



Legislation Details (With Text)

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Title: Staff Report for Resolution Approving a Master Agreement with SirsiDynix for Upgrade of Integrated Library System from SirsiDynix Horizon to SirsiDynix Symphony SaaS and Accepting the Quote for Upgrade of Two Self-Check Machines to Become Payment Card Industry (PCI) Compliant
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Indexes:

Code sections:

Attachments:

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Staff Report for Resolution Approving a Master Agreement with SirsiDynix for Upgrade of Integrated Library System from SirsiDynix Horizon to SirsiDynix Symphony SaaS and Accepting the Quote for Upgrade of Two Self-Check Machines to Become Payment Card Industry (PCI) Compliant

SUMMARY AND RECOMMENDATION

The integrated library system is the operational backbone of the library as it maintains the inventory and card catalog and all patron records. The San Leandro Public Library currently operates the SirsiDynix Horizon integrated library system. This system is becoming antiquated, operates on aging hardware, fails to meet Payment Card Industry (PCI) security standards, and lacks mobile applications that library customers have come to expect. The Library needs to migrate to a more stable and secure, feature rich, customer friendly, and cost effective, integrated library system. The Library, in conjunction with the Information Technology Division, has reviewed options for upgrading the integrated library system. Based on an analysis of cost, efficiency and workflow, and system security, staff recommends that the current SirsiDynix Horizon integrated library system be upgraded to SirsiDynix Symphony SaaS (Software as a Service) and that the existing two self-check machines be upgraded as well.

The City of San Leandro Library and Information Technology Division agree that the upgrade from SirsiDynix Horizon to SirsiDynix Symphony SaaS is the best value as it improves customer service to the community, increases efficiency, and minimizes staff time and costs associated with various database, hardware and software upgrades.

BACKGROUND

The library is currently utilizing SirsiDynix’s Horizon database and all of its associated modules. This

database is outdated and SirsiDynix has indicated that database and functionality enhancements will no longer be considered. In addition, the application is not PCI compliant and the product no longer meets the growing technological needs of the library.

Analysis

An upgrade would enable the library to offer text message alerts, Facebook integration with the library catalog, and introduce mobile applications for our patrons. Two new self-check machines will provide flexibility for patrons to pay fines and require less staff involvement. The upgrades would bring all systems into PCI compliance and compatibility to upgrade the existing physical security system to Radio-frequency identification (RFID) technology in future years. The new product would implement an offsite hosting service and all future upgrades/maintenance would be performed remotely by SirsiDynix. This support model would minimize library staff involvement, reduce Information Technology overtime, and include product assistance 24/7 in the purchase.

Previous Actions

On June 16, 2003, by Resolution No. 2003-143, the City Council approved the purchase and license agreement with Dynix Corporation for upgrade of the Library system to Dynix Horizon.

Fiscal Impact

Total database migration and self check replacement costs will be \$155,913.37. Of this amount the San Leandro Public Library Foundation is committed to cover \$68,369.00. Remaining funds in the amount of \$87,544.37 are provided from IMS internal service fund balance. Annual maintenance costs will be budgeted in the Library's internal service charges.

Budget Authority

The \$87,544.37 remaining balance for the database migration and self check replacement costs will be funded by the Information Technology fund balance reserves (fund 688).

ATTACHMENTS

None

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