UK public libraries
Library system requirements
(moving on from the UKCS)
CILIP 18th June 2015

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The UKCS no longer meet the needs of public libraries nor does it reflect the changes in the offerings from library system vendors.

True? So What?
agenda for today

What is the problem we need to solve?

Potential solutions/approaches

Actions –what do we need to do–and who will do it?
agenda

What is the problem we need to solve?
Some context

The UKCS was developed in order to reduce the effort involved in specifying standard functionality which is available on all library management systems. CILIP supported the development of the specification and is promoting its adoption. It was compiled by Juliet Leeves, a freelance library systems consultant, in consultation with a number of Library Management System suppliers who agreed a core set of requirements, together with a variant set to meet the needs of differing market sectors. The model agreed with suppliers for the UKCS was a checklist of basic functions which could be expected on any LMS. The checklist is intended to form one part of an Operational Requirement (OR), which is normally included in an Invitation To Tender (ITT) in formal procurement procedures. However, it can also be used in less formal procedures as a simple checklist of features.

The UKCS was last updated in 2007 (Version 3). This wiki allows the library community to update the specification and contribute to discussions. Version 3 may also be downloaded without charge under a Creative Commons licence. For details of the licence see: Creative Commons Attribution Share Alike Non-Commercial 3.0 License. If you are uncertain about the terms of use for the UKCS contact Ken Chad (ken@kenchadconsulting.com) Tel +44 (0)7788 727845

Freely available from LibTechRFP Should it be deleted if it no longer meet the needs?
Changes in procurement process
The move to ‘Frameworks’
GCloud (August 2011) – renewal in 2016

Designed to save costs by streamlining the procurement process by avoiding a costly EU tender. ‘Government Procurement Service is keen to facilitate any aggregation opportunities that councils have’.

Library systems are included under the heading:
‘Social Care & Education - Libraries, Museums and Leisure related Software Application Solutions’

The definition is as follows:
‘Software Application Solutions which specifically enable Local Government Bodies to deliver their functions in the field of libraries, museums and leisure. Including: administration and management of enquiries, bookings, admissions, memberships, buildings and assets. Example systems that would support these functions include but are not limited to: RFID, library management systems, library automation (including web user interface), cataloguing systems, collection management systems, leisure management systems, booking systems (including online booking systems), allotment administration software, interactive software, translation software, facilities booking systems’.
ESPO (April 2012) – renewal in March 2016

RM1599 framework date extended: Purchase a range of MFDs (Photocopiers) and managed print services

Home » Frameworks » 3073F - Library management systems

Library management systems

Framework 3073F
Status: Active

This framework offers the provision of library management system solutions and offers the following goods and services: software, hardware, hosting solutions, integration, data migration, consultancy days and training.

Enquire about this framework
A specification is *not* part of the framework.
what do libraries want from their library technology ?
Cheshire Library Shared Services

“is looking to replace its current software system; we wish to procure a replacement system to provide a modern and efficient offering to the library customers and an efficient administration platform for staff. What we are looking for:

CLSS has great aspirations for its future. We are seeking not only to purchase a Library Management System but also establish a dynamic relationship with the Supplier in order to fully realise the potential benefits such a system can deliver to our existing and future customers. The new software must support improved service quality and delivery, through more efficient and mature LMS processes and functions. A swift implementation and an out of the box minimal configuration approach is an essential aspect of this procurement.”
Cheshire Library Shared Services

The following end-objectives have been identified as key success criteria for this project:

- Improving the customer experience of using the Libraries services
- Quantifying value for money
- Demonstrating performance quality – with clear evidence
- Become proactive – e.g. acting on issues before the customer is aware
- Becoming demonstrably effective and efficient
- To become an enabler to our customers
- Being able to show value to all areas across the customer base
- Engendering trust – delivering accurate and honest information
- Using familiar and current interfaces to request services from the Library Service
- Demonstrating that the Library Service understands its customers' business
The Black Country Consortium

....at the heart of England and covers 356 sq. km. It is comprised of the Metropolitan Boroughs of Dudley, Sandwell, Walsall and the City of Wolverhampton. It is home to over 1.1 m people. In May 2011, the four Chief Executives of the Black Country agreed that a work stream relating to libraries should be developed which in broad terms will:

- Reduce the cost of management and overheads.
- Redesign services to strip out duplication and unnecessary cost.
- Reduce the cost of services procured.
- Improve the quality and breadth of library services.
- Ensure libraries are at the heart of their communities with services developed for the whole community not just those who can visit library buildings.
Gloucestershire joint tender with Swindon Borough Council

Contract Tender for Library Management System Report

Resource Implications
Expenditure will be within allocated resources
By working with Swindon we aim to establish new economies of scale in order to maximise the value of integrated IT platforms and open up opportunities for potential sharing of stock in the future. For Gloucestershire Libraries & Information the estimated maximum value of the contract is approximately £420,000 over the proposed 7 years of the contract. This represents a 33% minimum saving compared to the current supplier costs.

The award criteria are:
• Fitness for Purpose including quality
• Delivery
• Total Lifecycle Costs

Background:
‘Our vision is to support individuals and local communities to achieve their aspirations by creating a vibrant, welcoming library service that provides access to books, information and learning opportunities in a variety of ways and in partnership with others.’ The selection of the LMS contract is core to the delivery of the Library Strategy as it will ensure:
• Development of the virtual library to include expansion of self serve options and choice
• Efficient static core council library service
• Provision of stock issuing technology and People’s Network booking for Community Libraries
• Fully enabled public sector mobile to issue items and provide people’s network access
Market trends and characteristics
Improving operational efficiency

Shared services:

Over a quarter of Library authorities (representing a higher share of councils) are in regional shared services for their library management system (LMS).

The UK has some of the largest and busiest public library authorities in the world

https://lglibtech.wikispaces.com/Shared+Services
12 partners, over 300 libraries giving 10% of the UK population access to more than 6 million items from the shared database. Savings of 15% in capital costs and a 35% saving in revenue costs as a result of the joint working have been identified.

Brighton and Hove City Libraries
Buckinghamshire Libraries
Camden Libraries
Hertfordshire Libraries
Kent Libraries
London Borough of Richmond upon Thames
London Borough of Hammersmith & Fulham
Medway Libraries
Milton Keynes Libraries
Slough Libraries
West Berkshire Libraries
Windsor and Maidenhead Libraries

https://selms.spydus.co.uk/cgi-bin/spydus.exe/MSGTRN/OPAC/about-selms
Library shared services

National shared services

UK national library catalogue
Inter Library Loan (ILL)
Enquiry service (inc, Web chat)
Discovery and free access to academic journals
Did you know that 85% of e-books aren’t available to public libraries?

Posted on February 19, 2013 by helenleech

Shelf Free is an independent group set up and led by librarians (but open to all) to raise awareness of the opportunities and issues around e-books in public libraries. Library members often complain that their library is not offering the ebooks that are available on the market. This is because publishers, especially the big ones, have a variety of concerns about the impact of public lending on the market place and are therefore reluctant to license their books for libraries.
2.7 eBooks

“We are seeking a library systems vendor that can take an active role in developing a new generation of services for ebooks in the areas of business models, technologies and services so as to deliver a seamless experience for the user, a unified resource management approach for library staff and, permit the full range of ebooks to be made available for lending through public libraries. We recognise the latter in particular needs all parties in the ebook ecosystem to work together. We therefore expect the selected library system vendor to demonstrate how they are working with other stakeholders to deliver the kind of ebook solution our users and library staff should expect in the 21st century.”
“Government, big and little government, wants to deliver services digitally in the future and the library is the safe and most obvious place to do that.”

"Libraries are already facilitating access to a wide range of government services including education, welfare reform, business and economic growth and health care and this will dramatically grow as more services go online”

"The Sieghart review into public libraries...calls on central government to give local authorities the **funding to create a national digital resource for libraries**, with free Wi-Fi as standard”

“Compared to five years ago across the UK there are 337 fewer libraries and nearly 5,500 fewer staff. Library opening hours and visits to libraries have also declined. The financial outlook for libraries is equally, if not more, grim. The Sieghart report rightly recognises the power of libraries to transform lives and communities, and how this only increases in the digital age.”

Unified Digital Platform for All Libraries in England

"The Society of Chief Librarians (SCL) has begun work to envision a **unified digital platform for all public libraries in England.** This new digital platform for public libraries will improve how library customers can access, understand, and use the information and resources that libraries provide, including book catalogues, digital resources, IT training, events calendars, and library locations and opening hours. This web platform will help bring new users into public libraries, both virtually and physically, and enrich the library experience for existing customers.

[https://lglibtech.wikispaces.com/National+Catalogue](https://lglibtech.wikispaces.com/National+Catalogue)
Digital:
A ‘shared web-based infrastructure’ has changed the game and redefined ‘library’ services which can now operate at a global ‘web scale’
markthompson1 7:33am via Twitter for iPhone@Socitm today: #digital = business model that exploits shared web-based infrastructure. The rest is just tech. Digital leaders or IT mgrs?

Keynote speaker and SOCITM 2015 spring conference
"Libraries are so valuable that they attract voracious new competition with every technological advance"

Some tech related themes-the UKCS doesn’t deal with these issues

Scale-cloud and shared services
  National system for ‘Library management’ (LMS) & Discovery
    Northern Ireland
    (Republic Ireland)
    Wales (in procurement stage)
    Scotland?
  Regional shared services

Ebooks
  A new lending model
  Libraries as publishers

Leaning Agenda
  SCL ‘National offer’—online learning (e.g. MOOCs)
  Digital ‘fluency’
  ‘People’s university’? links with community learning?
Some themes

Mobile
- Apps - many libraries offer App based services
- Mobile devices changing staff workflows

Open source
- Sedar consortium/shared service
- Cheshire consortium/shared service

‘Open libraries’
- Unstaffed - extended opening hours based around RFID self serve

Data
- International library metadata standard (MARC) since 1960s
- Bibframe initiative— the end of MARC
- Libraries (esp. national) generating open & linked data, schema.org
agenda

Potential solutions/approaches?
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