



## Legislation Text

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**File #:** ID 19-0601, **Version:** 1

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Resolution in the Amount of \$509,825.00 Authorizing Contract between the Greensboro Public Library and OCLC Wise

Council Priority: Create an Environment to Promote Economic Development Opportunities and Job Creation; Achieve exceptional customer service, a diverse workforce and ensure fiscal stewardship, transparency and accountability.

Department: Libraries  
Council District: All

Public Hearing: N/A  
Advertising Date/By: N/A

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### **PURPOSE:**

A Resolution is required to purchase OCLC Wise System Implementation and yearly subscription. Additionally, the Libraries Department seeks approval to renew this subscription annually, in perpetuity, until one or both parties agrees to end the contract.

### **BACKGROUND:**

OCLC is a nonprofit, library cooperative. It is a membership organization, whose public purpose is to advance access to global information and reduce the rate of increase in library costs. OCLC Wise is the first community engagement system for US public libraries. OCLC Wise is an Integrated Library System (ILS), which includes Library Catalog, Customer, and Acquisitions Management. There are other ILS's on the market; however, the OCLC Wise system offers Libraries the capacity to engage their customer intelligently through the mining of data on customer history. This unique capability, not currently available with any other ILS, consequently makes OCLC Wise a superior choice.

The customer engagement capability afforded by OCLC Wise will assist the Greensboro Public Library in doing a better job meeting the needs of the customers it serves by giving libraries the ability to understand the preferences and interests of people in the community. Furthermore, customers are given the option to opt-in to this customer engagement component of the system, thus helping to ensure customer privacy is protected.

### **BUDGET IMPACT:**

Funds to be encumbered under account number 101-5501-13.5419.

Year 1: \$230,000

Year 2: \$136,500

Year 3: \$143,325

Subsequently, it shall be renewed annually with an increase not more than 5% of the previous year's

subscription price.

**RECOMMENDATION / ACTION REQUESTED:**

The Libraries Department recommends and requests approval of the attached Resolution to purchase OCLC Wise yearly subscription.