

Item Title: Approval of Multi-Year Agreement with Innovative Interface Incorporated

Specific Action Requested:

That the Board of Commissioners approves a five-year contract with Innovative Interface Incorporated in an amount not to exceed \$1,168,969.40 and authorizes the County Manager to execute the contract and any related documents to provide a new Integrated Library System (ILS) system, subject to terms and conditions acceptable to the County Attorney.

Item Summary:

Purpose: Approval by the Board of Commissioners is required pursuant to North Carolina General Statutes because the contract extends beyond a single fiscal year.

Background: The Wake County Public Libraries' current Integrated Library System (ILS), Horizon, is no longer supported by its parent company, SirsiDynix. As a result, the County must migrate to a new platform to ensure continuity of library services and access to ongoing system support and enhancements. Request for Proposals (RFP) 25-094 was issued to solicit qualified vendors for a replacement ILS. Following a competitive evaluation process, Innovative Interfaces Incorporated was selected to provide the Polaris ILS, including system hosting, configuration, and implementation services required to transition from the existing system.

The scope of services includes data migration, system configuration, testing, staff training, and go-live support to ensure a seamless transition and continuity of operations. Innovative Interfaces Incorporated will also provide ongoing maintenance, system updates, and technical support throughout the contract term to ensure reliable performance and support future service enhancements.

Strategic Plan: This action directly supports Lifelong Learning Goal 4: By 2029, three out of four residents asked will share that Wake County has high-quality education-based facilities, including schools, libraries, and other educational resources.

Fiscal Impact: The fiscal impact reflects the cost for FY2026 through FY2030. The anticipated costs for the contact period will not exceed \$1,168,969.40. The FY2026 cost will be paid out of the County Capital Improvement Fund and no additional appropriation is necessary. Future costs and five-year optional renewal will be included in subsequent budgets.

2026	Year 1 - Polaris ILS, including system hosting, configuration, and implementation services, i.e.:	\$324,902.40
2027	Year 2 Subscription Service - Library ILS	\$201,743
2028	Year 3 Subscription Service Library ILS	\$206,786
2029	Year 4 Subscription Service Library ILS	\$214,024
2030	Year 5 Subscription Service Library ILS	\$221,514

Additional Information:

An Integrated Library System (ILS) is the core technology that enables a library to efficiently manage its collections, serve residents, and track the use of public resources. It supports essential functions such as checking materials in and out, maintaining patron accounts, purchasing new items, and providing an online catalog where residents can search and request materials. By integrating these services into one system, the ILS improves service delivery, ensures accurate and real-time information for the public, and helps staff manage library operations responsibly and efficiently.

Attachments:

None.