

**Subject:** RE: [REDACTED], Kōtui library services from DIA, [REDACTED]  
**Sent:** 10/01/2024, 2:42:31 pm  
**From:** Official Information<OfficialInformation@ccc.govt.nz>  
**To:** [REDACTED]

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Kia ora [REDACTED]

I refer to your request regarding why the Christchurch City Council does not use the Kōtui library services.

**Council Response:**

Christchurch City Libraries considered joining Kōtui in 2010. At the time the decision was made to maintain the current system. This guaranteed the timing needed to implement Radio Frequency Identification technology (RFID) and enabled the move to partnering with the Bibliocommons interface which offers greater flexibility, customer interaction, and interoperability between the catalogue and website functions than what was available through Kōtui. It also meant our 'in house' expertise was retained and utilised efficiently as we engaged with our customers.

In 2020, a Service Delivery Review was undertaken of the Library Management System to fulfil Section 17A of the Local Government Act 2002. This review included a benefit and risk analysis as to whether we continue to stand alone or to join the Kōtui consortia. While joining Kōtui presented some benefits and opportunities it was felt that the disadvantages and risks outweighed the benefits, especially from a cost effectiveness point of view. Privacy and security of information was a major concern raised by members of the consortia and the costs of addressing these concerns across all Kōtui members were unknown, while our costs were well known and understood.

The review recommended that the Council library service stay with the current library management system rather than join Kōtui, and this was approved as part of the Long-Term Plan process in 2020/2021. Another review is likely to happen before our current Library Management System contract expires in June 2026.

Kind regards  
Ella

**Ella Sullivan**

**Official Information Advisor**

Office of the Mayor and Chief Executive