Terms of Reference (ToR)

Individual Consultant –Implementation support and maintenance of Integrated Library Management System (ILMS) - (Part time)

Contract No: ICTA/GOSL/CON/IC/2020/01A

Background

The Information and Communication Technology Agency (ICTA) of Sri Lanka is the apex ICT institution of the Government. In terms of the Information and Communication Technology Act No.27 of 2003 (ICT Act), ICTA has been mandated to take all necessary measures to implement the Government's Policy and Action Plan in relation to ICT.

ICT Agency of Sri Lanka implements the Digital Libraries Project in close collaboration with National Library and Documentation Services Board to introduce modern digital infrastructure and library automation at public libraries in Sri Lanka which is in demand to improve the quality and efficiency of the library system in the country. This project aims to establish 26 Model Digital Public libraries one in each district and at National Library of Sri Lanka. The scope of this project comprises providing computers, tablet devices, a network facility, and an integrated library management system ("*Koha*", an Open Source Integrated Library Management System) to the selected libraries. This project has established digital libraries at 08 libraries namely Colombo, Batticaloa, Kurunegala, Polonnaruwa, Badulla, Kirimetiyana, and Opanayake and at National Library. The project is planned to be implemented in the remaining eighteen (18) districts in order to strengthen the public library network across the country.

ICTA is looking for an experienced Consultant to introduce the Integrated Library Management System (ILMS) and Model Digital Library concept to the selected 18 public libraries during the project period. The role involves identifying ILMS requirements, introducing *Koha*-ILMS to selected 18 public libraries, conduct change management, conducting training and capacity building on ILMS of the selected library staff. The consultant will work closely with National Library and Documentation Services Board, library administrators and the library staff to promote and implement digital library initiatives in order to improve the quality and efficiency of access and the usage of digital information.

1. **Scope of Work**

Under the overall supervision of the Programme Head of ICT Agency of Sri Lanka, the Individual Consultant will be responsible for implementation of "*Koha"* ILMS and introducing model Digital Library concept at selected 18 public libraries. The consultant is responsible to carryout support and maintenance activities at all 26 libraries including the digital libraries established in 2019 under the project.

Selected Consultant should guarantee that ICTA achieve the project outputs, outcomes and impact by implementing the project activities in accordance with ICTA rules, regulations and guidance of the ICTA Library management team

Key Activities

The consultant should be responsible to provide following key activities at selected 26 libraries under Digital Libraries Project.

    I.   Study project documents and be familiar with the Project and Project outputs, Outcomes and impact.

    II.   Situation Assessment: Study the current status of the library management process and identify existing process gaps.

    III.   Plan, design and implement unique change management process for each library.

    IV.   Implementation of "*Koha*" ILMS (Installation, customization, Configuration etc.) facilitate the process improvement in order to enhance the service quality and effectiveness.

    V.   Identify the training & capacity gaps of the users of ILMS, plan, design and conduct training and capacity development programmes in order to enhance the capacity in terms of knowledge, usage of the ILM system and increase the self-motivation of ILMS users. Design and Conduct training and capacity development evaluations

    VI.   Participate in all Library management project meetings convened by the ICTA,

    VII.   Visit selected libraries and work closely with all project stakeholders.

    VIII.   Monitoring the implementation process regularly and prepare quarterly progress reports.

    IX.   Introduce and maintain a backup solution of Koha ILMS at each public library

    X.   Prepare an ILM System operation manual.

    XI.   Train and strengthen the capacity of a person or /group of persons nominated by ICTA on the ILMS operations

2. Deliverables

    I.   Submit situation Assessment report: Visit and study the current status of the library management process and identify existing gaps at 18 libraries

    II.   Plan and design an awareness session on digital library concept for each library and submission report

    III.   Conduct awareness sessions on digital library concept at 18 public libraries (on sites) and submission of the completion report (minimum for the staff of 2 public libraries per month)

    IV.   Implementation of "Koha" ILMS (Installation, customization, Configuration, backup solutions etc.)of 18 libraries and hosted in Lanka Government Cloud

    V.   Implement OPAC and available them online at 18 libraries (100% completion)

    VI.   Implement cataloging module in Koha ILMS at 18 public libraries (100% completion)

    VII.   Implement circulation module in Koha ILMS at 18 public libraries (100% completion)

    VIII.   Address and implement the requirement needed in Report generation module(100% completion)

    IX.   Gather training requirements of the system users, design and conduct training session on Koha ILMS at each 18 public libraries

    X.   Develop and implement Union Catalogue and host in Lanka Government Cloud

    XI.   Knowledge Transfer of system implementation on ILMS to a nominated person/group of ICTA along with a prepared manual

    XII.   Submit an impact evaluation report on adaption to digital library services

    XIII.   Introduce Innovative concepts to digital libraries

    XIV.   Implementation of Koha ILMS at selected 10 libraries based on the requests made to Gov requests and host in LGC 2.0 (Other than the 18 libraries selected through the project)

3. **Competencies**

   3.1. Corporate Competencies
   - Client Orientation: Promote the vision, mission, and strategic goals of the ICT Agency of Sri Lanka.
   - Respect for Diversity: Display cultural, gender, religion, race, nationality and age sensitivity and adaptability.

   3.2. Functional Competencies
   - Commitment to Continuous Learning: Seek and apply knowledge, information and best practices from within and outside of ICT Agency of Sri Lanka and work as a change agent to improve the quality and efficiency of library management systems
   - Motivated: Encourage service delivery that is evidence based, citizen focused, ethical, equitable, standardized and client-centered.

   3.4. Management and Leadership
   - Personal Relationship: Build strong relationships with stakeholders, focus on impact and result for the stakeholders and respond positively to stakeholder feedbacks
   - Networking: Proven networking and team building skills
   - Stress Management : Calm demeanor/ A Good humored
   - Flexibility : Open to change and able to manage complexities
   - Problem Solving : Ability to manage conflicts
   - Communication: Demonstrate good oral and written communication skills, especially in English
   - Team Work: Ability to lead few member team and be Team player in a joint management environment and share knowledge

4. **Education**

   Master's Degree in Library and Information Science (MLS) or equivalent from a recognized University by UGC Sri Lanka.

5. **Experience**
   - Minimum of 03 years' very relevant experience in the subject area with implementing e-library solutions in multi stakeholder environments.
   - Excellent knowledge on *"Koha"* ILMS
   - In-depth knowledge on GoSL information standards and ethics.
   - Exposure to international library management systems
   - Experience in conducting knowledge sharing/training sessions on library automation

6. **Language Requirements :** Fluency in English and Sinhala or Tamil

7. **No of Positions**: 01 position (Part Time)

8. **Duration**: 02 years (01 year contract and renewable based on performance)

9. **Payment Terms and Conditions:**

Payment will be paid upon the submission and acceptance of the deliverables as per the percentage to total contract value. (Please refer **Annex 1**)

The performance of the "Individual Consultant" will be subjected to a performance review and in the event of performance issues ICTA reserves the right to terminate or renegotiate for replacement at any time.

Payment Schedule

	Deliverables	Percentage to total contract price
I.	**Submit situation Assessment report**: Visit and study the current status of the library management process and identify existing gaps at 18 libraries	3%
II.	**Plan and design an awareness session** on digital library concept for each library and submission report	3%
III.	**Conduct awareness sessions** on digital library concept at 18 public libraries (on sites) and submission of the completion report (minimum for the staff of 2 public libraries per month)	5%
IV.	**Implementation of "Koha"** ILMS (Installation, customization, Configuration, backup solutions etc.)of 18 libraries and host in Lanka Government Cloud (LGC 2.0)	28%
V.	Implement OPAC and available them online at 18 libraries (100% completion)	5%
VI.	Implement cataloging module in Koha ILMS at 18 public libraries (100% completion)	3%
VII.	Implement circulation module in Koha ILMS at 18 public libraries (100% completion)	3%
VIII.	Address and implement the requirement needed in Report generation module(100% completion)	3%
IX.	Gather training requirements of the system users, design and conduct training session on Koha ILMS at each 18 public libraries	18%
X.	Develop and implement Union Catalogue and host in Lanka Government Cloud	5%
XI.	Knowledge Transfer of system implementation on ILMS to a nominated person/group of ICTA along with a prepared manual	5%
XII.	Submit an impact evaluation report on adaption to digital library services	4%
XIII.	Introduce Innovative concepts to digital libraries	5%
XIV.	Implementation of Koha ILMS (Installation, customization, Configuration, backup solutions etc.) at selected 10 libraries based on the requests made to Gov requests and host in LGC 2.0 (Other than the 18 libraries selected through the project)	10%