



*Leeds Libraries drive down cost of procurement*

### Background

Leeds Library and Information Service is amongst the largest in the UK. It has 53 libraries, a large central library and 5 mobile libraries. Supporting the service, Leeds Libraries employs approximately 400 staff, of which more than 70 are librarians.

More than 750,000 people live within the city boundaries and over 100,000 people come to work in the city centre every day. With such large scale services across the Council, implementing an Electronic Supply Chain service with Capita was key to releasing savings and enable staff time to be redirected to other major projects such as digitisation.

Like many libraries, Leeds Libraries were faced with the need to deliver improved services, whilst at the same time maintain tight budgetary control. By implementing one of the UK's leading electronic supply chain services, Gateway, Leeds were able to achieve their ambitious plans as well as generate significant annual savings.

## Integrate to save

Leeds Libraries identified Electronic Supply Chain as a key strategic opportunity to release annual savings and free up staff time to focus on more user centric service initiatives.

Over the past 3 years, Leeds Libraries have incrementally implemented the Gateway solution to streamline existing services and deliver significant annual returns.

Richard Fuller, Stock and Finance Manager at Leeds Libraries commented "To enable us to work seamlessly with our major book supplier we have implemented EDI Orders, Acknowledgements, Quotes, Cataloguing Services and Invoices messages within our Capita System. With over 100,000 items acquired annually from our suppliers any savings we make in this area are considerable."

Electronic supply chain with Capita has given Leeds Libraries the ability to take advantage of Web ordering and supplier selection. Today, over half of the books are now being delivered, 'shelf ready' directly to branch libraries. As a result books are on average being delivered two weeks earlier. The benefits in terms of internal transport and improved service are significant for Leeds Libraries. Branch staff at Leeds are delighted to receive new books and display them so promptly which is exciting their customers.

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Richard Fuller, Stock and Finance Manager,  
Leeds Library and Information Service

## Savings realised

Leeds conservatively estimates savings, built up over the last 7 years, of over £100,000 annually on selection and procurement costs alone. The finance team at Leeds are convinced that there are significant additional savings, but as yet have not quantified them. A very significant element in the savings has been the use of standard Electronic Data Interchange (EDI) messaging from the Gateway. Capita are unique in providing a managed electronic supply chain service where book suppliers are accredited to ease the implementation path for libraries.

In 2007, Leeds Libraries took part in a supply chain cost analysis which generated these comparative figures:

Cost of ordering, receipting and cataloguing pre acquisition per authority:

- Average cost per item across 15 authorities = £1.35
- Cost per item at Leeds Libraries = 0.66 pence  
Total procurement costs per item (including selection, ordering, management, transport, premises costs):
- Average total procurement cost per item across 15 authorities = £2.66
- Procurement costs per item at Leeds Libraries = £1.31

These figures illustrate significant efficiency savings that have been realised at Leeds libraries.

## Finance integration

Leeds Library and Information Service are not content to rest, there's further integration savings to be had. They are now looking to remove invoice data input and using EDI invoices to significantly reduce the time it takes to process the 3,500 invoices they receive each year. Leeds estimates this could save half a staff member within libraries, and further savings would come from reduced manual data inputting within Finance and Payments sections.

Taking this one step further Leeds Libraries are currently working with Capita to integrate their LMS with the Council's bespoke FAB finance system; this will not only deliver further administrative savings but also improve the payment workflow of the library acquisitions process.

Leeds Library and Information Service have achieved major savings which they have chosen to invest in extending their services.

## Find out more

For more information about Gateway solution visit [www.capita-software.co.uk/gateway](http://www.capita-software.co.uk/gateway) or alternatively, contact our Sales Team on 0870 400 5090 or [libraries-sales@capita.co.uk](mailto:libraries-sales@capita.co.uk). We hold regular webinars on our suite of services, if you would like to arrange a webinar specifically for your institution email [libraries-webinars@capita.co.uk](mailto:libraries-webinars@capita.co.uk).

Capita Software Services  
Knights Court, Solihull Parkway,  
Birmingham Business Park  
B37 7YB United Kingdom

Telephone: +44 (0)870 400 5090  
[www.capita-libraries.co.uk/gateway](http://www.capita-libraries.co.uk/gateway)