

## HAMPSHIRE COUNTY COUNCIL

### Officer Decision Record

<b>Decision Maker:</b>	Felicity Roe Director of Culture, Communities and Business Service
<b>Title:</b>	Digital Library Service Contract

Email: felicity.roe@hants.gov.uk

#### 1. **The decision:**

- 1.1. That a contract for a 3 year period from 1<sup>st</sup> April 2022 under the ESPO Framework – 376e\_20 Lot 1.3 for the supply of eBooks and EAudio books to the Library Service.

[376E\\_20 - User Guide - Issue 6 - Digital Books.pdf \(002\).pdf](#)

- 1.2. That the spend of up to £1,000,000 for this order contract be approved.

#### 2. **Reason(s) for the decision:**

- 2.1. The current contract with Bolinda (BorrowBox) ends October 2022 and therefore a new contract needs to be agreed in order to ensure continuity of service to the Library Service customers.
- 2.2. The digital library service is popular with Hampshire customers as shown by over 80k issues a month and 54k registered users of the current service. Bolinda is the largest supplier of eBooks and eAudio in the UK market and we are confident that our customers are best served by remaining with the incumbent supplier and expanding the range of digital content with them to include digital magazines and newspapers. This procurement is permitted within the terms of the ESPO framework.
- 2.3. Delegated authority has been given to the Director to approve spend of contracts with a total value of below £1m.

3. **Other options considered and rejected:**

- 3.1 To go out to market and look at other suppliers was considered but the market is still small, with only 3 non-academic suppliers listed on the ESPO framework (OverDrive being our previous supplier and Biblioteca being largely aimed at consortiums and those authorities with smaller budgets and customer base). There is a cost to change suppliers and a risk that we would not be able to contact all our current digital customers to support a change to the supplier which would cause poor customer service and a potential fall-off of users who are unwilling or unable to download a new app. The onboarding of a new Digital library supplier would incur IT cost to set up and integrate the service with existing library systems.

4. **Conflicts of interest:**

- 4.1. Conflict of interest declared by an Executive Member who is consulted by the officer which relates to the decision: None

5. **Dispensation granted by the Head of Paid Service:**

- 5.1 None

6. **Supporting information:**

- 6.1 This order contract is a direct call-off under the ESPO Framework – Lot 1.3.
- 6.2 This is in respect of the purchase of eBooks and eAudio content for our Library service platform offering digital stock to library customers living, working or studying in Hampshire
- 6.3 During the period of the contract the market will continue to be monitored to ensure that Hampshire libraries are best serving our customers with the provision of digital materials through this supplier.
- 6.4 The funding for the contract is from the annual book fund budget managed by Stock Services within the Library Service.

Approved by:  Felicity Roe

Director of Culture, Communities and Business Service

Date: 03/12/2021

[Appendix one Direct Award Bolinda.docx](#)

[Direct Award to Bolinda DRAFT.docx](#)