

Axiell LMS

Service Definition Document
For G-Cloud 15

Benefits of Axiell's LMS Solution

Axiell is a trusted library management system (LMS) supplier in the UK and internationally, with decades of experience supporting public libraries and other sectors. Benefits of our solution includes:

Developed for UK Libraries

Axiell Spark is designed and supported in the UK, built around UK-specific requirements and shaped through close collaboration with our customers.

User-Friendly Interface

Axiell Spark is designed with an intuitive, user-friendly interface, enabling new staff to become productive quickly with minimal training requirements.

Scalability

Our LMS is highly scalable, making it suitable for library services of all sizes—from small specialist libraries to large multi-authority public library consortia.

Comprehensive Support Model

We provide a dedicated Customer Champion for regular support meetings, an Account Manager for strategic guidance, and 24/7 out-of-hours support for critical issues. Our UK-based support team is highly experienced and committed to ensuring smooth operations.

Optional Managed Services

To help your staff focus on core priorities, we offer Managed Services that can be included in your contract. These cover system administration, Arena (public interface) management, and Management Information managed services.

Continuous Innovation

Axiell Spark follows an agile development strategy, releasing new versions every 8–10 weeks. Upgrades are applied outside normal library opening hours, ensuring no downtime for staff or public users.

Proven Migration Expertise

Axiell has extensive experience migrating data from a wide range of LMS platforms and a strong track record of delivering projects on time and to specification.

Trusted Security Standards

You can trust Axiell to keep your data secure. We operate under ISO 27001-certified information security management and hold Cyber Essentials Plus accreditation, demonstrating our commitment to robust security practices.

Service Overview



Axiell Spark

Axiell Spark is a web-based LMS for professional library staff and volunteers. Supports circulation, cataloguing, acquisitions, cash management, reporting (MI), stock management, and administration via role-based permissions. Axiell Spark offers exceptional flexibility and customization, making it the perfect solution for multi-authority and consortium environments. It enables library services to collaborate seamlessly while maintaining full control over their own loan policies and operational preferences.

Core Axiell Spark Modules:

- **Host administration:** Staff access, roles/permissions, hub configuration, setup, audit history.
- **Circulation:** Borrower and item management, loans, reservations, permission-based access (supports volunteer roles).
- **Cataloguing:** Search, view/create/modify records (MARC and non-MARC views).
- **Cash Management:** Cash takings/banking with email receipts; audit trail against patron accounts.
- **Acquisitions:** purchasing, budgets, supplier EDI (Quotes to receipting).
- **Communication:** Send automatic notices and ad hoc communication to your library members.
- **Axiell MI:** standard and customer-defined reports through Axiell Spark and Power BI.
- **Integrations:** Integrate your kiosks, PC bookings and more through standard integrations.
- **Spark Offline:** Spark Offline allows users to continue performing essential circulation tasks even without an internet connection, directly through a browser on mobile devices, tablets, or laptops. Once connectivity is restored, all offline transactions are uploaded to your online system.

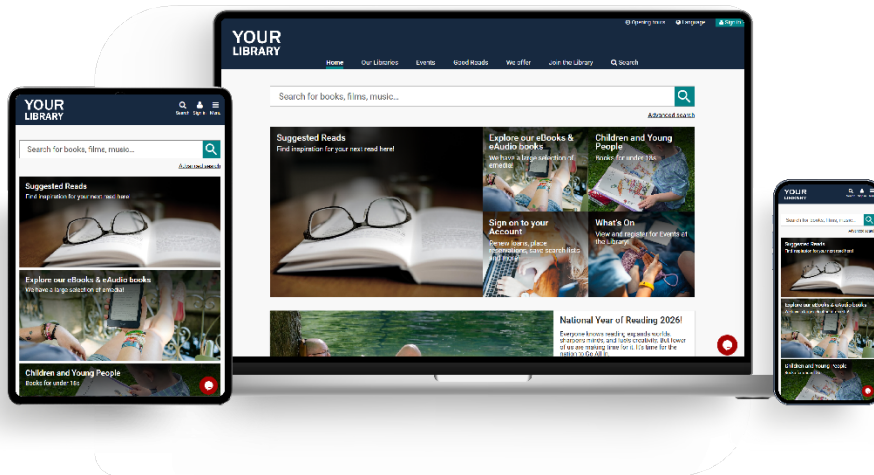
Axiell Spark Enhancements

Optionally you can include additional functionality for your Axiell Spark solution, including:

- **Stock Management Hub:** stock-condition/usage configuration and movement recommendations; analysis reports.
- **School Library Service Module:** Includes SLS specific functionality, such as prepacked and bespoke boxes, term times, van delivery dates, entitlements and more.
- **Prison Library Service functionality:** Includes additional fields and reports to manage your prison, such as fields for Prison Reference Number, cells, wings, release date and more.
- **Mobile Library Service Module:** Offers route and stops for your mobile libraries.

Axiell Arena

Axiell Arena is our public-facing portal for discovery, borrower self-service (e.g., search, reservations, renewals), events/content and integrates seamlessly with the Axiell Spark.



Core Axiell Arena functionality:

- Public catalogue discovery and search.
- Users can join the library online.
- Library members can place reservations, and manage their accounts, including renewing loans, updating personal data, saving searches and creating lists.
- Designed to match your branding requirements.
- Content Management System allows you to update your content in an easy templated way.
- Promote content and stock to your customers through article, carousels, lists, and more.
- Create dynamic content to minimize requirements for you staff to continuously update content.
- Interact with your customers using live chat and online forms.

Enhancements

Optionally you can include additional functionality for your Axiell Arena, including:

- **Arena Online Payment:** Offer your library members the option to pay of fines and charges using the Arena site.
- **Events:** Create and manage one off, reoccurring and multi-day events; users can search, view and register through the Axiell Arena site
- **Arena Library Companion:** A web site designed to be available in library branches, to give your customers an easy and GDPR friendly way to search the catalogue, join the library, place reservations, register to events, view a map of the library and see frequently asked questions. You have the choice of having one site for all branches, and/or having branch specific sites, that can have different content for different branches.

Integrations

Axiell offers many integrations to 3rd party services, and many of them will be implemented as standard as part of your implementation process, such as e-Media, Self-Service and PC Management integrations. Please speak to us and confirm which integrations you currently have in place so that we can confirm how we could integrate with these. For suppliers we have not integrated with previously there may be a charge, based on our standard day rate.

For a cost we can also include integrations such as:

- **Microsoft Entra SSO** - This integration allows you to integrate with your Microsoft Entra to manage staff access and allow Single Sign On to Axiell Spark.
- **Marketing API**: Integrate with external Marketing software to update marketing preferences if someone subscribes or unsubscribes to newsletters.
- **Gov.UK Notify SMS**: Integrate with your council's Gov.UK Notify account to send out automatic notices as text messages.
- **Open+ Integration**: Integration for allows access to libraries during unstaffed hours, for borrowers with a flag set on their borrower record.
- **Borrower creation API**: Add a form to your council website to join the library without requiring the user to leave the council website.
- **Payment Interfaces**: Axiell systems integrate with a number of finance systems by an XML extract. Axiell works with our customers to implement the required interface.
 - **Cash Management Banking Payment Interface**: extracts data from the banking sheets, showing all income, removing the need to manually input the data into the finance system.
 - **Acquisitions Payment Interface**: extracts the outgoings of the Library Service.

Managed Services

Axiell provides 3 managed services which can be ordered individually or as a package.

- **System Administration Managed Service**
Using established best practice developed over many years of managing the LMS, Axiell will manage and maintain the system ensuring that it is kept in the most optimal state for efficient and effective operation of the Library Service. This includes user administration, system parameter amendments, adding or removing borrower statuses in bulk and more.
- **Management Information Managed Service**
In addition to the standard suite of reports provided with Axiell MI the managed service entitles the customer to request up to four additional (bespoke) reports each month. (as standard). These may be either added to the suite of reports or created as an ad hoc report.
- **Arena Managed Service**
The service is available to customers who wish Axiell to make ongoing minor changes to a configured and running Arena instance. This includes modifying or adding web content such as text changes, adding lists and carousel, and simple styling and layout changes.

Axiell Service Delivery

Axiell ensures continuous, high-quality customer service delivery post-implementation through a combination of dedicated personnel, proactive engagement, robust infrastructure monitoring, responsive support, and ongoing product development.

Dedicated Customer Contacts

Each customer is assigned both a Customer Champion and a named Account Manager:

- The Customer Champion, part of our UK-based support team, provides regular service reviews, including call statistics, resolution rates, and outstanding issues or questions. They act as the customer's operational liaison, ensuring service levels are met. The Customer Champion provides a regular operational touch point between the customer and the service delivery team.
- The Account Manager oversees strategic and contractual matters, including roadmap discussions and product updates. Meetings are typically held every six months onsite, with additional contact available via phone, email, or Microsoft Teams.

Customer Engagement and Feedback

Axiell hosts a free annual customer event, where attendees receive updates on Axiell's strategy and roadmap, participate in workshops to influence future developments, and hear presentations from Axiell staff, customers, and industry leaders. These events foster collaboration and ensure customer feedback directly informs product direction.

Customers can also submit Requests for Enhancements (RFEs) via the Customer Support Portal. RFEs are logged in Jira, Axiell's backlog management tool, and reviewed in regular meetings attended by development teams, Customer Champions, and Service Delivery Managers. Once scheduled, customers are informed of the release version in which their RFE will be delivered.

Service Desk and Support Access

The Axiell Service Desk is available via phone, email, and the Customer Service Portal:
Standard hours: 08:30–17:30 GMT/BST, Monday to Friday (excluding English public holidays).
Support issues will be recorded in the support portal to ensure proper triage and assignment.

A 24/7 out-of-hours service is available for Priority 1 (P1) incidents, ensuring emergency issues are escalated and resolved promptly.

Service Level Agreement

Axiell provides a standard SLA included in the core system price. The full SLA document is available on request, but the section below presents the key points:

Service desk hours	Standard hours: 08:30–17:30 GMT/BST - Monday to Friday (excluding English public holidays).
24/7 Priority 1 Support	A 24/7 out-of-hours service is available for Priority 1 (P1) incidents, ensuring emergency issues are escalated and resolved promptly.
Incident Response Times	Priority 1 - 30 mins Priority 2 - 1 hour Priority 3 - 8 hours
Incident Target Resolution Times	Priority 1 - 6 hours Priority 2 - 16 hours Priority 3 - To be agreed dependent on operational impact
Unlimited Access	Unlimited access to service desk for problem resolution and enquiries during opening hours
24/7 Access to the Support Portal	Axiell's Customer support portal is available 24/7 for logging and monitoring requests and incidents.
EDI Managed Service	Any error are reported directly to the service desk, and where required, these are reported directly to the suppliers for fixing.
Service Availability	Service Availability is based upon unplanned events leading to a reported failure of a service. Target Availability is: Spark 99.5% Arena 99.5%

Onboarding

Axiell projects are run according to Prince2 methodology. We have a very experienced team and pride ourselves on our flexibility to ensure that the system delivery meets our customer's needs and expectations.

Key Stages of the Project

1. Kick-Off

The kick-off stage is initiated upon contract signature. A kick-off meeting will take place to discuss the preferred implementation approach, confirm the project plan and outline the entire project.

2. Project Plan

The project plan will be agreed with Library Service during the Project initiation phase. The project plan can be split into more detail.

3. Installation and configuration of system

Axiell's technical experts will install and configure all agreed applications, and interfaces to meet your service requirements.

A VPN will be required for secure non-web transactions, which Axiell will create and provide IP connection details for.

4. Spark Consultations

A number of consultation sessions will be run via webinar to discuss your service requirements for circulation, cataloguing, acquisitions and cash management. You will be required to complete a range of documentation to define your setup.

5. Peripherals Workshop

Technical staff will work through the local setup of terminals with local peripherals, to best utilise Spark.

6. Quality Assurance & Milestone Completion

Axiell will work with Library Service to ensure the project milestones are achieved and that all deliverables meet the agreed success and quality acceptance criteria.

7. Testing

A test/training environment will be set-up using the same configuration as the live system using Library Service data. This will be used to pilot the initial configuration of the system leading to UAT.

Testing is completed by the consultants at key stages of the project:

- Data integrity - Count and comparison of data from export file to the figures in Spark.
- Manual checking of records between extract and Spark.
- Functionality - Process/transaction checks.

8. UAT

Formal UAT sign-off will be required from both parties.

A key component of the UAT phase will involve Library Service confirming:

- Data integrity
- Transactions behave as defined in configuration
- All peripheral systems can interface with Axiell
- Completion and sign-off of the agreed UAT

Any queries and issues will be reported via Axiell's online project tool.

9. Training

Axiell provides a comprehensive training program. Training is delivered via webinar as train-the-trainer sessions, to be cascaded by the Library Service.

The general training strategy will be agreed between Axiell and the Library Service; the Library Service's input will be required to identify the staff competencies and needs, as well as the order that the software will be rolled out to Library Service. Training will closely track the roll out of systems and individual modules within a system.

10. Go-Live Planning

Axiell and the Library Service will collaborate to plan for Spark go-live. This plan will then be signed off by both parties and tracked until project completion.

11. Go-Live & Project Warranty Period

During the go-live and warranty period Axiell will be available to provide immediate responses to any issues raised.

12. Handover to Customer Services & Project Closure

- Handover to support team
- Lessons Learned session
- Project sign-off sheet signed by both parties

Offboarding / Access to data (upon exit):

The Axiell data extract script has been developed to ensure that data from the Axiell Spark can be provided to customers with the essential information required to migrate to an alternate environment.

This service entails the running of the Axiell Standard Data Extract script. The data extract script takes data from key database tables and presents them in a series of files holding tab separated data. Files will be sent to either Axiell's or a customer's sFTP location.

The process involves the following.

- Full data extract of all major system tables as defined in the document Axiell Spark-Circulation Export Specification. This is provided as a test extract so that a new supplier can spend time identifying and building an import script by mapping our data to their database structure. This can include a file of the Catalogue in MARC data format.
- Live extract of the catalogue.
- Live extract of the data for borrowers, items, reservations, loans, etc. Will include extract of transaction log (if required).
- The service includes the extracts and transfer of extract files via sFTP to specified location. Also includes provision of the document Axiell Spark - Circulation Export Specification which provides information regarding the specific data fields.
- All data is securely destroyed after a specified number of days, agreed upon between Axiell and the customer, once the data has been successfully migrated to a new system.

Security

Axiell places the highest priority on security and safeguarding customer data. We are ISO 27001 and Cyber Essentials Plus certified, demonstrating robust information security and compliance with UK GDPR and NCSC Cloud Security Principles. Axiell Spark is hosted in UK-based Microsoft Azure data centres, ensuring resilience, geo-redundancy, and CSA CCM alignment. We maintain documented policies for Backup, Disaster Recovery, and Business Continuity, with tested processes guaranteeing data integrity and rapid restoration.

Our security measures include:

- **Continuous monitoring** via Microsoft SIEM for threat detection and vulnerability correlation.
- **Automatic application of security patches** and OS updates unless proven detrimental.
- **Role-based access control** for administrative access.
- **Encryption in transit and at rest** (TLS 1.3, HTTPS, VPN for SIP2 traffic).
- **Network segmentation** using firewalls and VLANs to isolate LMS databases.
- **Annual penetration testing and regular vulnerability scans.**

Axiell operates a fully-fledged ISMS covering IT security, access management, network security, supplier management, and HR security, reviewed annually by external auditors. Full documentation is available on request; NDAs may be required.



Demonstrations and further information

Axiell is happy to provide live demonstrations of our solutions, explore your specific requirements, and answer any questions. Demos can be delivered in person or via online meeting at your convenience.

To arrange a session or request additional information, please contact us anytime.