



CITY COUNCIL STAFF REPORT

ITEM NO. 6.11

DATE: July 27, 2026

TO: Honorable Mayor and City Council

FROM: Anwan Baker, Library Director

SUBJECT: Resolution authorizing execution of a Master Agreement and Order Form with Innovative Interfaces, Inc. for the service and maintenance of the Sierra Integrated Library System and the LINK+ Platform, and for cloud hosting, in a total not-to-exceed amount of \$650,583.22.

RECOMMENDED ACTION

Staff recommends the City Council adopt a resolution authorizing execution of a five-year Master Agreement and Order Form with Innovative Interfaces, Inc. for the service and maintenance of the Sierra Integrated Library System and the LINK+ Platform, and for cloud hosting, in a total not-to-exceed amount of \$650,583.22.

SUMMARY

In 2001, the Library purchased the Innovative Interfaces Incorporated Millennium Integrated Library System (ILS) software to manage materials, records, and patrons. In 2012, the Library migrated to the Sierra ILS. The Sierra ILS system currently serves as the backbone of the library as many of the library's day-to-day processes and transactions are hosted or processed through this system. The LINK+ subscription was included as an add-on product in the original contract. LINK+ enables the library to borrow materials from other libraries in response to patron requests. In 2021, staff identified the need to migrate the ILS from a locally hosted service to a cloud hosted service allowing for more frequent updates, and new security and features to the ILS at a more regular pace, and reduce the likelihood of system downtime due to server issues.

Innovative Interfaces, Inc. was acquired by Clarivate on December 1, 2021, but continues to operate as its own legal entity. Since the time of acquisition, Innovative Interfaces, Inc. has provided the same services to the Library with no issues or impact seen.

Given the extensive efforts required to change to a new ILS system, the amount of integrated software and resources configured through our current ILS, and staff experience and knowledge of the current Sierra suite of services, it would create significant interruptions in the core operations of the Library and our ability to support patrons if the Library changed to a new ILS system.

DISCUSSION

The Livermore Public Library uses Innovative Interfaces, Inc.'s Sierra Integrated Library System (prior to acquisition) for library operations, such as managing patron accounts, checking in and out materials, generating overdue notices, placing items on hold, authenticating online database usage, and more. Without an ILS, a library of any decent size is unable to function. Through this system, the Library also accesses the Link+ Service, which enables patrons to request and check out materials from other participating libraries. Link+ is particularly valuable in that it broadens access to textbooks from participating libraries, as well as to materials that have not been collected by the Livermore Public Library for a variety of reasons.

In 2012, the Library moved from Innovative Interfaces' previous ILS to the newer Sierra platform. The Library has spent significant staff time establishing the templates and settings that enable Sierra to work in an efficient manner.

Continuing with the current ILS provider will save a significant amount of staff resources. A change in ILS provider would require more than a year of planning and this was not feasible during in recent years given the totality of staff obligations. In addition, the current ILS has effectively met the Library's needs during the current contract. In order to make use of the Library's initial staff and financial investment, staff recommends that this software and maintenance/support package be purchased as a sole source (LMC 2.68.360) "Where it is determined that supplies and equipment are unique and available only from one source . . .".

FISCAL AND ADMINISTRATIVE IMPACTS

The Library last elected to enter into a five-year term for management and support of the ILS that began July 1, 2021, and ends on June 30, 2026. While Innovative Interfaces, Inc. offers annual service terms, the City was able to negotiate reduced rates through this agreement for a new five-year term. Innovative Interfaces, Inc. typically offers annual terms with an increase of 5% each year; this negotiated agreement has no increase in year one, and increases of 1.5%, 2.5%, 3.5%, and 3.5% in years two through five respectively. Over the course of the five-year term, the total negotiated savings over a year-to-year agreement are expected to be \$68,854.20.

All costs of the services included in these agreements have been accounted for in the Library's FY 2026-27 budget and, if approved, future budget years will have these costs integrated into annual budgets.

COMMUNITY PILLAR

1: A Safe Community That Thrives

GOAL

12: Promote literacy in all its forms to help residents fulfill their life goals and be more active community members

ATTACHMENTS

1. Resolution

2. Exhibit A - Master Agreement and Order Form

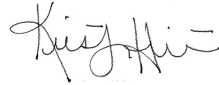
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City Manager

Fiscal Review by:



Kristen Hilton
Acting Administrative Services Director