



STAFF REPORT ACTION REQUIRED

Integrated Library System Hosting - Award of Contract

Date: September 29, 2025

To: Toronto Public Library Board

From: City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval to award a contract to SirsiDynix (Canada) Inc. to host the Integrated Library System (ILS), Symphony. The contract term is for five years, expected to commence in October, 2025, with a total value of \$3,022,037, excluding Harmonized Sales Tax (HST).).

Since 2008, the ILS has been supplied by SirsiDynix (Canada) Inc. and has been hosted internally within the Toronto Public Library (TPL) data centre.

Given the imminent need for capital investment to renew and upgrade the existing hardware and architecture, an alternative cost-effective service model is being proposed by transferring hosting accountability to SirsiDynix. Migrating the historical on-premises architecture to an alternative platform as a Platform-as-

a-Service (PaaS) subscription model with SirsiDynix for both supply and hosting of the ILS is more cost effective over the life of this term.

This award is being made in accordance with TPL's Procurement Policy, Section 6 Non-Competitive Solicitations, which allows for the provision of additional deliverables from an existing vendor or supplier to be incorporated into a new agreement when a change in vendor or supplier cannot be made without significant economic or technical impacts to the Library.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approve a contract with SirsiDynix (Canada) Inc. for the supply and provision of a hosted version of the Symphony Integrated Library System for a five-year term at a value not to exceed \$3,022,037, excluding HST.

FINANCIAL IMPACT

The total value of the contract to SirsiDynix (Canada) Inc. for the supply and hosting of the Symphony Integrated Library System is \$3,022,037, excluding HST. The estimated annual capital and operating costs are shown in the following table.

	Year 1 (2026)	Year 2 (2027)	Year 3 (2028)	Year 4 (2029)	Year 5 (2030)	Total
Capital	\$43,688	\$-	\$-	\$-	\$-	\$43,688
Operating	\$199,370	\$626,832	\$670,083	\$716,319	\$765,745	\$2,978,349
Total	\$243,058	\$626,832	\$670,083	\$716,319	\$765,745	\$3,022,037

Maintaining the current architecture and hosting the Symphony ILS internally within the TPL data centre would require a substantial capital refresh in 2026. Continuing under a status quo scenario and renewing the current on-premises infrastructure would require an anticipated capital and operating investment of an estimated \$4.200 million over the next five years. Transitioning to a hosted model with SirsiDynix (Canada) Inc. will allow for the decommissioning of end-of-life technologies/licenses and achieve an estimated cost savings over the next five years of \$1.350 million versus the status quo approach.

Funding for the award of this contract is included in the approved TPL 2025 Capital Budget and 2026-2034 Capital Plan, and future year operating cost adjustments will be incorporated into the 2026 operating budget submission. This includes recognizing any savings realized in future year operating budget submissions, as applicable.

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

ALIGNMENT WITH STRATEGIC PLAN

TPL's Strategic Plan 2025-2029 includes multiple objectives which are enabled through availability of the Symphony Integrated Library System. The strategic objectives of '*Equip staff with the skills to support development of digital literacy*' and '*Equip staff to champion and promote library services*' focus on ensuring TPL staff are equipped with the necessary tools and technologies to deliver exceptional customer service.

DECISION HISTORY

At its meeting on September 18, 2023, the Library Board approved a non-competitive award to SirsiDynix (Canada) Inc. for the [Software License Renewal - Integrated Library System](#). This license renewal enabled continued provision of the Integrated Library System on-premise.

At its meeting on February 20, 2006, the Library Board approved the [Award of Contract - Integrated Library System](#) to SirsiDynix (Canada) Inc. The Library Board also directed staff to enter a contract with SirsiDynix (Canada) Inc. 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

Toronto Public Library maintains an extensive collection comprising over 10 million items across both physical and digital formats. With annual materials circulation exceeding 28 million transactions, TPL operates as one of the world's largest public library systems, necessitating a robust ILS capable of managing high transaction volumes while delivering responsive service to both customers and staff.

The ILS serves as the operational backbone for all TPL customers and the majority of library staff. Every customer interaction with the collection is facilitated through the ILS, encompassing catalogue access via TPL's web platform, material checkout and returns, and authentication for library-hosted services. The system functions as both a critical resource management tool for administrative personnel and an essential operational platform for customer-facing staff across TPL's 100 branch locations.

TPL has operated the SirsiDynix Symphony Integrated Library System for over 15 years, with established application integrations spanning multiple enterprise systems. This integration scope encompasses both customer-facing and internal business applications. Beyond serving as an enterprise resource management tool for library catalogue administration, the ILS operates as a comprehensive customer relationship management platform and authentication system for all customer interactions.

COMMENTS

The proposed migration of Symphony ILS hosting to SirsiDynix represents a strategic initiative that will deliver significant cost reductions along with enhanced operational capabilities. This arrangement transfers responsibility for maintaining sustainable test, development, and business continuity environments to SirsiDynix, while ensuring collaborative planning and execution of system version upgrades in partnership with the Toronto Public Library.

TPL's current internal infrastructure requires mandatory capital refresh in 2026. Maintaining and renewing the existing on-premises infrastructure over a five-year period would necessitate an estimated capital and operating budget investment of \$4.200 million. The proposed hosting model with SirsiDynix

(Canada) Inc. is expected to achieve estimated cost savings of \$1.350 million over the same five-year term, representing a 32% reduction in total cost of ownership.

The SirsiDynix Symphony ILS maintains a dominant market position, serving over 9,000 libraries across North America. More than 50% of Symphony installations operate within public library environments, and the platform represents the predominant ILS solution deployed across Canadian public libraries.

SirsiDynix (Canada) Inc. has established itself as a reputable library services vendor with a demonstrated track record of successful ILS platform delivery to TPL. The proposed multi-year agreement formalizes TPL's ongoing commitment to quality customer service while ensuring sustained access to critical enterprise resource management capabilities. Through continued deployment of the Symphony ILS and associated products and services, TPL maintains strategic positioning with a proven enterprise platform that supports core operational requirements.

This award is being made in accordance with TPL's Procurement Policy, section 6 Non-Competitive Solicitations, Subsection (e), which allows for additional deliveries by an original supplier of goods and services that were not included in the original procurement, where a change of vendor or supplier cannot be made for economic or technical reasons without causing significant inconvenience or substantial duplication of costs for the Library.

CONCLUSION

Migrating hosting of the Symphony ILS to SirsiDynix (Canada) Inc. achieves a reduction in total cost of ownership while also delivering additional operational benefits. SirsiDynix (Canada) Inc. will take responsibility for sustainable availability of test, development and business continuity environments for the Symphony ILS. Additionally, SirsiDynix (Canada) Inc. will plan and execute version upgrades in collaboration with Toronto Public Library as appropriate and when necessary. The strategy proposed ensures ongoing availability of this critical enterprise application while also reducing the total cost of ownership to Toronto Public Library.

CONTACT

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SIGNATURE

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City Librarian



Integrated Library System Hosting

Steve Till-Rogers
Liana Mandel

September 29, 2025

Integrated Library System Hosting – Current Logical Diagram

tpl • toronto
public library

Access Layer

tpl.ca
(web site/catalogue)

Workflows
(circulation desk)

tpl • toronto
public library

Integrated
Library System

Symphony ILS

**Symphony
WebServices**

RedHat Linux
(Virtualization Hypervisor)

Oracle DB

Dell Servers
(Physical Compute)

Dell Storage
(Physical Disk)

tpl •

Integrated Library System Hosting – options considered

Infrastructure Refresh

- Need to plan and execute Symphony environment upgrade/re-platforming to address end of life back-end technologies.

Options Considered

Internal Hosted	External Hosted
<ul style="list-style-type: none">• Refresh compute infrastructure• Replace virtualization hypervisor• Redeploy Linux OS platform	<ul style="list-style-type: none">• Migrate to SirsiDynix hosted infrastructure• SirsiDynix accountable for virtualization hypervisor and Linux OS platform• SirsiDynix accountable for Symphony (application) upgrades

Consultations

Consultation with other Library systems who are currently on SirsiDynix hosted platform:

- Calgary Public Library – since October 2024
- Edmonton Public Library – since 2021
- ClevNet Public Library – since February 2025
- Nova Scotia Provincial Library – since April 2022

Consultation meetings affirmed SirsiDynix hosted platform was the best option for these library systems and for TPL

Integrated Library System Hosting – Proposed Logical Diagram



Access Layer

tpl.ca
(web site/catalogue)

Workflows
(circulation desk)



Integrated
Library System

Symphony ILS

**Symphony
WebServices**

RedHat Linux
(Virtualization Hypervisor)

Oracle DB

Dell Servers
(Physical Compute)

Dell Storage
(Physical Disk)



Financial Impact

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Questions?