



CITY OF VANCOUVER

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ADMINISTRATIVE REPORT

Report Date: December 5, 2007
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RTS No.: 07114
VanRIMS No.: 10-3000-01
Meeting Date: January 15, 2008

TO: Vancouver City Council

FROM: City Librarian, Vancouver Public Library

SUBJECT: Replacement of Servers for the Vancouver Public Library's Integrated Library System

RECOMMENDATION

THAT Council approve the replacement of servers and other related equipment for the Vancouver Public Library's Integrated Library System (ILS) at a cost of \$452,000; source of funding to be the 2002 ILS Replacement Capital Budget.

CITY MANAGER'S COMMENTS

The City Manager recommends approval of the recommendation.

CITY LIBRARIAN'S COMMENTS

The Library Integrated Library System (ILS) is Vancouver Public Library's (VPL) most important business application. It controls the Library's collection of over 2.7 million items, valued at \$115,000,000. The ILS also manages every library patron account and every transaction related to materials circulation.

Given the critical nature of these servers and the availability of unspent funds in the Library's 2002 ILS Replacement Capital Budget, the Library is seeking to replace the servers in advance of the regular 2008 IT Infrastructure Replacement Program. Future ILS equipment replacements would occur as part of the regular IT Infrastructure Replacement Program.

COUNCIL POLICY

Transfers within the Capital budget, greater than \$50,000, requires Council approval.

PURPOSE

The purpose of the report is to seek Council approval for the replacement of servers and other related equipment for the VPL's ILS system.

BACKGROUND

At its October 16, 2001 Regular Meeting, Vancouver City Council approved the following motion:

THAT Vancouver Public Library enter into negotiations with Epixtech, Inc. to conclude a Contract on terms and conditions satisfactory to the City's Director of Legal Services to replace/upgrade its present Epixtech Dynix Integrated Library System with the Epixtech Horizon Integrated Library System at a cost of \$1,313,500 (including GST and PST); source of funding to be the Information Technology Long Term Financing Plan. That once a Contract is negotiated to the satisfaction of the City's Director of Legal Services that the City's Director of Legal Services be authorized to execute such Contract and any related hardware and software maintenance agreements on behalf of the Vancouver Public Library.

Funding was allocated as per the motion and the Contract was executed later that year. VPL implemented components of the new ILS in 2002/2003 at a significantly lower cost than was originally budgeted. \$485,837 remains in VPL's ILS capital account for the following reasons:

- Software costs dropped significantly from Council approval and the RFP submission date.
- Software and server contingency estimates not required.
- Vendor project costs were lower than anticipated.
- Vendor had to pay a penalty clause for not completing the contract on time.
- Public training program implemented at lower cost than anticipated.
- Staff training was offered at lower cost than anticipated.

While most features of the ILS were implemented in 2002, the contract has remained open as VPL is still awaiting some final programming, which is expected in the second quarter of 2008. Once this programming is complete, VPL will be able to migrate its back-end from the pre-2002 ILS to the latest version of Horizon. The programming is a component of the original deliverables and thus there is no anticipated additional vendor costs associated with the pending product, and migration costs should be borne by the vendor.

Because the project is still open, the ILS capital account likewise remains open. Once the programming is completed and installed and the whole system updated to Horizon, the terms of the contract will be fulfilled and the account will be closed.

DISCUSSION

VPL had initially discussed including the ILS server replacement as part of the 2007 IT Infrastructure Replacement Program. This was based on our belief that the servers would reach the end-of-life in the fall of 2007 and the Library had planned to replace the servers as part of the anticipated final ILS upgrade in January 2008. Accordingly, the library ILS servers were not included in the 2007 IT Infrastructure Replacement Program request and a 2008 IT Infrastructure Replacement Program request was planned.

During 2007, it became clear that the ILS vendor’s program development timelines and product realignment would result in additional product delays such that staff do not anticipate migrating remaining services to the new ILS until the summer of 2008. In addition, it was determined that the existing servers would reach end-of-life sooner than anticipated.

The servers implemented as part of the 2002 ILS Replacement project reached the end of their life in August 2007. The Library has purchased end-of-life maintenance through the balance of 2007; however, such maintenance is typically more costly than standard maintenance and does not negate the risk arising from relying on aging equipment. The library is unwilling to take the risk of running its most critical business application on aging servers for any prolonged period of time and waiting for the 2008 IT Infrastructure Replacement Program cycle is not recommended.

As a result of ILS vendor product realignment already noted above, VPL will need to consider the future of its ILS fairly soon. By 2013, VPL will either need to have selected and implemented a new ILS or will join a larger provincial catalogue if the provincial software is ready to handle a library of VPL’s operational scale. As VPL seeks to replace such servers every six years, servers purchased in 2008 would be nearing their end-of-service by the time VPL moved to a new local or provincial ILS.

If VPL were to migrate to a provincial ILS rather than implement a new local ILS, servers would be repurposed for the short remainder of their life.

FINANCIAL IMPLICATIONS

VPL requests that \$452,000 of the \$485,837 remaining in the 2002 ILS Replacement Capital Budget be used for the purpose of replacing the ILS servers originally purchased through the 2002 program. The remaining \$33,837 in the 2002 ILS Replacement Capital Budget will be used for staffing training costs associated with the final piece of software to be delivered under the original contract.

Initial estimates for server replacement suggest the following budget:

ITEM	EST. UNIT PRICE	EST. ANNUAL MAINTENANCE	PURPOSE
Horizon Database Server	\$245,000	\$18,000	Runs the core Horizon Database. Estimate includes: processors, memory, redundant power supplies, disk drives, storage disk arrays, adapters, tape drives,

			three years of maintenance, and warranties.
HIP/EPS servers	\$130,000	\$14,000	Runs the public interface to the catalogue. Estimate includes: processors, memory, redundant power supply, RAID, various drives and adaptors, tape drives and enclosures.
Database migration to new servers	\$8,000	n/a	Vendor services to support migration to, including server staging and implementation.
Staff time and contingency	\$40,000	TBD	Equipment RFP and inflation rates may result in equipment cost variance. Also includes VPL staff time to manage server migration.
PST	\$29,000	\$2,240	
Total	\$452,000	\$34,240	

Regular annual ILS server maintenance is already included in the VPL operating budget so no further annual operating funds are required when the new servers are purchased.

CONCLUSION

VPL's successful public service relies on its IT backbone, both the network and critical business applications such as the Integrated Library System. Server replacement on a life-cycle basis is standard IT management practice. VPL's ILS servers have reached the end of their useful lives and need to be replaced.

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