

Swindon Libraries  
**Learn! Enjoy! Discover!**



# Stock Policy

# Swindon Borough Libraries Stock Policy

| <b>Contents</b>  | <b>Page</b> |
|--|-------------|
| Introduction .....                                       | 2           |
| Basic Principles of Stock Selection and Management ..... | 3           |
| Stock Selection .....                                    | 5           |
| Stock Provision - Fiction .....                          | 6           |
| Stock Provision - Non-Fiction .....                      | 6           |
| Stock Provision - Children and Young People .....        | 7           |
| Stock Provision - Large Print .....                      | 8           |
| Audio Books .....  | 8           |
| Stock Provision - Foreign Language Material .....        | 8           |
| Stock Provision – Information & Reference Material ..... | 9           |
| Stock Provision - Local Studies .....                    | 11          |
| Stock Provision – Sound and Vision .....                 | 13          |
| Music CDs .....  | 13          |
| DVDs.....  | 13          |
| Stock Provision - Drama and Music Scores .....           | 13          |
| Newspapers and Periodicals.....                          | 14          |
| Request Service .....                                    | 14          |
| Promotion and Marketing .....                            | 14          |
| Withdrawal of Stock .....                                | 15          |
| Reserve Stores.....                                      | 16          |
| Disposal .....   | 16          |
| Summary of Stock Provision .....                         | 17          |

# Introduction

## Definition

The Stock Policy document is concerned with the general policies, objectives and guidelines relating to the selection, revision and presentation of all library materials, and forms a framework within which decisions are made.

Library materials are defined as books, newspapers, periodicals, maps, illustrations, printed music, videos, DVDs, music and audio book recordings, electronic resources and any other print or non-print format which can be made available as a source of learning, enjoyment and discovery for library users.

## Context

The Stock Policy document has been prepared within the context of the Swindon Borough Libraries Mission Statement:

**“Our libraries aim to provide opportunities and access for everyone to learn, enjoy, discover.”**

## Legal obligations

Compliance with the law is the over-riding factor in the provision of stock. All decisions are made within the following statutory framework:

- Obscene Publications Act 1959 (amended 1964)
- Public Libraries and Museums Act 1964
- Sex Discrimination Act 1975
- Race Relations Act 1976
- Video Recordings Act 1984
- Local Government Act 1988, section 29
- Copyright Designs and Patent Act 1988
- Library Standards 2001
- Swindon Borough Council Equalities & Diversity Policy – Fairness for all

Recorded music will be loaned in accordance with the agreement between the British Phonographic Industry and CILIP, i.e. items will only be made available for loan three months after their release date.

## Objectives

The objectives of the Stock Policy are as follows:

- To promote a unified approach to the selection and development of library stock within the authority
- To ensure a consistent approach to stock management

- To ensure the efficient and effective use of resources
- To actively encourage responsiveness to users' needs and demands
- To stimulate user interest in new titles and new materials

## **Basic Principles Of Stock Selection And Management**

### **Provision**

Our stock will represent, within financial constraints, all shades of opinion including the controversial and experimental.

*In fulfilling our legal obligations we adhere to the statement on censorship produced by CILIP (Chartered Institute for Library and Information Professionals): see below:*

### **INTELLECTUAL FREEDOM, ACCESS TO INFORMATION AND CENSORSHIP**

CILIP is committed to promoting a society where intellectual activity and creativity, freedom of expression and debate, and access to information are encouraged and nurtured as vital elements underpinning individual and community fulfilment in all aspects of human life. It is the role of a library and information service that is funded from the public purse to provide, as far as resources allow, access to all publicly available information, whether factual or fiction and regardless of media or format, in which its users claim legitimate interest. [In some cases this will be limited to those areas reflecting the primary purpose of a parent institution; in others it will be generalist in nature].

Access should not be restricted on any grounds except that of the law. If publicly available material has not incurred legal penalties then it should not be excluded on moral, political, religious, racial or gender grounds, to satisfy the demands of sectional interest. The legal basis of any restriction on access should always be stated.

In the past librarians and information staff have resisted pressure from many shades of opinion to censor material and have defended the principle of the free dissemination of information. They are expected as part of CILIP's Ethical Principles to show "commitment to the defence, and the advancement, of access to information, ideas and works of the imagination". The responsibilities of librarians and information staff should include full discretion over collection development and management and access policy within a broad general policy set by the parent institution. The provision of access to materials by a library or information service does not imply endorsement especially where the material may be thought to encourage discrimination.

The principles of access are the same in the emerging networked society where the opportunities provided by information and communications technologies have revolutionised the way information is made available. CILIP endorses the Council of Europe Guidelines (attached) on "Public Access to and Freedom of Expression in Networked Information". It urges all employers of library and information staff to embed these guidelines into their practice and to support the principle of uninhibited access to information, recognising the discretion that library and information staff will need to exercise in meeting the legitimate interests of their users.

Any librarian or information specialist who considers that undue pressure has been brought to bear over matters concerning selection or access policies is asked to inform the Institute.

CILIP 2005

The function of a library service is to provide, so far as resources allow, all books, periodicals etc. in which its customers 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, political, religious or racial ground alone, to satisfy any sectional interest.

We will purchase items in response to known demand, as well as demand anticipated in the light of reviews and media interest. Our primary objective will be to provide an extensive range of titles. We will assess all stock purchased against the perceived needs of the communities served by each library. This includes the provision of material in new formats.

All libraries will provide a broad-based and varied stock appropriate to its size and to the reading tastes and information needs of its customers.

Swindon Central Library will also provide specialist resources for the whole community.

We regard every library as part of a single network. Material acquired for any one service point will not be viewed as the sole property of that library, but as a shared resource to be exploited through stock circulation programmes and inter-library lending.

We will make as much material as possible available for loan. Nevertheless some material will be restricted to use in a library only and, in certain cases, to use only in the holding library.

Where relevant we will select titles for more than one area of stock. There will therefore be some degree of overlap and duplication between our children's, teenage and adult collections. Individual types of materials are shown at Appendix 1.

## **Responsibility**

Ultimate responsibility for the selection of material rests with the Library Services Manager and any complaints or disputes, which cannot be resolved, will be referred to that person.

Library staff will undertake the selection and management of stock, within the guidelines laid down by the Stock Policy.

In managing our stock, we will draw on the widest range of professional expertise in order to make use of specialist subject knowledge, to avoid subjectivity and to reflect the broad range of community needs. We will also draw where appropriate upon the skills and knowledge of other members of staff and of members of the wider community.

## **Quality**

We will provide stock, which is bright, attractive, well presented and constantly refreshed by purchase and exchange. It will be maintained to a physical standard, which encourages use. On occasion, however, we may retain items which do not meet our normal standards in order to maintain an adequate level of coverage in particular subject areas or to preserve a particular item which is unique, irreplaceable or in demand.

## **Format**

We will select stock in the format most suitable for a given purpose and most likely to prove of greatest benefit to the library reader.

We will assess new formats as they appear and monitor their appeal and durability before purchasing them for the library service.

## **Donations**

We accept donated materials on the understanding that they are subject to the same selection criteria as apply to purchased stock. We therefore reserve the right to decide on the most suitable location for donated stock selected for retention and to dispose of materials not required or suitable for addition.

## **Requested titles not in stock**

We will acquire items, which are available for purchase where they fulfil our general criteria for selection.

## **Stock Selection**

### **Methods**

We will select our stock by a variety of means, which will include:

- Pre-publication orders from advance information received from library suppliers, publishers and bibliographic sources
- Catalogues and other listings provided by suppliers and publishers
- Showroom visits to library suppliers and other stockists of specialist material
- Regular standing orders
- Individual orders made to library suppliers or direct to publishers
- Requests
- Supplier selection
- Online reviews

We will establish trading relationships with a range of appropriate suppliers to provide for both our general and more specialised requirements.

We will assess the suitability of individual suppliers through the materials fund tender process in association with CUSP (Consortium for United Stock Purchase). CUSP consists of various library authorities in the South West united to develop Best Value practices and procedures.

### **Criteria**

In making our decision to select or reject any item of stock we will assess each item on the following grounds:

- Value for money
- Content
- Scope
- Authority
- Format and presentation.

## **Stock outside the scope of our collections**

The following categories of stock will normally fall outside the scope of our collections:

Books with additional objects, which form an integral part of an overall package - e.g. sets of rune stones, hair accessories.

Items unsuitable in format for their purpose - e.g. ring-bound items for lending stock - unless the information they contain is unavailable in any other form.

Expensive luxury editions, except where of unique local interest.

Tutors, reading schemes, workbooks primarily intended for use with or by a teacher or intended for individual ownership.

## **Stock Provision - Fiction**

### **Purpose**

We will provide fiction stock to meet recreational, educational and social needs.

### **Scope**

Our collections will provide a varied and balanced stock, representative of all types of fiction, designed to satisfy all tastes and levels of reading ability.

### **Access**

Stock in all libraries will contain a range of fiction. However smaller libraries will normally place greater emphasis on popular and light fiction.

### **Format**

We will provide the most cost effective and extensive range of titles by purchasing stock in the most appropriate format.

## **Stock Provision - Non-Fiction**

### **Purpose**

We will provide a non-fiction stock that supports lifelong learning, contributes to personal development and encourages leisure pursuits.

### **Scope**

We will supply a wide variety of stock covering subjects at a range of interest levels up to and including higher education level.

### **Access**

Swindon Central, Highworth, West Swindon and North Swindon libraries will stock titles to A-level, GNVQ, NVQ and diploma standard. The Central Library will also stock a selection of higher education texts where their subject is appropriate.

## **Format**

We will provide the most cost effective and extensive range of titles by purchasing stock in the most appropriate format.

## **Stock Provision - Children And Young People**

### **Purpose**

In selecting our stock we will provide material, which will:

- Develop language skills and expand vocabulary
- Extend skills and knowledge
- Develop an ability to read for information
- Encourage reading for entertainment and enjoyment
- Stimulate imagination and curiosity
- Develop an understanding of and respect for themselves and other people

### **Scope**

Non-fiction stock will support both leisure and study needs. It will reflect and support the National Curriculum, but will not replace the project and exchange collections provided by the Wiltshire and Swindon Learning Resource for schools.

We will provide stock for loan and for reference use.

We will provide a wide variety of stock relevant to all age groups from babies to teenagers, and to all levels of reading ability.

Stock will include items relevant to those with special needs such as learning difficulties or visual impairment.

Stock will include separate teenage collections, selected according to our general criteria, but of particular relevance to teenage culture and interests.

### **Access**

Each service point will carry the full range of books for loan. However the overall balance of stock to be found in any library will represent size and age range of local population.

### **Format**

We will provide fiction in the following formats:

- Board books
- Picture books
- Easy readers
- Large print
- Dual language

- Graphic novels
- Audio Books
- DVDs

Physical format may not always provide grounds for rejecting an item. Some items may be purchased for staff use only, e.g. story time or activity use.

We will purchase stock in a mixture of hardback and paperback, with regard both to potential issues and value for money.

## **Stock Provision - Large Print**

### **Purpose**

We will provide large print stock to allow access to our services for those unable to read standard print.

### **Scope**

All categories of stock will be represented in our large print collections including non-fiction and a full range of genre and literary fiction.

### **Access**

Each service point will provide an appropriate collection of large print books to meet known or expected patterns of demand

A service is offered to residential homes through the Mobile and Deposit Collection Service.

### **Format**

Large print will be purchased in hardback and paperback format.

## **Audio Books**

### **Scope**

The range of material purchased will be as broad as possible, including non-fiction as well as all types of genre and literary fiction.

Unabridged and some abridged titles will be purchased.

### **Access**

Audio Book collections are held in all libraries. The Bee Aware scheme providing titles not held locally is available free of charge for the visually impaired.

## **Stock Provision - Foreign Language Material**

### **Purpose**

In addition to stock in the English language we will also provide foreign language material to meet the needs of residents of Swindon whose first language is not English.

## **Scope**

We will provide at the Central Library a selection of stock in the major European languages and in other languages where there is a known and continuing demand.

We will also purchase language courses covering all the major European languages to meet a range of ability from holiday/beginner to advanced/business level. Courses covering other languages ESOL will be purchased according to demand and availability.

## **Access**

Collections in the major European languages will be held at Swindon Central Library and will be available through all other service points via the request system.

*Language* courses will be stocked at Swindon Central library and other selected service points, and will be available through all other service points via the request service.

## **Format**

We will provide the most cost effective and extensive range of titles by purchasing or hiring stock in the most appropriate format.

## **Stock Provision – Information & Reference Material**

### **Purpose**

We will provide material to meet the information needs of all members of the community. Electronic resources are available 24/7.

### **Scope**

Reference material is selected following the general guidelines on selection and is designated reference as fits criteria below:

- They are the recognised standard reference works mainly published annually
- It is primarily intended for consultation and for answering enquiries
- It is constantly in demand, or answers enquiries which occur regularly
- It covers a subject area in which published material is relatively scarce.

Our information service contains material of the following types: -

- Encyclopaedias
- Dictionaries
- Official publications of HM Government and the European Union
- Statistical publications
- Abstracts and indexes
- Bibliographies
- Directories, guidebooks, yearbooks

- University and college prospectuses
- Career guides
- Timetables
- Local and community information
- Atlases
- Maps
- Local and national newspapers
- Periodicals
- Legal information
- Pamphlets
- Background monographs to ensure comprehensive subject coverage
- Online resources

### **Access**

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. For this reason we will offer photocopying facilities where space and resources permit, in accordance with copyright restrictions. We reserve the right to ask customers to refrain from photocopying fragile items, which may incur damage as a result.

Swindon Central Library forms the principal source of reference materials. It provides a range of stock and facilities extensive enough to support the work of the other libraries.

Business Information is provided in partnership with the M4 Business Resource (M4BR) based at the University of Bath in Swindon, Oakfield Campus.

The reference collections in other libraries are smaller and intended to answer quick reference enquiries only. More detailed enquiries should be directed to Swindon Central Library, which will provide a referral service.

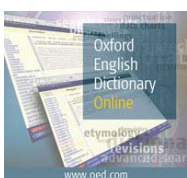
### **Format**

We will provide the most cost effective and extensive range of titles by purchasing stock in the most appropriate format.

### **FREE ONLINE RESOURCES**

Swindon Libraries subscribe to many online resources which are available free of charge to Library members at home or in any of Swindon's Libraries.

Oxford University Press publish many of their works online including:



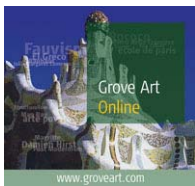
Oxford English Dictionary- unrestricted access to the full 20 volume print edition.



Oxford Dictionary of National Biography – over 50,000 biographies of men and women who have shaped British history.



Oxford Reference Online – a virtual reference library of 219 books, including many of the “Oxford Companion” series.



Grove Dictionary of Art – online access to this remarkable 34-volume resource.

Grove Music Online – full access to this world’s leading musical reference work.



Ancestry.Library edition is a vast genealogical resource, which includes the censuses for England and Wales 1841-1901 and the Civil Registration Index 1837- 2004. Only accessible in a Library.



The Times Digital Archive 1785-1985. Complete digital version of 200 years of the major national newspaper.

KnowUK – Online reference collection including such standard works as Crockford’s Clerical Directory and Writers and Artists Yearbook.

NewsUK – Online access to the major national and some regional newspapers.



Britannica Online – the world’s most famous and respected encyclopaedia available online.

## Stock Provision - Local Studies

### Purpose

We will maintain research collections of local studies material for the purpose of:

- Preserving and making available information about Swindon’s past and present
- Supporting local genealogical research

## Scope

We will actively build our collections not only by purchasing new publications but also by:

- Collecting current information both for its contemporary as well as its future historical value
- Accepting bequests, donations and gifts of material on deposit

We will collect comprehensively all printed material concerning individual localities, people and events within the Borough of Swindon.

Our local studies collections will contain a range of material similar to our information & reference collections but will also include:

- Local census information
- Unpublished material including theses, manuscripts and photocopies
- Indexes including certain national genealogical indexes (e.g. International Genealogical Index and General Register Officer)
- Maps (in a range of dates and scales)
- Ephemera (e.g. playbills, programmes, posters, estate agents' papers and election leaflets)
- Photographs
- Other illustrative material
- Cuttings files/database
- Pamphlets
- Local authority publications

Archival material will, where we consider it suitable, be directed to Wiltshire and Swindon History Centre. or relevant local museums

## Access

The major local studies collection is maintained at Swindon Central Library:

- To offer the widest possible access to a scarce resource
- To develop specialist staff skills to exploit the collection

Local books are normally the product of short, one-off print runs and lost or damaged books are often difficult or impossible to replace. For this reason:

- There may be specific conditions applied to the contribution or use of individual fragile items.
- Where appropriate, items will be sent for strengthening, binding or microfilming for conservation purposes
- Multiple copies will be acquired where possible

Other service points will provide an appropriately sized loan collection of items covering the history of its locality and the surrounding area.

## **Format**

Where appropriate material will be purchased or made available in microform.

Audiotapes, records, videos, DVDs, films, compact discs and CD-ROM will also be collected provided that the recorded material is of local interest.

## **Stock Provision – Sound and Vision**

### **Purpose**

All sound and vision will

- Contribute and enhance the cultural life of the community
- Recover purchase costs, and contribute to the overall sustainability of the library service.
- Provide entertainment and relaxation
- Attract a wider customer base.

## **Music CDs**

### **Scope**

Many types of music and sound effects will be included in our collections e.g. popular, classical, world music, folk, brass and compilations.

### **Access**

Recorded music will be loaned in accordance with the agreement between the British Phonographic Industry and CILIP, i.e. items will only be made available for loan three months after their release date.

Collections are held at Swindon Central Library, North Swindon, West Swindon, and Highworth libraries. The stock will be available to customers in other service points through the request service.

## **DVD**

### **Scope**

We will purchase a broad range of stock for entertainment, education and information. This will include feature films in English and other languages, television programmes, and instructional DVDs.

Rental-only feature films will be purchased.

DVDs will be purchased and loaned in accordance with the provisions of the Video Recording Act 1984.

## **Access**

The main collections are held at Swindon Central, and seven other principal libraries, North Swindon, West Swindon, Highworth, Wroughton, Park, Moreton and Upper Stratton.

Stock is available to customers at other service points through the request service.

## **Stock Provision - Drama And Music Scores**

### **Purpose**

To support cultural activity within Swindon Borough we will provide a collection of single copy play scripts and musical scores. Access to multiple copy sets is available through our Inter Library Loan service.

### **Scope**

Music scores will be purchased for loan in as wide a range as possible.

### **Access**

Single copies of music scores and plays are held at the Central library and available through the request system.

## **Newspapers and Periodicals**

### **Purpose**

We will provide a range of titles for information and leisure.

### **Scope**

Range and quantity will be determined by size of library and reviewed annually.

## **Request Service**

### **Purpose**

We will provide a request service at a charge approved by Swindon Borough Council to

- Provide equal access to the lending stock of all our libraries to all customers irrespective of their place of residence
- Provide access to items which do not form part of our stock through purchase or by borrowing via national and international Inter-Library Loan networks

### **Scope**

We will acquire items, which are available for purchase where they fulfil our general criteria for selection.

If required and for an additional fee we will pursue through the Inter-Library Loan network requests for items which are not available or do not meet our criteria for purchase. In the case of ephemeral titles, however, we may cancel the request and inform the reader.

We will accept requests for sound and vision when it is available within Swindon Borough libraries, and welcome customer recommendations for items not in current stock.

We will not normally pursue requests for sound and vision items through the Inter-Library Loan system, with the exception of audio books for visually impaired customers through the Bee Aware scheme.

## **Promotion And Marketing**

### **Purpose**

We will promote our stock both to library customers and to the wider public in order to

- Bring as wide a range of stock as possible to the attention of each customer
- Encourage library membership and use
- Provide advice and guidance to individual customers in their reading choices
- Maximise the usage of stock
- Encourage diverse reading habits

### **Scope**

We will present our stock in an attractive and accessible way with regular displays to maintain interest and stimulate use.

We will further promote our stock by a variety of other means - for example, author-related and other promotional events and schemes, displays outside our premises, media coverage and talks by library staff to groups.

We will provide facilities and support for reading groups within our libraries.

We will provide training to library staff to facilitate the promotion of library materials.

## **Withdrawal Of Stock**

Stock selection and acquisition is a continuous process requiring the regular assessment of shelf stock and the withdrawal of older, less popular items to allow space for newer or more popular titles. We may withdraw an item from open display for any of the following reasons:

- It is in poor physical condition and beyond reasonable repair
- It contains out of date or inaccurate material
- There are more copies in stock than needs dictate
- It is a superseded edition
- It displays a declining issue rate

## **Circulation**

Stock in good physical condition will be circulated between service points on a regular basis in order to:

- Maximise the availability and usage of individual items of stock
- Ensure that the stock in each service point is constantly renewed

## **Binding**

We will select a book for rebinding in accordance with the following criteria:

- The cost of rebinding is less than that of replacement
- The physical condition of the book warrants rebinding - i.e. the item is complete, the paper is of sufficient quality, the pages are clean and unstained, and a sufficient binding margin exists
- The book will continue to generate sufficient issues after rebinding - i.e. its contents are current and it has not been superseded by a more recent edition
- The jacket of the book is available where it is required to promote the item

We will also rebind local history and reference items as required, either for conservation purposes or to make reinforced loan copies available.

Where appropriate we will send damaged audio books and sound and vision materials for testing and possible repair before seeking to replace them.

## **Reserve Stores**

Items, which are no longer required for general circulation, may be relegated to a reserve store.

## **Subject Specialisation**

Swindon holds books in accordance with the South West Regional subject specialisation scheme, which is made available to all authorities within the region through the inter-lending service.

## **Disposal**

We will dispose of any items we consider to be of no further use as follows:

- Items of potential value to the second-hand book trade will be identified and offered for sale to local and national book dealers.
- All other items in reasonable physical condition will initially be offered for sale to library customers and other residents of Swindon Borough.

Unsold items will either be offered to charities for redistribution or sent for recycling.

## Stock Provision Summary

| Library                    | Stock Provision |             |                           |             |                           |                          |                         |                               |                               |             |           |      |                        |                  |
|----------------------------|-----------------|-------------|---------------------------|-------------|---------------------------|--------------------------|-------------------------|-------------------------------|-------------------------------|-------------|-----------|------|------------------------|------------------|
|                            | Fiction         | Non Fiction | Children and Young People | Large Print | Foreign Language Material | Major Reference Material | Core Reference Material | Main Local Studies Collection | Core Local Studies Collection | Audio Books | Music CDs | DVDs | Drama and Music Scores | Request Services |
| Central                    | ✓               | ✓           | ✓                         | ✓           | ✓                         | ✓                        |                         | ✓                             |                               | ✓           | ✓         | ✓    | ✓                      | ✓                |
| Covingham                  | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | *         | *    | *                      | ✓                |
| Even Swindon               | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | *         | *    | *                      | ✓                |
| Gorse Hill                 | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | *         | *    | *                      | ✓                |
| Highworth                  | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | ✓         | ✓    | *                      | ✓                |
| Liden                      | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | *         | *    | *                      | ✓                |
| Moredon & Rodbourne Cheney | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | *         | ✓    | *                      | ✓                |
| North Swindon              | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | ✓         | ✓    | *                      | ✓                |
| Old Town                   | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | *         | *    | *                      | ✓                |
| Park                       | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | *         | ✓    | *                      | ✓                |
| Penhill                    | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | *         | *    | *                      | ✓                |
| Pinehurst                  | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | *         | *    | *                      | ✓                |
| Upper Stratton             | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | *         | ✓    | *                      | ✓                |
| Walcot                     | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | *         | *    | *                      | ✓                |
| West Swindon               | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | ✓         | ✓    | *                      | ✓                |
| Wroughton                  | ✓               | ✓           | ✓                         | ✓           | *                         |                          | ✓                       |                               | ✓                             | ✓           | *         | ✓    | *                      | ✓                |

\* Indicates through Request Service only.