

REPORT

Oakville Public Library Board

Meeting Date: October 27, 2022

FROM: Oakville Public Library

DATE: October 25, 2022

SUBJECT: Information Technology Solutions Service Level Agreement

RECOMMENDATION:

That the Information Technology Solutions Service Level Agreement update report be received for information.

KEY FACTS:

The following are key points for consideration with respect to this report:

- The current Oakville Public Library (OPL)/Information Technology Solutions (ITS) Service Level Agreement (SLA) is dated 2013 and is out of date.
- The Board was provided with the Information Technology Solutions Focus and Re-Alignment Change report which highlighted the current challenges.
- October 4, OPL/ITS teams met along with Commissioners Bell and Sully and agreed that due to the complexity of shifting IT related work from the Town of Oakville's Information Technology Solutions Department to Oakville Public Library, a 'phased in' approach would be the best path forward.
- The SLA is still in development as ITS has come forward with a new proposal that will need to be reviewed.
- Town Executive Leadership Team (ELT) has reviewed the 2023 operating budget business case for a phased in approach requiring 2.0 FTE's and recommended that it move forward in the budget process..

BACKGROUND:

The current OPL and ITS SLA was approved in 2013. An updated SLA was in the process of being updated in Q4 2019 when the director of ITS retired. Work on a new SLA restarted in June 2022.

The pace of change brought about by new information technologies has a key effect on the way people live, work, and play. The increasing role played by information

technology in the development of library services has had a tremendous impact on all aspects of the Library from planning to delivery. Technology is now deeply integrated in just about every process performed and this is expected to continue as new services, programs and spaces are introduced to meet customer needs and expectations.

Since 2013, OPL has introduced a wide variety of technology such as Radio Frequency Identification (RFID) technologies (security gates, checkout stations, automated materials handling sorters etc.), creation zones (3D Printers, laser cutters, memory stations), OPL Express locations (hold lockers and browse and borrow kiosks), loanable technology (laptops and Wi-Fi hotspots) etc.

In 2022, ITS identified that they no longer have the capacity to support OPL's current technology needs and have proposed that support for OPL related technology move to OPL. The two teams (ITS/OPL) have been working together to identify the areas of work to be impacted and clarify the roles and responsibilities required to support and maintain the shift. An initial scope document was provided to the Board at the July board meeting (Information Technology Solutions Focus and Re-Alignment Change report).

COMMENT/OPTIONS:

After the July board meeting, ITS proposed additional areas of work to be shifted to the Library. An initial analysis of the total scope of work identified would require OPL to receive an estimated 5.8 FTE to appropriately support the work load.

The 5.8 FTE is an estimate and reflects the challenge to understand and quantify the full scope of work. ITS uses a dispersed model that has multiple staff from multiple ITS departments support OPL technology, which present challenges when looking to quantify the task and time required. The new proposed model would require all the support to be focused in one department and with dedicated staff. This model has the advantage of improved knowledge and customer service but there are limited metrics that can be used to extrapolate the actual time and effort to support OPL technology at this time. The proposed resources were estimated based primarily on support ticket metrics housed in ITS's internal ticketing system.

On October 4, OPL/ITS teams met along with Commissioners Bell and Sully to review and approve the staffing needs presented in the 2023 Operating Budget business case submitted by OPL. In the end, it was agreed that due to the complexity of the proposed shift and challenges with creating clear resourcing impacts that a 'phase in' approach would be the best path forward to ensure:

- The ability to evaluate and validate the process and resourcing levels.

- Development of qualitative data on the end-to-end workload needs to drive resourcing for phase two.
- Identify and implement any support technologies needed (e.g. ticket tracking system).
- A smooth transition and continuity of service for OPL.

At the October 4 meeting, it was identified that phase one would include the incorporation of library specific technologies (as identified below) that were initially listed as part of the July report. Phase one identified the need for 2.3 FTE to maintain current service levels. As such, OPL has updated their submission for the 2023 Operating Budget business case request to 2.0 FTE's. The business case has been review by Town EMT and approved to move forward in the budget process (pending board approval).

Impacted areas identified to date:

- *Automated Materials handling (sorters)*
- *Security Gates*
- *Hold Lockers*
- *Checkout Stations*
- *Browse and Borrow Kiosks*
- *Creation Zone technology*
- *OPL.ca*
- *Application support / coordination*
- *Project management*
- *Lifecycle management of Operational Technologies*

The hope was that based on the October 4 agreement, OPL and ITS would be able to have a clear path forward for both departments and a draft SLA for the OPL Board to review. However, ITS has recently proposed a different model which will need to be fully reviewed by OPL to ensure their proposal fits with the business case for 2.0 FTE that was previously submitted.

OPL is hopeful that a clear agreement can be reached and brought forward to the Board for review in November.

Prepared and submitted by:
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