

Leicester
City Council

WARDS AFFECTED: Citywide

Cabinet

5th November 2001

REPLACEMENT OF LIBRARIES COMPUTERISED MANAGEMENT SYSTEM

Report of the Director of Arts and Leisure

1 Purpose of Report

The purpose of this report is to seek approval to the tender process for a new Computerised Library Management System following Cabinet's approval in principle in the January 'Achieving Inclusion' report. The report requests that authority be delegated to the Director, in consultation with the Cabinet Lead for Education and Lifelong Learning to select and procure the system which best meets the specification.

2 Summary

Cabinet agreed in principle in January that the system replacement should proceed in recommendation 28 of "Achieving Inclusion Review Report 2000". The report in the supporting information (Report of the Director of Arts and Leisure Section 1) lays out the reasons behind the recommendation, and provides more background to why the system replacement is crucial to the Library Service.

3 Recommendations

Cabinet:

- Authorise the expenditure of £385,000 for the replacement Library Management System to be funded from a variety of sources as outlined in the Financial Implications.
- Delegate authority to the Director of Arts & Leisure in conjunction with the Cabinet lead for Education and Lifelong Learning to procure the system.
- Delegate authority to the Head of Legal Services to enter into and sign all necessary agreements arising from the purchase and maintenance of the replacement Computerised Library Management System.

4 Financial Implications

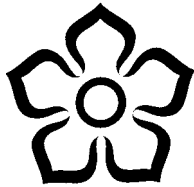
In consultation with the Chief Financial Officer, it has been agreed that £100,000 can be met from the Payback Fund set up to advance capital monies which will subsequently be repaid from savings.

Hardware costs of £212,000 will be leased, leaving a balance of £73,000 outstanding. It is proposed to seek support for this from the 2002/2003 capital programme, but if such support is not forthcoming it will need to be met by compensating savings from within the Arts and Leisure Department.

Type of Cost	2002/03 p.a.	Yrs 2003/06 p.a.	2006/07 p.a.
Leasing (4 yrs)	64,000	64,000	0
Payback (5 yrs)	20,000	20,000	20,000
Capital Bid	73,000	0	0
Sub Total	157,000	84,000	20,000
Running Costs	160,000	160,000	160,000
Total	317,000	244,000	180,000
Savings from Joint Arrangement	180,000	180,000	180,000
Net Annual Cost	137,000	64,000	0

5 Report Author

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SUPPORTING INFORMATION

Report of the Director of Arts and Leisure

1. Need To Purchase A Replacement System

The current Joint Arrangement with the County Council expires in March 2002. It costs City Libraries £181,460 p.a. City Libraries have found that the joint arrangement has been unsatisfactory in a number of ways:

- Insufficient City influence over the development of the system
- Diverging social policy agendas and priorities of the two authorities meant that we have been unable to get all the requirements we need, as County as host organisation has prevailed when choices have had to be made.
- Talis system as currently set up is old-fashioned and does not cater for the expectations of today's users for searching our catalogue, and for more customer-friendly presentation on screen. We are unable to extend computerised services cost effectively to city libraries not yet served.
- Poor quality and limited supply of management information, which does not cater for the requirements of the MacPherson report.

2. Benefits Of A New System

- 2.1 A 21st century computerised management system in all 21 city libraries raising the quality of service to that required by Library Standards and delivering visible social inclusion and information to all the residents of Leicester.
- 2.2 Much enhanced information about use of the service, including data on patterns of take up of the service by residents in different parts of the city and from different ethnic groups that will meet Best Value and Performance Management requirements.
- 2.3 Wide range of increased benefits to customers, including: a simple and attractive system to search the catalogue of items in stock or to check items on their ticket

either by using a computer in a library or via the Internet, the ability to renew books via an automated system outside of opening hours, or request books over the net via the City Council website from work, home, or school.

- 2.4 Stability and reliability within the system, ensuring minimum service disruption for customers, and providing sufficient capacity to easily extend the system to additional sites such as Hamilton or a new central library, or a much enhanced service in Braunstone or St Matthews.
- 2.5 Capability to extend the service to the Bookbus service.
- 2.6 Increased efficiency, for example speeding up the supply of requested items to waiting customers
- 2.7 Decreased need for additional travel for customers to obtain high level of information and service, as every library will be connected, and some services will be available over the Internet.

3. Procurement Process

- 3.1 Managed by a Project Board led by Assistant Directors of Arts and Leisure, and Central IT and supported by ESPO, key details are set out below:

- Initial investigations have already taken place into the different systems on the market, but to ensure the best solution an open invitation to tender has been established. Acting on the advice of ESPO, the normal two stage tendering process has been rolled into one time frame. This method of assessing tenders will expedite the process.
- Officers in Libraries and Arts & Leisure IT have drawn up a detailed Operational Requirement, as well as a comprehensive process to assess proposals.
- The timetable for the procurement process is set out below.

Invitation to Tender	16 July	2001
Tenders Received	5 September	2001
Analysis of Tenders Complete	2 November	2001
Selection of Preferred Systems	5 November	2001

4. Increased service to all residents through provision of computerised systems at libraries and via the Internet. Improved monitoring of how the service is used enabling the use of a wider range of key Best Value indicators. Ability to achieve greater social inclusion through improved technology and management control.
5. The Public Library Standards require that all libraries must have live access to the computerised catalogue by 2004. The current system does not contain required personal data about service users and Performance Indicators for Best Value cannot currently be met. The replacement of the current hardware, software and the shift of management control to the City Council will ensure this requirement is realised.

6. The system will enable small community libraries to access the catalogue, providing better local services in accordance with the Revitalising Neighbourhoods approach.
7. The specification will include the latest security measures to reduce the opportunity for fraud and theft.

LEGAL AND OTHER IMPLICATIONS

1 Legal Implications

There are no direct legal implications in this report.

3 Other Implications

The additional leasing cost will total £69,000 from revenue budgets which could only be found by making severe reductions to services and by failing to implement a range of recommendations in Achieving Inclusion.

OTHER IMPLICATIONS	YES/NO	PARAGRAPH REFERENCES WITHIN SUPPORTING PAPERS
Equal Opportunities	YES	Report Section 1, 2.1, 2.2, 4, 6
Policy	YES	Purpose of Report 1
Sustainable and Environmental	YES	Benefits Of A New System 2.7
Crime and Disorder	NONE	
Human Rights Act	YES	Benefits Of New System 2.1

4 Background Papers – Local Government Act 1972

5 Consultations

Head of Legal Services
Assistant Director IT Services
Chief Financial Officer