



**Te Tari Taiwhenua  
Internal Affairs**

12 February 2024

Cody C

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Tēnā koe Cody

**Official Information Act (1982) request 2324-0479**

Thank you for your Official Information Act (the Act) request of 22 December 2023.

You have asked:

- [Why have the large number of New Zealand library apps from SOLUS ceased working]
- [Did the Department of Internal Affairs not update after the new release in 2023]

In response to your request, public libraries that are members of the Kōtui consortium have been unable to provide their BCMobile App to customers since late November 2023. This is the result of a dispute between the vendor and a subcontracted party, who partnered in 2017 to create the BCMobile App

There have been ongoing discussions between these two companies since the app was switched off to reach a resolution to the outage through arbitration and good faith negotiations, however, to date the app has not been reinstated.

We regret the significant inconvenience that this dispute is causing and we are in regular contact with both parties to encourage a resolution. The Library is investigating alternative solutions. The BCMobile app was also being used by other libraries internationally so the disruption is not only to New Zealand library users.

As this information may be of interest to other members of the public, we have decided to proactively release a copy of this response on the Department of Internal Affairs website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available here: [Official Information Act Requests-2 - dia.govt.nz](http://dia.govt.nz).

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

If you have any feedback or questions about the Department's response, please let us know at [OIA@DIA.govt.nz](mailto:OIA@DIA.govt.nz).

Ngā mihi

A handwritten signature in blue ink, appearing to read 'Rachel Esson'.

**Rachel Esson**

Te Pouhuaki National Librarian  
National Library of New Zealand