ZIPPORAH

The Resource Management blueprint for the

CAN DO COUNCIL

What is a CAN DO council?

The 'can do' council is what every council should be aiming for! It's the council that does more with less. A 'can do' council finds the right solutions to ensure that not only can a swift reduction in expenditure be achieved through a single change, but the thought process is in place to ensure that any solution being introduced can offer more opportunities for change as the months and years go on. It's a council that is looking to ensure its solutions solve as many problems as possible in the fastest way. For many councils they look at the immediate need and miss the opportunity to fulfil longer term goals.

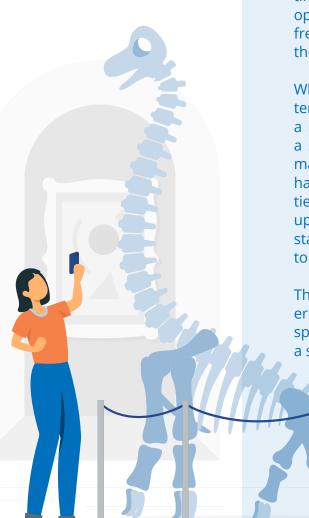## The 'can do' council thinks of today, tomorrow, and the future!

The 'can do' council is a council that understands the key difference between cost and value - knowing that seeking value is a harder task but often brings greater reward. This is the council that wants a partnership that develops and seeks out the most talented suppliers to deliver on those partnerships. It's the council with vision, the council with drive, and the council who 'can do'... even if this is challenging. The council that led the way in innovation, whilst others follow. The councils that innovate their partners to consider new ideas benefiting all. The councils that have a plan and will to see it through.

What can a 'can do' council achieve when managing their

MUSEUMS, GALLERIES & CULTURAL SERVICES?

A visit to the museum or a trip to a local gallery conjures an image of anticipation before the doors open and a keen expectation of expert tours and group learning. It's the ability to wander around, take your time to appreciate the exhibits, get a coffee from the canteen, and get lost in the culture. A 'can do' council is achieving all this and more. Allowing guests to manage their schedules before arrival has proved infinitely popular with patrons who are seeing fewer queues to enter the building, less scrambling to experience their favourite exhibit, and less time spent waiting to pay for their tickets at the box office.

'Can do' councils are already investing in new ways to enhance not just the experience for customers but a more efficient way of running these services for their teams. A 'can do' council can manage their services in whatever way works best for them with the ability to dictate the information collected during the booking process and decide on what level of information is required for a smoother working day for all involved. A 'can do' council has achieved a level of organisational planning of their resources that allows for more cohesive management of these services. Having full visibility of their daily, weekly, and yearly calendars allows staff to prepare whatever resources are required to carry out tasks.

Be the 'can do' council that does more with less

A 'can do' council has changed the way visitors experience their first initial entry into the building, speeding up the process and minimising queue lengths and time – adding touch screens, QR codes and self-check-in options has minimised the need for human intervention, freeing up admin staff and receptionists to continue with their more important responsibilities.

When looking at communities - libraries become an extension of your activity centres. Whether booking out a computer, engaging in a 'meet the author' event, or a simple room booking – you need a system that can manage all these facilities and events. A 'can do' council has done just that - resulting in increased use of facilities, improved attendance statistics for events, and an uptake in room bookings for hybrid working by internal staff and the public – all of which create an opportunity to increase revenue.

The 'can do' council has realised the opportunity to deliver revenue through its resources and has opened up its spaces for weddings, dinners, and conferences and want a system to deliver on the management of these.

How can Zipporah help

TRANSFORM
your council?

The flexibility allows you to vary and extend your charges through Zipporah's charge bands and ticketing prices giving you the capacity to apply to charge based on a range of criteria or set up ticketing structures with differing costs. Discount functions allow you to deal with bulk purchasing whilst general controls allow you to ensure that you control access and entry based on the bookers' account types or tickets they purchase. Giving you comprehensive control of your solution to allow for rules to let the system give the same flexibility and control that an individual taking a phone call would.

Complete resource management for community hubs

Create package activities to allow you to deliver on visits across multiple cultural venues for a discounted cost to give you the same functionality as many third-party vendors but without you needing to pay a commission on each ticket sold.

Allow your customers to search for facilities for their event and see your available resources in full with pictures, tours, and key information. Allow them to select what they want and interact online to deliver a service 24/7 for them to define their event.

Libraries are the hub of the community – providing events, facilities, and social care services to the wider public. You need a system that can handle the complexity of managing your library facilities. The Zipporah solution gives you the flexibility to develop your system to accommodate all areas that the library offers. Promote and drive footfall to events with the search portal functionality that allows you to display and highlight all upcoming events - letting your citizens pay for a ticket in advance – raising awareness of the exciting things ahead whilst increasing footfall, revenue, and citizen interaction.

From archives, to spaces, to internal and citizen bookings

Manage your archives and microfiche records with the Zipporah archive control functional-ity – let your citizens book their attendance online, gather specific information relating to the appointment with Zipporah's smart forms and prepare your staff ahead of arrival to minimise the workload for the librarians, give them more time to carry out any other tasks in the day – completely streamlining their workflow.

Expand the use of your spaces by allowing internal staff and citizens to book Library spaces for meetings, amateur dramatic rehearsals, or hybrid working - giving them the ultimate user experience with Zipporah's graphical-led user interface. Let them decide which room to choose dependent on proximity to lifts, and special features such as an air conditioning unit or tea and coffee catering facilities – improving the overall experience for your citizens, and ensuring repeat business opportunities.
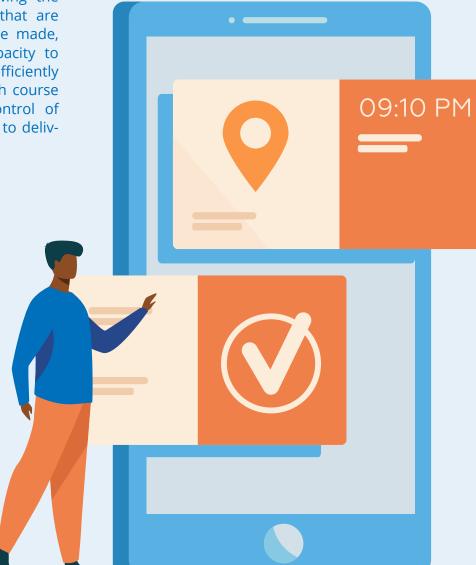
Discover the wonders of
RESOURCE MANAGEMENT

The system offers easy management for maximum attendance through automated waiting lists – activate waiting lists, allowing the public to add themselves to events that are currently filled. If any cancellations are made, automated waiting lists allow for capacity to be quickly restored and allow you to efficiently manage the number of spaces for each course and event – giving you complete control of your courses and events from concept to delivery and aftercare.

Integrate with Outlook and merge calendars all in one place.

Calendars can be viewed in many ways with the Zipporah solution – it's all about what works best for you and your teams. View calendars in a daily, weekly, monthly, or yearly view and create bookings through multiple calendars including the interactive graphical seating plan that can be offered when choosing seats at shows or events by either the public or your box office staff. Integrate with your Outlook calendars allowing for complete calendar management.

Control the complexity of your booking process by allowing booking admin users to make bookings quickly and efficiently, allowing them to enter details later during busy periods while requiring more comprehensive data from citizens at the time of booking. Manage the information you need to capture from the public when booking – no one knows your service as you do, so who better to decide what information is required at the time of booking? With customer questions, you decide what's mandatory and what isn't, and as your service needs to change simply alter your questions to suit at the click of a button.

As with any Zipporah system, everything is controlled and defined by you.
Build the system that you need!

All under your control, all the time