

Personal Service Contract Summary (PSC Form 1)

PSC Basic Information

Submitting Department: LIB

Submitted By: Marcus Lange

Department Coordinator: Marcus Lange,
marcus.lange@sfpl.org

Project Manager: Alicia Wong

ServiceNow Number: DHRPSC0003095

Version: 1.01

Version Type: Amendment

Legacy PSC #: 42420-20/21

Brief description of proposed work: SFPL Sierra Library Platform Software License and Maintenance

Reason for the Request for Amendment: To add funds and 36 months license coverage to current contract.

Review Type and Reason

CSC Review Required: Yes

CSC Review Reason(s):

- Requires CSC Approval by Duration

Amount

Previously Approved Amount: \$5,000,000

Increase Amount: \$2,000,000

Why are you requesting the PSC amount to be increased?: Contract Extension for Library ILS.

Total Amended Amount: \$7,000,000

Does contract include items other than services?: Yes

- Cloud-Based Software Licenses and Support (without Professional Services): \$2,000,000

Duration

Is PSC by Duration or Continuing: Duration

Previously Approved Duration (months): 72

Duration Increase (months): 36

Why are you requesting the PSC duration to be increased: Contract Extension for Library ILS.

Total Amended Duration (months): 108

First Contract Start Date: 1/1/2021

PSC Duration End Date: 1/1/2030

Funding

Funding Source: City Funds

Special circumstances related to funding: No

Scope of Work

Are you making substantive changes to the scope of work last approved?: No

Clearly describe scope and detail the services to be performed: Original coordinator's email: marcus.lange@sfpl.org.

Contractor is to provide and maintain the Integrated Library System (ILS) used by the Library to facilitate the distribution of all library materials. ILS is an enterprise resource planning system specific to the San Francisco Public Library. It is central to the library's daily operations including circulation, acquisitions, cataloguing, and online public catalog. It is used to track library collections, patron records and borrowing.

Why are these services required and what are the consequences of denial?: Without the licensing required to support the Integrated Library System (ILS), core library operations would be disrupted, including circulation, catalog access, patron account management, and resource sharing. This would prevent the Library from conducting essential services and materially impact public access to collections and programs.

Has your department contracted out these services in the last three years?: Yes. See attached list of contracts entered into for these or similar services in the last 3 years.

How many contracts?: 2

Why have you not hired City employees to perform the services?: The software is proprietary to Clarivate, and the City does not have access to the source code or rights necessary to perform the work in-house. Developing and maintaining a comparable system internally would be prohibitively expensive and not feasible given the specialized expertise required.

Board and Commission Approvals

Will any contracts under this PSC require department Commission approval: No

Will any contracts under this PSC require Board of Supervisors approval: No

Justification

Has your response to Q1 changed?: No

Q1 - Are there any regulatory or legal requirements supporting outsourcing of this work?:
No

Q2 - Does performing these services cause a conflict of interest?: No

Q3 - Are these proprietary services City is not authorized to do?: Yes. See attached letter from the manufacturer confirming these services must be performed by the manufacturer or an authorized reseller/distributor.

Additional information to support your request (Optional):

Union Notifications

Have the Job Classes/Labor Unions changed?:

Job Class(es): 9976 - Technology Expert I, 1070 - IS Project Director

Labor Unions: 021 - Prof & Tech Eng, Local 21

Labor Union Email Addresses: L21pscreview@ifpte21.org

Union Review Sent On: 4/7/2026

Union Review End Date: 4/17/2026

Union Review Duration Met On: 4/17/2026

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: PUBLIC LIBRARY -- LIB Dept. Code: LIB

Type of Request: [x] Initial [] Modification of an existing PSC (PSC # _____)

Type of Approval: [] Expedited [x] Regular ([] Omit Posting)

Type of Service: SFPL Sierra Library Platform Software License and Maintenance

Funding Source: General Funding PSC Duration: 6 years
PSC Amount: \$5,000,000 PSC Est. Start Date: 01/01/2021 PSC Est. End Date: 12/31/2026

1. Description of Work

A. Scope of Work:

Contractor is to provide and maintain the Integrated Library System (ILS) used by the Library to facilitate the distribution of all library materials. ILS is an enterprise resource planning system specific to the San Francisco Public Library. It is central to the library's daily operations including circulation, acquisitions, cataloguing, and online public catalog. It is used to track library collections, patron records and borrowing.

B. Explain why this service is necessary and the consequence of denial:

This Software License and Maintenance Agreement with Innovative is essential for Library's operations in circulating almost all library materials and maintaining our entire collection. The Integrated Library System connects all of the records relating to our patrons, collections, circulation, and bibliographic information. Without proper maintenance and updates the Library will be unable to continue checking out and circulating materials to patrons.

C. Has this service been provided in the past. If so, how? If the service was provided via a PSC, provide the most recently approved PSC # and upload a copy of the PSC.

This annual software license and maintenance subscription has been provided to SFPL by Innovative since 2002. This service was not previously approved by the CSC.

D. Will the contract(s) be renewed? It is highly likely that this contract will be renewed.

2. Union Notification: On 08/07/2020, the Department notified the following employee organizations of this PSC/RFP request: Architect & Engineers, Local 21; Management & Superv Local 21; Prof & Tech Eng, Local 21; Professional & Tech Engr:

FOR DEPARTMENT OF HUMAN RESOURCES USE

PSC# 42420 - 20/21

DHR Analysis/Recommendation:

10/19/2020

Commission Approval Required

DHR Approved for 10/19/2020

Approved by Civil Service Commission

3. Description of Required Skills/Expertise

A. Specify required skills and/or expertise:
Must have library services platform system expertise.

B. Which, if any, civil service class(es) normally perform(s) this work?
1070,9976,

C. Will contractor provide facilities and/or equipment not currently possessed by the City? If yes, explain:
N.A

4. Why Classified Civil Service Cannot Perform

A. Explain why civil service classes are not applicable:

Innovative is the only vendor provides the proprietary Sierra software application for library core operation systems.

B. Would it be practical to adopt a new civil service class to perform this work? Explain.

No, ILS system provided by Innovative, Sierra, is proprietary to Innovative and must have library system expertise.

5. Additional Information (if “yes”, attach explanation)

YES NO

- | | | |
|--|-------------------------------------|-------------------------------------|
| A. Will the contractor directly supervise City and County employee? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| B. Will the contractor train City and County employee?
Integrated Library System (ILS), Sierra software training for IT and library s | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| C. Are there legal mandates requiring the use of contractual services? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| D. Are there federal or state grant requirements regarding the use of
contractual services? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| E. Has a board or commission determined that contracting is the most effective
way to provide this service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| F. Will the proposed work be completed by a contractor that has a current PSC
contract with your department? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

THE ABOVE INFORMATION IS SUBMITTED AS COMPLETE AND ACCURATE ON BEHALF OF THE DEPARTMENT HEAD
ON 09/08/2020 BY:

Name: marcus lange Phone: 415-557-4214 Email: marcus.lange@sfpl.org

Address: 100 Larkin St. San Francisco, CA 94102

April 7, 2026



Attention: San Francisco Public Library

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Sierra and Innovative Interfaces

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Sincerely,

A handwritten signature in black ink, appearing to read 'Tim McGee'.

Tim McGee
Vice President, Sales Operations

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