



# ASHBURTON DISTRICT COUNCIL

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## Case Study:

### **Implementation of a new library computer system, “.eLM”, for Ashburton Public Library by Contec.**

Ashburton Public Library provides library services for the 26,000 residents of Ashburton District from a single library building situated in Ashburton Township. Approximately half the population are currently registered as borrowers. There are eight full-time library staff members. There are 89,000 holdings records listed on the library database, with holdings being added at the rate of approximately 6,000 each year

In 2001 a report prepared by Warren Marett of Deloitte Touche Tohmatsu concluded that the existing system, which had been in operation since 1994, no longer met the requirements of the staff, customers or stakeholders. As a result, Ashburton Public Library sent out a Request For Information for a new library computer system. The library staff required a system that is reliable, able to respond to change and meets the expectations of customers. Advances in technology also act as drivers as more information becomes available in electronic form.

Contec responded to a Request for Proposals in 2002 by offering a new library management system called .eLM. The system performs all the functions that Ashburton Public Library requires. Contec are a known brand name in library circles. The system is built using Jade programming language and database which is a respected development platform. The proposed .eLM system met the requirement of the library and offered a cost effective solution. The .eLM system was chosen as the preferred solution for Ashburton Public Library although there was a risk factor, as with any relatively new product.

Contracts were signed in September 2003 and the system went live in November 2003. I was particularly impressed by the efforts made by Contec staff to ensure that the Go Live stage was as smooth as possible by sending six implementation staff on the weekend that the system was launched. This ensured that any last minute issues were resolved immediately, and that the library staff members were trained and confident. This was outside the scope of the project and the cost was covered by Contec.

Since its installation in November 2003, the system has proved to be reliable, adaptable and continues to meet the requirements of staff, customers and stakeholders.

Steve Allen

Information Systems Manager

Ashburton District Council

