoners should have the option to offer the book to the prison library as a donation. The [Prisoners' Property Policy Framework](#) sets out further information on how to handle property and the options available to Governors when excess property is received.

Sending and handing in of books directly by families and friends

From 1 September 2015, families and friends will also be allowed to send or hand in books to prisoners irrespective of whether or not there are exceptional circumstances. Visitors will not be allowed to hand books directly to prisoners; they will need to be left with staff to process.

Amount of books permitted in-cell

From 1 September 2015, there will no longer be a numerical limit on the number of books which prisoners can have in their cells. The number of books permitted will be subject only to the overarching volumetric control limits on property.

Further important points

- All books received must be searched before being passed to prisoners.
- Prisoners will continue to be allowed to order books through existing arrangements in place in prisons.
- The sending or handing in of audio books, whether via an approved retailer or (from 1 September 2015) directly from families and friends, is permitted in cassette or CD format.
- Audio books will form part of the overall general limits on the number of books that can be held in-cell. For the purposes of the standardised facilities list, such items are categorised as books, rather than CDs or cassettes.
- Restrictions on the books which prisoners are allowed to have access to remains

unchanged.

The Public Protection Manual sets out the books that no prisoner can have access to and Governors can extend this list if the nature of the particular prison's population requires it. In addition, Governors can decide whether an individual prisoner should have a particular book, taking into account the prisoner's offending behaviour.

These arrangements apply to books only. The sending and handing in of other items, including items which might be available from the approved retailers, remain subject to the restrictions set out in the [Incentives Policy Framework](#).