

<b>Committees:</b> Chief Officer - <i>[for decision]</i> Community and Children's Services Committee <i>[for information]</i> Culture Heritage and Libraries <i>[for information]</i>	<b>Dates:</b> 20 January 2023 13 March 2023 27 March 2023
<b>Subject:</b> Library Management System  <b>Unique Project Identifier:</b> N/A	<b>Gateway 6:</b> <b>Outcome Report</b> Regular
<b>Report of:</b> Director of Community & Children's Services <b>Report Author:</b> Sarah Greenwood	<b>For Decision</b>
<b>PUBLIC</b>	

**Explanatory Note for Members:** The Corporate Projects Board agreed for this project to proceed under delegation until such time as it was determined whether/if the project would reach the thresholds of the Gateway process. Proceeding under delegation meant that all usual Gateway reports are submitted to the Chief Officer who may then choose to share the reports with Committee for information. The recommendations of previous Gateway reports concluded that the project was below Gateway thresholds and, as such, reports are shared with Members for information.

### Summary

<b>1. Status update</b>	<b>Project Description:</b> IT system designed to manage the records of the Barbican and Community Libraries including stock details, availability, fines, payments and membership details <b>RAG Status:</b> Green (Green at last report to Committee) <b>Risk Status:</b> Low (Low at last report to Committee) <b>Costed Risk Provision Utilised: £0</b> (of which £0 amount was drawn down at the last report to Committee) <b>Final Outturn Cost: £153,722</b> (£152,255 contract cost plus £1,500 staff costs)
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<p><b>2. Next steps and requested decisions</b></p>	<p><b>Requested Decisions:</b> Members are asked to note this Outcome Report, and agree to close the Project.</p>
<p><b>3. Key conclusions</b></p>	<p>The project met all of the original SMART objectives and realised all the planned benefits. Capital funding was not required as there was continuation of the previous provider, achieving savings against the original plan.</p>

## Main Report

### Design & Delivery Review

<p><b>4. Design into delivery</b></p>	<p>The design of the specification covered all of the City's requirements. Early partnership work with the Libraries Consortium meant that their specification could be used to inform the City's specification.</p>
<p><b>5. Options appraisal</b></p>	<p>The option to outsource to a third party leveraged market expertise for the equipment and software and was the most cost-effective option providing the most up-to-date technology.</p>
<p><b>6. Procurement route</b></p>	<p>Direct award through a framework enabled the project to progress quickly to meet the City's timetable and to leverage best value for money as no capital funding was required. The project had procurement reference number itt_COL_12213.</p>
<p><b>7. Skills base</b></p>	<p>No external consultants were required because the City's officers were suitably skilled and worked in partnerships to develop the specification, complete the legal documentation and mobilise the contract. No additional training was required.</p>
<p><b>8. Stakeholders</b></p>	<p>Users and staff were consulted early in the development of the specification to determine their priorities, issues with the existing service and improvements required. Feedback was included within the specification.</p>

### Variation Review

<p><b>9. Assessment of project</b></p>	<p>All contract milestones were achieved on time as follows: Contract awarded June 2022 – achieved</p>
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<b>against key milestones</b>	<p>Mobilisation June 2022 – July 2022</p> <p>Overall project – completion and go live by 31 July 2022</p> <p>The Gateway 6 report was delayed to January 2023 due to other competing priorities.</p>
<b>10. Assessment of project against Scope</b>	<p>The scope of the project was not changed following Gateway 1. The detailed design and requirements of the service were developed and refined following library staff and user consultation and discussions with the Libraries Consortium.</p>
<b>11. Risks and issues</b>	<p>As reported at Gateway 5, only one risk was realised as a result of unfunded capital costs for potential change of supplier, estimated at £20,000. Chamberlain’s Department had confirmed that this amount was below the capital bid threshold and should be funded through departmental budgets.</p> <p>However, because no capital funding was ultimately required, this risk became obsolete.</p>
<b>12. Transition to BAU</b>	<p>The Operation and IT librarian is responsible for the oversight of the Library Management System. No mobilisation plan was required because the incumbent provider is the new provider and business as usual continued between contract periods.</p>

### Value Review

<b>13. Budget</b>	<table border="1"> <tr> <td><i>Estimated Outturn Cost (G2)</i></td> <td> <p>Estimated cost (including risk): £153,755</p> <p>Estimated cost (excluding risk): £153,755</p> </td> </tr> </table>		<i>Estimated Outturn Cost (G2)</i>	<p>Estimated cost (including risk): £153,755</p> <p>Estimated cost (excluding risk): £153,755</p>																											
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	<p>*Other: revenue costs including annual licences, hosting, maintenance and managed service costs for the whole contract financed from local risk budget</p> <p>The Final Account for this project did not require verification as no capital expenditure was incurred.</p>
<b>14. Investment</b>	The project is not an invest to save or revenue generating opportunity.
<b>15. Assessment of project against SMART objectives</b>	<p>The project met all of its SMART objectives (including the timetable as detailed above):</p> <ol style="list-style-type: none"> <li>1. The system enables the City of London Corporation to deliver its library services.</li> <li>2. The system has proven capability and capacity to manage the current (and future potential) requirements of library users, including flexibility to respond to changing Government, COVID-19 and technological requirements.</li> <li>3. The system enables a safe and professional experience for library staff and users with co-ordination of all records in relation to stock.</li> <li>4. The solution can be configured to meet local and national reporting requirements and City data intelligence.</li> <li>5. The system supports flexible working on a variety of devices.</li> </ol>
<b>16. Key benefits realised</b>	<p>All key benefits outlined in the Gateway 2 report have been realised:</p> <ol style="list-style-type: none"> <li>1. The system meets agreed modern library requirements and identified good practice.</li> <li>2. Safe and professional experience for service users and staff with co-ordination of all records in relation to stock.</li> </ol>

### **Lessons Learned and Recommendations**

<b>17. Positive reflections</b>	The early formation of a cross-departmental project team brought together experience and skills so that the specification and procurement process was smooth. The use of the framework enabled a shorter procurement timetable and use of framework documentation.
<b>18. Improvement reflections</b>	There are no improvement actions identified.
<b>19. Sharing best practice</b>	All Community and Children's Services IT projects are used to further develop the good practice document for IT specifications within the department.
<b>20. AOB</b>	None

## **Appendices**

<b>Appendix 1</b>	Project Coversheet
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## **Contact**

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