Request for Proposal
Integrated Library System

Proposals Due:
April 25, 2014
4:00PM EST
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table of Contents</td>
<td>2</td>
</tr>
<tr>
<td>Section 1 – Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Section 2 – Evaluation</td>
<td>4</td>
</tr>
<tr>
<td>Timeline</td>
<td>4</td>
</tr>
<tr>
<td>Submission of Questions</td>
<td>4</td>
</tr>
<tr>
<td>Submission of Proposals</td>
<td>5</td>
</tr>
<tr>
<td>Terms and Conditions</td>
<td>5</td>
</tr>
<tr>
<td>Section 3 – Proposal Content Requirements</td>
<td>7</td>
</tr>
<tr>
<td>General Information</td>
<td>7</td>
</tr>
<tr>
<td>System Functionality Information</td>
<td>10</td>
</tr>
<tr>
<td>Cost Proposal</td>
<td>11</td>
</tr>
<tr>
<td>Exhibits and Attachments</td>
<td>12</td>
</tr>
<tr>
<td>Section 4 – System Functionality</td>
<td>13</td>
</tr>
<tr>
<td>Section 4.1 – Core Functionality</td>
<td>13</td>
</tr>
<tr>
<td>Section 4.1.1 - Circulation</td>
<td>13</td>
</tr>
<tr>
<td>Section 4.1.2 – Cataloging</td>
<td>15</td>
</tr>
<tr>
<td>Section 4.1.3 – Acquisitions</td>
<td>16</td>
</tr>
<tr>
<td>Section 4.1.4 – Discovery and Self-Service</td>
<td>17</td>
</tr>
<tr>
<td>Section 4.1.5 – Reporting</td>
<td>19</td>
</tr>
<tr>
<td>Section 4.1.6 – Outreach and Home Delivery</td>
<td>21</td>
</tr>
<tr>
<td>Section 4.1.7 – Administration / Configuration</td>
<td>22</td>
</tr>
<tr>
<td>Section 4.2 – Authority Control and Management</td>
<td>23</td>
</tr>
<tr>
<td>Section 4.3 – Electronic Content</td>
<td>23</td>
</tr>
<tr>
<td>Section 4.4 – Technology Integration and Management</td>
<td>24</td>
</tr>
<tr>
<td>Section 4.5 – Third Party Applications</td>
<td>25</td>
</tr>
<tr>
<td>Appendix A – Minimum Requirements Worksheet</td>
<td>26</td>
</tr>
</tbody>
</table>
Section 1 – Introduction

Westchester Library System (WLS or “the Library System”) collaborates with its member libraries in Westchester County, New York to provide access to resources and services and to enhance and support library service for the more than 910,000 residents. WLS is one of New York State’s 23 public library systems which were established in 1958 by State Education Law.

There are thirty eight member public libraries within WLS, four of which have branches, for a total of forty four library locations plus the WLS headquarters office.

WLS has been using integrated library system (ILS) solutions from SirsiDynix since 2007. WLS originally installed the SirsiDynix Unicorn system in 2007 and migrated to the SirsiDynix Symphony system in October 2009. In August 2010 the ILS was moved from servers at WLS headquarters to the SirsiDynix hosted datacenter.

WLS, in its mission to ensure seamless access to excellent library service throughout Westchester County, seeks to implement mobile solutions to mirror or enhance typical in-library services. A new ILS will support the Library System and its membership in their goals with efficient workflows, adherence to both library industry and technology standards and best practices, provide staff access to statistical data on both system use and inventory, provide self-service opportunities for patrons, provide access controls to protect patron privacy and be scalable and adaptable for future growth and needs.

The following chart outlines the library system activity based on the most recently available statistics:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bibliographic Records*</td>
<td>1,016,578</td>
</tr>
<tr>
<td>Item Records*</td>
<td>4,146,632</td>
</tr>
<tr>
<td>Authority Records*</td>
<td>1,128,378</td>
</tr>
<tr>
<td>Population Served**</td>
<td>925,933</td>
</tr>
<tr>
<td>Cardholders*</td>
<td>463,515</td>
</tr>
<tr>
<td>Annual Circulation**</td>
<td>8,616,335</td>
</tr>
<tr>
<td>Staff Workstations (Approx)</td>
<td>425</td>
</tr>
</tbody>
</table>

*As of March 20, 2014
**As of 2012 Member Library Statistics
Section 2 – Evaluation

Proposed solutions will be evaluated by a committee composed of four member library directors, four WLS staff and a member of the WLS Board. The evaluations will:

- Determine if the proposals meet the minimum requirements as defined in this request for proposal (RFP)
- Score the proposals as Advantageous, Acceptable or Unacceptable in terms of the functional solutions described in each
- Rank the proposals based on the amount of each cost schedule

Following evaluation of the proposals, vendors with submitted proposals may be asked to provide a product demonstration.

Timeline

- RFP posted: Friday, March 21, 2014 – 4PM EDT
- Vendor questions due: Friday, April 4, 2014 – 4PM EDT
- Question responses posted: Monday, April 14, 2014 – 4PM EDT
- Proposals due: Friday, April 25, 2014 – 4PM EDT
- Demonstration period (if needed): May 5- 9, 2014
- Contract negotiation period: May 2014

Following the negotiation period, the proposals will be presented to the WLS Board of Trustees for approval. A second negotiation period may be opened, should the Board deem it necessary.

Submission of Questions

Any questions related to this RFP will be submitted to WLS via email at ILS@wlsmail.org by Friday, April 4, 2014, 4PM EDT. A written response will be prepared to all questions. All questions and replies will be posted on the WLS website at:

http://www.westchesterlibraries.org/ilsrfp by Monday, April 14, 2014 at 4PM EDT.
Submission of Proposals

Proposals should be received as detailed in this document by Friday, April 25, 2014 at 4PM EDT. At least nine (9) physical copies must be delivered as well as one electronic copy via email. Electronic copy must be in PDF (Portable Document Format).

Send physical copies to:

Westchester Library System
Attention: ILS Request for Proposal
540 White Plains Road, Suite 200
Tarrytown, New York 10591
(914) 674-3600

Send electronic copies to:

ILS@wlsmail.org

Terms and Conditions

- This Request for Proposal does not obligate Westchester Library System to accept or contract for any expressed or implied services.

- Proposals received after the deadline will not be considered.

- The Library System reserves the right to enter into discussions and/or negotiations with the vendor or vendors determined to be reasonably possible for award selection. The Library System additionally reserves the right to enter into exclusive discussions and/or negotiations with the vendor whose proposal is deemed to be most advantageous.

- In the event exclusive negotiations are conducted and an agreement is not reached, the Library System reserves the right to enter into negotiations with the vendor of the next highest ranked proposal without notice to the other participants and without a repeat of the formal RFP process.
Section 2 - Terms and Conditions (continued)

- All responses, questions and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits and documentation of any kind produced by the vendor that are submitted to the Library System, as part of a proposal or otherwise, shall become property of the Library System when received by the Library System and may be considered public information under applicable law. The Library System generally considers proposals and all accompanying material to be public and subject to disclosure. Any material considered by the vendor to be proprietary must be individually marked as such and accompanied by a written claim of confidentiality and a concise written statement of reasons supporting the claim. Blanket claims that the entire RFP is confidential will be denied. The Library System cannot guarantee that any information will be held confidential. However, no information will be made public until after a formal contract has been awarded.

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Westchester Library System Request for Proposal for New ILS
Section 3 – Proposal Content Requirements

General Information

A successful proposal will include a narrative about the vendor organization, its product deployment and data migration methodologies, as well as its customer service and support practices.

To that end, the narrative should include:

- Summary of the organization’s experience and qualifications. This should include a brief history of the organization, ownership information, number of employees, percentage of employees assigned to product development and/or support, headquarters address and names of key executives.
- Any changes in ownership, other than shares on a public stock exchange, in the organization in the last seven years? If so, please describe.
- How many employees of the organization hold an MLS or MLIS degree?
- What has been the employee turnover rate of the organization for the last year and past three years?
- Identify staff who would be involved in the implementation and migration to the proposed solution, including title and summary of their qualifications.
- Provide three customer references of consortia which are similar in size and transaction volume as WLS that have been deployed in the last thirty-six (36) months including at least one deployed in the last twelve (12) months. Include customer name, contact name, phone number and email address for each reference.
- Provide a chart showing how many production versions of the proposed software the organization currently supports and what percentage of customers are currently running each version.
- Does the organization offer / support other ILS products outside the scope of the one offered in this proposal? If so, what percentage of customers is running the software offered in this proposal?
- Given a goal of being live no later than April 1, 2015, provide an estimated timeline for the installation, migration, training and “go live” process. Include in your estimation what Library System staff time and resources will be needed to support the installation, migration, training and go-live process including required roles and degree of involvement.
- From your experience with other customers, are there any potential issues that would prevent data to be migrated to your proposed solution from a SirsiDynix Symphony system.
Section 3 - General Information (continued)

- Describe the ongoing support process following go-live included as part of annual maintenance. Include detailed descriptions of reporting and resolution processes as well as support staff availability, access to that staff by Library System staff, resolution timelines and guarantees and upgrade support.
- Does your solution have a vendor hosted option? If so, please describe the datacenter where the hosting is performed and any certifications and standards followed by the facility.
- Describe any proactive monitoring and maintenance of the solution available. Whether included in the support agreement for the proposed solution or offered at additional level, please describe the level of proactive monitoring and maintenance provided and at what additional costs, if any.
- Describe the training that can be provided as part of this solution. Does the vendor organization offer on-site training both before “go-live” and ongoing during the length of use? Is there off-site training available? Is there web-based training available? Describe the options or tiers of options available and associated costs for each option.
- Discuss the organization’s development methodology. Include the process for customer enhancement request and what percentage of annual development is driven by customer enhancement requests. Also include what types of ongoing development communications (i.e. development timelines, roadmaps, periodic reports, conference calls) and tracking (e.g. JIRA tracking) are provided to customers. Also include a chart showing how many versions and patches for each of the products in the proposed solution have been released annually for the past three years.
- Discuss any innovations that you have developed or are developing of which the Library System may not be aware. For any items in development, please provide timelines for general release and estimated costs to the Library System should they not be available for purchase at the time of proposal.
- Describe and tabulate in detail the pricing model for the proposed solution and any add-on options; include the metrics used to drive the pricing model.
- If the proposed solution is enhanced by subscriptions to third-party services for which the vendor organization is a reseller, please include those costs.
- Discuss what about the vendor organization or the products it offers sets it apart from and above competitors in the industry.
- Is the vendor organization currently a party to arbitration or litigation of any kind? Please describe.
Section 3 - General Information (continued)

- Does the system integrate with Microsoft Active Directory for staff authentication? If so, to what elements? Include to what extent Active Directory Group Membership can be used to drive permissions within the proposed solutions? Discuss similar successful integrations.
- Provide any and all information related to open-source software integrated into the proposed solution, including if open-source code was utilized in the development of any component. If open-source code has been used, provide an illustration of what components and elements contain open-source code and the license through which the code is being implemented.
- Please describe any and all pre-migration data refining or “scrubbing” (i.e. address verification and field normalization) services that the vendor organization offers including pricing and degrees or depth of service.
- Does your organization make quarterly site visits to its customers? If not, would representatives make quarterly visits if requested? Indicate what additional costs, if any, the Library System would incur.
- Describe your Help Desk capacity. Discuss hours of operation, locations of call centers, who from the customer site can be authorized to call for support.
- Discuss the change control process as it relates to support.
- Discuss the organizations corporate outlook over the next three years including market share, stability, goals and major initiatives.
- Discuss the process by which user-requested enhancements are added to the software.

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System Functionality Information

Please provide a written response to each function outlined in Section 4.

All features described in the written response must be included in the general release (GA) of the proposed software at the time the proposal is submitted. Any component or functionality in development or pre-development planning (alpha, beta, etc.) must be clearly marked as such with a timeline for general release.

Any third party solutions proposed should be included under a separate schedule in the cost of the proposal.

Should a complete component (i.e. OPAC, statistics tool, etc.) of the proposal be listed as in development or pre-development, the Library System reserves the right to cancel that section of the agreement should the general release timeline submitted by the vendor not be met. The vendor is encouraged to include a financial penalty schedule for failure to meet advertised release timelines on non-GA software listed in the proposed solution to provide a commitment to the proposed timeline provided.

Proposals that do not include solutions that meet all functions marked as critical or required may not be considered.

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Cost Proposal

Vendors will submit a cost for their proposed solution in table format. The table will include cost for the year of implementation, plus the three years to follow. The cost will be itemized by each of the following categories:

- Core Functionality, which includes:
  - Circulation
  - Cataloging
  - Acquisitions
  - Discovery and Self-Service
  - Reporting
  - Outreach / Home Delivery
  - Configuration / Administration
- Public discovery interface which includes:
  - Physical Items
  - Digital Content
  - Library System generated digital content
  - Local history groups physical and digital content
  - User access to create/update:
    - Temporary library card registration
    - Telephone number
    - Email address
    - Personal Identification Number (PIN)
    - Alternative user name
  - Online bill payment
- Authority control functionality
- Authority control processing
- Digital collection management
- Reporting / reconciliation with collection agencies (e.g. Unique Management)
- Offline Circulation
- Patron Notifications for overdue, lost and holds via:
  - Telephone
  - Email
  - SMS
Section 3 - Cost Proposal (continued)

- External Interfaces:
  - SIP
  - SIP2
  - NCIP
  - Z39.50
  - TomCat
  - EDI for Acquisitions
- Application Programing Interfaces (APIs) for:
  - Transaction processing
  - Data access and editing
- Hardware installation services
- Data migration services
- Training Services
- Hardware, database and server licensing for:
  - Production environment
  - Testing environment
- System monitoring and altering
- Android / Apple iOS mobile discovery application
- Android / Apple iOS
- Other installation fees (Provide itemized detail)
- Other functions, modules, applications, mobile apps (Provide itemized detail)

Exhibits and Attachments

Each vendor submitting a proposal should minimally include:
- General marketing materials for proposed solution
- Technical specifications for proposed solution
- Detailed specifications and licenses for hardware and software for proposed solution
- A sales agreement sample
- A support/maintenance agreement sample

Vendors submitting proposals are encouraged, but not required, to submit a video, not to exceed 30 minutes in length, with a solution walk-through. The purpose of this video is to provide the review panel with a basic understanding of the solution and its functionality to maximize the use of potential demonstrations as described in the timeline in Section 2 of this RFP document.
Section 4 – System Functionality

Section 4.1 – Core Functionality

Section 4.1.1 - Circulation

Minimum Requirements
Please indicate on the attached worksheet if the solution meets the following functions. Additional narrative information may be attached as necessary:

- Charge and discharge physical items
- Optionally discharge items without accruing fines and fees
- Optionally discharge items with a modified discharge date/time
- Optionally charge item with a modified due date
- Automatically adapt due dates to holidays and library closings
- Show patron account comments at checkout
- Process and retain fine and fee payment history
- Provide multi-level permissions setting at function level (e.g. overriding holds)
- Provide multi-level permissions for viewing data (e.g. checkout history)
- Ability to create multiple types of patron accounts each with its own loan rules, fine rates, material limits and mandatory fields
- Ability to retain critical data (e.g. number of checkouts) while selectively, by patron choice, purge other data (e.g. titles borrowed) to provide patron privacy
- Display patron last activity date, which reflects both physical and digital activity
- Ability to take and fill patron holds based on library requirements

Additional Information
Provide a narrative response to each of the following:

- What workflow efficiencies does the solution provide?
- Describe the offline circulation process. What caveats are there to its use in a consortia? What functionality is disabled in offline sessions?
- Does the system support circulation functions from mobile devices? If so, describe how and what functionality is and is not accessible.
- Does the system support online circulation from outside the library? If so, describe how.
- Can credit/debit card fine and fee payments be taken through the staff workstation? If so, describe? Also discuss payment gateway options.
Section 4.1.1 – Circulation (continued)

Additional Information (Continued)

- Discuss what security and standards are implemented with regard to credit/debit card security as it related to accepting online and in-person fines and fees through the proposed solution.
- Discuss how the system can accommodate special checkout and hold conditions such as book groups.
- Discuss what options there are with regard to parent/child cards and institutional cards.
- Describe what options are available for in-transit receipt/wrapper customization.
- Describe what options are available for patron receipt customization. Can customization be made by location?
- Can the system provide an email-based receipt in lieu of paper at the time of the transaction?
- Can the system provide an SMS-based receipt in lieu of paper at the time of the transaction?
- Describe options for searching for a patron account. What data is indexed?
- Describe how the system can be configured to support floating collections.
- Describe how the system supports online user registration.
- Describe how the system supports delivery (e.g. US Mail)-based circulation.
- Describe how the system supports transiting of items between member libraries.
- What ILL management functions are included with the solution? If the solution does include a native ILL module, compare and contrast to functionality provided by ILLiad?
- With what third party ILL management applications can the system interface. Describe successful integrations of third party products, such as ILLiad, with the solution?
- Describe what classifications can be used on patron accounts for statistical and demographic reporting.
- Describe how fine and fees cash reporting is handled.
- Describe how items that are patron claims returned are processed.
- Can the system be used to communicate directly with patrons via email or SMS? If so, describe how.
- Describe the complexity in which holds fulfillment can be configured.
- Describe options and customizations for patron notifications including telephone, email and SMS.
Section 4.1.2 – Cataloging

**Minimum Requirements**

Please indicate on the attached worksheet if the solution meets the following functions. Additional narrative information may be attached as necessary:

- [ ] Load, export and delete MARC records
- [ ] Provides batch record editing
- [ ] Provides MARC compatible bibliographic editor with field-level permissions
- [ ] Provides overlay functionality to merge item vendor-supplied records with MARC record vendor (e.g. OCLC or SkyRiver) records and retain any associated holds and items.
- [ ] Provides keyboard and mouse-based cut, copy and paste editor functionality
- [ ] Provides Authority record editor
- [ ] Provides functionality to add, remove and transfer items
- [ ] Provides functionality to remove items and retain associated bills
- [ ] Provides inventory and weeding functionality
- [ ] Provides Authority control processing
- [ ] Provides RDA compatibility
- [ ] Provides spine label printing functionality with unique settings by library location and item type

**Additional Information**

Provide a narrative response to each of the following:

- Describe how the system indexes and displays 5xx tags, 6xx subfields, and 245 subfield h.
- Describe how the system handles cross-references.
- Describe how the system handles and displays diacritics and non-roman characters.
- Describe what classifications can be used on item records for statistical reporting.
- Does the bibliographic editor support a “find and replace” function?
- Describe any restrictions to call numbers in the system.
- Discuss the extent to which cataloging standards such as FRBR and RDA have been implemented in the system.
- Does the system support the use of ONIX records?
- Describe how the system handles bibliographic and item records for digital assets and materials.
- Describe what bibliographic editor features provide for efficient workflow.
Section 4.1.3 – Acquisitions

Minimum Requirements
Please indicate on the attached worksheet if the solution meets the following functions. Additional narrative information may be attached as necessary:

- Ability to create, copy, modify and display fund accounts
- Ability to create, copy, modify and display vendor accounts
- Ability to create order records
- Ability to automate acquisition order data loading from vendor
- Ability to make ad-hoc changes to budgets

Additional Information
Provide a narrative response to each of the following:
- What functionality in this module provides effective staff workflow and efficiency?
- How does the system record invoices and payments?
- How does the system support order tracking?
- Provide detailed info on how the system specifically interfaces with key vendors such as Amazon.com, Baker & Taylor, Midwest Tape and Recorded Books.
- Does the system support batch or group editing of order records? If so, describe how.
- Describe in detail the process for setting up order and invoice processing via EDI. Does the process require assistance from the vendor support group? What extra costs, if any, are associated with this process?
- Is the system capable of showing data from multiple vendors (i.e. prices on the same title) when creating order records?
- Describe the process by which vendors send acquisition files into the system.

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Section 4.1.4 – Discovery and Self-Service

Minimum Requirements
Please indicate on the attached worksheet if the solution meets the following functions. Additional narrative information may be attached as necessary:

☐ Provides search and discovery of physical items
☐ Provides search and discovery of digital items (i.e. ebooks)
☐ Provides search and discovery of digital assets (i.e. local history photos)
☐ Provides an interface for self-service patron account management

Additional Information

- Describe the way format icons are implemented in the online catalog. What item metric drives the icon that is used? Describe the icons, if any, that are delivered with the solution. Are there any limitations to the number of icons that may be used? How can custom icons created by the Library System be used?
- What self-service opportunities are there for the patron? Please be as specific as possible to what settings and information the patron can create and edit.
- Can the patron change checkout history retention settings? Discuss in detail both patron and Library System configuration options.
- Discuss the options available for online patron registration. Please note any features that specifically accommodate consortia.
- Discuss the typical search process, including use of any search limiting or expanding features.
- Discuss the process for discovery and delivery of digital items.
- Discuss the options for customization of the interface of the discovery tool.
- Does the discovery tool interface with social media (e.g. Twitter, Facebook)? If so, please discuss the degree to which both social media can be integrated into the discovery tool and the discovery tool can be integrated into social media.
- What level of technical knowledge is needed to make customizations to the discovery tool? Can changes be made without assistance from the vendor support group? Describe the typical process for editing the content of the initial page of the discovery tool.
- Describe the level of localization that can be achieved with the discovery product.
- Does the discovery tool provide for a localized experience that is different in the library versus when the user is not in the library? If so, please describe.
Section 4.1.4 – Discovery and Self-Service (continued)

Additional Information (Continued)

- Discuss options available for selectively displaying bibliographic records based on local library and/or patron home library including both electronic and physical holdings.
- Can searching and viewing of bibliographic or item records be limited by library, if so, please describe the process through which this is done and the patron experience.
- Can searching external databases be limited by library, if so, please describe the process through which this is done and the patron experience.
- Describe in detail how the solution supports the display of records from Overdrive where both the consortium and a member library own copies of the same title. Describe the way those records will display in the discovery tool.
- Describe in detail how the solution supports the display of records from Overdrive where only a member library own a title. Describe the way those records will display in the discovery tool.
- To what extent does the solution allow for the promotion of a single title above all other titles within a search results set?
- Discuss how the discovery tool provides for online reader’s advisory.
- Discuss the methodology used for optimizing search results / index configuration in the discovery tool at the time of migration. Also include any costs for this service.
- Discuss what options for additionally optimizing search results / index configuration can be made available post-migration. Also include any costs for this service.

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Section 4.1.5 – Reporting

Minimum Requirements
Please indicate on the attached worksheet if the solution meets the following functions. Additional narrative information may be attached as necessary:

- Provides member library staff the ability to define and run reports, without Library System staff intervention or permission.
- Allows scheduled reports to run at a date and time specified by authorized staff
- Allows scheduled reports to be emailed

Additional Information
Provide a narrative response to each of the following:

- Describe how data is harvested from the ILS into the reporting tool and the what impact, if any, this process has on the response time of the ILS.
- Describe the reporting features of the solution including how the minimum requirements are met.
- Describe, in detail, what limitations there are in the reporting tools. Including what conditions, if any, would cause reports not to be emailed, what fields cannot be included in reports, limitations on data blending (i.e. patron and item data) and any other data you feel may be pertinent.
- Describe what limitations can be set in the reporting tool through user permissions. (e.g. student workers can run holds reports, but not reports with personally identifiable information of patrons)
- Describe in detail the level of detail possible with regard to statistical reporting on both patron and item usage.
- Does the reporting tool integrate data from US Census Bureau? If so, please explain what data is integrated and how it can be used.
- Is the reporting tool web-based?
- What additional APIs are available? Are there reporting limitations of the reporting tool that require the use of APIs?
- Please describe the reporting capabilities with regard to holds to collection analysis for both physical and digital materials.
Section 4.1.5 – Reporting

Additional Information (Continued)

- Describe the cash drawer reporting capabilities, what configuration requirements there are to implement and any limitations such configurations cause.
- Describe the method(s) by which the system integrates with collection agencies such as Unique Management (currently used by two member libraries).
- Describe how the system can search and display staff usage (i.e. transaction logs).
- Describe how the system provides for privatization of patron data.

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Section 4.1.6 – Outreach and Home Delivery

Minimum Requirements
Please indicate on the attached worksheet if the solution meets the following functions. Additional narrative information may be attached is necessary:

☐ Provide for label printing and fee accounting for home delivery
☐ Provide resources for coordinated outreach and community engagement

Additional Information
Provide a narrative response to each of the following:
- Discuss any relevant functions and features of the solution that enhance outreach services.
- Discuss what functionality can be configured to support the logistics and accounting of home delivery service.
- Does the solution have functionality to support a calendar of events for each member library?
- If the system does support a calendar of events, does the solution include event signup through the online catalog? If yes, please describe.
- If event signup through the online catalog is available, does the solution also support the online collections of event fees and/or room reservation? Please discuss the options available and potential configurations from both the staff client and public catalog perspectives.

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Section 4.1.7 – Administration / Configuration

Minimum Requirements
Please indicate on the attached worksheet if the solution meets the following functions. Additional narrative information may be attached as necessary:

☐ Provides functionality for the Library System staff to add and change global and local operational configurations
☐ Provide functionality for member library staff to add and change local operational configurations
☐ Provide role-based permissions for access to configuration fields

Additional Information
Provide a narrative response to each of the following:
- Discuss what configuration options are available to Library System staff.
- Discuss what configuration options can be limited to member library staff.
- Discuss what role-based permissions can be assigned to groups and individuals.
- Discuss how role-based permissions can be linked to Active Directory group membership.
- Discuss in detail the tools provided for database management such as item and patron purges, in-transit item monitoring and tracking, library calendar maintenance, patron bill tracking and purging, patron email tracking and any other maintenance item you feel may be pertinent.
- Is there a test instance / server available with full replication of production data? Please describe the testing environment.

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Section 4.2 – Authority Control and Management
The library system has over 1.1 million authority records. Discuss the system’s capacity to manage and process this volume of records. Does the vendor offer an Authority Control service? If so, please provide cost estimates for monthly, quarterly, bi-annual and annual Authority Control processing options.

Section 4.3 – Electronic Content
The Library System is a significant consumer of digital content. Discuss in detail if and how the ILS system is able to integrate digital materials to aid in the search, discovery and delivery of content.

Please provide an illustration or chart describing the depth of integration with each of the digital content providers currently available in the proposed solution.

Also discuss how the system can store, manage, search and display digital assets (e.g. locally produced ebooks, photos, sound recordings, etc).

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Section 4.4 – Technology Integration and Management

The Library System technology is managed by an in-house department of eight full-time staff. Their roles include:

- Network management
- Server management and maintenance
- ILS administrator
- Web developer
- General IT support
- Third-party application management

The Library System is also actively engaged with significant upgrades to the IT infrastructure. Please describe the ILS systems compatibility with the following technologies and provide any technical specification necessary to document such compliance:

- Microsoft Active Directory authentication for single sign-on and role-based permissions
- Allows staff to access multiple modules of the system, including through a single client site, applet or application.
- Please provide pricing schedules for both vendor-hosted and locally-hosted options. The Library System will review and consider proposals for a locally-hosted solution, but is currently using a fully vendor-managed, vendor-maintained and vendor-hosted solution.
- While the Library System understands the need to maintain database integrity, the vendor must supply, at a minimum, a full database schema and read access to 100% of the data in the database for the purpose of creating custom reports. If 100% read access is not permitted, please describe why and to what extent direct data access is available.
- Describe the hardware and software licensing requirements for both vendor-hosted and locally-hosted installations of the solution.
- List the browsers supported by web-based portions of the solution and the minimum versions required.
- List the minimum PC resource and operating system requirements for all staff-side applications.
- List and discuss what staff-side applications are available for mobile devices and tablets. In detail discuss what functionality is not included from the full staff client and what mobile operating systems are supported.
- Describe how security is maintained by the ILS system in a mobile environment in both library-owned and bring-your-own-device scenarios.
Section 4.5 – Third Party Applications
The proposed solution must interact with several third-party (listed below) and in-house products. Please describe the vendor organizations philosophy to interoperability, including how it develops and provides APIs and Web Services, compliance with standards such as Z39.50, SIP, SIP2 and NCIP and general compatibility with other third-party products. Provide any details and documentation as needed and appropriate.

- **Member libraries currently have self-checkout solutions from:**
  - 3M
  - Sentry
  - WLS
  - Envisionware
- **Member Libraries currently have RFID solutions from:**
  - Sentry
  - ITG
- All libraries use Envisionware PC Reservation and LPTone
- TixKeeper
- Online resources that use SIP2 for patron authentication
- Capira Mobile
- Boopsie

Outline in detail the process for creating SIP2 profiles. Is intervention from the vendor support team required? What additional costs, if any, are associated with the creation of SIP2 profiles?
Appendix A – Minimum Requirements Worksheet

Confirm with a yes (check ☑) / no (no check ☐) response that, and if necessary describe how, if necessary, the solution performs the following functions:

4.1.1 - Circulation
- Charge and discharge physical items
- Optionally discharge items without accruing fines and fees
- Optionally discharge items with a modified discharge date/time
- Optionally charge item with a modified due date
- Automatically adapt due dates to holidays and library closings
- Show patron account comments at checkout
- Process and retain fine and fee payment history
- Provide multi-level permissions setting at function level (e.g. overriding holds)
- Provide multi-level permissions for viewing data (e.g. checkout history)
- Ability to create multiple types of patron accounts each with its own loan rules, fine rates, material limits and mandatory fields
- Ability to retain critical data (e.g. number of checkouts) while selectively, by patron choice, purge other data (e.g. titles borrowed) to provide patron privacy
- Display patron last activity date, which reflects both physical and digital activity
- Ability to take and fill patron holds based on library requirements.

4.1.2 - Cataloging
- Load, export and delete MARC records
- Provides batch record editing
- Provides MARC compatible bibliographic editor with field-level permissions
- Provides overlay functionality to merge item vendor-supplied records with MARC record vendor (e.g. OCLC or SkyRiver) records and retain any associated holds and items.
- Provides keyboard and mouse-based cut, copy and paste editor functionality
- Provides Authority record editor
- Provides functionality to add, remove and transfer items
- Provides functionality to remove items and retain associated bills
- Provides inventory and weeding functionality
Appendix A – Minimum Requirements Worksheet (Page 2 of 2)

4.1.2 – Cataloging (continued)
- Provides Authority control processing
- Provides RDA compatibility
- Provides spine label printing functionality with unique settings by library location and item type

4.1.3 - Acquisitions
- Ability to create, copy, modify and display fund accounts
- Ability to create, copy, modify and display vendor accounts
- Ability to create order records
- Ability to automate acquisition order data loading from vendor
- Ability to make ad-hoc changes to budgets

4.1.4 - Discovery and Self Service
- Provides search and discovery of physical items
- Provides search and discovery of digital items (i.e. ebooks)
- Provides search and discovery of digital assets (i.e. local history photos)
- Provides an interface for self-service patron account management

4.1.5 - Reporting
- Provides member library staff the ability to define and run reports, without Library System staff intervention or permission.
- Allows scheduled reports to run at a date and time specified by authorized staff
- Allows scheduled reports to be emailed

4.1.6 - Outreach and Home Delivery
- Provide for label printing and fee accounting for home delivery
- Provide resources for coordinated outreach and community engagement

4.1.7 - Administration / Configuration
- Provides functionality for the Library System staff to add and change global and local operational configurations
- Provide functionality for member library staff to add and change local operational configurations
- Provide role-based permissions for access to configuration fields