

Item no 5.19

QUESTION NO 19

By Councillor Rust for answer by the Convener of the Education, Children and Families Committee at a meeting of the Council on 24 August 2017

- Question** Why have the self-service kiosks at Oxfangs Library been non-operational for weeks and how many self-service kiosks situated in City of Edinburgh Council Libraries are currently 'out of use'?
- Answer** (1)
- Question** (2) What steps have been/are being taken to ensure all libraries have self-service kiosks which can be utilised by borrowers?
- Answer** (2)
- Question** (3) How many borrowers have been impacted by the implementation of changes to the libraries reservations system since IT changes?
- Answer** (3)
- Question** (4) For how long have library staff been unable to acquire new stock and why is this the case?
- Answer** (4)
- Question** (5) Please provide a brief synopsis of the technical and or project management issues that have prevented the cataloguing/ reservations library IT system not providing library staff or library users the expected service?
- Answer** (5)
- Question** (6) What recourse is available to the Council in relation to the technical issues over the period since implementation, against the new IT system supply company, the Council's ICT contractor and other partners involved in implementation?
- Answer** (6)

Question (7) What steps have been put in place to avoid the Council finding itself in a similar position with any future IT implementations?

Answer (7)