REPORT

Oakville Public Library Board

Meeting Date: December 8, 2022

FROM:	Oakville Public Library
DATE:	November 29, 2022
SUBJECT:	Information Technology Solutions (ITS) Service Level Agreement (SLA)

RECOMMENDATION:

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

KEY FACTS:

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

- The Oakville Public Library (OPL) is a public library board and independent corporation operating under the Public Libraries Act, and the Oakville Public Library Procedural By-Laws.

- The Library and the Town of Oakville have a shared commitment to work together to deliver efficient and cost effective library services to the residents of the Town.

- In 2019, a Memorandum of Understanding (MOU) was approved that outlined the terms of partnership between OPL and identified town departments (Appendix D).

- The current Oakville Public Library/Information Technology Solutions Service Level Agreement (Appendix C) is dated 2013 and is out of date.

- The new ITS /OPL SLA (Appendix A) highlights key changes as to the expectations and workflow between the two areas and takes into account the changes highlighted in the Information Technology Solutions Focus and Re-Alignment Change report (July 2022) and the shifting of designated IT responsibilities to OPL.

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BACKGROUND:

The current OPL and ITS SLA was approved and implemented in 2013. The 2013 SLA was in the process of being updated in Q4 2019 when the director of ITS retired. Work restarted on a new SLA 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 there is no longer capacity to support OPL's technology needs and proposed that support for OPL related technology move to OPL. The two teams (ITS/OPL) worked together to clarify the roles and responsibilities related to this change. This work has resulted in the attached updated SLA and corresponding document.

COMMENT/OPTIONS:

The updated ITS/OPL SLA reflects the changes to expectations and workflow that will occur based on the changes highlighted in past reports (Information Technology Solutions Focus and Re-Alignment Change report (July 2022) and Information Technology Solutions Service Level Agreement (Sept 2022)) as well as the future plans for both areas. Some of the key updates to the SLA are:

- The areas covered by this agreement have been clearly laid out by type of service/equipment in line with other SLA's.

- The SLA has been re-organized into the following sections: endpoint services, library assets and services, ITS support services and definitions.

- The definitions section was added.

- ITS OPL Assets Services – Roles and Responsibilities (Appendix B) provides a detailed overview of the type of work represented within the SLA and the changes to each department as a result of the updated SLA.

Overall, the updated SLA is meant to provide a clearer understanding of expectations and ultimately put in writing, in a concise manner, the current activities

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as they relate to all sections covered: endpoint services, library assets and services, ITS support services and definitions

The SLA is targeted to come to effect as of Q3 2023 once the additional 2 full-time staff have been approved, hired and on boarded. ITS and OPL will continue to work on a transition plan which will include quarterly reviews and adjustments as needed.

APPENDICES:
Appendix A – ITS OPL Service Level Agreement - 2023
Appendix B - ITS OPL Assets Services - Roles and Responsibilities 2023
Appendix C – Information Services – Service Level Agreement 2013
Appendix D - Oakville Public Library Memorandum of Understanding

Prepared and submitted by:
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