



STAFF REPORT ACTION REQUIRED

Software License Renewal - Integrated Library System

Date: September 18, 2023

To: Toronto Public Library Board

From: City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval to renew an existing award of contract with SirsiDynix for the supply of an Integrated Library System (ILS) for Toronto Public Library (TPL).

The term of this commitment is for five years with an estimated value of up to \$2,540,000, excluding applicable Harmonized Sales Tax (HST). The amount of this commitment is to cover projected expenditures for software licensing, software maintenance, and professional services and support.

SirsiDynix is the current provider of TPL's Symphony Integrated Library System. The Symphony ILS remains an integral component of ensuring TPL's management of the physical and digital collection. Ongoing sustainment of the ILS is critical to TPL's daily operations as this enterprise resource-planning tool is utilised by almost all staff across TPL.

Renewing a 5-year maintenance agreement mitigates risk and strengthens the commitment from SirsiDynix.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves a 5-year renewal of an existing software license agreement with SirsiDynix for the supply of an Integrated Library System (ILS) with an estimated value of up to \$2,540,000, excluding HST, with annual estimated spending as follows:

2023	480,000
2024	490,000
2025	510,000
2026	520,000
2027	540,000
Total	\$2,540,000

FINANCIAL IMPACT

The value of the commitment with SirsiDynix is approximately \$2,540,000, excluding HST, and is funded from the annual operating budget. The \$480,000 cost is funded from the 2024 operating budget and the higher annual costs will be included in future budgets. A reduction of annual expenditure of approximately 3% will be realised by signing a 5-year term agreement.

The estimated annual expenditure for this agreement is included in the table below.

2023	480,000
2024	490,000
2025	510,000
2026	520,000
2027	540,000
Total	\$2,540,000

Annual spending is determined by the collection of products and services to which TPL is subscribed that constitute the suite of software products within the ILS.

The Director, Finance & Treasurer has reviewed this financial impact statement and agrees with it.

ALIGNMENT WITH STRATEGIC PLAN

TPL's Strategic Plan (2020-2024): *Vital to Toronto* covers five priorities. These priorities include *Broadening Toronto's digital access and inclusion* and *Providing the vital ingredients for a democratic society*. The provision of an ILS is foundational to managing TPL's collection and delivering services to customers. SirsiDynix Symphony Integrated Library System is among the most critical enterprise applications in operation within TPL. This Enterprise Resource Planning suite of products is instrumental to TPL's operations and ability to meet strategic objectives.

EQUITY IMPACT STATEMENT

TPL's strategic plan has the City's equity lens embedded. This lens supports the understanding and addressing of barriers to TPL services by equity-deserving groups and vulnerable populations in the City of Toronto to advance equitable outcomes for all. Ensuring ongoing availability and sustainability of TPL's collection ensures equity of access for all Torontonians.

DECISION HISTORY

At its meeting on February 20, 2006, the Library Board awarded the supply of an ILS for TPL to SirsiDynix. The Library Board also directed staff enter into a contract with SirsiDynix for the initial purchase and implementation and subsequent ongoing software support and license fees.

The SirsiDynix Symphony Integrated Library System was subsequently implemented within TPL in 2008.

ISSUE BACKGROUND

TPL maintains an extensive collection of resources with over ten million items in both physical and virtual formats. Annual materials circulation exceeds 26 million. As one of the largest public library systems globally, TPL requires a robust ILS that is capable of sustaining a high volume of transactions while maintaining a responsive experience for customers and staff alike.

The ILS is utilized as part of daily operations for all of TPL's customers and the majority of TPL's staff. All customer interactions with the collection are hosted by the ILS including access to the catalogue through TPL's web platform, check out and return of materials and authentication to library hosted services. The ILS serves as a critical resource management tool for both administrative staff and customer-facing roles within TPL's many branch locations.

The SirsiDynix Symphony Integrated Library System has been operating within TPL for more than 15 years. Application integrations are established with multiple enterprise systems. This scope includes both customer facing and staff business applications. In addition to being an enterprise resource management tool supporting administration of the library catalogue, the ILS also functions as a customer relationship management tool and authentication platform for TPL's customer interactions.

COMMENTS

The Sirsi Dynix Symphony Integrated Library System is in use at over 9,000 libraries across North America. More than 50% of Symphony installations are within public libraries. Symphony is the predominant ILS deployed within Public Libraries across Canada.

The market for public library ILS solutions is limited with a defined collection of customers. Routine assessment is undertaken by TPL's Directors to monitor the evolution of functionality of competitive products within the library community. Third-party research is used to evaluate significant advancements or changes of functional improvements that would warrant re-evaluating TPL's existing award of contract to SirsiDynix.

As the ILS is critical to TPL's customer services, migration to an alternate platform would be impactful to almost all staff throughout the library. ILS migration projects are typically measured over multiple years and form the library's primary tactical objectives while underway. Significant customer service benefits improvements would be warranted to justify embarking upon such a migration while also considering the impact on library staff.

SirsiDynix is a reputable library services vendor who has historically achieved the award of contract to deliver an ILS platform to TPL. Since expiry of the initial Sirsi Dynix contract, renewals have been completed on an annual basis. By entering into a multi-year agreement with Sirsi Dynix, TPL further demonstrates an ongoing commitment to quality customer service. Through sustainment of the Symphony ILS and associated products and services, TPL is well-positioned with a key enterprise resource platform.

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SIGNATURE

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