

**LOS ANGELES PUBLIC LIBRARY  
BOARD REPORT**

September 22, 2022

TO: Board of Library Commissioners

FROM: John F. Szabo, City Librarian

SUBJECT: **APPROVAL TO RELEASE A REQUEST FOR PROPOSALS (RFP) FOR  
AN INTEGRATED-AUTOMATED LIBRARY SYSTEM CONSULTANT**

**A. RECOMMENDATIONS:**

THAT the Board of Library Commissioners (Board):

1. Approve the release of a Request for Proposals (RFP), substantially in the form on file in the Board Office, for an Integrated-Automated Library System (ILS) Consultant.
2. Find, in accordance with Charter Sections 371(e)(10) and 1022, and Los Angeles Administrative Code Section 10.15(a)(10), that the services to be provided are professional, expert, and technical services of a temporary and occasional nature, and that it is more economical and feasible to have this work performed by an independent contractor than by City employees.
3. Authorize the City Librarian and City Attorney to make technical corrections, if needed, to the RFP.
4. Adopt the attached Resolution regarding the RFP for an ILS Consultant.

**B. FINDINGS:**

1. The Library requires the professional and technical services of a qualified and experienced consultant to assess the Library's current system, develop and oversee a competitive proposal process, and guide staff in the development of comprehensive specifications, a scope of work, meaningful evaluation criteria, and contractual terms and conditions to be used to upgrade or find and select a suitable replacement for the existing Integrated-Automated Library System (ILS).
2. The ILS is the backbone application for the entire library system and provides the following mission critical functions: basic circulation functions; bibliographic maintenance; acquisition of library materials; renewals of library materials; patron-placed holds; public access catalog; integration with third-party vendors for the computer reservation system, self-checkout workstations, automated emails, telephonic notifications to patrons, provisions of e-commerce, and collection services.

3. In 1993, the Library entered into a five-year agreement with CARL Corporation for an ILS. In 1998, the Library entered into a five-year sole-source agreement with CARL Corporation to continue to provide service for the ILS. In 2000, The Library Corporation (TLC) acquired the CARL Corporation and in 2004, the Library entered into Contract No. 728 with TLC for a term of ten years. In 2014, an amendment provided four additional years to Contract No. 728 with TLC.
4. On April 18, 2019, the Library executed Supplemental Agreement No. 1 to Contract No. 728 which allowed TLC to continue to operate and maintain the ILS while the Library researched and developed an RFP to replace the existing system. Supplemental Agreement No. 1 was set to expire on April 17, 2022.
5. On March 10, 2022, the Board approved Supplemental Agreement No. 2 to Contract No. 728 to allow TLC to continue to operate and maintain the ILS until a replacement system is found and implemented.
6. In 2019, the Library intended to develop an RFP to find a qualified and responsive proposer to enter into a long-term agreement to provide the necessary library system services to meet the needs of the Library and patrons. During the initial discussions for the new RFP requirements, Library staff found that a qualified and experienced consultant would be necessary to assist in the development of the RFP to define the scope of work, develop the proposal submittal items, and clearly articulate the evaluation criteria.
7. As Library staff discussed the means to bring a consultant in on the project, COVID-19 became a pandemic. In March 2020, the libraries were closed due to the COVID-19 pandemic and the Mayor's "Safer at Home" instructions. The Library quickly adapted to the needs of the residents and developed increased on-line reading programming, educational and tutorial programs, and information programs; increased the electronic materials collection; and increased both the on-line homework assistance and library reference availability. Over the past two years, the COVID-19 pandemic has required the Library to review and implement increased facility maintenance programs; provide alterations and improvements to address the safety of patrons and staff; and became a vital part of the City's recovery efforts by offering residents access to resources (e.g., Internet, computers, printers, copiers and scanners) and inform residents of job training and employment opportunities and the availability of social programs.
8. The term of the proposed agreement resulting in a successful RFP process will be for one year with two one-year options to renew at the sole discretion of the City Librarian, or designee. The selected ILS Consultant will develop and oversee the RFP process to find and select a suitable replacement for the existing Integrated-Automated Library System (ILS).

9. Funds are available in the Library Contractual Services Account 3040 to compensate the selected contractor for services.
10. The Library is committed to providing an inclusive and robust outreach process for disadvantaged, marginalized and local businesses and individuals. Our goal is to create a diverse pool of candidates to provide services and support to the Library and our patrons. We welcome and encourage Request for Proposal submissions from a wide range of participants.
11. The RFP has been reviewed by the City Attorney and is ready to be released.

#### Attachments

Project Manager: Jené Brown, Director of Emerging Technology & Collections

Prepared by: Robert Morales, Senior Management Analyst (Retired)  
Heather Smith, Assistant Library Business Manager

Reviewed by: Madeleine M. Rackley, Library Business Manager  
Susan Broman, Assistant City Librarian

### **RESOLUTION**

September 22, 2022

#### **LIBRARY RESOLUTION NO. 2022-XX**

**WHEREAS,** The Integrated-Automated Library System (ILS) is the backbone application for the entire library system and provides the following mission critical functions: basic circulation functions; bibliographic maintenance; acquisition of library materials; renewals of library materials; patron-placed holds; public access catalog; integration with third-party vendors for the computer reservation system, self-checkout workstations, automated emails, telephonic notifications to patrons, provisions of e-commerce, and collection services; and

**WHEREAS,** The Library desires to issue a Request for Proposals (RFP) to select a qualified and experienced consultant to assess the Library's current system, develop and oversee a competitive proposal process, and guide staff in the development of comprehensive specifications, a scope of work, meaningful evaluation criteria, and contractual terms and conditions to be used to upgrade or find and select a suitable replacement for the existing Integrated-Automated Library System (ILS); and

**WHEREAS**, On August 25, 2022, the Library staff requested approval to release an RFP for an ILS Consultant; and

**WHEREAS**, The term of the proposed contract resulting from the RFP process will be for one year with two one-year options to renew at the sole discretion of the City Library, or designee; and

**WHEREAS**, Funds are available in the Library Contractual Services Account 3040 to compensate the selected contractor for services:

**THEREFORE, RESOLVED**, That the Board of Library Commissioners (Board) adopts the recommendations and findings of the City Librarian and authorizes the release of the RFP for an ILS Consultant and to advertise and distribute the RFP to potential proposers; and

**THEREFORE, FURTHER RESOLVED**, That the Board finds, in accordance with Charter Sections 371(e)(10) and 1022, and Los Angeles Administrative Code Section 10.15(a)(10), that the services to be provided are professional, expert, and technical services of a temporary and occasional nature, and that it is more economical and feasible to have this work performed by an independent contractor than by City employees; and

**THEREFORE, FURTHER RESOLVED**, That the Board hereby authorizes the City Librarian and City Attorney to make technical corrections, if needed, to the RFP.

This is a true copy:

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Raquel M. Borden  
Board Executive Assistant

Adopted by the following votes:

AYES:

NOES:

ABSENT: