CAPITA

Turning the page on library system management

Key benefits

- Time and cost savings equivalent of half an FTE

- Peace of mind as system is maintained by those who understand the LMS

- Data entry tasks reduced from days to hours

- Ensures the LMS is always running the latest software versions

- More time available for Gloucestershire County Council Libraries and Information Service to focus on managing the library service

- Improved service for customers

"We know that there is a team of experts looking after the system. Capita has the knowhow and resources that we cannot match."

Katie Smith, digital library services manager, Gloucestershire County Council Libraries and Information Service

When Gloucestershire County Council Libraries & Information Service reviewed its library management system, they took the opportunity to reduce the IT administration involved in managing servers and upgrades by choosing Capita's Assist Managed Service (AMS) to do the job for them.

Relying on an aging server estate and just a single member of IT staff to keep on top of software and system updates is a headache for any organisation. But when you serve a population of 605,700 and have 31 branch libraries, eight community libraries and two mobile libraries to run, you need a simpler way to manage your library management system.

Time for change

As Gloucestershire's libraries' servers began to show their age, the service knew it was time for a change so as well as upgrading to Capita's latest library management system they also opted to use Capita's AMS.

Rebecca Dazeley, countywide operations manager at the libraries service, explains, *"Like many council libraries, we had just one IT person who was responsible for managing*

everything; software updates, data changes, server management, the lot. If something needed doing, he had to do it.

"We were always a few updates behind because he had a long to-do list and when he was on holiday or off sick, scheduled jobs had to be put back. The result was that we were not taking full advantage of our library management system as we were not using the latest versions."

The start of something new

Katie Smith, digital library services manager, wanted to make sure that whatever changes were made would be for the better. *"Capita had supplied our LMS for years and we were happy with the relationship, but when we went out to tender, Capita won because they genuinely came up with the best solution for us."*

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Key features of Capita's Assist Managed Service

- System updates and configuration changes happen in a timely way
- Proactive System monitoring and corrective actions to avoid issues
- Management information report creation
- Frees staff from routine maintenance and administration
- Extended support hours – weekends and evenings
- AMS is monitored to agreed service levels
- Scheduled system health checks

Using AMS means that all the system management tasks are handled by Capita remotely. There is no server located on site as the system is hosted and managed by Capita.

Capita's team accesses the system to upgrade software, make required configuration changes to the system and also remotely monitor servers for any issues, such as failures or lack of space for data. They then take corrective action before the issue affects users.

A different chapter

"Capita worked very closely with us to get us exactly what we were looking for and the implementation was well managed so that when we switched from our old servers to the AMS service it happened with minimal impact on staff and borrowers," says Katie.

"Having the latest upgrades means we can immediately take advantage of the most recent software developments, which benefits both staff and customers."

Katie also comments on how this has resulted in fewer concerns about managing the system over all, *"We know that there is a team of experts looking after the system. Capita has the knowhow and resources that we cannot match."*

Cost and time savings

The system has already shown benefits. Time savings to the equivalent of half a full time employee have been made so that they can focus on service improvement tasks rather than managing the LMS.

Another advantage has been the huge reduction in data entry jobs, says Rebecca. *"Previously, during the Christmas period the dates books were due back had to be changed for a longer borrowing period, so customers didn't incur fines when libraries were closed for extended periods. To manually make these changes could take someone from the beginning of December to the New Year. The same would happen at Easter.*

"Now it takes one email to Capita with each library's holiday opening times and it is done."

Happily ever after

AMS keeps the system running so the team at Gloucestershire County Council can concentrate on running the library service itself. Rebecca says "Before, we lurched from one upgrade to another but now we have the confidence that the system is functioning as well as it should be.

"Capita has already shown that they take proactive action to avoid issues as when we started to run out of space for all our data, they gave us an early warning and provided some options to resolve the problem.

"The best bit is that the responsibility is taken away from one person. There is no discussion about where the fault may lie as there is a dedicated team to resolve any issues."

For further information about Capita's Assist Managed Service and the benefits it can help you achieve please call:

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