



AGENDA ACTION FORM

Consideration of a Resolution to Enter into a Contract with Innovative Interfaces Inc.

To: Board of Mayor and Aldermen

From: Chris McCartt, City Manager *CM*

Action Form No.: AF-297- 2026

Work Session: October 5, 2026

First Reading: N/A

Final Adoption: October 6, 2026

Staff Work By: Stephanie Griffin

Presentation By: Michael T. Borders

Strategic Focus Area: 3. Exceptional Cultural & Recreational Opportunities

Recommendation:

Approve the Resolution

Executive Summary:

If approved, the City will enter into a five-year contract with Innovative Interfaces, Inc. for the implementation and use of Polaris, a new Integrated Library System (ILS), as part of the Organization of Watauga Libraries (OWL) consortium.

The Library currently uses The Library Corporation (TLC) ILS, and the existing contract term is ending. OWL has determined that TLC no longer adequately meets the operational and service needs of its member libraries, particularly related to workflows, reporting, customer-facing services, and the evolving needs of library staff and patrons.

As a result, OWL selected Polaris as its new shared ILS. The contract with Innovative Interfaces will allow the Library to participate in OWL's transition to Polaris, including migration of existing data and workflows and implementation of the new system.

Costs are allocated among the ten participating OWL libraries based on collection size, number of active users, and Official Service Area Population. Maintaining a shared ILS supports coordinated operations and services across the consortium.

Kingsport's estimated five-year cost, including conversion and implementation costs, is \$71,272. The Library's current TLC cost is approximately \$35,000 over five years. While Polaris represents an increase in cost, a renewed TLC agreement would also be expected to increase in price, and Polaris provides additional functionality and customer-facing services, including a mobile application and text messaging capabilities.

Funding is available within the Library's operating budget.

Attachments:

1. Resolution
2. Contract

	Y	N	O
Baker	—	—	—
Byers	—	—	—
Clifton	—	—	—
Duncan	—	—	—
Isaacs	—	—	—
Phillips	—	—	—
Montgomery	—	—	—