



Staff Report

September 16, 2024 Council Workshop Meeting

Professional Services Agreement Renewal for Integrated Library System

Presenter: Connie Urquhart, Library Director

Time Estimate: 10 minutes

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BACKGROUND: The Camas Public Library operates much of its business through its integrated library system (ILS). Patrons know this as the catalog or the place they go to search for books. On the back end, it's also the mechanism which allows the Library to keep the inventory of materials, assign items to the correct shelf placement in the building (and track where they are at any given time), run reports such as circulation figures or missing materials, communicate with patrons via their accounts, and a host of other meaningful functions. In 2018, the City of Camas signed a six-year professional services agreement (PSA) with Innovative Interfaces, Inc. with a 3% annual increase for their Polaris software subscription suite.

SUMMARY: As the PSA has extended past its term, the two parties are no longer locked into a pricing model. Without an agreement in place, Innovative Interfaces reserves the right to increase rates by 5% annually. The proposed PSA is an additional six-year term with a 2% increase in the first year and a 3% annual increase thereafter.

In addition, it adds two new services to the bundle. The first is voluntary SMS texting which sends messages regarding holds, due date reminders, and other account information. The next is called Library IQ, which is a comprehensive data analysis tool that will benefit the community by giving staff the ability to efficiently make highly informed decisions based on Camas Library patron behavior.

BENEFITS TO THE COMMUNITY: An ILS is the brain of any Library. A Library can be open without one, but not effectively. Additional benefits of this ILS package include but are not limited to:

- Integration with digital materials catalog
- Recommended reads from Camas Library staff
- Marketing integration for Library events
- *If you liked that, you might like this...* style lists
- Ability to run a diversity audit at no additional cost

BUDGET IMPACT: The PSA renewal ensures costs stay at a maximum 3% increase each year, saving the City of Camas an estimated \$25,298 through the life of this contract. There is a one-time \$5,000 implementation fee for the new services, which the Library can cover from its professional services budget in 2024.

RECOMMENDATION: Staff recommends the Integrated Library System professional services agreement renewal be placed on the October 7, 2024, Council Regular Meeting consent agenda for Council's consideration and approval.