

Business Case

Project Name: Library - Catalogue (ILS) Discovery Layer

Requesting Division(s): Information Technology None None

Strategic Alignment: ☐ Balancing Growth and Green ☒ Fiscal Responsibility ☒ Strong Sense of Belonging ☐ Getting Around the City

Brief Description (Max 1500 Characters):

The catalogue discovery layer is a licensed digital product on the Library's website and app that allows customers to search for books and other materials in the Library collection. It is an essential component of the library's service ecosystem, and the current vendor (SirsiDynix) contract expires Dec. 31, 2022. The existing system lacks critical, in-demand functionality and features and is negatively impacting residents who are trying to use the RHPL website. The current vendor has also confirmed these improvements are not part of their roadmap. We have identified a new vendor (BiblioCommons) that can provide the required functionality, and Procurement and Information Technology are prepared to execute and implement. The discovery layer is highly integrated with the Library's website, which is currently in redevelopment and scheduled for completion in 2023. It is vital that the discovery layer and website be brought online in an integrated manner to be efficient in our development process, to meet our timelines, and to satisfy the needs of customers, as evidenced in customer surveys (n=600), focus groups (n=20), and 1:1 interviews (n=10) completed Spring 2022. This project is a high-priority for the Library and satisfies a key strategic objective of the RHPL 2021-25 Strategic Plan. Any delays will prolong the negative customer experience, create inefficiencies in the development process, and stall the Library's ability to launch its new website.

Financials:

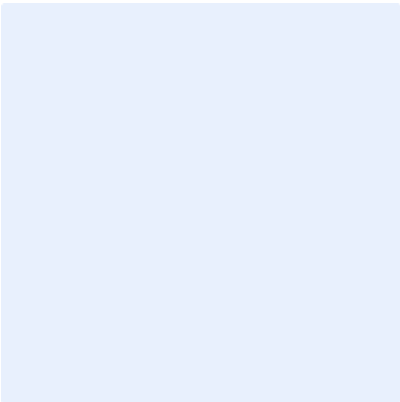
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Timeline:

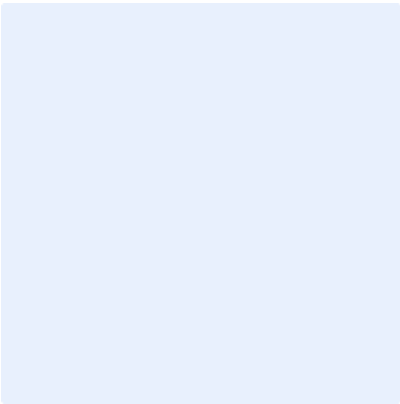
Step Number	Step Detail	Start	End
1	Vendor Assessment	6/1/2022	9/30/2022
2	Fit-gap analysis	6/1/2022	9/30/2022
3	Contract negotiations and risk assessment	10/1/2022	11/25/2022
4	Non-comp procurement approval	11/28/2022	12/16/2022
5	Onboarding and implementation	1/1/2023	4/30/2023
6		Click or tap to enter a date.	Click or tap to enter a date.
7		Click or tap to enter a date.	Click or tap to enter a date.

Staff Report Reference:

Map (If Any):



Details:



Details: