

## ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	<b>Meeting:</b>	<b>Cabinet Member for Culture and Tourism</b>
2.	<b>Date:</b>	<b>2 May 2013</b>
3.	<b>Title:</b>	<b>Renewal of Library Management System Contract</b>
4.	<b>Directorate:</b>	<b>Environment &amp; Development Services</b>

### 5. Summary

The purpose of this report is to seek Member approval for exemption from Standing Orders. This is to allow Capita to provide a support and maintenance contract for the Library Management System for a further year.

The Library and Information Service currently operates the Capita (Talis) Alto Library Management System. The system was implemented in 2007 and the original contract included a 5 year annual support agreement. The current support agreement came to an end on 31<sup>st</sup> March, 2013.

The Library and Information Service is extremely happy with the performance of the existing Library Management System and we need to establish a support contract with Capita to ensure continued use and support of the product.

### 6. Recommendations

**It is recommended that:**

- **The contract for support and maintenance of the Capita Library Management system to be exempt from the provisions of Standing Order 47.6.3 (requirement to invite three written quotations for contracts valued between £20,000 and £50,000) and the contract be awarded to Capita.**

## **7. Proposals and Details**

### **7.1 Background**

The Capita Library Management System was implemented in 2007 after a full procurement process. This included the purchase of a five year support contract, which expired in March 2013.

The Library and Information Service is very happy with the performance of the Capita system and the support service which is provided by the supplier.

RMBC's Procurement team has identified that Capita is the only supplier who is capable of providing support and maintenance of the Library Management System. Other Library Management Systems are available in the market place, but RMBC has no desire to switch products at this time. The service feels that tendering for a new Library Management System would offer no additional benefits to customers or realise efficiencies.

### **7.2 Capita Support Contract**

A Capita annual support and maintenance contract will cost £35,000 and will begin from 1 April, 2013. All upgrades to the Library Management System are included in the support contract offered by Capita. This is beneficial for the Council and differs to other suppliers who are currently in the Library Management System market place.

In addition, Capita provides its customers with a roadmap which provides clear guidance on future planned developments. As a substantial proportion of these developments are based on customer suggestions, the library management product continues to evolve and adapt to both Council and customer requirements.

The support contract meets the needs of the Library and Information Service.

### **7.3 Library Management System integration**

The existing Capita Library Management System is integrated to several other systems in use within the Library and Information Service on a daily basis, including:

- An automated telephone system which allows 24/7 real time renewals and sends out text messages for overdue books and reservations. This has allowed the service to reduce the number of letters posted out to customers;
- The PC booking system (netloan) which is in use at all libraries;
- Self service units which are installed at 6 libraries across the Borough;
- RFID (Radio Frequency Identification) system which has been recently implemented at the Library @ Riverside;
- At stock management level, the system is linked to Electronic Data Interchange (EDI) between the authority and suppliers. Capita are leading on this development in the market place and no other Library Management System provider offers the same level of acquisitions management. This is a managed process and saves on staff time.

If the Library and Information Service was required to complete a procurement exercise for a new system, additional resources would be required to ensure that subsequent system integrations were fully tested and effective.

Capita also provides a module that will allow connection of the Library Management System to the Council's financial system. This removes reliance on repetitive, manual data re-entry and will ensure information integrity. This is something the Stock Management team is looking to trial during the next financial year

## **8. Finance**

The Council currently pays £35,000 for annual support and maintenance. This is covered by current library and information service budgets. Provision is built into the 2013 – 2014 budgets to extend support costs for a further year.

## **9. Risks and Uncertainties**

A full procurement exercise for a new LMS will need to be undertaken if the support contract is not renewed. This will have a significant impact on the service, including cost implications for which there is no budget provision. There would also be impacts on systems' infrastructure, staff time, training, and helping customers access a new system.

## **10. Policy and Performance Agenda Implications**

The provision of an appropriate Library Management System enables libraries to contribute to the delivery of corporate priorities and the Library Strategy and Customer Access Strategy.

It is worth noting that Capita place priority on developing web applications which will help with the Council's own focus on Channel Shift. The service would like to take the opportunity to explore some of these developments during 2013/14.

## **11. Background Papers and Consultation**

Consultation has taken place with colleagues in Legal, Finance and Procurement Services and all have confirmed agreement with the proposals.

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