

**REPORT TO THE LIBRARY BOARD
OCTOBER 19, 2023**

SUBJECT: **Non-Competitive Purchases – Single Source Contract Award:
Snap Schedule: Employee Scheduling Software**

PURPOSE: For Approval

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RECOMMENDATION

It is recommended that the Library Board approve a single source contract award to Snap Schedule for \$15,160 USD/per year (or approximately \$20,618 CAD/year + HST) for employee scheduling. The total estimated cost over a standard 3-year useful life for the software is \$62,000 CAD.

BACKGROUND

Currently, Library staff use a variety of out-dated and inefficient methods to schedule employees including paper schedules, Microsoft Outlook calendars and spreadsheets. Casual shift bidding callouts are sent, responded to and assigned by email. Acquiring a scheduling software will allow Library staff to have a consolidated, consistent, system-wide view of scheduling, based upon positions, skills, locations and service points. It will also provide extensive reporting for better decision-making related to scheduling and staffing.

Employee scheduling software minimizes time spent on creating, publishing and maintaining shift schedules. This includes, but is not limited to:

- Auto-generated shift schedules;
- Scheduling of tasks, duties and breaks;
- Recording work hours and ensuring adequate coverage for service desks;
- Access to schedules 24/7 through an online module and app; and
- Shift bidding by position, skills or reasons.

Snap Schedule is scheduling software designed specifically for public libraries. It provides:

- Centralized scheduling for all departments and locations;
- Scheduling by defined by job classification and skills, such as page, library assistant and librarian;
- Library service points such as Reference and Circulation desks, London Room, and Labs' and
- Automated shift callouts and scheduling notifications to the casual pool that adhere to the Library's Collective Bargaining Agreement.

PROCUREMENT PROCESS

As per Section 14.4 of the [Procurement of Goods and Services Policy](#), single source means that there is more than one source of supply in the open market, but only one source is recommended due to predetermined and approved specifications.

It is recommended that the Library pursue a single source procurement process for the following reasons;

- The required goods and/or services are to be supplied by a particular supplier(s) having special knowledge, skills, expertise or experience.

BUDGET:

The first year of development and implementation will be funded using the IT capital budget. Subsequent years subscription renewals will be incorporated into the IT operating budget.

NEXT STEPS

Upon approval, Administration will acquire and implement Snap Schedule.