CUSTOMER-CENTRIC COMMUNITY LANGUAGES PURCHASING –
IS YOUR LIBRARY READY?
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The South Australian public library network has worked as a consortium to procure library materials for several decades. It was an early adopter of e-procurement, going live with its first computer system in the 1980’s. The State’s 136 libraries have found a way to combine their purchasing power so that even the smallest most remote library obtains the same discounts, and access to choice as the biggest consortium member.

The consortium ensures that all libraries have local control over collection management and materials selection, while centralised procurement, cataloguing, contract management, budget management and invoice processing provide libraries with both flexibility and efficiency.

This paper provides an overview of the journey we have taken as a network to achieve these outcomes.