

MUNICIPAL YEAR 2018/2019 - REPORT NO.

**ACTION TO BE TAKEN UNDER
DELEGATED AUTHORITY**

OPERATIONAL DECISION OF

**Kari Manovitch, Acting director of Customer
Experience and Change**

REPORT OF:

Acting Director of Customer
Experience and Change
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Agenda - Part:	Item:
	Subject: Continued participation in the London Libraries Consortium via a new framework agreement for the provision of the shared library management system and entering into contract with the framework contractor
	Wards: All
	Key Decision No: KD 4840
	Cabinet Member consulted: None

1. EXECUTIVE SUMMARY

Enfield Library Service has been a member of the London Libraries Consortium (LLC) since 2008. The LLC manages the provision of a shared library management system (LMS) that holds the details of all stock and library memberships for the 16 participating London Library Services.

The current framework agreement for the existing LMS ends on 31st March 2019. The London Borough of Sutton, on behalf of the LLC, has established a Framework Agreement for the provision of a shared LMS for the four-year period 2019-2023 and awarded the contract to Sirsi Dynix.

This report looks at the best option for the implementation and delivery of a new LMS and seeks approval to enter into a contract with Sirsi Dynix under the LLC Framework Agreement.

2. RECOMMENDATIONS

1. To enter into a call-off contract from the LLC Framework Agreement with Sirsi Dynix, the Library Management Service provider appointed under the framework, with the provision of the shared library management system for the four-year period 2019-2023.
2. Formation of a Systems Transition Team to manage the migration, reimplementation, reintegration over to the new library management system with Third Party and Council systems and decommission of current management system. The team to include representatives from Libraries, ICT Project Management and Financial Management teams.

3) further details held in part 2

Further details held in Part 2

3. BACKGROUND

Enfield Library Service has been a member of the London Libraries Consortium (LLC) since 2008. The LLC procures and manages the technology and services that enable libraries to function. This includes the provision of a library management system (LMS) that holds the details of all stock and library memberships for 16 London Library Boroughs. This seamless integration has huge benefits for the residents of these boroughs, enabling adults and children to access over 5.7 million items of stock.

The existing library management Framework Agreement governs the relationship between the LLC and Axiell, the current supplier in respect of the services supplied. The current Framework Agreement with Axiell ends on 31st March 2019. A total of 17 LLC authorities have signed up to this Framework Agreement which enables them to purchase goods and services at competitive rates, including a shared Library Management System. A discount is paid to the LLC in return for each new authority that signs up to the current Framework Agreement and this will be a feature of the new Framework Agreement.

From April 2017, the London Borough of Sutton has taken the lead on establishing a new Framework Agreement and developing a new specification, in consultation with the other members of the London Libraries Consortium.

The LLCs requirement was for a new LMS that is innovative, within budget resources, and which allows for the development of new service provisions currently not available throughout any of the 16 authorities. Sixteen authorities have demonstrated their commitment to the procurement of a new LMS and to continuing their membership of the LLC.

3.1 Scope of new framework agreement

The new framework agreement will run for four years with the potential to extend. The tender process and framework agreement will be managed by LB Sutton on behalf of the LLC with ongoing support from Sutton's Legal Services and Corporate Procurement teams.

Sirsi Dynix will implement a new library management system with the capacity to control stock procurement, stock circulation, financial management and library memberships and more, across multiple local authorities concurrently.

Sirsi Dynix will manage the seamless transfer of data from the existing LMS to the new system in partnership with each authority and work in partnership with other service providers to deliver a state of the art library services platform that enables member authorities to easily plug-in or remove services, thereby combining the benefits of consortium connectivity with responsiveness to local needs.

Sirsi Dynix will be required to replace the existing library management system in accordance with a detailed specification, deliver timely staff training and, enable the system to go live simultaneously for all consortium members.

Sirsi Dynix will be required to ensure that the new platform enables customers to fully interact with library services through their smart phones and other devices and should revolutionise the current self-issue services, enabling customers to use mobile devices to self-serve for the borrowing of stock or to book attendance at an event or class.

Sirsi Dynix will be required to market and promote these new 21st century services in a high-profile way, so that the public have widespread awareness of these improvements. Sirsi Dynix will be required to improve the online visibility of London's public libraries, when the public is searching for books, classes or information services.

Systems transition

It is proposed that a Systems Transition Team is formed to manage the migration, reimplementation and reintegration of the new library management system with Third Party and Council systems. The team to include representatives from Libraries, ICT including a Project Manager and Technical Architect and Financial Management teams.

4. ALTERNATIVE OPTIONS CONSIDERED

The “do- nothing” option is not viable because the existing framework agreement ends on 31st March 2019.

Should Enfield elect not to participate in the new LLC Framework Agreement, then we will be required to leave the LLC on 31st March 2019. This will result in Enfield having to tender for a new library management system to provide services at a borough level, resulting in a reduced offer to our customers. We will also incur all costs for the creation of a new contract or framework agreement, including all legal and procurement costs, plus additional disaggregation and migration costs to transfer data from the LLC to the new library management system and allocate staff to undertake these processes.

A second option considered was to continue with the current supplier. However, this was rejected claiming the current contract has rolled over for several years and that a look at new systems is well overdue. The current contract had been in place in most of the 16 authorities for over 13 years, which is not best practice or compliant with current procurement rules and regulations.

5. REASONS FOR RECOMMENDATIONS

Details held in Part 2

Customers

The development of an open standards-based platform within a cloud-based environment, provides immense advantages in terms of enhanced scalability and connectivity, thereby enabling other organisations (like publishing houses) to link to the platform. It will also permit connection with APIs (Application Programming Interface) with the potential to then link to any new applications that may be of interest to library users.

The platform will have the potential to enable other public library services to link to the LLC through the development of new APIs. Ultimately the platform will have the potential to enable all library systems across England to connect.

Customers will benefit from an enriched social library, as the new platform will enable customers to interact, pass on recommendations and post reviews.

The new platform will enhance links with mobile technology enabling customers to use their smart phones or laptops to order or reserve items. It may also be possible that apps on smart phones can be used for customers to self-serve within libraries. This may achieve efficiency savings in terms of reduced expenditure on existing self-service equipment at library sites.

The new platform will be intuitive and easy to use with clear help facilities and will enable the distribution of personalised marketing notices based on customer records.

Achieving a point of single sign-on should enable customers to access all the Council online sites and links through one sign-on.

Staff

The design of the new system will be tested by front line staff as part of the implementation process. This should ensure that the efficiency of the system for ordering stock, making payments and other core functionalities is assessed by experienced staff and should lead to an improvement on current transaction processes and an improvement in staff productivity.

6. COMMENTS FROM OTHER DEPARTMENTS

6.1 Financial Implications

Please see part two of the DAR for financial details.

6.2 Legal Implications

6.2.1 Under the general power of competence contained in section 1(1) of the Localism Act 2011, the Council has the power to do anything individuals may do, provided this is not prohibited by legislation and is subject to Public Law principles. The Council further has power under section 111 Local Government Act 1972 to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of any of its functions. The recommendations in this Report are in accordance with these powers

6.2.2 The contents of this report constitute a Key Decision and this item has been included in the Key Decision List with reference: KD: 4840.

Once approved, the decision to proceed will be subject to the usual five-day call-in period.

- 6.2.3 The Council must comply with all requirements of its constitution and Contract Procedure Rules. The Council proposes to directly award the contract to Sirsi Dynix in accordance with the LLC Framework rules. The Framework permits direct award and the Council must ensure it complies with the "direct award rules" of the Framework when entering into the call-off contract.
- 6.2.4 Throughout the engagement of Sirsi Dynix as a service provider, the Council must comply with its obligations of obtaining best value, under the Local Government (Best Value Principles) Act 1999. The Council must keep a clear audit trail of its decision to award these services to Sirsi Dynix in order to demonstrate that best value has been and will continue to be obtained for the Council.
- 6.2.5 All legal agreements arising from the matters described in this report must be approved in advance of contract commencement by Legal Services.

6.3 Property Implications

N/A.

6.4 Procurement Implications

All procurement must be carried out in conjunction with the Councils Contract Procedure Rules; UK & EU legislation.

Any framework used must be in conjunction with the rules of the framework.

6.5 ICT Implications

10.1.1 Ongoing costs are already included in the ICT budget as we are not proposing to change the support base or structure/staff numbers.

10.1.2 The system is fully hosted and supported by the supplier

7. KEY RISKS

As previously discussed in 4. **ALTERNATIVE OPTIONS CONSIDERED.....**

Should Enfield elect not to participate in the new LLC Framework Agreement, then we will be required to leave the LLC on 31st March 2019. This will result in Enfield having to tender for a new library management system to provide services at a borough level, resulting in a reduced offer to our customers. We will also incur all costs for the creation of a new contract or framework agreement, including all legal and procurement costs, plus additional disaggregation and migration costs to transfer data from the LLC to the new library management system and allocate staff to undertake these processes.

8. IMPACT ON COUNCIL PRIORITIES

8.1 Good homes in well-connected neighbourhoods

- The new LMS (Responsive Web, Mobile, AI etc) will enhance the social value to residents within LLC Boroughs as it will improve the access to and speed of access to information regarding events in their local area and across the LLC. Many of these high-quality events are free for residents and will help engage residents that may otherwise be hard to reach for libraries.

8.2 Sustain strong and healthy communities

- The new LMS will have several elements that will enhance interaction between residents, either within Boroughs, across the LLC or across the wider library world. For instance, user reviews that can be shared on the platforms, or via social media will encourage the further consumption of physical or digital content. In addition, the proposed virtual book club will enable very specific interest groups to engage and discuss literature that would otherwise be too obscure to form a local reading group for in an individual library. Accessing and using these services will impact on literacy and enjoyment through reading.
- The marketing and automation services within the new LMS/Plug-Ins will help facilitate and manage (in an automated fashion) communications on specific interest areas with residents. This contact will encourage residents to come into the library and visit more and this will help improve social value by reducing social isolation in key groups in our communities.

8.3 Build our local economy to create a thriving place

- The new LMS (Responsive Web, Mobile, AI etc) will enhance the social value to residents within LLC Boroughs as it will improve the access to and speed of access to information regarding events in their local area and across the LLC. Many of these high-quality events are free for residents and will help engage residents that may otherwise be hard to reach for libraries.

9 EQUALITIES IMPACT IMPLICATIONS

Please see Appendix 1.

10. PERFORMANCE MANAGEMENT IMPLICATIONS

Please refer to Part 2

11. HEALTH AND SAFETY IMPLICATIONS

N/A.

12. HUMAN RESOURCES IMPLICATIONS

N/A.

13. PUBLIC HEALTH IMPLICATIONS

Enfield Libraries promote community participation, social inclusion, health and wellbeing by being a universal service accessible to all.

Should Enfield elect not to participate in the new LLC Framework Agreement, this in turn is likely result in a reduced offer to Enfield residents. Potentially, this could have a negative impact on the public health of some Enfield residents.

Background Papers

N/A.

Enfield Council Predictive Equality Impact Assessment/Analysis

NB if there is likely to be an impact on different groups of staff as a result of this proposal, please also complete a restructuring predictive EQIA form

Action plan template for proposed changes to service, policy or budget

Title of decision: Continued participation in the London Libraries Consortium via a new framework agreement for the provision of the shared library management system

Team: Libraries

Department: FRCS

Service manager: Peter Di Biasio

Identified Issue	Action Required	Lead Officer	Timescale / By When	Costs	Review Date/ Comments
Equalities monitoring	Baseline equalities data to be extracted from OpenGalaxy LMS	Peter Di Biasio	31/03/2018	N/A	
Equalities monitoring	Quarterly equalities data to be extracted from new library services platform	Peter Di Biasio	First working day of each financial quarter for initial 12 months of operation	N/A	

Date to be Reviewed: At end of initial 12 months of LSP operation

APPROVAL BY RELEVANT ASSISTANT DIRECTOR: SALLY McTERNAN

SIGNATURE.....



This form should be emailed to joanne.stacey@enfield.gov.uk and be appended to any decision report that follows.

Enfield Council Predictive Equality Impact Assessment/Analysis

NB if there is likely to be an impact on different groups of staff as a result of this proposal, please also complete a restructuring predictive EQIA form

Department:	FRCS	Service:	Libraries
Title of decision:	Continued participation in the London Libraries Consortium via a new framework agreement for the provision of the shared library management system	Date completed:	29/08/2017
Author:	Mark Bennett Resources Manager, Enfield Library Service	Contact details:	Tel: 020 8379 2703 Email: mark.bennett@enfield.gov.uk
1 Type of change being proposed: (please tick)			
Service delivery change/ new services/cut in service	<input checked="" type="checkbox"/>	Policy change or new policy	<input type="checkbox"/>
		Grants and commissioning	<input type="checkbox"/>
			Budget change
2 Describe the change, why it is needed, what is the objective of the change and what is the possible impact of the change:			
<p>Enfield Library Service has been a member of the London Libraries Consortium (LLC) since April 2008. The LLC procures and manages the technology and services that enable libraries to function. This includes the provision of a library management system (LMS) that holds the details of all stock and library memberships for 17 London Library Services. This seamless integration has huge benefits for the residents of these boroughs, enabling adults and children to access over 5.7 million items of stock.</p> <p>The Framework Agreement for the current library management system ends on 31st March 2018. The LLC is seeking to procure a new shared Library Services Platform that will include all the functionalities of the existing library management system and also enable continuous utilisation of new technological developments to enrich the public experience of engaging with library services.</p> <p>The new Library Services Platform will:</p>			

- Provide the on-going adaptability to ensure that library systems can continuously interface with new technology that the public is using via smart phones and apps as their preferred method of accessing library services.
- Provide enhanced connectivity with other organisations, so that libraries can interface with a wider number of agencies whose business is associated with books, reading development, cultural services or simply getting information into the public domain via libraries.
- Enable customers to interact online, providing comments on books and recommendations, thereby promoting the use of libraries through the development of an online libraries community.

3 Do you carry out equalities monitoring of your service? If No please state why?

The current library management system facilitates equalities monitoring for the following groups:

- Disability
- Gender
- Age
- Race
- Religion & Belief
- Sexual Orientation

4. Equalities Impact

Indicate Yes, No or Not Known for each group

1. Does equalities monitoring of your service show people from the following groups benefit from your service? (recipients of the service and the proposed change)
2. Does the service contribute to eliminating discrimination, promote equality of opportunity, and foster good relations

	Disability	Gender	Age	Race	Religion & Belief	Sexual Orientation	Gender reassignment	Pregnancy & Maternity	Marriage & Civil Partnerships
1. Does equalities monitoring of your service show people from the following groups benefit from your service? (recipients of the service and the proposed change)	Yes	Yes	Yes	Yes	Yes	Yes	Not Known	Not Known	Not Known
2. Does the service contribute to eliminating discrimination, promote equality of opportunity, and foster good relations	Yes	Yes	Yes	Yes	Yes	Yes	Not	Not	Not

5. Tackling Socio-economic inequality Indicate Yes, No or Not Known for each group	Communities living in deprived wards/areas	People not in employment or training	People with low academic qualifications	People living in social housing	Lone parents	People on low incomes	People in poor health	Any other socio-economic factor Please state:
Will the proposal specifically impact on communities disadvantaged through the following socio-economic factors?	No	No	No	No	No	No	No	No
Does the service or policy contribute to eliminating discrimination, promote equality of opportunity, and foster good relations between different groups in the community?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Could this proposal affect access to your service by different groups in the community?	No	No	No	No	No	No	No	No
If Yes answered above – please describe the impact (including any positive impact on social economic inequality) and any mitigation if applicable.								
<p>Library membership is available free-of-charge to anyone who lives, works or studies in Enfield regardless of their socio-economic status. Services to library members include access to resources including books, CDs, DVDs, audiobooks, periodicals, eBooks, eAudiobooks, eMagazines, eLearning and eReference resources.</p> <p>Membership of the London Libraries Consortium enables participating library services to share resources and thereby offer library members a far wider range of resources than would be possible for an individual library service to provide.</p>								
6. Review								
How and when will you monitor and review the effects of this proposal?								

Baseline equalities data to be extracted from current library management system on 31st March 2018.

Equalities data to then be extracted quarterly from new library services platform on first working day of each financial quarter for initial 12 months of operation.

