



Legislation Text

File #: 08-1288, **Version:** 1

Recommendation to authorize City Manager to execute a five-year agreement with Innovative Interfaces, Inc. to provide hardware, software, supplies, installation, project management, training, and support for the Millennium Integrated Library System. (Citywide)

An Integrated Library System (ILS) is critical to the systemwide operations of a modern library. It is used for maintaining patron records, circulation records, fines, fees, acquisition funds, and materials purchase cycle tracking. The public access catalog is the tool for staff as well as the public to search for materials, place holds, and check accounts.

The Library has exhausted the annual contract extensions and would need to enter into a new contract with our current vendor, SirsiDynix, by October 2009 to continue to use their system software, maintenance, and support. To continue this service, SirsiDynix insists that the new three-year contract contain language that will force a migration onto another system with fewer features, which will reduce the services we currently provide to the public. This migration is projected to cost in excess of \$531,790 with an annual support cost of \$205,538, which is nearly \$54,000 more than our current annual software licensing and support rate. Following a merger and takeover by a venture capital group in 2007, SirsiDynix has provided Long Beach Public Library with reduced functionality and inadequate system support.

The Department of Library Services (Library) has spent over nine months investigating alternative vendors and systems for a replacement of the current ILS. The process of selecting a new ILS vendor involved initial evaluation of five major vendors including our current vendor's replacement product. The field was narrowed to two vendors which were evaluated over seven months with day-long presentations, question and answer sessions, as well as numerous hands-on demonstrations. Sixty percent of library staff participated in one or more phases of the evaluation process.

Innovative Interfaces, Inc. (Innovative) of Emeryville, California, has a reputation for providing exceptional library services for over 30 years to more than 2,676 public, academic, and special libraries worldwide, including San Francisco Public Library, Oakland Public Library, Beverly Hills Public Library, New York Public Library, and many campuses of the CSU system including California State University, Long Beach. Contracting with Innovative will allow staff to focus on providing improved service to the public with additional features for the public to interact with the library using new Web 2.0 technologies.

Innovative charges \$414,065 for the hardware, software, and project management for migration to their system. Based upon their experience moving the data and processes from SirsiDynix Horizon with other libraries, Innovative guarantees they will provide exceptional services. Many neighboring public libraries that used SirsiDynix have migrated to Innovative. These libraries are Palos Verdes Library District, Newport Beach Library, and Cerritos Public Library. Currently Downey, Anaheim, Buena Park, and Pasadena are also evaluating Innovative due to deteriorating SirsiDynix system support.

The implementation plan is expected to take approximately seven months. The projected timeline is contained within the contract and, as milestones are reached, partial payments are made with the final payment made at the public "go-live" date.

This matter was reviewed by Deputy City Attorney Amy R. Burton on December 1, 2008, Budget Management Officer Victoria Bell on November 24, 2008, and Technology Services Department Director Curtis Tani and Jack Ciulla, Business Information Services Bureau Manager, on October 23, 2008.

City Council action on this matter is requested at the December 16, 2008 meeting in order to immediately commence the ILS migration project.

The purchase order and service agreement costs for the equipment, services and annual subscriptions are for an amount not to exceed \$518,808 for the first year. This would be funded with Federal E-Rate (Technology Grant) funding of \$386,671 received by the library, along with the currently budgeted technology services maintenance budget of \$132,138.

The annual maintenance costs for this system will be approximately \$147,490 for years two through five. This amount is included in the library's annual operating budget.

Approve recommendation.

GLEND A WILLIAMS
ACTING DIRECTOR OF LIBRARY SERVICES

NAME
TITLE

APPROVED:

PATRICK H. WEST
CITY MANAGER