WESTCHESTER LIBRARY SYSTEM
Trustee Meeting
July 29, 2014 – Approved September 30, 2014

REGULAR MEETING

The Regular Meeting of the Westchester Library System Board of Trustees was held on July 29, 2014, at the System Headquarters, 540 White Plains Road, Tarrytown, New York. The meeting was called to order by President Hansen at 6:05 p.m. The quorum requirement was met with the following people in attendance:

Board Members present: Mary Amato (late), Dave Donelson, Catherine Draper, Patricia Fontanella, LaRuth Gray, Chris Hansen, Barbara Hickernell, Norman Jacknis, Naseem Jamali, Sue Neale, Edris Scherer, Luke Vander Linden

Board Members absent: Deborah Fay, Hope Furth, Amanda Goodman

Also present from WLS were: Terry Kirchner, Patricia Braja, Rob Caluori, Francine Feuerman

Public Library Directors Association (PLDA) Representative: Ed Falcone, Deputy Director, Yonkers Public Library

Guest: Sean Ryan, President, North Castle Public Library (Armonk)

MINUTES

The minutes of the meeting of June 24, 2014, were accepted as submitted by consensus [Ms. Amato not present for vote.]

ACTION ITEMS

WLS Integrated Library System (ILS): Mr. Caluori read the final report of the Public Library Directors Association (PLDA) and Westchester Library System (WLS) Integrated Library System (ILS) Committee [see attached]. Mr. Falcone noted that PLDA was very appreciative of the efforts and supportive of the recommendation of the Committee. A review of the processes taken during the recommendation process and an overview of the projected expenses of the SirsiDynix, Innovative Interfaces and Equinox proposals took place.

The WLS-PLDA ILS Committee recommendation is to sign a four-year contract with SirsiDynix, including the following two criteria:

1) To improve the customer experience on the SirsiDynix product:
- Investing in "cleaning up" our metadata to improve searching;
- Investing in a discovery layer program—such as BiblioCommons or Ebsco's Discovery Service—to enhance the user experience; and
- Adding enriched content—from ChiliFresh or Novelist—to make the catalog more engaging.
- In addition, the contract with Sirsi should include:

- Training: There are aspects of the software that aren't being used; and in addition, there should be extensive training for new features, such as the new version of Director's Station.
- A requirement that a Sirsi representative meet with WLS and representatives from PLDA (presumably a continuation of the ILS Committee) on a quarterly basis and attend a PLDA meeting at least once a year to notify of new developments and to listen to concerns.

2) To acknowledge the importance of open source software:
- Continue to follow the Evergreen community and the development of the Evergreen software and have more opportunities for staff to become familiar with open source.
- Over the next couple of years, a group should be set up to explore Evergreen; and WLS should set up a trial version of Evergreen on a separate server for experimentation.

The WLS Board approved the recommendation of the WLS-PLDA ILS Committee to go into negotiations with SirsiDynix to extend their contract as noted above on a motion by Dr. Jacknis and seconded by Mr. Donelson. The motion passed unanimously.

Patron Wireless Printing: Mr. Caluori noted that for the past 10 years, libraries in Westchester have been providing wireless Internet access for patrons to use with their own equipment. While this service has been very popular, one of the challenges has been in providing access to printing from their devices. The IT Department, in cooperation with the PLDA Technology Committee, identified a solution from Envisionware (which is currently used to manage PC reservations and printing on the WLS-maintained PCs in the member libraries) called PrinterOn. The overall cost of this new service is $30,450. The cost includes a one-year subscription to the PrinterOn service, which includes presence for every library on the PrinterOn website and mobile app. The recurring cost is expected to be about $31,000 per year.

The WLS Board approved the purchase of Envisionware's PrinterOn solution on a motion by Mr. Donelson and seconded by Ms. Draper. The motion passed unanimously.

EXECUTIVE DIRECTOR'S REPORT

A copy of the Executive Director's Report was mailed in advance of the meeting.

Dr. Kirchner has continued discussions with WLS's attorney regarding the decision of the State Education Department to deny the Mount Vernon Public Library's Maintenance of Effort Variance. Due to this denial, the Central Library Aid received by WLS is subject to a 25% reduction, approximately $75,000 per year, for two years. A letter will be sent to New York State Education Department Commissioner John B. King, Jr., Executive Deputy Commissioner Elizabeth Berlin, and New York State Librarian and Assistant Commissioner for Libraries, Bernard A. Margolis requesting that the decision be reviewed and reversed. If the letter does not prompt the desired action, the attorney has been authorized to file an Article 78 appeal on behalf of WLS.

A Legislator Breakfast for Federal and State legislators has been scheduled for Thursday, September 18th.

Name badges have been ordered for WLS Trustees and staff to wear during special events, trustee institutes, and other public activities when they are representing WLS. The trustee badges will be kept at WLS and made available at the registration table for WLS events.

Dr. Kirchner, Fran Feuerman, and possibly Pat Braja will be meeting the Deputy Commissioner, Department of Social Services, Joseph Kenner, and Deputy County Executive Kevin Plunkett on Thursday, July 31st to begin discussions about the 2015 Westchester County funding.

Creative Aging East Coast Affiliate Network Institute will take place at the Edith B. Macy Conference Center on Wednesday, July 30th, through Friday, August 1st. This conference is a core training component of the IMLS grant that WLS received, and the participants include the East Coast and Midwest public library systems participating in the grant-related project.

WLS is closing out our existing accounts and switching to new accounts with TD Bank to limit any potential security risks now that fraudulent checks related to one of our original accounts have been discovered. Ms. Feuerman will continue to monitor the activities of the original and new accounts.
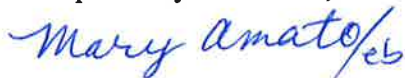
PLDA REPRESENTATIVE

Mr. Falcone reported on the July PLDA Meeting, which focused on the WLS-PLDA ILS Committee's recommendation. Pam Strachan, Director of Irvington Public Library, and Mary Donnery, Director of Croton Free Library, are both retiring.

ADJOURNMENT

Having completed its agenda, the Board adjourned its meeting at 6:57 p.m. by consensus.

Respectfully submitted,

Mary Amato/cb

Mary Amato
Secretary

Final Report: Integrated Library System Selection Committee

July 17, 2014

Introduction

The Westchester Library System's (WLS) contract with SirsiDynix, the provider of our integrated library system (ILS) expires in April 2015. A joint WLS-PLDA (Public Library Directors Association) committee was created in January 2014 to steer the process of selecting the system's next ILS. The committee consisted of Brian Kenney (Chair, White Plains), Wilson Arana (WLS), Rob Caluori (WLS), Angela Groth (Ardsley), Pat Miller (Somers), Norm Jacknis (WLS Board), and Terry Kirchner (WLS). Tom Geoffino (New Rochelle) participated in some of the initial meetings.

Timeline

RFP posted: March 21, 2014

Vendor questions due: April 4, 2014

Responses posted: April 14, 2014

Proposals due   April 25, 2014

Follow-up demos   May 2014

PLDA approval   July 17, 2014

Presentation to WLS Board   July 29, 2014

Methodology

WLS sought RFPs from vendors that provide library systems to public library consortia. The RFP was created by the committee, with input from PLDA. Key concerns from members were that we improve the discovery experience for library patrons, especially producing search results that had greater relevancy. There was also concern that the system to continue to support interlibrary loan/resource sharing among member libraries, something that the SirsiDynix system does well.

We received a number of questions from the vendors regarding the RFP, and these were answered and posted online. Responses were received from six systems: CARL-X, Innovative Interfaces, LibLime/Koha, Polaris, VTLS, SirsiDynix, and Equinox, which provides development for the open source software Evergreen.

CARL-X, Polaris, SirsiDynix, and Innnovative Interfaces each visited Westchester and provided two demos in different parts of the county prior to the RFP being written. A newsletter was sent to all staff, informing them of the process and timeline and inviting them to attend the pre-RFP demos. All participants were surveyed at the end of each demo and this information was used to identify and prioritize important components desired in the ILS.

In addition, members of the committee, as well as other librarians in the system, visited with vendors and reached out to other library consortia at the American Library Association Midwinter Meeting in January, the Public Library Association Conference in March, and the American Library Association Annual Conference in June.

A scoring matrix was developed, and in May the RFPs were rated. The two finalists returned to give lengthier presentations. The committee also conducted extensive interviews with other consortia using both systems.

The attached addendum (ILS Analysis) includes comparative financial data, staff opinion from the demonstrations, and a possible model for implementing Evergreen, the open source software.

<u>Narrative</u>

Little did we know when we began this process how tumultuous a time this would be in the world of library systems. While the number of library vendors has been contracting for some time, in the middle of our RFP process, Innovative Interfaces acquired both Polaris and VTLS.

The acquisition of Polaris was particularly upsetting. Some of us on the committee—as well as many Westchester librarians—liked Polaris. Its circulation functions seemed intuitive, it had terrific reporting, and the OPAC provided a highly user-friendly experience. In addition, for whatever reason, Polaris libraries offered the best and most relevant search results, and did so consistently. Had Polaris remained an independent company, the committee may well be making a different recommendation today.

If TLC/CARL was ever a serious contender, the heightened consolidations in the market made the notion of a going with a smaller—and possibly more vulnerable—vendor seem unwise. Who would want to migrate only to be acquired by another company? LibLime/Koha seemed best suited for standalone libraries and not for consortia environments.

This left us with Innovative Interfaces, which certainly made an aggressive play for our business. Pros for Innovative include the fact that it is used by many neighboring libraries—from NYPL to Mid-Hudson. While this would be an advantage for resource sharing, at the present we don't have any plans to initiate resource sharing with neighboring systems.

As we compared Innovative to Sirsi, there were advantages but also weaknesses. Although the sales team assured us it could be done, there was not a confident answer as to whether the holds fulfilment could match our current process. There were also significant limits on the fields available in the patron profile, which are used for generating various statistical reports. The OPAC and search results seemed stronger, but at the same time many libraries find it necessary to use a discovery tool, such as BiblioCommons or Aquabrowser, on top of the OPAC.

When we spoke with III customers, they sounded like...well....Sirsi customers. There are aspects of the software they felt worked well, but there were also sources of real frustration.

We also had concerns about becoming part of a company that was in the process of integrating not one but two other systems—as well as the many disgruntled customers of those systems. Would WLS get the attention it needs in such an environment?

Finally, Innovative is very expensive. In the end, we couldn't find a compelling reason to recommend migrating from one proprietary system to another, more expensive proprietary system that offered no clear-cut advantages.

Evergreen was the pleasant surprise in this whole process. Many who attended the demonstrations of Evergreen were surprised at how robust the system was and how well it would seem to meet our needs. This makes sense, since Evergreen was created to support public library consortia.

The bulk of the committee's time was spent in researching Evergreen, understanding how open source software (and communities) work, and researching Equinox, the major developer for Evergreen. We spoke with many of the major systems that use Evergreen, including representatives in Massachusetts, Indiana, and North Carolina.

There were two compelling reasons to go with Evergreen. One, we would control our own destiny. We wouldn't be vulnerable to a vendor, especially a vendor that might be acquired by a competitor. Two, instead of trying to convince a vendor to develop the functionalities we want, we could go ahead and hire a developer to do it for us—using the savings we would gain from selecting.

From speaking with open source library systems, we learned the following:

- Don't expect to save money with open source. Everything you save will be spent on development
- The highest functioning systems have their own in-house development staff. If we went with open source, WLS would likely need to add staff for project management and development
- While some parts of the system are well developed, others are not. There are few reports available, and the acquisitions module, being developed by King County Library System (WA), may be available later this year
- The Evergreen community is small, although growing. This means that WLS would likely be the lead on much new development (although we might be able to partner with other systems). This could be quite costly for us
- As one director described it, open source is still "like the wild, wild west." Lots of people (in other systems) may want to make changes, but it won't necessarily happen on your time frame
- Going with open source would require a major cultural shift on the part of WLS. We would "own" our own ILS; but PLDA would have to work together to develop and prioritize the changes we would want in the system. It would require a significant investment of time from the member libraries—in serving on various committees—over the first few years.

There was also concern about the OPAC. Of all the systems we visited, those using Evergreen consistently produced the worst search results, with different formats of the same title sometimes

appearing over two and three screens. While there could be many causes for this, this consistency across the country was troubling. We don't want to go backwards in what we offer our communities.

<u>Recommendation</u>

For these reasons, the committee recommends that we sign a four-year contract with SirsiDynix. However, this does not mean that we are embracing the status quo. The contract with Sirsi provides significant savings, and we recommend that these be used to improve the customer experience. We recommend that:

- We invest in "cleaning up" and improving our metadata to improve search
- We invest in a discovery layer—such as BiblioCommons or Ebsco's Discovery Service—to enhance the user experience
- We add enriched content—from ChiliFresh or Novelist—to make the catalog more engaging

In addition, our contract with Sirsi should include:

- Training. There are aspects of the software we aren't using; we should treat this as a migration and provide a range of training opportunities. In addition, we would commit to extensive training for new features, such as the new version of Director's Station anticipated later this year.
- Require that a Sirsi representative meet with WLS and representatives from PLDA (presumably a continuation of the ILS Committee) on a quarterly basis and attend a PLDA meeting at least once a year, both to notify us of developments on their end and to listen to our concerns.

While the committee is recommending that we sign a four-year contract with Sirsi, we also acknowledge that open source software may well be in our future. We should continue to follow the Evergreen community, and the development of the Evergreen software. Because a move to open source would be a real game-changer for WLS and PLDA, it would be helpful if more of our colleagues could familiarize themselves with open source; perhaps a group that could come together to explore Evergreen. In addition, in the next couple of years WLS could set up a trial version of Evergreen on a separate server with which we could experiment. In four years, we should have acquired enough knowledge that we can determine whether Evergreen is the right match for us.

ILS Committee Selection Analysis

Vendor Name	***** Year 1 Costs*****				
Vendor Name	**SirsiDynix**		**Innovative**		**Equinox**
Product	Symphony		Sierra		Evergreen
Hosting	*Vendor*		*Vendor*		*Vendor*
Core System	$	152,510	$	319,623	$ 153,750
Hosting / Hardware	inc. in Quote		$	74,800	inc. in Quote
Digital CMS	inc. in OPAC		$	16,500	inc. in Core
***3rd Party Add-ons**	$	40,851	$	51,549	not included
OPAC / Discovery	$	22,684	inc. in Quote		inc. in Core
Mobile Apps	$	4,354	in development		not included
Reporting	$	25,048	inc. in Quote		inc. in Core
Migration Services	$	-	$	152,700	$ 106,160
Training	$	-	inc. in Quote		$ 12,500
#Add. Anticipat. Costs	$	-	$	-	$ 161,879
Total Year 1	**$**	**245,447**	**$**	**615,172**	**$ 434,289**

Vendor Name	***** Year 2 Costs *****				
Vendor Name	**SirsiDynix**		**Innovative**		**Equinox**
Product	Symphony		Sierra		Evergreen
Hosting	*Vendor*		*Vendor*		*Vendor*
Core System	$	147,440	$	330,810	$ 153,750
Hosting / Hardware	inc. in Quote		$	77,418	inc. in Quote
Digital CMS	inc. in OPAC		$	17,078	not included
***3rd Party Add-ons**	$	40,851	$	51,549	not included
OPAC / Discovery	$	21,859	inc. in Quote		inc. in Core
Mobile Apps	$	4,354	in development		not included
Reporting	$	25,048	inc. in Core		inc. in Core
#Add. Anticipat. Costs	$	-	$	-	$ 120,000
Total Year 2	**$**	**239,552**	**$**	**476,855**	**$ 273,750**

		SirsiDynix	Innovative	Equinox
	Year 1 Costs	$ 245,447	$ 615,172	$ 434,289
Total Contract Cost	Year 2 Costs	$ 239,552	$ 476,855	$ 273,750
Analysis	Year 3 Costs	$ 239,552	$ 493,545	$ 278,750
	Year 4 Costs	$ 239,552	$ 518,222	$ 283,250
	Total Cost	**$ 964,105**	**$ 2,103,794**	**$ 1,270,039**

***Third Party Subscriptions Cost Include**	Syndetics (Cover art, excerpts and reviews)	B&T Content Café (Cover art, excerpts & reviews) Novelist Select (Rdrs Advisy) Chilifresh (User reviews)	
#Additional Anticipated Costs Include			App for patron registration Staff App for circ & holds Email and SMS receipts Overdrive Advantage integ. Yr. 2 API adaptation, new funct. Novelist
Maintenance Schedule	0% change year 2, 3, 4	3.5% increase year 2 & 3 5% increase year 4, 5	0% increase year 2 3.9% increase year 3 3.4% increase year 4

	Vendor	Cost Includes	Current Annual Maintence
Current ILS Vendor Costs	SirsiDynix Symphony	ILS, OPAC/Discovery, Mobile Apps, Reporting, Digital CMS, Syndetics	**$331,971**

Vendor Proposal Staff Opinion

	SirsiDynix	Innovative	Equinox
Pro	Holds Management Cash Reports Online context help Lib. Relationship Manager eResource Central	Blocks claims returned Mobile apps - work lists Integrates calendar into opac OPAC	Flexible circ rules Pres. Of tags with bib overlay Granular permissions No limits on templates in opac Cross-refs. grouped Shift in culture
Con	Acq. errors hard to find & fix User config/toolbars complex Doesn't meet dev. Timelines Directors station	no solid resp. on holds config Few item and patron cats. no transaction log access Need report to view order info	Cost and development No mobile apps No inventory module Shift in culture

Alternative Financial View

Keeping SirsiDynix for a 1 year renewal while developing Evergreen.

***** Year 1 Costs*****

Vendor Name	SirsiDynix	Equinox	Total
Product	Symphony	Evergreen	
Hosting	*Vendor*	*Vendor*	
Core System	$ 152,510	$ 153,750	$ 306,260
Hosting / Hardware	inc. in Quote	inc. in Quote	$ -
Digital CMS	inc. in OPAC	inc. in Core	$ -
***3rd Party Add-ons**	$ 40,851	not included	$ 40,851
OPAC / Discovery	$ 22,684	inc. in Core	$ 22,684
Mobile Apps	$ 4,354	not included	$ 4,354
Reporting	$ 25,048	inc. in Core	$ 25,048
Migration Services	$ -	$ 106,160	$ 106,160
Training	$ -	$ 12,500	$ 12,500
#Add. Anticipat. Costs	$ -	$ 161,879	$ 161,879
Total Year 1	**$ 245,447**	**$ 434,289**	**$ 679,736**

***** Year 2 Costs*****

Vendor Name	Equinox
Product	Evergreen
Hosting	*Vendor*
Core System	$ 153,750
Hosting / Hardware	inc. in Quote
Digital CMS	not included
***3rd Party Add-ons**	not included
OPAC / Discovery	inc. in Core
Mobile Apps	not included
Reporting	inc. in Core
#Add. Anticipat. Costs	$ 120,000
Total Year 2	**$ 273,750**

		SirsiDynix	Equinox	Total
Total Contract Cost Analysis	Year 1 Costs	$ 245,447	$ 434,289	$ 679,736
	Year 2 Costs	$ -	$ 273,750	$ 273,750
	Year 3 Costs	$ -	$ 278,750	$ 278,750
	Year 4 Costs	$ -	$ 283,250	$ 283,250
	Total Cost	**$ 245,447**	**$ 1,270,039**	**$ 1,515,486**