

## Library of Things

- We are currently working with 16 councils across London and have provided them with the attached solution.
- For locations outside of London that may have smaller budgets, we are developing units with a smaller footprint and lower upfront cost. Also outside of London we would expect the council to recruit the maintenance technician and undertake the marketing outreach. The other big difference will be that councils outside of London will retain all the rental income and pay Library of Things a software licence fee. (In London we retain all the income to pay our technician and fund the marketing outreach.)
- In London we charge a £15k set-up fee to councils who want us to design, install and operate the service.
- Outside of London we are happy to negotiate a reasonable fee for advice for your set-up and ongoing operations. However, if that is beyond your budget, you can just sign-up to our software licence.
- We would love you to take advantage of our experience and expertise to ensure that the community asset you develop in your community is sustainable for the long-term.
- Below are the operating costs for one of our mature top performing sites. My gut tells me that it might take Ware 2-3 years to get to a comparable level.

With regard to the numbers below it might be useful to note that (a) because this location is two years old, the replacement cycle will have kicked in with some tools coming to the end of their viability and (b) going forward we have reduced the annual lock software cost closer to £500 per annum from the £1850 in the table below:

	12 months	
	<b><u>Aug 22 - Sep 23</u></b>	
<b>Borrows</b>	<b>2,292</b>	
Avg borrows/week	44	
Avg £/borrow	£11.43	
<b>Borrowing income</b>	<b>£26,205</b>	
Payment fees	-£905	-3.45%

Marketing - resource	-£6,799	-25.95%
Marketing - activities & promotion	-£1,041	-3.97%
Thing Technician	-£6,013	-22.95%
New & replacement Things	-£2,157	-8.23%
Other stock & maintenance	-£2,406	-9.18%
Lock software	-£1,850	-7.06%
IoT support costs	-£3,795	-14.48%
<b>Costs to operate</b>	<b>-£24,966</b>	<b>-95.27%</b>
<b>Operating Profit</b>	<b>£1,239</b>	<b>4.73%</b>

- If we get to work together, we'd be happy to work on a projected forecast with you and your team.
- Example of a marketing asset Twickenham was upported with:  
<https://participate.libraryofthings.co.uk/twickenham>
- More information on Software licensing: <https://libraryofthings.notion.site/OLD-LoT-Software-License-311487211b7f45a9bd76c5061fd79b3e>

#### Notes from our meeting:

- The costs are very much negotiable.
- It is possible to DIY a locker set up but I feel it is a lot of work for very minimal savings.
- They are very keen to have one opened in Hertfordshire and suggested there may some sort of sweetener if we are the first.
- If we opted to not include carpet cleaners and jet washers it would significantly reduce the expense of ongoing maintenance.
- They have not experienced problems with public causing significant damage to the items.
- Community buy-in is very important and marketing ahead of launch plays a key role in this.
- I think there's potential to link up with Ware reuse shop or local Fix-it Dave for the repairs and maintenance. I believe he suggested it was about 20 hours per month for maintenance.
- Sourcing the items from fewer manufacturers is better for repairs- requires less expertise and easier to source replacement parts.

- Library would be the ideal spot for the lockers if they would permit us to have it in there!

## Licensee

### One-off Setup Fee:

- Onboarding £7.5k
- Kiosk design: £7.5k per kiosk

### Ongoing monthly Software License: £5 per Locker (delivery TBC) per month, includes:


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| <ul style="list-style-type: none"> <li>• Software license, including           <ul style="list-style-type: none"> <li>◦ Unlimited Borrowers</li> <li>◦ Unlimited Membership Plans</li> <li>◦ Unlimited Things</li> <li>◦ Unlimited Users</li> <li>◦ Unlimited Locations</li> </ul> </li> <li>• Manage maintenance</li> <li>• Manage late fees</li> <li>• Discount codes</li> <li>• Email reminders</li> <li>• Onboarding call</li> </ul> | <ul style="list-style-type: none"> <li>• Online support</li> <li>• National Network*</li> <li>• LoT brand with your profile &amp; visibility**</li> <li>• Mailchimp/Active integration</li> <li>• Lock integrations***</li> <li>• ID verification</li> <li>• Stripe payment integration</li> <li>• Impact reporting</li> <li>• Single webpage for multi location/delivery catalogue</li> <li>• Delivery with Route Planning Assistance</li> <li>• Integration with Ops tools (EZ, Zendesk)</li> </ul> |
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## Become an LoT Franchise

Prefer to run our tried-and-tested operation, with optional scaling marketing/operations support? Why not setup an LoT franchise for your community!

### One-off Setup Fee:

- Onboarding £7.5k
- Kiosk design: £7.5k per kiosk (excl. Things)

 You'll need a Corporate Software License for £5 per locker per month (plus optional Corporate Add-ons 👉) 💬 1

 Ongoing monthly Franchise Fee: 10-15% per rental

### Optional Franchise Services (📞 for pricing):

- Catalogue & Supply
- Borrower Support
- Thing Maintenance
- Marketing support