

Committee: Key Decision (Chief Officer)

Date: 24 July 2018

Wards: All

Subject: Award of Library Management System Contract

Lead officer: Anthony Hopkins – Head of Library, Heritage & Adult Education Service

Lead member: Councillor Nick Draper – Cabinet Member for Community & Culture

Contact officer: Anthony Hopkins – Head of Library, Heritage & Adult Education Service

Recommendations:

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1. To enter into an access agreement with the London Borough of Sutton to use and access the Single Supplier Framework Agreement for the provision of a Library Management System with the London Borough of Sutton as part of the London Libraries Consortium (LLC).
 2. To enter into a call off agreement with the single provider on the framework, Sirsi Dynix, for the provision of the library management software system.
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1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. Merton is a member of the London Libraries Consortium (LLC), which is a consortium of 16 London boroughs and Luton Council who share their Library Management System (LMS). The LMS provides the library web pages and support for transactional processes such as renewing books and making payments online. The consortium approach has supported increased efficiencies and sharing of best practice.
- 1.2. The current provider for the LMS is Axiell PLC and the LLC framework arrangement expires on 31 March 2019. The consortium (lead by the London Borough of Sutton) has undertaken an extensive procurement exercise to award to a new supplier, Sirsi Dynix. The new Single Supplier Framework Agreement was procured by the London Borough of Sutton and each participating authority/member of LLC will 'call off' from this agreement. This report outlines the next steps in being part of the new framework and the benefits customers will see with the new LMS whilst continuing to remain an LLC consortium member.

2 DETAILS

- 2.1. The LLC is an ambitious consortium that is the largest grouping of library authorities in England who share their LMS. For customers the LLC offers access to over 150 libraries in the consortium and 6 million items of stock all through one library card.
- 2.2. For member authorities, the consortium enables them to do more with less – providing access to facilities that they could not afford on their own; to the expertise and resources of all its members; and to savings each year.

- 2.3. At the core of the consortium is the library management system but members also procure contracts jointly for stock, transport and other e-resources. Members report making savings as a result of being part of the consortium
- 2.4. As part of the re-procurement process the consortium has engaged with the Department for Culture, Media and Sport (DCMS) appointed Libraries Taskforce to look at potential models available. Soft market testing was undertaken to ascertain the ability of the market to meet the requirements of the LLC. It engaged with the existing LMS market, innovators on the GDS (government digital services) framework and major cloud providers (Amazon, Google and Microsoft). The research and engagement has enabled the LLC to develop a specification that challenges suppliers to develop innovative new solutions that deliver better services for customers.
- 2.5. The structure for this procurement has involved key stake holders from all boroughs with the option for boroughs to place resource and expertise depending on what capacity and skills they have.
- 2.6. The procurement, led by the London Borough of Sutton, was completed via an open tender process in accordance with the Public Contract Regulations 2015. The award for the new contract is to Sirsi Dynix.
- 2.7. The LMS is the database that retains all stock and customer details. It has both staff and public interfaces and is linked to self-service equipment, public PCs, online resources, eBooks and public WiFi. Without the system the library service would not be able to function.
- 2.8. The contract will be delivered in two key stages:
- 1) Launch of the new LMS, which will replace the current infrastructure and deliver improved user functionality.
 - 2) Launch of new Library System Platform (LSP). This will be a significant enhancement to the current online offer for customers and will deliver new services and functions such as apps and integration with other popular websites.
- 2.9. The LMS will have the capacity to control stock procurement, stock circulation, financial management and library memberships across multiple local authorities concurrently and will also facilitate single sign-on to other Council services. It will offer improved business analytics, enabling libraries to improve operational efficiency.
- 2.10. The LSP will act effectively as a catalyst for promoting increased online social interaction between the public and partners, building the capacity for customers to come together and engage more deeply with the information, services and collections offered by libraries. The platform will enable the public to fully interact with library services through their smart phones and other devices.
- 2.11. The LSP will enable new services and technology to be plugged in, thereby ensuring the public can always access the latest technology. This will increase and broaden public access to online services and could stimulate more online and physical visits to libraries.

3 ALTERNATIVE OPTIONS

- 3.1. Do nothing – The current contract will end on 31 March 2019 and the library service cannot operate without an LMS. No system will continue to be provided by the current supplier upon contract expiry.
- 3.2. Run our own procurement process for a standalone LMS – Membership of the London Libraries Consortium brings many benefits for customers and the procurement process has been streamlined by pooling resources together. Running our own procurement process would mean withdrawing from the LLC and would be an inefficient exercise.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. Engagement with a wide range of stake holders has taken place to feed into the specification developed by the LLC, including customer feedback and comments. The development of the new systems will be communicated to customers and feedback on the new products will be actively sought.

5 TIMETABLE

| Activity | Target Date |
|---|--------------------------|
| Enter into access agreement for the Single Supplier Framework Agreement with the London Borough of Sutton | 31 July 2018 |
| Enter into call –off agreement with the provider (Sirsi Dynix) | 31 July 2018 |
| Implementation period | August 2018 – March 2019 |
| Go live with new the LMS. Start of contract | 1 April 2019 |
| Go live with LSP | 1 October 2019 |

- 5.1.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. The new LMS will be a fully managed and hosted solution by the supplier.
- 6.2. The annual maximum costs of the contract are £46,000 and the price decreases as the consortium grows and new members join. The award is for a 4-year contract commencing from 1 April 2019.
- 6.3. £100,000 of capital funding has been assigned for the purchasing of the new technology and to manage the transition costs.

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. The purpose of this report is to obtain authority to enter into an access agreement with the London Borough of Sutton to use the framework agreement that has been procured by the London Borough of Sutton and to enter into a call off agreement with the single provider on the framework, Sirsi Dynix, for the provision of the library management system.

- 7.2. The Council will need to ensure that they are eligible to use the framework and that the procurement of the framework and framework provider has been undertaken in accordance with requirements set out in the Public Contracts Regulations 2015. Once the Council have satisfied themselves of this all agreements will need to be entered into in accordance with the procedures set out in the framework agreement.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. The new LMS and LSP will provide improved customer functionality enabling more people to interact with library services both physically and online.

9 CRIME AND DISORDER IMPLICATIONS

- 9.1. No implications identified for the purpose of this report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1. Departmental and service risk registers are maintained for all key issues. The procurement process for this project ensured that the suppliers have adequate business continuity and risk management plans in place and these will be monitored throughout the duration of the contract.

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

- None included