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Report to / Rapport au:

**Ottawa Public Library Board
Conseil d'administration de la Bibliothèque publique d'Ottawa**

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**SUBJECT: Increase to Contracts Requiring Board Approval – Integrated Library
System**

**OBJET: Augmentation contractuelle nécessitant l'approbation du C.A. –
Système intégré de bibliothèque**

REPORT RECOMMENDATION

**That the Ottawa Public Library Board approve an increase to the five-year
agreement with SirsiDynix for the Integrated Library System, as further described
in this report.**

RECOMMANDATION DU RAPPORT

**Que le Conseil d'administration de la Bibliothèque publique d'Ottawa approuve
une augmentation de cinq ans à porter au contrat conclu avec SirsiDynix pour le
système intégré de bibliothèques, tel que décrit dans le présent rapport.**

BACKGROUND

In keeping with *The Public Libraries Act, RSO 1990, c.P.44 (the Act)*, public library boards “shall seek to provide a comprehensive and efficient public library service that reflects the community’s unique needs.”

In alignment with this, the Ottawa Public Library (OPL) Board (“the Board”) Policy OPLB-001, Roles and Responsibilities of the Board and Trustees, grants the Board the responsibility to review and approve major strategies, plans, and decisions. This is further refined within Board Policy OPLB-002 Delegation of Authority (“the DOA”) whereby financial authority is delegated to the CEO in some circumstances, with financial authority remaining with the Board in others. Specifically, Item #4 in the DOA states the Board has the authority to consider and approve “...general competitive and noncompetitive operational expenditures as per the City of Ottawa Purchasing By-Law No. 50 of 2000 (as amended from time to time), including, but not limited to: operational expenses...Single or multi-year tenders or contracts (including any contingencies) per vendor...” The DOA identifies that the Board grants authority to the CEO for contracts valued up to \$500,000, with the Board retaining authority for contracts greater than \$500,000. In all cases, this excludes applicable taxes. In addition, as per item eight (#8) of the DOA, any amendments to contracts by greater than 10% require Board approval.

In December 2023, the Board approved a five-year, \$1,142,717.77 agreement with SirsiDynix for the provision, support, and maintenance of the Integrated Library System (OPLB-2023-1205-10.2). At that time, staff advised of plans to assess the feasibility of using a hosted solution – commonly known as Software as a Service (SaaS).

The purpose of this report is to seek approval for an increase to the SirsiDynix contract to allow for the transition to the Software as a Service (SaaS) model.

DISCUSSION

Ottawa Public Library (OPL) currently operates the SirsiDynix Integrated Library System (ILS). Further to the contract renewal in 2024, staff began evaluating the implications of transitioning to a Software as a Service (SaaS) solution, in lieu of the current hosted solution. Following discussions with the vendor, City IT partners, and experiences of other public library systems, staff recognize the potential of this transition, including several key benefits: enhanced security with regular updates and 24/7 support, cost

efficiencies related to reduced capital expenditure and maintenance costs, and improved scalability to adapt to changing needs.

The current annual maintenance cost ranges from \$220,000 to \$237,000 per year for a five-year period. Under the new agreement with a SaaS model, the difference in pricing is an increase of approximately \$177,000 over the original contract, or 16 percent. As the initial five-year agreement was effective January 1, 2024, the increased cost of approximately \$177,000 is for years three through five. The total cost of the ILS over the five-year period will be approximately \$1.319M (compared to \$1.143M). It should be noted; the initial year's pricing includes a one-time set up fee of approximately \$12,700.

This increase reflects the enhanced services and support provided under the SaaS model. SaaS implementation is expected to commence in Q1 2026.

CONSULTATION

Staff consulted with other large Canadian urban library systems, as well as City of Ottawa staff in Information Technology Services and the City's Chief Information Security Officer.

ACCESSIBILITY IMPACTS

Ottawa Public Library complies with the *Accessibility for Ontarians with Disabilities Act*, (2005) in its operations. There are no accessibility impacts associated with this report.

BOARD PRIORITIES

This report aligns with the OPL Strategic Direction to build organizational capacity, specifically with priorities to enhance the employee experience and increase data driven decision-making.

The report also aligns with the OPL Value of Integrity: embody the principles of public stewardship, transparency, and accountability in our operations and interactions.

BUSINESS ANALYSIS IMPLICATIONS

The contract includes performance expectations including service level agreement (SLA) and the regular release of product upgrade bug fixes and enhancements. Staff will continue to work with internal stakeholders (Content Services, Finance and

Business Services, and branches) to evaluate services provided and optimize purchased products.

FINANCIAL IMPLICATIONS

The value of the current commitment with SirsiDynix is approximately \$1.143M over five years, funded annually from OPL's operating budget. This adjustment represents an increase of \$177,000 over the initial five-year contract signed in 2023. All figures in CAD and exclude taxes.

The estimated annual expenditure for years three through five (2026, 2027, and 2028) of the initial five-year agreement is amended as follows:

2026 - \$228,343 (original) - \$293,592 (new) - includes a one-time set up fee.

2027 - \$232,634 (original) - \$287,460 (new)

2028 - \$237,103 (original) - \$294,217 (new)

The agreement is based on an annual fee commencing year one of initial live services.

LEGAL IMPLICATIONS

The legal implications of transitioning to a SaaS model are minimal. This transition will be incorporated into the existing five-year ILS contract approved by the Board in November 2023. By attaching this new service to the current contract, OPL ensures vendor continuity and compliance with the established terms and conditions. This approach minimizes legal risks and streamlines the implementation process.

RISK MANAGEMENT IMPLICATIONS

The primary risks associated with transitioning to a SaaS solution remain consistent with current risks associated with an OPL/City hosted solution. These risks include potential service interruptions and the subsequent impact on library operations and client experience. Key improvements and risk mitigations with a SaaS solution:

- 24/7 Support: With the vendor, OPL has access to 24/7 support, ensuring any incidents are promptly addressed, reducing downtime and operational impact.

- **Expert Resources:** The vendor provides access to a larger pool of resources and experts in ILS technology, enhancing OPL's ability to manage and mitigate risks effectively.

TECHNOLOGY IMPLICATIONS

Transitioning to a SaaS solution for OPL's ILS involves several key technological implications. This transition requires collaboration with the City's IT department and the vendor (SirsiDynix). Staff will ensure all security protocols are in place and all data and backups are decommissioned effectively. This transition will reduce the need for on-premises hardware, resulting in financial efficiencies for City IT.

DISPOSITION

Upon approval, the CEO will sign the revised contract, and staff will plan for SaaS implementation by year-end 2025.