

Memorandum

To: Quebec University Library Staff

From: BCI Library Subcommittee

Subject: Shared Service Platform – Project Update

Date: September 11, 2018

Background

As most of the Integrated Library Management Systems (ILMS) in Quebec university libraries will have to be replaced by 2020, providers are gradually moving away from this technological approach to focus on Shared Service Platforms (SSP). As such, Quebec University Libraries have been collaborating on a project to replace their ILMS with an SSP under the supervision of the Bureau de coopération interuniversitaire (BCI) since Fall 2014.

Project advancement since April 16, 2018

As seventeen Quebec universities officially accepted to participate in the Shared Services Platform project last April, a call for tenders was published in French and English in SEAO (Système électronique d'appel d'offres du Gouvernement du Québec) on July 3. Companies interested had until August 20 to send their proposal, three of which were administratively compliant, and were thus retained for this call for tenders.

A technical compliance and quality analysis will be completed by mid-October during Phase I of the call for tenders. The suppliers whose solution meets the quality and compliance requirements defined in the call for tenders will be contacted for a meeting early November, during the competitive dialogue process, after which they will be invited to present their final proposal during Phase II of the call for tenders. The contract will be awarded and announced in January 2019. The solution should be rolled out over the summer in 2020.

This call for tenders is the result of a long-term joint commitment that began at the end of 2017, where different working groups defined the business needs. The working group who was responsible for drafting the call for tenders undertook its activities last April, and the Selection Committee defined the quality criteria last June. The Library Subcommittee would thus like to thank all those who contributed to this call for tenders, specifically Mr. François Charbonnier, our Product Manager, who oversaw most of the document drafting.

The SSP project was launched on Thursday, September 6, in Montreal with close to one hundred people. The key stakeholders from Quebec university libraries who will contribute to the solution's implementation had been invited to discuss the guiding principles of this partnership, and the collaborative work necessary for the project to succeed. During the workshops, participants identified the main challenges, which member institutions should consider in the next few months to ensure that the project is progressing well. In particular, change management, staff training, harmonizing work practices and processes, support from libraries for decisions regarding the solution's implementation and configuration. To wrap-up the day, the group shared the different conditions necessary for the project to succeed.



Photo: Participants at the Shared Services Platform launch at UQAM, on September 6, 2018.

We would also like to mention Mrs. Chantale Ste-Marie joined the SSP project as Business Process Analyst last May. In the past weeks, she has been touring participating libraries, with Mrs. Sophie Valentin, Project Controller and Coordinator, to learn more about the different teams' processes and business practices. The information collected will be used to align the different library processes with the partnership's development vision for the project.

ON BEHALF OF THE QUEBEC UNIVERSITY LIBRARY DIRECTORS

Guylaine Beaudry
Vice-chair of the BCI Library Subcommittee

Benoit Seguin
Chair of the SSP Steering Committee