One Card Project (One Library Management System)  
- Project Charter -  

Project Objective  
To provide the entire South Australian community with access to the holdings of all public libraries, online resources and digitised items, utilising a single borrower card to access a single library management system database. This will be achieved for all SA public libraries through:

- Deployment of a single contemporary and sophisticated Library Management System (LMS) for all public libraries  
- Centralised management of the LMS by Public Library Services (PLS) for the library network with a shared “union catalogue” of library materials and a single customer database  
- Leveraging the existing infrastructure provided by the Libraries Board including the state-wide courier service and telecommunications network  
- Replacement of the current near end of life e-procurement system used by PLS (known as P2) to support selection, acquisition and management of library materials  

Background  
Led by the Libraries Board, and through a Memorandum of Agreement between State and Local Government, public libraries have always worked as a collaborative network, sharing local resources for the benefit of all South Australians.

In 2010 the Libraries Board developed a business case to establish a single Library Management System (LMS) for all South Australian public libraries that would improve services for public library users and leverage lower operating costs through consortia purchasing. The business case was subsequently endorsed by the Local Government State Executive and the Minister Assisting the Premier in the Arts.

In early 2011 the Libraries Board, the Local Government Association and the Minister agreed that Local Government Corporate Services (LGCS) would lead the procurement of the LMS with significant project support from Public Library Services. A public tender was issued with over 80 council and library staff across the State working together to evaluate the vendor proposals and choose the preferred system. An LMS was selected in September 2011.

Benefits  
The One Card Project will deliver the following benefits:

- Enables library members to use any public library across the State through the use of a single borrower database  
- Equitable access to a single shared library catalogue of over 4 million items accessible to all customers 24/7
• Reduced operating costs for councils with cost certainty for a 10 year period
• Significantly improved system features and functionality for public library staff and their customers
• Productivity and efficiency gains for libraries
• A strengthened and viable public library network able to undertake ongoing reform to meet the changing needs of customers
• Seamless access to online information databases, e-resources and the digital holdings of the State and National Libraries for all public library users
• Streamlined consortia purchasing of library materials by implementing a new e-procurement system which utilises emerging supplier technologies

LMS Solution
• A sophisticated library management system for all public libraries in South Australia which includes:
  o A flexible, user friendly, modern customer interface
  o A digital asset management system
  o A web reporting tool
  o Access to third party applications
  o Online training and support
• Configuration of the system to allow significant local discretion for each library as far as the parameter settings of the software and agreed network rules allow
• Software as a Service (SaaS) hosted and managed by the vendor
• Management of the migration and integration of customer and collection data into the single shared database
• Provision of a post “go live” systems support team (including Helpdesk support) – through the combined resources of PLS staff and the LMS vendor
• Implementation of a new e-procurement system which meets the needs of public libraries and maintains the benefits of consortium procurement

Project Scope
The scope of work includes:
• Establishing the governance and decision making framework
• Consortia agreement around global policies, principles and rules for system operation
• Pilot implementation with selected libraries in early 2012 followed by implementation for year 1 participating libraries
• Implementation for all libraries in accordance with council participation and an agreed rollout strategy over the project period
• Establish ongoing infrastructure to enable system administration and software support for libraries to be provided by PLS
• Upgrade the telecommunications network to support the implementation of the state-wide LMS
• Develop and implement a replacement e-procurement solution and decommission P2
The project does not include:

- Funding for the replacement of any local computer hardware or peripheral devices
- Re-engineering of library workflows and processes not related to the LMS
- Cost incurred by libraries to extract data from existing LMS

**Project Governance**

Given the cross jurisdictional nature of the project, the Libraries Board of South Australia is the project sponsor.

The *One Card Project* will be managed by the PLS Standing Committee, a sub-committee of the Libraries Board.

In relation to this project, the role of the PLS Standing Committee is to:

- Oversee the project plan and achievement of outcomes
- Ensure the project’s scope aligns with the requirements of the stakeholder groups
- Provide those directly involved in the project with guidance on project business issues
- Ensure effort and expenditure are appropriate to stakeholder expectations
- Address any issue that has major implications for the project
- Keep the project scope under control
- Reconcile differences in opinion and approach, and resolve disputes arising from them
- Report on project progress to stakeholders, and
- Assume responsibility for any whole-of-government and/or local government issues associated with the project

The creation of an LMS Transitional User Group provides a forum for operational discussion and the development of recommendations for the Standing Committee’s endorsement. The Transitional User Group is responsible for recommending global policies, procedures and protocols having consulted with all libraries.

The Associate Director, Public Library Services is the Project Director is responsible for achieving project outcomes.

**Project Communication**

Communication with stakeholders will occur from project initiation to completion. A detailed communication plan has been prepared and will include:

- A regular project status report to the PLS Standing Committee
- A project blog/website to provide general communications to library managers and staff
- An annual written project report to the major stakeholders
- Community engagement, media and promotional activities
- Ad hoc reporting by team members to library network working groups and committees
Project Management

- A project team has been established by PLS to undertake high level activities including project management and implementation, vendor liaison, stakeholder management, communications and support for participating libraries.
- PLS will assign a project manager to work with each participating library during its implementation.
- Participating libraries will be required to contribute their own workforce resources to project implementation activities and undertake critical tasks such as data cleansing and migration, user acceptance testing, training, local rule setting etc.
- A detailed project plan will be developed with each participating library outlining key project tasks, milestones and responsibilities, including a sign off process at the completion.

Post Implementation Management

- PLS will provide 1st level help desk support, will manage the vendor escalation process and coordinate upgrades and system changes.
- PLS will manage vendor performance through a comprehensive contract management strategy which includes a Service Level Agreement (SLA).
- PLS will utilise and enhance its current telecommunications network to deliver the LMS to councils.
- PLS is responsible for LMS and network performance to the council firewall.
- Participating libraries will be required to provide resources for on-going operational requirements including training and upgrade installation and testing.

Contact for Enquiries

Name: Geoff Strempel
Title: Associate Director, Public Library Services (Project Director)
Phone: 08 8348 2301
Fax: 08 8223 0964
Mobile: 0416 041 743
Email: geoff.strempel@sa.gov.au