

## Participation Monitoring Recording System Virtual Supplier Engagement Day

### Event Information- Library Integrated Systems

Newcastle City Council are hosting a supplier engagement day to gain further insight into the Library Integrated Systems market and allow suppliers to gain an early understanding of the requirement of the organisation.

Newcastle City Council is currently considering options for the possible future replacement of its existing Library Integrated System on behalf of Newcastle Libraries. Our area of interest is in the provision of library IT solutions to provide integrated self-service for PC booking, print management, WIFI print management, self-check for library items.

Our current systems do much of this, but are not integrated, often working independently so customers require multiple logins and multiple interfaces with devices or web-based services. Similarly, staff are required to administer multiple functions, devices and web-based services

The below outline defines the requirements for the provision to be delivered on behalf of Newcastle City Council to meet its statutory duties.

The Council intends to appoint a provider to deliver a fully managed integrated library system.

Newcastle City Council would like to invite interested parties to meet with us to further discuss the services we intend to procure. Following the Market Engagement, we will consider an appropriate procurement decision.

A Provider Engagement Event will be held on **Wednesday 8<sup>th</sup> July between 9am and 5.30pm virtually via Microsoft Teams** The sessions will be 1 hour 1 to 1 sessions to answer any questions the project team may have and provide feedback.

The Council is interested in a system that can meet the needs of provision of library IT solutions to provide integrated self-service for PC booking, print management, WIFI print management, self-check for library items.

We wish to engage with the market to understand:

- What provision there is to integrate these services
- Industry specific solutions
- Whether some or all of these services can be delivered outside of the library network on customers own devices.
- What innovation there is in the market to help libraries to deliver digital solutions for customers while maintaining an excellent customer journey

- What innovation there is in the market to help libraries reduce cash elements of payment
- What innovation there is in the market to automate routine staff tasks (removal of cash, PC booking etc)

The Service shall include provisions for:

#### **PC Management Element:**

- Self-service online bookings of PCs via internet or kiosk, or simply walk up and log on
- Incorporate a complete print management and self-service payment solution
- Flexibility of booking rules across sites, user groups and PCs
- Integration with KOHA Library Management Systems (LMS)
- Detailed reporting for resource usage analysis
- Ability to connect with users via messages and notifications
- Customisation options enable the library to promote its branding throughout its services
- Security for users with reliable log in and log out methods
- Regular releases and close partnerships ensure compatibility with the latest technologies
- Automated self-extensions for PC sessions
- Has potential to include PC usage charging module
- Opportunity for users to join queue for first PC available, or for one in a particular area
- View of how many people are ahead in the queue

#### **WIFI Printing Element:**

- Supports all types of personal devices – smartphones, tablets and laptops
- Uses existing printers, Wi-Fi system, and print server
- Fully integrates with self-service and print release workflows (preferably via self-serve kiosk)
- Fully integrates with existing payment systems

#### **Self-check element:**

- Ability to for customers to Book PCs for themselves
- Print payment and release from public access PCs/individual devices
- Coin/plus cashless payment options
- RFID self-service for library items (books, games etc)
- Potential integration of eBook/eMagazine/eAudiobook

To book a slot, please register your interest for the event as places will be allocated on a first come first served basis. Please contact:

Katie King  
Commissioning and Procurement Officer  
Newcastle City Council  
[katie.king@newcastle.gov.uk](mailto:katie.king@newcastle.gov.uk)  
0191 211 6042

Please ensure you provide Katie with all the following information:

1. Name and role of attendees
2. Email and phone number for attendees
3. Organisation attendees will be representing

If you are unable to attend the Event on but would be interested in learning more about this project and / or attending future events, please contact Katie King and provide your details as above.