



**Peterborough
Public Library**

To: Peterborough Public Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: March 27, 2018

Subject: Report PPL18-019
New Library Website

Purpose

A report to inform the Library Board of the possibility of the library acquiring a new website.

Recommendations

That the Library Board approve the recommendations outlined in Report PPL18-019 dated March 27, 2018, of the Library CEO, as follows:

- a) That the report of the Library CEO be received for information;
- b) That the Library Board agree to hire eSolutions to create the Library's new website; and,
- c) That the Library Board approve the expenditure from reserves for the cost of the new library website of approximately \$35,700.

Budget and Financial Implications

The current proposal is for the Library to obtain a new website as part of the City's agreement with eSolutions. City Council approved report CPFS18-003 (see Appendix A) at the February 5, 2018 meeting. The cost to the library would be approximately

\$35,700. This would include the costs for the project management, the set up, design and page templates for the new website, interface training, and the launch of a completely new website for the library.

Ongoing costs after launch would include \$1,200/year for hosting of the website, and a possible \$1,500/year for a Book Club management module.

Background

The City will be rebuilding their website using a new content management system (CMS) within the next 2 years. This means that the current CMS, which we use to maintain our website, will no longer be supported by the City.

At the present time, the Library has the following options:

1. To continue on with the current CMS without support from the City.

Without City support, this would be a major challenge and detrimental to the Library. The current CMS requires a certain level of technical knowledge that our staff does not possess. We do not know at this point what the hosting fees would be and if it would even be possible to continue on the same CMS without the City.

2. To create a new website with the City, while maintaining our own identity.

With the new agreement proposed with eSolutions, the Library would be able to maintain its own separate website from the City. The Library would be responsible for its own hosting fees under the new solution (\$1,200 a year).

3. To create a new website on our own without any City support.

There would need to be some more research done to see what options are available for a library website vendor. This choice would also result in the creation of an RFP to ensure a competitive process is followed and would result in more staff time spent on the project. It would definitely take time and may also cost more money in the end.

Some of the preliminary results presented in the data collected from the Strategic Plan Community Survey indicated that our website was not easy to navigate for our patrons. We have been able to make minor changes to the website under the current CMS, but the overall look and feel are very difficult to change and update within the current parameters. On the back end, it is difficult for staff to update anything at more than a basic level without City staff assistance. The current interface is challenging to use and there is little room for personalization.

Library staff feel that eSolutions would provide superior support and service integration than the current CMS. It may also mean that we could potentially eliminate the use of some of our existing third party software, ultimately saving us money and patron confusion caused by being bounced between a number of different interfaces.

Given that the City would be on the same software platform, it would streamline any assistance from City staff and provide us with a good support network internally.

eSolutions also offers many solutions to ongoing problems we currently face including staff training, accessibility testing, online membership registration, and the possibility for online payments. The mobile interface on an eSolutions platform also far exceeds the capabilities of the current CMS.

Submitted by,

Jennifer Jones
Library CEO

Contact Name:
Jennifer Jones
Phone: 705- 745-5382 Ex. 2370
Fax: 705-745-8958
E-mail: jjones@peterborough.ca

Attachment :
Appendix A : CPFS18-003 E-Solutions for Website Redesign