

AGENDA MANAGEMENT SHEET

Name of Committee **Adult and Community Services Overview and Scrutiny Committee**
Date of Committee **10th January, 2006**
Report Title **Final report for the Scrutiny Review of Improving the use of ICT on Mobile Libraries**

Summary This is the final report for the Scrutiny Review of Improving the use of ICT on Mobile Libraries.

For further information please contact:

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Would the recommended decision be contrary to the Budget and Policy Framework? No.

Background papers Mobile Library Service Specification, Learning Overview & Scrutiny Committee – 10th March 2005

Report to Adult and Community Services Overview and Scrutiny Committee 26th July 2005

Papers provided on request

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s)
- Other Elected Members Cllrs Sid Tooth, Mota Singh, Marion Haywood, Richard Dodd, Jill Dill-Russell, Ray Sweet, Les Caborn
- Cabinet Member Cllr Colin Hayfield
- Chief Executive
- Legal Jane Pollard – Comments incorporated
- Finance

- Other Strategic Directors
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals Monica Fogarty, Kushal Birla, Ayub Khan.....

FINAL DECISION No

SUGGESTED NEXT STEPS: Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet Recommendations from this scrutiny review will be fed into the implementation action plan for the Building For the Future Best Value Review.....
- To an O & S Committee
- To an Area Committee
- Further Consultation

FOREWORD

We were delegated by scrutiny to be the members and political voice involved in the provision of ICT on the new fleet of mobile libraries due in service in 2007. We were to look ahead as outsiders and determine what was required to move the service forward and through ICT bring equality of service to rural and urban areas of WCC.

We attended project team meetings and were well briefed in the options available with modern technology to meet the service standards for which we were aiming. We gained a good insight into the means available to deliver the One-stop-Shop principle on a mobile library.

We visited mobile libraries fitted with updated systems at Hertfordshire, studying ICT on large and smaller vehicles, which is part of the WCC fleet renewal remit.

East Riding of Yorkshire library service brought their state of the art vehicle to Shire Hall for all Councillors to have the opportunity to view. It was a most impressive vehicle showing us the services, which can be delivered with the properly equipped vehicle and enthusiastic staff.

Throughout the project we were fully informed of all work being carried on for the project, and the short timescale ensured the project moved forward at a good pace. We always kept in mind that we were looking into improving and expanding Warwickshire's mobile library service and that ICT was to deliver this and not replace it.

We thank the project team for all their work and for their courteous consideration when we explored the obvious and obscure. It worked well and we learned from the process. We look forward to the outcome being an updated service with full technology.

Cllr Les Caborn
Cllr Jill Dill-Russell
Cllr Ray Sweet

Agenda No

Adult and Community Services Overview and Scrutiny Committee – 10th January 2006.

Final report for the Scrutiny Review of Improving the use of ICT on Mobile Libraries

Report of the Strategic Director of Performance and Development

Recommendations

1. Approve the final report for the Scrutiny Review of Improving the use of ICT on Mobile Libraries
2. Agree the Mobile Library Service proposition as outlined in Appendix 1
3. That General Packet Radio Service/Third Generation (GPRS/3G) is used as the technical solution for the Local Service Libraries.
4. That further research and evaluation is undertaken regarding the use of GPRS/3G and Satellite solutions for the Travelling Library.
5. The outcomes of the recommendations made will need to inform the technical specification used within the Invitation to Tender for the mobile fleet in March 2006.
6. That the recommendations from this scrutiny review be fed into the implementation action plan for the Building For the Future Best Value Review, and report to Cabinet.

1. Introduction

- 1.1 The 2005/06 Corporate Review Programme identified the need for a scrutiny review of Warwickshire County Council's investment approach to using Information Communication Technology (ICT) in the Mobile Library Service. The Adult and Community Services Overview and Scrutiny Committee decided, at it's meeting on the 26th July 2005, to undertake a scrutiny review using the terms of reference identified.

2. Background

- 2.1 The whole service Best Value Review, Building For the Future (Cabinet 22nd July 2004) outlined the need for a state of the art mobile library service capable of providing access to e learning, e citizenship and e government.
- 2.2 The scrutiny of the use of ICT within the Mobile Library Service would allow councillors to test the ability of the Council to deliver the services identified within the Building For the Future review. This would then feed into the action plan that is being prepared by the library service to implement the Building For the Future Best Value Review.
- 2.3 In addition the launch of the new mobile fleet in February/March 2007 would provide opportunities for service enhancement. The start date for tendering for the fleet will be March 2006.
- 2.4 In terms of organisational requirements, the provision of appropriate ICT to the Mobile Library fleet can be directly linked to the delivery of the following corporate objectives:
- Customer Access Strategy
 - Social Inclusion
 - Rural Isolation
 - Access to Learning -support for home tutors and children learning from home
 - Support for the Economy, in particular home workers living in rural communities
 - The Rural Transport agenda
 - The Cultural agenda
 - Corporate Property Strategy
- 2.5 It was within this context that the Adult and Community Services Overview and Scrutiny Committee established the Task and Finish Group (TFG) on 26th July 2005 with political membership being provided by Cllr's Jill Dill-Russell, Ray Sweet and Les Caborn. Officers also provided support to the TFG from LH&TS, CAMS and Chief Executive's. The group approved the methodology for the scrutiny exercise at its first meeting on 17th August 2005.

3. Objectives

The key objectives of the scrutiny exercise were to:

- To have in place a clear rationale for delivering ICT services from mobile based facilities
- To have in place a knowledge base on what ICT solutions are available and how these can be incorporated into the design of the new mobile fleet
- To develop a clearer understanding between CAMS and LHTS on their overall vision for ICT provision from mobile facilities and how this can be effectively taken forward
- To enhance Members understanding of the vision of LHTS with regards to 21st Century services and how these can be incorporated into mobile based facilities serving rural and transport remote communities
- To understand the issues, concerns and needs of key stakeholders, partners and customers with regards to ICT access on mobile libraries

4. Methodology

4.1 Service Proposition

4.1.1 The initial focus of the TFG was to develop a service proposition for the future Mobile Library Service. The resulting service proposition includes a description of the service to be provided, a sense of service priority and launch date and how ultimately the service is to be measured. Links have been made to the involvement of partners and the identification of appropriate corporate strategies that will be supported by the delivery of such a service.

4.1.2 It is important to note that the primary function of the Mobile Library Service is set to remain as the delivery of books, media and information to rural and socially isolated communities. The development of the One-stop-shop has been identified as a priority to support the delivery of the customer access, partnership and neighbourhood working agenda.

4.1.3 It is important to remember that the deployment of ICT within Mobile Libraries will be used to deliver tangible customer benefits. The key customer benefits flowing from the service proposition have been outlined below:

- request books online
- renew loans on-line
- access to the live library catalogue
- access to community and partner information including the community information database
- access to web based information
- improved range of enquiries that can be handled at the point of enquiry
- access the internet as offered by the People's Network out to other communities (large travelling library only)
- access to County Council, District, Borough, Town and Parish Council and other partner services (large travelling library only)
- improved customer access to council services through the use of video conferencing (large travelling library only)
- access to Heritage and Cultural Services digital content.

4.1.4 Finally the service proposition outlines an initial assessment of the ICT requirements to deliver the service described.

4.1.5 Full details of the service proposition can be found in Appendix 1.

4.2 Learning from others

4.2.1 The TFG established early on the importance of learning the lessons from others who had recent experience and success with the deployment of ICT within their Mobile Library Service. With the County service proposition clearly in mind links were established with Hertfordshire Mobile Library Service and East Riding Mobile Library Service.

4.2.2 The TFG established an approach to understanding the lessons learnt by others by focussing discussions on the following:

- key drivers and service proposition
- set up and running costs
- establishing what the customers want
- ICT options considered and employed
- marketing
- staffing arrangements
- performance including customer reaction
- future plans.

4.2.3 The lessons learnt from Hertfordshire Mobile Library Service were gathered during a visit to them on the 3rd October. Hertfordshire were specifically chosen to learn from because of the similarities of their service proposition, use of local service mobiles and the recent nature of their experience.

4.2.4 This initial visit was supplemented by the visit to Shire Hall by the award winning East Riding Mobile Library on the 6th October. East Riding was chosen to learn from because of their established reputation for delivery and innovation. The visit proved popular with the general public, members and officers who had an opportunity to see how full access to library facilities, including Peoples Network and Video Conferencing can be provided in a light, airy and spacious environment.

4.3 Technical Solutions Comparison

4.3.1 The initial analysis of the technical solutions including the costs required to support the future Mobile Service Proposition was updated following the lessons learned from the Hertfordshire and East Riding visits. The approach taken was to establish how well each technical solution met individual service requirements, highlighting where necessary any issues and risks that would need to be taken into account, when recommending a preferred solution.

4.3.2 The analysis differentiated between purchase/installation costs and running costs and was based upon WCC' s own experience of using the different solutions outlined. Some of the emerging technologies were new to Warwickshire and were untested to a significant level nationally and would require significant development costs.

4.3.3 Full details of the Technical Solutions can be found in Appendix 3.

4.4 Decision Templates

4.4.1 In order to make recommendations regarding the appropriateness of the technical solutions to deliver the new Mobile Service Proposition the TFG set out a list of criteria by which the different technical solutions could be compared. Furthermore a weighting was also added to establish a priority for some criteria over others.

4.4.2 A separate decision template was created for the Travelling Library (large) and the Local Service Mobiles because their service proposition and ICT requirements differed greatly.

4.4.3 Full details of the Decision Templates can be found in Appendix 2

4.5 Methodology

4.5.1 A full breakdown of the methodology used and corresponding timeline can be found in Appendix 4.

5 Conclusions

The TFG has drawn the following conclusions from this scrutiny review.

5.1 The development of a Service Proposition for the Mobile Service has acted as a driver for change, with ICT being used as an enabler to the delivery of the desired service.

5.2 The time invested in understanding the lessons learned by other authorities has proved useful in challenging the County Council's thinking in terms of what is possible in the context of Warwickshire.

5.3 The mobile fleet will have a life of 8 years but the ICT is likely to need replacing after 4 years. Any solution, therefore, must be able to be easily upgraded to take advantage of new technological advances.

5.4 It is clear that there are a number of technical solutions available now and that those options will change over time due to advancements in technology. It is important, therefore, to consider the degree of future proofing offered within each ICT solution, in order to safeguard the investment in ICT being made.

5.5 None of the solutions are perfect so the service will need to be clear about the actions it will take in order to mitigate the risks and limitations of the preferred solution for the Local Service and Travelling Libraries.

5.6 Any ICT solution would need to be compatible with the rest of the library network.

5.7 It was important that when comparing the performance of one solution against another that the methodology used should be transparent and subject to challenge.

5.8 When considering a criterion against which a comparison of the ICT solutions could be made, it is important to establish if some criteria are more important to the delivery of the service than others.

5.9 It is likely that the criteria used and the priorities given within any decision tool would be subject to change over time.

5.10 Where there is little to choose between the benefits offered by some of the ICT solutions compared to others, opportunities to establish a better-informed comparison between them should be taken in order to safeguard the final investment decision.

- 5.11 With the range of technical solutions being offered within the marketplace, and the speed with which technology will continue to change and the lack of dominance of one solution over another; it is important that the County Council keeps abreast of the consumer knowledge and expertise in this area in order to inform the planned ICT upgrade after 4 years.

6 Recommendations

The key recommendations of this review are:

- 6.1 Approve the final report for the Scrutiny Review of Improving the use of ICT on Mobile Libraries
- 6.2 Agree the Mobile Library Service proposition as outlined in Appendix 1.
- 6.3 That General Packet Radio Service/Third Generation (GPRS/3G) is used as the technical solution for the Local Service Libraries.
- 6.4 That further research and evaluation is undertaken regarding the use of GPRS/3G and Satellite solutions for the Travelling Library.
- 6.5 The outcomes of the recommendations made will need to inform the technical specification used within the Invitation to Tender for the mobile fleet in March 2006.
- 6.6 That the recommendations from this scrutiny review be fed into the implementation action plan for the Building For the Future Best Value Review, and report to Cabinet.

DAVID CARTER
Strategic Director of Performance
and Development

Shire Hall
Warwick

December 2005

Mobile Library Service Model – Key Service Proposition

Description of Service	Priority 1 = Low 2 = Med 3 = High	Related Corporate Strategies	Partners	ICT Support New/Existing	Description of ICT solution	Performance Measures	Fleet impact 1, 2, All
<p>Delivery of Books, Media and Information to rural and socially isolated communities. Library management system will allow for customers to access catalogue, search for items, renew own items, place requests, access community information</p> <p>Staff side lotus notes will allow for greater communication and access to information</p>	<p>3</p> <p>From launch of new mobile library fleet</p> <p>Feb/March 2007</p>	<p>Customer Access Strategy</p> <p>Social Inclusion</p> <p>Rural Isolation</p> <p>Access to Learning - support for home tutors and children living at home</p> <p>Support for the Economy, in particular home workers living in rural communities</p>	<p>Community Education dept</p>	<p>Library management system to be upgraded rest of system new</p>	<p>New library management system will be live when new vehicles are on road technical solution on vehicle should allow for access to this</p> <p>GPRS 3 G cards in laptops for smaller vehicles should be ok, but may be problems with coverage</p> <p>Problem in some villages that not much choice about where vehicles park, would not be possible for vehicle to search for signal</p> <p>Larger vehicle could use solutions detailed</p> <p>Satellite</p> <p>Wi fi (wire free)</p> <p>Fixed network point</p> <p>Short range line of site</p>	<p>Number of visits</p> <p>Number of hours open</p> <p>Reservations</p> <p>Enquiries</p> <p>Comments</p> <p>Compliments</p> <p>Renewals</p>	<p>All</p>

Description of Service	Priority 1 = Low 2 = Med 3 = High	Related Corporate Strategies	Partners	ICT Support New/Existing	Description of ICT solution	Performance Measures	Fleet impact 1, 2, All
<p>One-stop-shop access to County C Council, District, Borough, town and parish council services</p> <p>Possible video conferencing link to council customers service centre and other departments and agencies</p>	<p>3</p> <p>High priority but may depend on the Warwickshire On-Line Partnership Access Strategy</p> <p>Potential for possible delivery in WDC area sooner</p> <p>Feb/March 2007</p> <p>A Video Conferencing facility will require a suitable technological solution</p> <p>2007/2008</p>	<p>Customer Access Strategy</p> <p>Social Inclusion</p> <p>Rural Transport agenda</p> <p>Access to Learning</p> <p>Support for Economy</p> <p>Corporate Property Strategy</p> <p>The Cultural agenda</p>	<p>County Council District, Borough, Town and Parish councils</p>	<p>New</p>	<p>Solution already agreed for static one- stop- shops, which should be reviewed and replicated for use in the Travelling Library vehicle</p> <p>Need to cautious because of bandwidth and possible specific security issues with linking to remote service</p> <p>Secure communications link required</p> <p>Possible coms options</p> <p>Satellite</p> <p>Wi Fi (wire free)</p> <p>Fixed Network point</p> <p>GRPS 3G</p>	<p>Enquires</p> <p>Number of hours open</p> <p>Number of visits</p> <p>Comments</p> <p>Compliments</p> <p>Complaints</p> <p>Visitor figures</p> <p>Plus District Council measures</p>	<p>Travelling Library (Large vehicle)</p>

Appendix 1

Description of Service	Priority 1 = Low 2 = Med 3 = High	Related Corporate Strategies	Partners	ICT Support New/Existing	Description of ICT solution	Performance Measures	Fleet impact 1, 2, All
<p>Provision of public access computers, on the vehicle allowing for access to Internet and office ICT such as word processing, spreadsheets</p> <p>Also allows opportunities for e government and e citizenship, e learning, in rurally and urban socially isolated communities</p>	<p>3</p> <p>A range of services will be available from launch of new mobile library fleet</p> <p>Feb/March 2007</p> <p>Some courses will be timed to start at the next academic year</p> <p>September 2007</p>	<p>Customer Access Strategy</p> <p>Social Inclusion</p> <p>Rural Isolation</p> <p>Access to Learning - support for home tutors and children living at home</p> <p>Support for the Economy, in particular home workers living in rural communities</p>	<p>Adult and community learning</p> <p>Local colleges</p> <p>PT& ES from economic standpoint</p> <p>Police</p> <p>Health organisations</p>	<p>PN set up</p>	<p>100% coverage of comms links at each stop</p> <p>Possible comms options for larger vehicle as detailed</p> <p>Satellite</p> <p>Wi fi</p> <p>Fixed network point</p> <p>Short range line of site</p>	<p>Number of user sessions by public</p> <p>Number of hours used by public</p> <p>Number of PN PC's available</p> <p>Total number of hours available for public use</p> <p>Community Information Database visits</p>	<p>Travelling Library</p> <p>Local Service Mobile Libraries (Smaller vehicles) will have access to Library Management Systems, including community information</p>

Description of Service	Priority 1 = Low 2 = Med 3 = High	Related Corporate Strategies	Partners	ICT Support New/Existing	Description of ICT solution	Performance Measures	Fleet impact 1, 2, All
Access to information provided by partner organisations	2 Web enabled information available from launch of mobile library fleet Feb/March 2007 Further partners will be brought on stream as new mobile service is rolled out	Customer Access Strategies Social Inclusion Rural Isolation The rural Transport agenda Access to Learning Support for the Economy	PCT trusts Pensions services Colleges Eaga WRCC Age Concern	New	Must be 100% reliability of comms links at each stop Possible comms options for larger vehicle as detailed Satellite Wi fi Fixed network point Short range line of site	Number of advice sessions held Number of enquiries received Number of leaflets taken Take up and number of courses run	Travelling Library Partner information on the web will be accessible via the Local Service Mobile Libraries

Description of Service	Priority 1 = Low 2 = Med 3 = High	Related Corporate Strategies	Partners	ICT Support New/Existing	Description of ICT solution	Performance Measures	Fleet impact 1, 2, All
Access to cultural and heritage history of Warwickshire by enabling digital content to be accessed by rural and remote communities	1 Web enabled access to HCS digital content will be available from launch of mobile library fleet Feb/March 2007 Further web developments to be delivered when funding allows	Customer Access Strategy Cultural agenda Social Inclusion Rural Isolation Access to Learning	Heritage organisations West Midlands Arts etc	New	GPS solution required 100% coverage of comms links at each stop Strategy dependent on funding bid	Data base visits Number of activities Number of visitors	Travelling Library Local Service Mobile Libraries will have some cultural activities and access to web based content

NB Vehicles will have a life of 8 years IT likely to need replacing after 4 any solution must be able to be easily upgraded to take advantage of new technological advances.

Table 1.Criteria evaluation for Local Service Mobile Libraries x 4 or 5

	CRITERIA*							Total Score ***
	Delivers Service & Performance	Implementation Costs	Running Costs	Implementation Development Required	Flexibility	Future Proof	Experience of Use	
Weighting**	3	2	2	2	1	1	1	
GPRS/3G	4	5	4	4	4	5	5	52
Satellite	5	2	3	4	2	3	2	40
Fixed Comms	5	1	2	3	1	3	1	32
Line of Sight	5	1	2	1	1	3	1	28
Pencil Beam	5	1	2	1	1	3	1	28
Broadcast Wireless	3	2	1	1	1	4	1	23

Table 2.Criteria evaluation for Travelling Libraries x 1 or 2

	CRITERIA*							Total Score ***
	Delivers Service & Performance	Implementation Costs	Running Costs	Implementation Development Required	Flexibility	Future Proof	Experience of Use	
Weighting**	3	2	2	2	1	1	1	
GPRS/3G	3	4	4	3	5	5	2	43
Satellite	3	3	3	4	5	3	4	41
Fixed Comms	5	2	2	4	1	3	2	37
Line of Sight	5	2	2	2	1	3	4	35
Pencil Beam	5	2	2	2	1	3	1	32
Broadcast Wireless	3	2	1	1	1	4	1	23

Key

Criteria*	A criteria was identified by which the different technical solutions could be compared. Range from 5 Highest to 1 Lowest. Table 3. (overleaf) provides a key to the Criteria used
Weighting**	A weighting was also added to establish a priority for some criteria over others. Range from 3 Highest to 1 Lowest
Total Score***	Those with the highest score fulfil the agreed criteria best of all

Note: Table 2. GPRS/3G and Satellite scored 3 under the 'Delivers Service & Performance' criteria. This was due to their untested capability to deliver video conferencing, which had been identified as a deliverable within the Mobile Library - Key Service Proposition, see Appendix 1. The ability of GPRS/3G and Satellite to deliver video conferencing is to be researched, compared and evaluated prior to March 2006.

Commentary

Table 1. GPRS/3G solution is the most appropriate for the Local Service Libraries. There is significant differential between GPRS/3G and the next best alternative. Table 2. GPRS/3G and Satellite both offer an appropriate solution for the Travelling Library. The differential between the two scores is marginal and both are seen as flexible solutions. It is recommended therefore that further research is undertaken regarding these two. The outcomes of this research will need to inform the technical specification which is to be completed by March 2006.

Table 3. Criteria key

Criteria Used	Description
Delivers Service and Performance	Identified as most important criterion - Higher the better. Whatever else the technology must enable the service improvements outlined.
Implementation Costs	Important - Lower the better.
Running Costs	Important - Lower the better.
Implementation - Development Required	Considers the degree to which further development work is required to get this solution working.
Flexibility	Differentiates between solutions that are adaptable in the context of an improving and developing service proposition. For example: Fixed lines will make it difficult and expensive to change stops
Future Proof	Considers the degree to which the technology will be able to adapt to the changing needs of the service after 4 years. After that PCs and possibly other IT will probably need to be replaced.
Experience	Considers the level of experience that WCC and others have in making the technology work in practice.

Mobile Library Technical Solutions

Table 1 The Travelling Mobile Library (for Est Costs see Table 2)

	Technical Solution*	Est Bandwidth Availability	Meet Requirements of:					Problems/ Risks
			LMS	Peoples Network	1-Stop Shops	VoIP	Video Conferencing	
1	GPRS/ 3G	Now up to 500Kbps (By 2007? HSDPA with 200Kb upload & up to 2Mb download)	Y	Untested	Untested	Y but see Problem 2	Y but poor quality	1. Widespread availability of HSDPA – date unknown. 2. Mobile 'phone with 'Panic Button' may be better 3. Connection drop-off could be an issue
2	Line of Site	Up to 2Mbps or higher	Y	Y	Y	Y but see Problem 2	Y	4. Expensive to install 5. Change in stops would need new set up – costly
3	Directional Wireless (Pencil Beam)	Up to 268 Mbps (IEEE 802.16) – Proportional with distance from aerial	Y	Y	Y	Y but see Problem 2	Y	As 4. and 5. above
4	Broadcast Wireless	Limited and variable bandwidth. Maximum speed limited by wired connection from access point back to WCC Network.	Probably	Untested	Untested	See Problem 2	Probably OK	6. Broadcast wireless not yet used or supported by WCC 7. Bandwidth varies with: distance; obstacles; alignment As 5. above

	Technical Solution	Est Bandwidth Availability	Meet Requirements of:					Problems/ Risks
			LMS	Peoples Network	1-Stop Shops	VoIP	Video Conferencing	
5	Fixed Comms Cable Outlet	Up to 2Mb or even 10Mb	Y	Y	Y	Y but see Problem 2	Y	8. Expensive to install As 5. above
6	Satellite	Depends on price; Typical 500Kb upload, 1Mb or 2Mb download	Y but see Problem 9	Y but see Problem 9	Y but see Problem 9	Y but see Problems 2 and 10	Y but see Problem 9	9. The latency in traffic flow (approx 1.4 secs) can cause problems with some appl'ns eg video streaming. 10. Physical issues – alignment; need for clear line of sight; damage risk; etc

* For a fuller explanation of each Technical Solution please see Table 3

Table 2 The Travelling Mobile Library Estimated Costs for Various Solutions

	Technical Solution	Purchase/ Installation Costs	Running Costs	Comments
1.	GPRS/ 3G	£45 pm for each card. Each PC will need a card. Assume 6 PCs = £270	Nil costs from Vodafone	1. Costs and availability for HSDPA not yet known
2.	Line of Site	WCC Wireless WAN £9.3K per site	£2850 pa per site	2. Assume costs for 2Mb LoS
3.	Directional Wireless (Pencil Beam)	Unknown Likely to be expensive as it requires development within Warwickshire	Unknown	3. Assume costs for 2MB feed
4.	Broadcast Wireless	See comments	See comments	Not estimated – v limited experience in WCC
5.	Fixed Comms Cable Outlet	Likely to be expensive. Costs as 2 plus unknown development required within Warwickshire	Unknown	As 3. above
6.	Satellite	Est approx £10k for 96cm dish	£200 pm	4. Note that this figure is from one supplier

Notes: The indicative costs are for the IT only and running costs where relevant and known. Costs of PCs, cabling infrastructure, etc are not included

3. Additional Costs

- A further additional requirement will be for signals that do not 'drop off' especially on the smaller mobile libraries during travels between stops. A third party solution such as that offered 'Brand Communications' could be a way forward.
- In addition, any of the above solutions would have to meet WCC security standards as the signal reached the WCC networks – this will require some additional costs but the Brand solution may offer a security set-up that might be acceptable to WCC.

Brand Solution includes:

Packet Access server – located at the centre of the network – which will manage links and provide a secure solution.

Apollo Light VPN Client software – 1 licence required for each PC on the mobile libraries (up to 10)

Total Purchase Cost **£10k**

Annual Support and Maintenance (Geac) **£2.5k**

There may also be some additional costs to pay for Geac involvement in setting up the software.

Table 3. Technical Solutions Key

Technical Solution	Description
GPRS/3G	General Packet Radio Service/Third Generation Uses mobile 'phone technology. GPRS is the older technology; 3G is newer and carries more traffic; there will be further developments that will carry even more traffic.
Line of Sight	Microwave bandwidth link between two sites (one would be on the Mobile Library). Can work over a relatively long distance but alignment of dishes needs to be exact.
Pencil Beam	Similar to the above but alignment requirements are not quite so tight.
Broadcast Wireless	Similar to home or Costa Coffee wireless. Provides link up to 60 feet between transmitter and PC/laptop with wireless card. Wireless transmitter provides onward link to the Internet.
Fixed Comms	Uses fixed cable with link back to WCC network. Mobile library 'plugs' into the link.
Satellite	Dish on top of the van sends and receives data. Link to Internet via satellite provider.
VoIP	Stands for Voice over Internet Protocol – a way of running a telephone over Internet links without going onto the ordinary telephone network. Advantages – possibly cost.

METHODOLOGY

Activity	Timescale
Draft Terms of Reference presented to Adult and Community Services Committee and agree task and finish group membership	26 th July 2005 CR2
First Meeting of task and finish group-Agree methodology and obtain context to the review, identification of key issues etc.	1.00pm- 17 th August 2005 CX Meeting Room
<p>Briefing 1</p> <p>Purpose</p> <ul style="list-style-type: none"> ▪ Investigate alternative types of ICT provision in rural areas in the UK Officers/Executive ▪ Identify how ICT on mobile libraries is improving access to council services and learning in other rural counties in the UK Officers/ Executive 	2.00pm-31 st August 2005 CR2
<p>Briefing 2</p> <p>Purpose</p> <ul style="list-style-type: none"> ▪ Propose a Mobile Library Service Model that outlines prioritised key service propositions, which are and designed to deliver the Customer Access, One Stop Shop and other key strategic priorities through the effective use of ICT 	10.30am – 28 th September 2005 Old Clink
<p>Site Visits 1-2</p> <p>Purpose</p> <p>Through consultation with stakeholders, partners and customers identify what their main requirements are and how they can be met through ICT on mobile libraries and also to examine and ascertain best practice elsewhere.</p> <p>Site Visit 1- Hertfordshire Site Visit 2- East Riding</p> <p>Note: In terms of consultation, information that has been collated as a result of the Best Value Review will be made available prior to the site visits to assist in investigations and avoid duplication.</p>	3 rd Oct 6 th Oct

Activity	Timescale
<p>Briefing 3</p> <p>Purpose</p> <ul style="list-style-type: none"> ▪ Investigate alternative types of ICT provision in rural areas in the UK – David Cliffe ▪ Review development of the Mobile Library Service Model and outstanding work – Carol Pratt ▪ Consider issues arising from the Hertfordshire visit - All 	<p>2.00pm-Wednesday 5th October 2005 CR2</p>
<p>Officers Meeting</p> <p>Purpose</p> <ul style="list-style-type: none"> ▪ Establish using the proposed Mobile Library Service Model the specific information that is required in order that the ICT options can be considered ▪ Consider at what point 'partners' could usefully contribute in finding a solution 	<p>11.30am – Wednesday 12th October Treasurers meeting room</p>
<p>Officers Meeting</p> <p>Purpose</p> <ul style="list-style-type: none"> ▪ Review the Technical Design decision template, created by Les Harlock, David Cliffe and Jo Orange ▪ Review and agree deliverables for the Members meeting on Wednesday 16th November 	<p>11am Thursday 10th November Social Services conference room</p>
<p>Briefing 4</p> <p>Purpose</p> <ul style="list-style-type: none"> ▪ To acknowledge and understand the key challenges for the Department and CAMS in providing ICT solutions on mobile libraries Officers/ Executive ▪ Analysis of Findings and Recommendations-Outline final report 	<p>1.30pm - Wednesday 16th November Chief Execs meeting room</p>
<p>Report to full committee</p>	<p>10th January 2005</p>