



**Peterborough  
Public Library**

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**To:** Peterborough Public Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** April 24, 2018

**Subject:** Report PPL18-027  
New Library Website - update

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## **Purpose**

A report to inform the Library Board of the answers to the questions asked at the previous meeting regarding the possibility of the library acquiring a new website.

## **Recommendations**

That the Library Board approve the recommendations outlined in Report PPL18-027 dated April 24, 2018, of the Library CEO, as follows:

- a) That the report of the Library CEO be received for information, and
- b) That the Library Board agree to hire eSolutions to create the Library's new website.

## **Budget and Financial Implications**

Ongoing costs after launch would include \$1200/year for hosting of the website, and a possible \$1500/year for a Book Club management module, should the additional option be chosen. The library currently pays no hosting fee, and approximately \$900 for our current Book Club management software.

## 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 the library uses to maintain our website, will no longer be supported by the City.

The original report presented the following three options to the Board. New background information is provided below each point.

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

There are costs associated with the library hosting its website on the existing CMS, however the City does not currently charge any of those costs back to the Library. As the City is moving completely away from the current CMS, the costs would become exclusively Library related. These costs are difficult to determine at this time as the Library's portion would need to be separated out from the City's and customized to stand alone. The support network for this new set up would also need to be configured.

PTS has more security concerns with the current CMS than with eSolutions. The current CMS is not a well known product and the security set up requires constantly patching to make sure we are safe from attacks. A more mainstream product would provide us with better all around security and protection.

In general, it is felt that the current CMS software is outdated and no longer able to support the Library's needs. It would not be advised for the Board to pursue this avenue.

**2. To create a new website along with the City (with eSolutions), while maintaining our own identity.**

With eSolutions the Library would be getting a CMS that is much more user friendly and that would empower the Library staff to do much of our own updates without needing technical support from the City or the vendor.

eSolutions 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.

With this solution, the Library would be able to maintain its own separate website, distinct from the City's. The Library should be responsible for its own hosting fees under the new solution (\$1200 a year) to ensure this.

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

Library staff put out the question to some local and known website developers to get a benchmark for the costs of establishing a completely new website. Prices returned ranged from \$12,000 set up + \$10,800 annual hosting fee; \$45,000 implementation + \$52,000 annual hosting; to \$300,000 + hosting fee.

Given the range of the quotes, this option would necessitate the creation of an RFP to ensure a competitive process is followed. Although we did try and compare like products, the RFP would result in a much better comparison of a set of standards.

This informal poll brought to light the rather reasonable cost of the proposal from eSolutions for the Library.

The overall cost of the eSolutions website implementation (\$35,700) was also followed up with the City as requested. Three years ago there were some additional funds set aside by PTS in the budgeting process for the library to hire a technology consultant to develop an IT strategy for the library. These funds have yet to be spent as we were waiting for the completion of the strategic plan and could be available for use for the website as the eSolutions approach to the Library's website is a very forward thinking approach that fits the definition of the IT strategy project for which the money is earmarked.

In short, Library staff still feel that eSolutions would provide superior support and service integration over the current CMS. It may also mean that we could potentially eliminate the use of some of our existing third party software (the book club management tool, for example), ultimately saving us money and patron confusion by being bounced around 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.

Submitted by,

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