

11 June 2025

File Ref: IRC-8517

7(2)(a)

Tēnā koe **7(2)(a)**

Thank you for your email dated 26 May 2025 to Te Kaunihera o Pōneke | Wellington City Council (the Council) requesting the following information in relation to the search functionality of Wellington City Libraries new library system, and implementation costs and rationale:

- *How many complaints this has generated along with the general vibe of complaints.*
- *Can I find out how much the system cost and why the change was needed?*

Your request has been considered under the Local Government Official Information and Meetings Act 1987 (LGOIMA).

Spydus related website enquires

Since the new library management system went live on 19 March 2025, Wellington City Libraries have received enquiries focused on the following themes related to its search functionality:

| Feedback Topic | Quantity | Description / Follow-up |
|---|-----------------|--|
| Search performance / searching takes too long | 4 | Continuing to track performance with vendor. |
| Catalogue display - Your catalogue is fussy and full of unrequired information / too many buttons / all I need is a search box. | 3 | Our new catalogue does offer a lot of search options, most of which were also previously available in the old system. We are continuing to refine how the different options display, based on customer usage data and feedback. |
| Problem with display of CDs / Vinyl – does not distinguish in the results screen so I ended up reserving Vinyl in error | 2 | Initial response to customer was to reserve from the individual item records which do show the format (not the results screen). Subsequently fixed so that it is possible to search or limit results within sound or visual formats. |
| Do not like or need the autosuggestions when typing in search terms | 2 | Advised that this functionality cannot be turned off at an individual customer level (it is a system-wide setting, either on or off). |
| Search results: number of titles which display in the results screen | 2 | In response to feedback this was increased from the default (10) to 20. |
| Problems with filtering / filtering doesn't work as expected e.g. books in results not showing in format filter | 2 | Following this up with vendor. There are multiple reasons why a book may not be included, so individual examples need to be reviewed. This can include the age (and |

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|--|---|--|
| | | therefore content) of some records, noting that those records would also not have showed in the filter in the old catalogue. |
| Specific search help with books about a location | 1 | Search pathway provided (the specific location was also a general word, which meant the results contained both sets of items). |
| Specific search complaint about new catalogue | 1 | Advised customer that we did not hold the book they were looking for. |
| Unusual display of results in customer's screen | 1 | We could not replicate. Suggested options to resolve issue e.g. changing resolution. |
| How do I search by call number | 1 | Demonstration sent to customer. |
| How do I search for language | 1 | Weblink sent to where we have these available as quick searches. |
| Couldn't find specific author | 1 | Showed how to search for the specific author (type author's name in search box retrieved 42 results). |

System cost and change

There were no additional capital or operational costs to Council in transferring from our previous computer system. All costs were met within existing budgets.

Primary implementation costs are estimated at \$180,000 comprising staff time, project management, data migration and software implementation, including the first year of software as a service costs.

The aim of the upgrade was to enable a decrease in costs for the library management system, ensure the technical landscape met the required security standards for Council, and pave the way for Wellington to join the Serving & Managing a Region Together (SMART) Network in the future, enabling customers to request books from across the Wellington Region from other Councils. To join SMART, we needed to select the same library management system as the other regional libraries.

If you require further information, please contact official.information@wcc.govt.nz.

Nāku noa, nā

Asha Harry
Official Information & Privacy
Wellington City Council