



CITY OF GLENDALE, CALIFORNIA REPORT TO THE CITY COUNCIL

AGENDA ITEM

Report: Dispense with Competitive Bidding for Integrated Library System Services

1. Resolution to dispense with competitive bidding and authorize the Deputy Director of Finance-Purchasing to issue a service authorization to Innovative Interfaces Incorporated for integrated library system services, in a not to exceed amount of \$104,675.50 for one year.

COUNCIL ACTION

Item Type: Action Item

Approved for April 29, 2025 **calendar**

EXECUTIVE SUMMARY

Innovative Interfaces Incorporated has been the Glendale Library vendor for integrated library system services for the last ten years. Industry standard is to change ILS platforms at minimum every 10 years. Most libraries often keep their systems for 20 years or more. Library, Arts & Culture Department wishes to dispense with competitive bidding for Integrated Library System Services for one year in order to conduct a Request for Proposals (RFP) with a new recommendation to come before the City Council by the end of the one-year contract date of June 30, 2026.

RECOMMENDATION

Approve Resolution to dispense with competitive bidding and authorize the Deputy Director of Finance-Purchasing to issue a service authorization to Innovative Interfaces Incorporated for Integrated Library System services.

ANALYSIS

On August 21, 2014, Innovative Interfaces Incorporated (III) and the cities of Glendale and Pasadena entered into a three-way, five-year contract (SIERRA Subscription Agreement) for III to provide the two cities with an Integrated Library System (ILS) via Software as a Service (SaaS). After the expiration of the five-year term, the contract allows for automatic annual renewals, each renewal for a twelve-month period.

III's services began on June 1, 2015 and extended through June 30, 2020, at which time Pasadena Library ended their contract with III. On June 16, 2020, the Glendale City Council approved an amendment to the contract with III to renew the contract for an additional 5 years which will expire June 30, 2025. At this time, Glendale Library, Arts & Culture wishes to dispense with competitive bidding and continue ILS services for one year. During the course of that year, a RFP will be conducted to determine if there are other vendors who can provide an ILS to meet the Library's needs.

All modern libraries have an ILS and no modern library can function without one. The ILS manages all item holdings, customer registration, patron account activity, and online resources. It is the library's main Enterprise Resource Planning (ERP) system, beyond the City's Tyler-Munis ERP system which, like all City departments, Library, Arts & Culture also uses.

It is in the City's best interest to dispense with competitive bidding for the following reasons:

- (a) to provide staff time to conduct a RFP;
- (b) the current contract's favorable financial terms;
- (c) the considerable amount of start-up cost, time, and staff labor to switch to another system;
- (d) the fact that there are only a handful of companies that provide this service; and
- (e) III makes available a companion product called LINK+ at a considerably reduced price to its customers. LINK+ allows Glendale residents to access a consortium of over 70 area libraries to easily borrow books and materials and have them delivered to the Glendale library location of the customers' choice. LINK+ also greatly reduces the need for the Library to engage in traditional Interlibrary Loan (ILL), which incurs significant costs in staff time. III is also the only company that provides access to Link+ and the City has been using LINK+ since 2020.

The Library recognizes that it has not conducted a RFP for a new ILS in ten years. Industry standard is to change ILS platforms at minimum every 10 years, but most libraries keep their systems for 20 years or more. The Finance Department's Purchasing Division recommended to dispense with competitive bidding to initiate and conduct a RFP with a new recommendation to come before the City Council by the end of the one-year

contract date of June 30, 2026.

STAKEHOLDERS/OUTREACH

As a background system, the ILS is utilized by the over 95,000 library card holders to access their accounts, physical and online materials, and place holds.

FISCAL IMPACT

III ILS via SaaS and Link+ will cost \$104,675.50 for one year. Of this amount, \$100,000 has been included as part of the proposed FY 2025-26 budget. The department will be able to absorb the remainder of the cost. No new appropriation is being requested at this time.

Proposed FY 2025-26 Appropriation		
Amount	Account String	Funding Source
\$ 100,000	44700-1010-LAC-6009-P4123	General Fund

ENVIRONMENTAL REVIEW (CEQA/NEPA)

CEQA does not apply to projects where the lead agency determines "with certainty that there is no possibility that the activity in question may have a significant effect on the environment." CEQA Guidelines (14 Cal. Code Regs.) § 15061(b)(3). Here, the project consists of software services and there is no possibility that the project may have a significant effect on the environment.

CAMPAIGN DISCLOSURE

The Campaign Disclosure Statement is attached as Exhibit 1.

ALTERNATIVES TO STAFF RECOMMENDATION

1) The City Council may deny the request to issue contract with III. If the request is denied, Library, Arts & Culture will be unable to manage any item holdings, register customers, provide patron's access to their account activity, or access online resources.

2) The City Council may consider any other alternative not proposed by staff.

ADMINISTRATIVE ACTION**Submitted by:**

Lessa Pelayo-Lozada, Director of Library, Arts & Culture

Prepared by:

Lessa Pelayo-Lozada, Director of Library, Arts & Culture

Approved by:

Roubik R. Golanian, P.E., City Manager

EXHIBITS/ATTACHMENTS

Exhibit1: Campaign Disclosure Statement