Memorandum

TO Honorable Mayor and Members of the City Council

SUBJECT **Upcoming Office of Procurement Services Agenda Item- Library Website**

The following Dallas Public Library item will be considered by City Council on the September 22, 2021 Agenda:

> **Item Number 21-1698:** Authorize a five-year service contract for website design, hosting, support, content management, user optimization services, and integration with the current Integrated Library System platforms for the Library - BiblioCommons, Corp., most advantageous proposer of seventeen - Not to exceed $1,076,096.89 - Financing: General Fund (subject to annual appropriations)

Background

The Dallas Public Library (DPL) is committed to strengthening communities by connecting people, inspiring curiosity, advancing lives, and working for racial equity. DPL strategically offers programs and services that help Dallas residents grow, throughout all of life's stages. The Library's website, www.dallaslibrary.org, serves as the digital gateway to library's services, programs, and collections but is large and complex, making it difficult to navigate through the site and easily find content.

An updated website has been needed for quite some time. Having the chance to do so with an adopted FY21 budget enhancement and after an event such as COVID-19, facilitated a new set of needs and a new way of thinking about online platforms and services. This project will provide a website that promotes the dynamic and evolving services DPL offers, provide staff tools to keep the website up to date and inviting, while also providing customers with an easier user-focused experience.

The BiblioCommons annual subscription will include hosting, upgrades, migrations, security enhancements, accessibility enhancements, project management resources, and a help desk resource. BiblioCommons products are provided through a hosted multi-tenant Software-as-a-Service (SaaS) solution, ensuring scalability, ongoing innovation, and future sustainability. This means continuous, accelerated innovation and also future functionality enhancements deployed to the Library's website that BiblioCommons makes to other libraries websites that they service as well. These include: Chicago Public Library https://www.chipublib.org/, King County Library System https://kcls.org/, Boston Public Library https://www.bpl.org/, and San Diego County Library https://www.sdcl.org/.

Budget

The Library's budget currently supports the implementation and ongoing annual costs associated with maintenance of the new website. This is accomplished with a FY21 General Fund budget enhancement in the amount of $200,000 that will fund year one (1) of this five (5)-year contract. Years two (2) through five (5) will be supported by budget savings for the remainder of the contract term.

Sources of budget savings include elimination of duplicate service contracts because of the new website contract. This includes:

-Library Market at $13,500/yr. who currently provides publications software services.
-Siteimprove Inc. at ~$10,000/yr. who currently provides website optimization services.

Other sources of budget savings include further elimination of service contracts and reduction in budgeted expenditures that include:

-Unique Management Services, Inc. at $10,890/yr. who provided communicator software for curbside services.
-Envisionware Inc. at a reduction in maintenance cost of $10,000/yr over the last four (4) years and implementation of RFID.
-Desktop printer toner expenditure reduction by ~$25,000/yr. with implementation of Canon devices to replace existing through the City's current Canon contract and planned reduction in annual expenditure of public scanner technology.
-ProQuest at $30,000/yr. who provided Ebrary subscription service for access to online materials that the Texas State Library now provides at no additional cost under the Library's current subscription fee.
-Self-check device budget at $55,000 to increase the number of self-checks at each Library location is now completed.
-Security gate repair budget at $15,000/yr and replacement at ~$20,000/yr. now covered under the annual RFID maintenance agreement.

Overall total in budget savings equates to ~$190,000 that will cover nearly the full expense of the website's annual maintenance cost.

Please contact Jo Giudice, Director of the Dallas Public Library, if you have questions.

Joey Zapata
Assistant City Manager

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