

**DRAFT**

**City of York Council**

**Libraries and Heritage**

**Stock Policy**

**Promoting Reading and**  
**Supporting Learning**

**June 2008**

## 1. The Purpose of the Stock Policy

This stock policy will cover the following:

- How the service selects books, CDs, DVDs and other items for your library.
- How the service reflects what local communities want.
- How the service circulates items around all of our libraries to ensure stock is constantly refreshed and a wider choice is made available to the customer.
- How the service promotes and maintains these items.
- How the service decides on which items to keep or which are disposed of.
- How the service measures its performance.

The aim of the library service is to provide the widest range of materials possible within the resources available, whilst supporting the latest trends and ensuring you can obtain the latest bestseller. Books, CDs and DVDs are published on a daily basis and space in libraries, along with funds, is limited. This policy will detail how items are selected in order to meet our aim.

City of York Library Service uses guidance issued by the Chartered Institute of Library and Information Professionals, the national body, in deciding what it is appropriate for us to stock. The guidance states

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

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

The service believes in meeting the needs of all of the communities we serve and we will, wherever possible, provide our stock in a range of formats and appropriate languages.

Libraries offer a wealth of information, ideas and inspiration for all. The library service offers much more than a bookshop – there are backlists of the latest popular authors, as well as their most recent titles and can cater for even the most specialist needs. Most importantly, we want to hold the items that local people want to borrow, so, our customers will always be able to feed into this process by suggesting to us items they would like to see on the shelves.

This policy is not a fixed document – it will change and adapt to reflect changes in the local communities.

## 2. General Principles

- Stock is a dynamic service-wide resource rather than the property of one particular library. The system aims to balance breadth of stock with the need to supply specialist materials. The breadth of materials held encourages new customers and will meet the needs of all sectors of the local community.
- Library staff are responsible for the selection, management and disposal of stock based on the principles laid down in this document.
- Stock management is central to our core business. All staff are trained in managing stock and perform such functions on a day-to-day basis
- Supplier selection is used to maximise staff time in the promotion and display of the stock. Stock is purchased in a consortium of 33 authorities with a budget of 11.3 million to achieve the highest possible discounts
- All types of stock are circulated round all our libraries to ensure as much choice and variety as regularly as possible.
- Stock will support both formal and informal learning across the city and the service will work with Adult and Community Education and other learning providers to ensure that learners' needs are supported
- Multiple copies of popular non-fiction and bestselling fiction titles will be purchased.
- Adult fiction and non-fiction stock is maintained using a greater proportion of paperback items in the smaller community libraries.
- Free request service within the city ensures that everyone has access to all stock
- Core adult non-fiction areas are maintained in all libraries. The popular non-fiction stock types will be found in the community libraries, building up to key academic texts in York library. Details of what stock types you can expect to find in each of our libraries is covered later in the document.
- Community profiles are used to help us assess our collections. The stock manager will work and consult with the local community and map the changes. We will be responsive to and proactive with partner organisations to identify those changing and developing communities and their needs.
- York library will provide specialist resources for the whole community including reference, local history and family history support.
- The library service will purchase items in response to known demands, media and social trends.
- The service will provide stock which is bright, attractive, well-presented and constantly refreshed by purchase and rotation.

- Stock will be selected in various formats in order to ensure all customers have access to the best resources. Other formats include titles available in large print and spoken word.
- The service will assess new formats as they appear on the market and monitor their appeal and usefulness before considering purchasing them for the library service.
- Donations to stock will also be encouraged but will only be accepted if they meet with the selection criteria set within this policy. Library staff withhold the right to dispose of any unwanted donations.
- The library service seeks to challenge reading habits by offering a wide variety of fiction titles including new and emerging authors, promote the use of books for recreation, support formal and informal educations of customer of all ages and meet the information needs to the local communities.

### 3. Stock selection – Overview

- Stock selection is the first stage in the stock management process. It takes place within the framework of this stock policy.
- York libraries are part of the regional Yorkshire Book Consortium. Other authorities in the area have teamed up to provide a bigger buying consortium in order to obtain bigger discounts, better value for money and higher quality of service from our suppliers.
- All stock is selected against the following criteria:
  - **Content** – the information contained within will be current and unbiased.
  - **Value for money** – how expensive is it in relation to other similar items.
  - **Scope** – how does it compare to other items of a similar nature? Is it part of a series? Are we filling a gap by purchasing this particular item?
  - **Authority** – Is the publisher a reputable one within that field, or does the editor or author have a high reputation in that area?
  - **Challenging** – are we providing something new?

### 3.1 Adult Fiction Stock Selection

- Adult fiction stock is purchased to appeal to as great a variety of readers as possible. In York libraries, customers will find new authors as well as multiple copies of your favourite author.
- The service will buy titles that provide excitement and relaxation, broaden your reading experiences and encourage reluctant readers.
- The emphasis will be on paperback titles. A survey of York residents revealed that this is the preferred format for customers. As a result, new fiction stock is being purchased as 80% paperback and 20% hardback titles.
- As a result of the above, minimal duplication will be found in hardback titles. This allows more copies of paperback titles to be purchased, as well as enabling us to provide a wider range of titles.
- Fiction provision will fairly represent demand and issues. The bulk of our collections will consist of popular 'genre' fiction of all types. Community libraries will have a greater emphasis of this type of material with broader ranges to be found in our Explore Centres and York library. Larger libraries will contain fiction titles by first-time authors and those published by smaller, independent publishers.
- Existing holdings and past performance are considered when selecting fiction titles.
- National promotions (e.g. Booker and Orange Prizes) are supported by York libraries, where multiple copies of short-listed titles are purchased and promoted.
- The library service also recognises the value in keeping good quality copies of 'classic' and 'modern classic' authors. These will continue to be replaced once existing copies are worn. Contemporary literature also become classics and library staff will identify significant new authors for replacement.
- The titles and authors are selected according to criteria listed in this policy. Stock profiles for each of our libraries are created by a team of library staff who then liaise closely with the supplier to ensure we are receiving the correct types of stock to match the profiles. A small budget is retained for buying requests, stock buys and allowing community involvement in selection through consultation with groups.
- The stock manager's role is to keep up with various trends in the publishing world and to amend the profile as necessary to ensure our stock remains continually fresh, current and matches customer demands.
- Tools used by the service to help decide what titles are bought include top 10 fiction lists, The Bookseller publication, recommendations from other staff working in libraries and recommendations from members of the public. York libraries aim to have at least 5 copies of the latest top 10 listed paperback titles.

- The role of the stock manager is to constantly assess local community needs and the changing make-up of the population. As a result, York libraries have a range of fiction titles made available in other languages for example, French and Polish. York library service is committed to developing and expanding the collection of books made available in other languages. Currently, the supply of titles available in other languages is done via a rental scheme.
- Currently, the majority of stock purchased will be rotated between libraries. The aim is to provide fresh collections at all service points.
- All fiction titles are ordered in advance from the supplier ensuring that titles will be available on the library shelves as the titles are being promoted in bookshops. The service aims to have the book in library stock 7 days after publication dates.
- Fiction stock will reflect priorities of the service. York libraries have a commitment to support readers groups within the York area and as a result purchase multiple copies of recommended titles as reading group titles.
- Large print fiction titles are purchased using a standing order from the key publishers of large print titles. All large print titles purchased are placed on rotation to enable maximum coverage. Due to the specialist nature of large print, these titles will not be purchased in multiple copies.

### 3.2 Adult Non-Fiction Selection

- The primary aim of non-fiction stock selection is to meet the informal and formal learning needs of the local communities. Non-fiction selection aims to cover the broadest possible subject coverage and potential use by all members of the community.
- Multiple copies of popular non-fiction items will be purchased in order to reflect demand e.g. cookery titles.
- Tools used to help decide what is purchased include top 10 non-fiction lists, The Bookseller publication, recommendations from other staff working in libraries and recommendations from members of the public. The aim is to always hold a minimum of 3 copies of the latest top 10 listed titles.
- The emphasis is on paperback titles. A survey of York residents revealed that this is the preferred format for customers. As a result, non-fiction stock will aim to be 80% paperback and 20% hardback titles.
- Community needs, current holdings and subject coverage will be taken into account when purchasing non-fiction.
- All libraries will stock non-fiction items for general interest and academic support. Community libraries will stock non-fiction items up to GCSE level, Explore Centre up to A Level and York undergraduate level.
- Non-fiction items to support formal learning in Explore Centres will be purchased in partnership with adult education tutors. This may be multiple copies and in formats other than printed e.g. language courses.
- Major non-fiction prizes (e.g. William Hill Sports, British Book Awards) are supported by York libraries, where multiple copies of short-listed titles are purchased and promoted.
- The selection of all non-fiction stock is made by our library supplier based on a profile provided for each type of library – community, Explore Centre or York. The subject areas selected are set by the criteria listed in this policy. Stock profiles are created by a team of library staff who then liaise closely with the supplier to ensure we are receiving the correct types of stock to match the profiles. A small budget is retained for buying requests, stock buys and allowing community involvement in selection through consultation with groups.
- All non-fiction titles are ordered in advance from the supplier ensuring that titles will be available on the library shelves as the titles are being promoted in bookshops. The library service commitment is to have the book in library stock 7 days after publication dates.
- The stock manager's role is to keep up with various trends in the publishing world and to amend the profile as necessary to ensure our stock remains continually fresh, current and matches customer demands.



- All stock purchased will be rotated. The aim is to provide fresh collections at all service points. Performance of these areas is monitored to help tune stock sizes and rotation patterns.
- Language courses will be stocked in York library and Explore Centres only. Customers at the community libraries will have access to this material via free requests.
- Large print non-fiction titles are purchased using a standing order from the key publishers of large print titles. All large print titles purchased are placed on rotation to enable maximum coverage. Due to the specialist nature of large print, these titles will not be purchased in multiple copies.

### 3.3 Children's Stock Selection

- Children's and young peoples fiction and non fiction stock is purchased for 0 – 17 year olds for reading for pleasure, personal information and to support study.
- Materials are also purchased for the parents, carers and agencies working with 0 – 17 year olds to support these children and young people with their recreation and learning, though we do not provide a loan service to schools or school libraries.
- Stock for children is purchased via a number of formats including board books, picture books, large print titles, story books on CD and titles aimed specifically for teenagers.
- Selection of children's stock is made by a library supplier using a semi automated computer selection tool which is set up by York Library staff. The titles and authors selected are selected according to the criteria listed in this policy. Stock profiles are created by a team of library staff who then liaise closely with the supplier to ensure we are receiving the correct types of stock to match the profiles. A small budget is retained for buying requests, stock buys and allowing community involvement in selection through consultation with groups.
- The emphasis is on paperback titles. A survey of York residents revealed that this is the preferred format for customers. As a result, our children's fiction stock will be 70% paperback and 30% hardback titles.
- Children's fiction stock covers a wide range of items. York libraries encourage readers to try new titles and discover new reading experiences. As a result, York libraries stock first time authors as well as bestsellers. However, York libraries guarantee to always stock 3 copies of the top10 bestsellers.
- Children's non-fiction titles are bought to reflect subjects taught in the National Curriculum in order to provide greatest possible homework support. This is done in consultation with education colleagues.
- The role of the stock manager is to work with the children's team to constantly assess local community needs and the changing make-up of the population. As a result, we have a range of children's picture books available in dual language. York library service is committed to developing and expanding the collection of books made available in other languages.
- Resources used to select stock include The Bookseller magazine and specialist children's magazines as well as recommendations from staff and customers.
- All titles are ordered in advance from the supplier ensuring that titles will be available on the library shelves as the titles are being promoted in bookshops. We aim to have the book in library stock 7 days after publication dates.
- All stock purchased will be rotated. The aim is to provide fresh collections at all service points.

- Children's stock is purchased to support a number of initiatives both locally and nationally, including support to children's centres and Bookstart. Promotional collections of materials are purchased to support various schemes including Booked Up and the annual Summer Reading Challenge.
- York libraries are committed to supporting national initiatives. You will therefore find multiple copies of significant award winning children's books including Carnegie Greenaway titles.

### **3.4 Selection of Audio Visual Items (music, film and spoken word)**

- The primary aim of DVDs and CDs is to generate income for the authority. As a result, collections are held in libraries only where income exceeds expenditure. DVDs are available at York, Explore Centres and Dunnington library and CDs are held at York and Acomb. All turnover and income from these collections are monitored against defined performance targets to ensure they remain viable.
- Spoken word titles are made available both on CD and Cassette (until 2009). These are not income generating materials and are considered to be core stock. As a result, there are no hire charges for these items. All libraries hold a selection of these materials. Spoken word titles are purchased on standing order and all are rotated.
- The types of audio visual materials held are not static. The role of the Audio Visual Manager is to investigate and monitor current trends and make recommendations to purchase new and innovative media where necessary.
- DVDs and CDs are currently purchased by the Audio Visual Manager who uses lists from the supplier to select items. The Audio Visual Manager works with a team of staff who advise on what title should be purchased. Various media magazines are also used to assist selection. York libraries guarantees to always hold 2 copies of all top 10 selling films and at least 1 copy of the 10 top-selling CDs.
- DVDs are allocated a band once in stock. Band A titles are the new titles and remain at Band A for a maximum of 12 weeks, band B titles are the older titles.
- Film titles selected include specialist interest such as Animee and Bollywood as well as a range of foreign language films. DVDs of a non-fiction nature are purchased for York library to meet educational, information and recreational needs of the community and shelved with the relevant subject.
- DVDs and CDs are available from all libraries via the free request service.
- Music titles selected cover all musical genres including pop, classical, folk, light and films and shows, country, jazz and world
- All DVDs purchased are rotated, except York. York will be allocated its own copy.
- Major prizes are supported by York, so you will always find Brit Award Winners, BAFTA winners, OSCAR winners and Mercury Prize winners in stock.

### **3.5 Reference Selection**

- Information & Reference collections are designed to complement our lending services by making information available and accessible at all times during the opening hours of each service point. The items contained in our information & reference collections are therefore not normally available for loan.
- York Library forms the principal source of printed reference materials. It provides a range of stock and facilities extensive enough to support the work of the other libraries. The reference collections in other libraries are smaller and intended to answer quick reference enquiries only.
- Reference collections consist of various formats including books, maps, magazines, newspapers and pamphlets.
- Online resources are investigated constantly as a viable alternative to printed resources. York is committed to increasing the number of resources made available online as this improves access to information for the customer.
- Reference materials are selected via standing order using the criteria that they are the recognized standard reference works, they are primarily intended for consultation and for answering enquiries, they are constantly in demand, or answers enquiries which occur regularly and they cover a subject area in which published material is relatively scarce.
- Current copies of some standard works are purchased for York and Explore Centres. Community libraries contain quick reference materials only.

### **3.6 Selection of Local and Family History Material.**

- The purpose of the local and family history collection is to identify, collect and preserve the documentary heritage of York, to promote the social and cultural heritage of York and to meet the needs of those wishing to research Local History for the City of York and its immediate area.
- The main collection of local history materials is at York library, where items can be found for the whole of the City of York. Smaller local history collections are held at all libraries, with the focus being on general York history titles and documents containing information to that local community.
- Stock shall be acquired using the following criteria:-
  - Records and publications relating to the educational, social, cultural or political aspects of the area governed by City of York Council
  - Records and publications relating to the influence of York in the wider County of Yorkshire and the historic Ridings of Yorkshire
  - Records and publications of organisations or individuals which reflect the economic, cultural, social or political development of York
- Access to resources will be made available online. City of York library service is committed to extending the collection of images made available via the Imagine York website and to further develop technological means to increase access to more collections.
- Items of stock are purchased by the Family and Local History Librarian. They are selected from local publications and catalogues. Items are also added to stock via donation and deposit.
- Items will be purchased in a number of formats included printed material, maps, and periodicals. They will only be purchased if deemed to be of permanent historical value. Effort will be made to avoid excessive duplication of holdings, except where multiple copies aid wider public access.
- Items shall be acquired with consideration of storage and handling and in the case of donations, where doubts exist relating to the quality of preservation, alternative locations shall be investigated.

#### **4. Requests**

- The library service welcomes suggestions for stock and feedback on the stock policy. Customers may use the comments cards available in all libraries to make recommendations, or access our online form available on [www.york.gov.uk/libraries](http://www.york.gov.uk/libraries). This information will be used, wherever possible, to inform the selection process. We are currently investigating more structured ways of involving our customers in the selection of our stock.
- Requests for any books either in stock by City of York libraries, or items not held in our stock, may be made at any library in City of York Council.
- Requests for items not in stock will be considered for purchase. If they meet the criteria as listed in this document, they will be purchased for stock. Otherwise, customers will be given the option of borrowing the item from another library outside the City of York.
- The decision not to purchase a requested item for stock may be influenced by any of the following factors; unsuitable format (e.g. loose leaf binding), budgetary constraints, poor content or presentation, dated information or low demand.
- All requests for items in stock in City of York libraries are free of charge.
- The effectiveness of the request service is an important part of our customer service. We aim to supply 70% of our customers requests within 7 days.

## 5. Library Tiers

- City of York libraries are grouped together in the following bands for the purposes of stock rotation and purchase:
  - Explore York library learning centre
  - Explore Library Learning Centres – Acomb, Clifton, Haxby, New Earswick, Tang Hall
  - Community libraries – Bishopthorpe, Copmanthorpe, Dringhouses, Dunnington, Fulford, Huntington, Mobile library, Poppleton, Strensall
- Each library acts as a gateway to the whole of City of York stock, but physical constraints of existing buildings make it impossible to offer all levels of stock in all libraries.
- Libraries are graded within York in relation to stock size, level of use, geographical location and the provision of formal adult learning to the local community.
- York and Explore Centres will have a core static stock, supplemented by circulating items. Items for circulation will be identified at the time of purchase. Circulation routes are designed to last for the expected 'life' of a hardback book as indicated in the Public Library Standards – 7 years. At the end of a circulation period, an item will be discarded.
- Grading is reviewed every 2 years to ensure that services remain in tune with changes in use and local communities.
- The stock profiles of the above libraries are as follows:
  - Explore York = Non fiction core subject coverage in hardback and paperback up to undergraduate level. Copies of leisure non fiction will also be purchased solely for York (i.e. not rotated). Non fiction stock will also be purchased to reflect the formal adult learning classes held in the libraries  
Fiction includes 2 copies of paperback bestsellers plus a range of first novels, promotional titles and classics. Large print and spoken word collections are maintained by stock rotation (combined in a rota with Explore Centres).
  - explore library learning Centres = Non fiction core subjects in hardback and paperback up to A level. Non fiction stock will also be purchased to reflect the formal adult learning classes held in the libraries. Leisure non fiction will be maintained by stock rotation.  
Fiction stock will be maintained via rotation, but will consist of a range of hardback and paperback bestselling titles, plus first novels, promotional collections and classics.
  - Community Libraries = Core non fiction subject areas in paperback only, hardback non-fiction from stock rotation only. Leisure non fiction will be maintained through stock rotation.



Fiction will be maintained via rotation, but will be predominantly high performing paperback titles.

- City of York supports adult learning and skills of life. As a result, a selection of Quick Reads can be found in all Library and Learning (Explore) Centres.

## **6. Promoting Reading**

- The purpose of promoting reading is to promote the wide range of fiction available in our libraries and to encourage customers to make more adventurous choices in their reading – introducing new authors, for example.
- The layout of the library should create a welcoming, purposeful and user-friendly atmosphere. Arrangement of stock must be clearly set out for all customers and all shelf guiding must be to a uniform standard and accurate.
- All staff are to promote stock and reading by whatever means available. All staff are trained on Frontline – a national reader development programme
- A programme of promotions relating to books and reading is coordinated by the Reading Development librarians.
- City of York libraries support reader groups in the local area. 12 new sets of paperback titles will be purchased annually to keep the collection fresh and relevant. Reading groups will have input into this selection process.

## 7. Measuring Stock Performance

- Measuring the performance of our stock is an integral part of the stock policy. Using the Library Management Software (LMS) we monitor the current performance of all our stock and produce statistical information to enable us to increase its future performance.
- Library stock is not a static resource. Items are constantly being added or removed, and their location changed to ensure there are new and fresh titles at all libraries.
- Performance measurement helps library staff to prioritise spending on stock and to identify areas where resources are needed.
- It also enables us to compare the performance of our service with other similar authorities.

### 7.1 Statistical information

- Below is a list of criteria York Libraries use when assessing stock performance:
- Issues of books and audio-visual items:
  - Issue figures are expressed 'per 1000 population' in order to make comparisons with other library services.
  - The target for 2008/9 will be 626 issues per 1,000 population.
  - These will be monitored on a monthly basis using the Library Management Software.
- Stock turnover:
  - This refers to the number of issues divided by the number of items in stock, and is a measurement of how hard the stock is working.
  - The target for 2008/9 will be 7 (items in stock will be issued an average of 7 times per year).
  - This will be monitored at least once a year.
- Items added to stock:
  - These figures are expressed 'per 1000 population' in order to make comparisons with other library services.
  - The target for 2008/9 is 216
  - This will be monitored monthly.
- Stock replacement rate:
  - This measures how rapidly the stock in libraries is being refreshed. The stock replacement figure refers to the amount of time it would take to replace the entire stock, if we continued to buy items at the existing rate.
  - The target for 2008/9 is 7 years.
  - This will be monitored at least once a year.
- Amount of stock on loan:
  - This measures what proportion of our stock is on loan at any one time.
  - The target for 2008/9 is 30%

- Data from our LMS is also used to identify stock that is not issuing well, is out of date or is in bad condition.

## **7.2 Customer comments and requests**

- Customers' requests are monitored. Extra copies will be purchased if more than 4 requests are received for an individual item.
- We aim to supply 70% of all requests within 7 days of the request being made
- We will involve community groups and individuals in the purchase of our stock – putting by a percentage of the stock fund. In this way we will be able to respond to any concerns that stock does not match the needs of the community. Groups will include schools, young people, older people as well as disability groups and BME communities
- We welcome suggestions from members of the public for items they believe should be in stock and will consider their purchase according to the guidelines in this policy. Customers may use the comments cards available in all libraries to make recommendations, or access our online form available on [www.york.gov.uk/libraries](http://www.york.gov.uk/libraries). This information will be used, wherever possible, to inform the selection process. We are currently investigating more structured ways of involving our customers in the selection of our stock.

## 8. Stock Maintenance

- First impressions are vital – the physical presentation of the stock makes a statement about the quality of service offered. Out of date information could mislead customers and can be dangerous and the physical condition of stock deteriorates over time. The removal of unused, worn out and out of date stock makes it easier for customers to find suitable material.
- All staff have the responsibility of keeping stock well maintained – tidying shelves to a regular routine, and assessing the condition of stock at the point it is returned.
- A number of criteria are used when we are assessing stock. These include the following:
  - Age – all non fiction and fiction items are withdrawn at the point of them getting to 7 years old. The date an item is added to stock is used to assess this, not the date the book published.
  - Poor physical condition – if the pages are yellowing, binding is damaged, loose pages or damaged illustrations, usage data is used to determine whether the item should be repaired, replaced or withdrawn.
  - Currency – Content and publication date is considered when assessing non-fiction items. Items containing out of date information are withdrawn from stock.
  - Poor performance – Items that have not been issued to a customer over a certain period of time will be promoted to encourage use. If poor performance continues, they are withdrawn from stock. Fiction stock is removed from the shelves if it has not been borrowed for 9 months, non-fiction at 12 months, and DVDs and CDs at 6 months.
- To preserve the lifespan of more popular issuing stock that has not been on the shelves for a long time, binding is used as a cost effective way of maintaining good quality stock rather than replacing a title. All staff have been trained in assessing items for binding. Binding is also used for conservation purposes for reference and local studies materials.
- Items in good condition that meet the criteria set within this policy, may be relocated to another library. All library staff are also trained to think about stock placement/promotion before good quality stock is removed. Would a customer borrow it if it were relocated to another section or displayed effectively?

- Items in good condition but are no longer required for library stock due to lack of demand are withdrawn from stock and sold to customers or disposed of commercially where appropriate. Staff will not make arrangements to withdraw and sell specific items to members of the public on demand.
- Items in poor condition are recycled as part of the City of York's recycling policy.
- Items that are in poor condition but have good performance (issued more than 10 times in the last year) and are still in print will be replaced.
- A small selection of items that are last copies are kept in a reserve collection. These are items that are still being borrowed, but are not in pristine condition and cannot be replaced as they are out of print. These items are available on request.