

Operational Executive Decision-Making Form

Operational Decision Record

Publication Date 31/08/2022	Decision Reference Number 4703
Decision Title:	
Public Printing Solution Nottingham City Libraries	
Decision Value:	
£91,200 5 years including council IT costs	
Revenue or Capital Spend?	
Revenue	
Department:	
Resident Services	
Contact Officer:	
Vanessa Dunkley - Senior Library Officer E: vanessa.dunkley@nottinghamcity.gov.uk T: 8764157	
Decision Taken	
To appoint Princh a 5 year contract to deliver self-service public print and copy solution for Nottingham City Libraries. Expenditure will be provided through the Library service IT budget.	
Reasons for Decision and Background Information	
Due to end of contract with previous supplier, Libraries require a new self-service public print and copy solution. Solution options were evaluated based on current and longer-term customer needs/requests, ease of print/copy use and overall costs. One of library service public print solution requirements was to include an option to print and pay from home (BYOD print) which has been a long standing customer driven demand. Evaluation through conversations, product demonstrations and trials undertaken with potential suppliers established Princh as the best value option over 5 years taking into account public user-friendliness, cost and flexible service options	
Other Options Considered and why these were rejected	
<ul style="list-style-type: none">Removal of customer self-service print/copy was considered and rejected.	

Self-service has been in place for 6 years, removal of this service would have a direct adverse impact on front line resources, and one that is not accounted for in current staffing levels. In addition retaining self-service means customers using library services out hours have access to a print service.

- The continued use of a coin box payment solution was considered and rejected.

This decision was driven by the change in customer use of cash, with fewer customers carrying coins and greater expectation of online payments. The cost of lease/purchase and the maintenance of coin-box hardware/software, and the potential for reduced frequency of costly site cash collection, have also been taken into account.

In addition, the introduction of an online payment BYOD service (from home) is expected to reduce the need for a coin box option. However, cash payment is still a necessity for many so will remain an option at the desk for customers who are unable to pay online, or prefer cash payment.

Reasons why this decision is classified as operational

Capital expenditure below £150,000

Taken within agreed policies and budgets in order to continue customer service

Additional Information

Value for money has been demonstrated and approved by procurement.

Customer need for BYOD print, and the need for an 'ease of use' solution has been identified through customer demand and fed back from customers during the recent BYOD print pilot across 6 of our city libraries.

Decision Maker (Name and Job Title)

Frank Jordan, Corporate Director



Scheme of Delegation Reference Number

Date Decision Taken