

# East Renfrewshire – improving library services for communities with Spydus

Deploying cloud library management software as part of a new consortium-led approach

East Renfrewshire Culture and Leisure has joined the Scottish Consortium of Public Libraries (SCoPL). This new approach means the organisation can now benefit from access to Spydus, a consortium-wide library management system, provided by Civica.

## Realising the benefits

The members of SCoPL use Spydus to digitise and transform services. The cloud software enables the authorities to automate a range of processes from public access and event bookings to cataloguing and stock rotation.

Scott Simpson, Head of Library & Information Services at East Renfrewshire Culture and Leisure said: "By implementing Spydus, we gain access to a proven system which has already helped libraries across Scotland to improve services."

Through joining SCoPL and implementing Spydus, East Renfrewshire will benefit from not only the latest cloud library management technology, but the shared advice and joint purchasing power of a large organisation.

## Harnessing cloud technology

Spydus supports SCoPL's members to provide a flexible service – whether that is by allowing staff access to the system from any location, or by facilitating outreach recruitment activities. This has proved invaluable during COVID-19 and has meant that library administration has continued while physical premises have been closed.

With the return of libraries as a key physical space for communities, outreach and recruitment is more important than ever, and East Renfrewshire will join other SCoPL members in having a flexible solution.

Alison McAllister, Library and Information Service Manager at North Ayrshire – an inaugural SCoPL member, said: "We are delighted to have East Renfrewshire on board, and are pleased that Civica has helped make the transition as smooth as possible. Spydus is a flexible system which allows us to integrate new authorities into the consortium, and will support our growth plans into the future."

## Key outcomes

3.5 million

library resources available to citizens

11

library authorities working together.

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## Scott Simpson

Head of Library & Information Services, East Renfrewshire Culture and Leisure

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[civica.com/libraries](https://civica.com/libraries)

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## SCoPL is now providing services to over 66% of Scottish citizens



Formed in 2015, SCoPL is a consortium of 11 library services spread across the country. Between them, they support a population of 1.85 million and provide access to more than 3.5 million library resources. The purpose of the Consortium includes the improvement of customer service through sharing of resources, and the achievement of demonstrable economies of scale in the member authorities.

## Supporting collaboration

"Joining SCoPL will help us reduce costs and achieve savings by taking advantage of joint procurement. We're looking forward to learning from the experiences of other authorities as we work together" said Scott Simpson, Head of Library & Information Services at East Renfrewshire.

## Supporting national strategy

Spydus is helping SCoPL to support 'Forward: Scotland's Public Library Strategy 2021-2025'. Forward is the result of a comprehensive research and consultation process. It's informed and shaped by key national policies and priorities, placing libraries at the heart of society's post-Covid-19 recovery. The strategy aligns with the Scottish Government's National Performance Framework and is rooted in the United Nations Sustainable Development Goals making a commitment to a greener and more responsible future.

## A seamless customer journey

One of Forward's 'Foundations for Success' focuses on delivering a 'Seamless Customer Journey'. Research showed that customers felt it was important to be able to move between local authority areas and still recognise core services and a cohesive brand. This has further cemented the need for libraries to offer a modern and financially supported digital offer which blends with the physical offer.

As East Renfrewshire joins SCoPL, customers will be able to seamlessly transition between physical and digital library services with both areas offering quality and ease of use. Library services will collaborate on a core identity across the library offer which allows for creative, local delivery.

## Driving innovation

Pamela Tulloch, CEO, of Scottish Library and Information Council, commented "SLIC welcomes this new development within the SCoPL family. Collaborative working and shared experience is what drives innovation within the public library sector. This initiative reduces inequalities, improves access to library services and provides good value for the public purse. I look forward to seeing it thrive."

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### Pamela Tulloch

CEO, Scottish Library and Information Council



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