



# City Council Memorandum

*City of Arts & Innovation*

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**TO: HONORABLE MAYOR AND CITY COUNCIL      DATE: JULY 28, 2015**

**FROM: RIVERSIDE PUBLIC LIBRARY      WARDS: ALL**

**SUBJECT: APPROVE SOFTWARE LICENSE AND SOFTWARE MAINTENANCE SERVICES AGREEMENT WITH INNOVATIVE INTERFACES INCORPORATED FOR AN UPGRADE OF POLARIS SOFTWARE IN THE AMOUNT OF \$133,862 IN ACCORDANCE WITH PURCHASING RESOLUTION NO. 22576, SECTION 201(k)**

## **ISSUE:**

Approval of a Software License and Software Maintenance Services Agreement (Agreement) with Innovative Interfaces Incorporated (Innovative) for the licensing and annual maintenance of Polaris software in the amount of \$133,862 in accordance with Purchasing Resolution No. 22576, Section 201(k).

## **RECOMMENDATIONS:**

That the City Council:

1. Approve Agreement with Innovative for a software upgrade and license purchase in the amount of \$133,862 in accordance with Purchasing Resolution No. 22576, Section 201(k);
2. Authorize the City Manager, or his designee, to execute all documents pursuant to the Agreement; and
3. Authorize the Purchasing Services Manager to issue a Purchase Order in the amount of \$133,862.

## **BACKGROUND:**

The Riverside Public Library (Library) is the city's foremost promoter of self-directed life-long learning. Library programs and materials spark curiosity and provide tools for discovery. The Library's annual circulation exceeds one million volumes to more than 267,000 registered borrowers. Over one quarter million Internet sessions took place on public computers in the Library last fiscal year.

The Integrated Library System (ILS) is the backbone of the Library's internal and public operations, including collection acquisition and management, materials lending, reporting, and inventorying. The Library's ILS was last upgraded in 2003 to the Millennium ILS, a product of Innovative Interfaces Corporation (Innovative). Innovative's next generation ILS is Polaris.

Polaris ILS is designed to provide a robust and scalable software solution with powerful, yet flexible library staff tools and an intuitive experience for customers. The Polaris ILS is non-modular, and is configured to include Patron Services (Circulation), the Public Access Catalog (PAC), Cataloging, Acquisitions and Serials into one tool providing for seamless and streamlined staff processes and simplified presentation of information to customers.

Polaris is compatible with virtually all Internet-enabled computer systems and devices and provides responsive web access in any browser. Polaris fully integrates with existing products utilized by the Library, such as the 3M Cloud Library eBook collection, 3M Self-Check units, and Comprise Revenue Management, enhancing customer access to Library resources. An added component, Polaris Leap extends public service, even beyond library walls, with a browser based application that can be used on a desktop, notebook, or tablet. Leap frees library staff from service desks to connect with customers and complete tasks wherever it is convenient – in the library stacks, outside of the library at community events, via the Library's mobile unit, and more.

Improvements that Polaris will provide include:

1. Integrated Acquisitions, Serials, and Cataloging Tools
2. My Account Options: Self-registration, search agent alerts, enhanced pre-notification of overdues, reading history, formatted title lists (APA, Chicago Manual of Style, etc.)
3. Customizable Dashboards (automated links to bestsellers, subject areas, etc.)
4. Mobile Capabilities
5. Integrated desktop Reports and Notices (with export to Excel, Word, PDF, HTML and XML formats)
6. Credit card payments/donations
7. Self-check interface to 3rd party Self-Check units
8. Polaris Express Check units
9. Polaris Simply Reports
10. Polaris Spanish PAC
11. Carousel Toolkit
12. Polaris API
13. Polaris Leap Mobile Access Tool

On February 25, 2014, the City Council appropriated \$35,000 to the Library Department as a match for the E. Rhodes and Leona C. Carpenter Foundation Grant for the Polaris ILS. On July 22, 2014, the City Council authorized the acceptance of grant funds awarded to the Riverside Public Library Foundation on behalf of the Library from the E. Rhodes and Leona C. Carpenter Foundation in the amount of \$40,000 to accounts to be assigned by the Finance Department for the Polaris ILS.

The Library Department has worked with Innovative to design the ideal software package. The new advancements outlined above make the Library's collection more accessible and user-friendly to staff and customers. Additionally, the Library Department has worked with the Innovation and Technology Department on the Polaris upgrade and licensing to ensure the

software package is compatible within the Innovation and Technology Department's current operating environment. The Chief Innovation Officer agrees with the recommendations in this report.

Purchasing Resolution 22576, Section 201(k) provides that competitive procurement is not required when the procurement is for books, journals, maps, publications and other supplies peculiar to the needs of the library, which are subject to the provisions of Section 808(d) of the City Charter. The City's Purchasing Services Manager concurs that this exception applies and has determined it is in the best interest of the City to contract with Innovative Interfaces Inc. for Innovative's extensive expertise in ILS that provides one of the most customizable data structures and most scalable software solutions to the Riverside Public Library.

**FISCAL IMPACT:**

Funding for the Polaris ILS, in the amount of \$133,862 is available in the Library budget, Carpenter Foundation Account No.9885400-42100 \$40,000; in City Matching Funds to Carpenter Foundation Account No.9885400-440301 \$35,000; and the balance of \$58,862 in Library Gift Funds Account No. 5145000-450201.

Prepared by: Tonya Kennon, Library Director  
Certified as to  
availability of funds: Brent A. Mason, Finance Director/Treasurer  
Approved by: Alexander T. Nguyen, Assistant City Manager  
Approved as to form: Gary Guess, City Attorney

Attachment: Software License and Software Maintenance Services Agreement