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FIT FOR PURPOSE

The London Libraries Consortium approach to delivering efficient and effective services

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The London context

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- 32 London Boroughs
- London Population 7.5 million
- 362 branch libraries
- Total budget c.£195m pa
- London Borough of Enfield population 250,000+
- Locally elected politicians
- Funding collected through local taxes but also dependant on central government grant

The national context

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- Libraries in UK still a statutory requirement
- Severe economic downturn
- Pressure to reduce costs
- Modernise or die
- Public debate often does not include librarians
- Finding a voice and a consensus is a key challenge

Consortium evolution

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- Founded in 2004
- Founder members Havering, Redbridge, Wandsworth
- Havering lead authority
- Enhanced service to customers
- Procurement efficiency
- Joined by Barking and Dagenham soon after
- Has grown exponentially since 2005
- New members still joining

Delivery partnership

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- Tendering exercise identified Axiell as the preferred partner
- Evolution into Axiell's biggest customer
- LMS provider as enabler
- Tendering a key cost to drive down
- Add on services available
- Developing a joint road map
- A business relationship but more
- A relationship that delivers positive messages for growth in challenging times

Customer benefits

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15 Live Members of LLC

Issues	15,632,598
Visits	19,498,714
Number of Libraries	178
Amount of Stock	5,638,482
Inter Authority Loans	322,864

Customer benefits

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- Access to 5million+ items in a single shared catalogue
- Little need for interlending
- Access to 148 pick up and drop off points
- One card to use in any authority
- Easy online access
- Consortium buying power

Customer benefits

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- Staff with wider skill sets
- Staff are ambassadors for their own authorities and the consortium
- Lead and participate in a variety of work streams and projects
- Meet and network with staff and managers at all levels
- Negotiation skills

LLC contracts

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- Axiell Contract
- Shared Stock Contract
- E Books
- SmartSM
- BDS Records
- Nielson EDI
- RFID
- Transport options

Shared services/ activities

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- Stock Services
- Housebound Services
- Information Services
- Training Programme
- Mystery Shopping
- Networking (LPSN)
- Knowledge & Expertise

Public Relations Programme

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- LLC Staff Newsletter
- Political exposure
- Marketing Campaign sponsored by Axiell
 - Case Studies
 - Articles
 - Press Releases
 - Public Speaking Opportunities

Current Work Programme

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- Standardisation for Loans, Borrowers, Items
- Reservations
- Community Language
- Stock Contracts
- Catalogue Clean Up
- SmartSM
- User Group – focused on customer interface
- Transport
- Stock Recovery
- Inter Lending

Current and future Strategy

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Agreed in 2009

London Libraries Consortium is a business partnership of London public library services committed to delivering excellence and providing value for money.

We do this through shared resources in IT, stock management, exploiting shared contract opportunities, staff development, training & knowledge sharing.

2011 options

Exploring new governance models

Key challenges -

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How does LLC strategy need to change to reflect the current climate?

- How best to exploit membership
- More savings (25% over the next 3 years)
- More efficiencies, and shared services
- Response to the London Libraries Change Programme

Key Challenges - the Collaborative Model

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- Does the Collaborative Model Work?
- How can we improve it?
- How can we use it to take advantage of business opportunities?
- Working towards new governance model

Rosy glow?

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- Perfectly formed organisation
- Staff love the LLC
- Challenges grow like weeds
- Managers are dealing with local and national challenges as well as consortium ones
- Hare, tortoise or somewhere in between
- Unanimous decision?
- Acceptance is always an option
- The sum of the parts

Is it worth it?

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“ I never used to bother asking for things that weren't in my local library but now I can get things from all over London it's so easy “

LLC customer

“We look on all the 100+ consortium branches as our own”.

Customer Services Officer, LB Enfield