

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Culture and Tourism
2.	Date:	25th March, 2014
3.	Title:	Libraries ‘Your Account’ Integration
4.	Directorate:	Environment and Development Services

5. Summary

The Library Service wishes to develop its online service offer by providing personal library account information within the Council’s existing, secure citizen’s account portal, ‘Your Account’.

The service will be developed by the existing ICT system suppliers, Gandlake (providing the citizen’s account) and Capita (providing the library management system). The two suppliers have recently worked together to complete a similar project with Lambeth Council.

This is a development to the existing ICT systems we use and the work cannot be completed by other suppliers. This report therefore requests that an exemption to standing orders is granted, enabling procurement to proceed.

6. Recommendations

It is recommended that:

- **Cabinet Member supports the inclusion of personal library account information in Rotherham’s citizens account portal, known as Your Account.**
- **Cabinet Member approves the development 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)**

7. Proposals and Details

Your Account is an online portal which allows citizens to access personal information about the accounts that they hold with the Council. Citizens can currently access Council Tax, Business Rates and Benefits account information through Your Account. They do this securely through a single authenticated user ID and password. It is intended that further services are added to Your Account to provide citizens with greater access to Council information.

The Library service would like to include library account information in Your Account during the next three months. This development will enhance the online service offer within Your Account and by reaching out to a different customer base, is expected to increase the number of customers who use the library service. The development is expected to increase the take up of e-book borrowing within the authority.

Customers will be able to see the following library account information through Your Account:

- Items on loan – with the option to renew direct from Your Account
- Items overdue – with the option to renew direct from Your Account
- Reservations
- Any outstanding charges
- Availability of an online joining form which will provide instant access to online library services
- Direct pre-authenticated link into Prism (the library catalogue). Please note that Prism will still be used as the main marketing tool for libraries and reader-based promotions

8. Finance

'Your Account' development costs are £15,000. This cost will be covered from existing revenue budget 425290 during 2013/2014.

Annual maintenance and support costs for the service are £10,900 per annum. This cost will also be covered through revenue budget 425290.

9. Risks and Uncertainties

Take up of the online service will require appropriate marketing and promotion.

10. Policy and Performance Agenda Implications

This development supports the achievement of the Council's Customer Access Strategy and ICT strategy.

11. Background Papers and Consultation

Finance and procurement officers have been consulted in the development of this proposal.

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