



## EXHIBIT 3



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TECHNOLOGY SERVICES

### MEMORANDUM

**DATE:** October 18, 2016  
**TO:** Elton Brock, Purchasing Manager   
**CC:** Bryan Langley, Assistant City Manager  
**FROM:** Melissa Kraft, Chief Technology Officer   
**SUBJECT:** Single-Sole Source Request – Innovative Interfaces Inc.

The City of Denton's Public Libraries use Innovative Interfaces Inc. Sierra Services platform. The Sierra Services platform offers proven library workflow technology and complete resource management with the power and scale of open systems architecture. They offer a complete and integrated approach to library management automation. Some of the key features include; staff capabilities in a web browser, proven print and electronic resource management with fulfillment functionality, integrated digital asset management capabilities, SQL-based database with Sierra DNA Documentation, APIs for integration with other applications, updated staff user experience including facets, web-style browsing, rich browse screens and more mobile work-lists optimized for tablets. The Sierra Services platform also includes a management dashboard with a complete picture of library operations.

In addition, the Sierra platform assist the City of Denton's Public Libraries in maintaining citizen accounts, managing collections, and processing fines and fees. The Sierra product cannot be purchased from any third party or supplier other than Innovative Interfaces Inc., as it is a proprietary product and requires Innovative's knowledge and expertise to install and maintain.

The City of Denton's Public Libraries has utilized the Innovative Interfaces Inc.'s software since 2002.