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# Request for Proposal Integrated Library System

The Chautauqua-Cattaraugus Library System seeks proposals for an Integrated Library System (ILS) delivered as a SaaS. To be considered, please mail one paper copy, and an electronic copy (PDF preferred) of the RFP by 5:00 p.m. (EDT) on Thursday, March 29, 2018 to:

Eli Guinnee, Executive Director  
Chautauqua-Cattaraugus Library System  
106 West Fifth Street  
Jamestown, New York 14701  
Email: [equinnee@cclslib.org](mailto:equinnee@cclslib.org)

**Proposals Due:** Thursday, March 29, 2018, at 5:00 p.m. (EDT)

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## SECTION 1- INTRODUCTION

Chautauqua-Cattaraugus Library System (CCLS) is a cooperative public library system in Western New York, serving 36 member libraries at 38 locations. It has two co-central libraries: Olean Public Library in Cattaraugus County, and James Prendergast Library Association in Chautauqua County, which houses the CCLS headquarters.

CCLS has been using SirsiDynix since 2004, most recently migrating to Symphony (Saas) in 2011 from a locally hosted installation. In its mission to provide member libraries with high quality, affordable services, CCLS now seeks an ILS that will provide: an effective, modern, easy to use access point for patrons; efficient, easy to learn, functionality for staff; reporting tools that enable smooth daily workflow as well as statistical reports for data analysis; secure data storage; and future software updates that will adapt to changing expectations and needs.

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

Bibliographic Records	471,036
Item Records	1,083,813
Authority Records	0**
Population Served	208,701
Cardholders	119,878
Annual Circulation	919,382
Staff Workstations (Approx)	110

\*As of January 12, 2018

\*\*CCLS has plans to add Authority Records in the future

### Contact:

Eli Guinnee, Executive Director  
Chautauqua-Cattaraugus Library System  
106 West Fifth Street  
Jamestown, New York 14701  
(716) 664-6675 x228  
[equinnee@cclslib.org](mailto:equinnee@cclslib.org)

## SECTION 2 - EVALUATION

Proposals will be evaluated by a committee composed of four member library representatives, one CCLS trustee, and five CCLS staff members. 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 top proposals based on cost
- Vendors may be asked to provide a product demonstration following this process.

### Timeline

RFP posted:	February 15, 2018
Vendor questions due:	February 28, 2018 – 5PM EST
Question responses posted:	March 7, 2018 – 5PM EST
Proposals due:	March 29, 2018 – 5PM EDT
Demonstration period (if necessary):	April 16 – April 27, 2018
Contract negotiation period:	May 1 – May 16, 2018
Desired Completion:	November 1, 2018

Following the negotiation period, the proposals will be presented to the CCLS 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 CCLS via email at [ILSRFP@cclslib.org](mailto:ILSRFP@cclslib.org) by February 28, 2018, 5PM EST. A written response will be prepared to all questions. All questions and replies will be posted on the CCLS website at: <http://libraries.cc/ilsrfp> by March 7, 2018, 5PM EST

## Terms and Conditions

- This Request for Proposal does not obligate CCLS to accept or contract for any expressed or implied services.
- Proposals received after the deadline will not be considered.
- CCLS reserves the right to enter into discussions and/or negotiations with the vendor or vendors determined to be reasonably possible for award selection. CCLS 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, CCLS 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.
- Any party responding to this RFP is solely responsible for investigating and satisfying itself on every aspect of the ILS, including without limitation, branch conditions, environmental matters, servicing requirements, and design feasibility and requirements.
- 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 CCLS, as part of a proposal or otherwise, shall become property of CCLS when received by CCLS and may be considered public information under applicable law. CCLS 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. CCLS cannot guarantee that any information will be held confidential. However, no information will be made public until after a formal contract has been awarded.

## SECTION 3 - 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 address the following:

- 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.
- Provide a summary of the organization's experience and qualifications, including: 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. Discuss the organization's corporate outlook over the next three years including market share, stability, goals and major initiatives.
- Any changes in ownership, other than shares on a public stock exchange, in the organization in the last seven years.
- Any environmental, financial, and/or social sustainability steps taken by the organization.
- Number of employees of the organization that hold an MLS or MLIS degree.
- Identify staff who would be involved in implementation and migration.
- Three customer references of organizations which are similar in size and transaction volume as CCLS that have been deployed in the last thirty-six (36) months. Include customer name, contact name, phone number and email address for each reference.
- 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.
- Other ILS products the organization offers and/or supports outside the scope of the one offered in this proposal, as well as the percentage of customers running that product.
- An estimated timeline for the installation, migration, training and go-live process. Include in your estimation what CCLS staff time and resources will be needed to support the installation, migration, training and go-live process including required roles and degree of involvement.
- Potential issues that would prevent data to be migrated to your proposed solution from a SirsiDynix Symphony system, if applicable, based on previous experience.
- 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.
- Describe the data center(s) where the hosting is performed and any certifications or standards followed by the facility.
- Describe the physical security of your data center.
- What is your uptime percentage?
- Describe your backup, retention, disaster recovery process, and average recovery time.
- Describe how patron data is secured at the datacenter and in transmission.

- Describe ownership of data stored at the data center. Will our data be stored in a proprietary format? Are we able to at any time acquire a snapshot of our full data?
- Describe database structures, including any database utilized for a discovery layer, if separate from the main ILS.
- Describe the entire process for creating and processing offline transactions both at the staff client end and the server end.
- Describe any proactive monitoring and maintenance of the proposed solution.
- 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.
- Describe how the ILS is accessed for staff and patron functions. Does the solution require VPN or Static IP?
- What data speed is needed for member libraries to properly perform staff and patron functions?
- 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.
- Discuss any innovations that you have developed or are developing of which CCLS may not be aware. For any items in development, please provide timelines for general release and estimated costs to CCLS should they not be available for purchase at the time of proposal.
- 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 any unique aspects of the vendor organization or products.
- Provide information on any arbitration or litigation of any kind that the organization is currently a party to.
- Please describe any and all pre-migration data refining or “scrubbing” services that the vendor organization offers including pricing and degrees or depth of service. Address verification and field normalization.
- How often, if at all, your organization makes site visits to its customers. Indicate what additional costs, if any, CCLS would incur if it were to request a visit.
- Describe your Help Desk capacity. Discuss hours of operation, locations of call centers, and who from the customer site can be authorized to call for support.
- Discuss the change control process as it relates to support, and on average how often new updates are released.

## 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 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 (eg. OPAC, reporting tool, etc.) of the proposal be listed as in-development or pre-development, CCLS 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 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.



## 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 four 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
  - Configuration / Administration
- Public discovery interface which includes:
  - Physical Items
  - Enriched Content (eg. cover art, summaries, etc.)
  - Library System generated digital content
  - User access to create/update:
    - Temporary library card registration
    - Telephone number
    - Email address
    - Personal Identification Number (PIN)
    - Alternative username
  - Online bill payment
- Authority control
- 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
- External Interfaces:
  - SIP2
  - Z39.50
  - Application Programming Interfaces (APIs) for:
    - Transaction processing
    - Data access and editing
- Data migration services
- Training Services
- System monitoring
- Android, Apple iOS and Chrome mobile discovery application
- 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
- A sales agreement sample
- A support/maintenance agreement sample

## Response to Specifications

**Vendor Status Column:** Proposers must respond to every functional, technical, and performance requirement contained in the FUNCTIONAL SPECIFICATIONS section of the RFP on the tables provided and using the following criteria:

Vendor Status Designation	Description
N	Not Available/not planned
I	In Development/Planned
C	Complies completely – in release and currently used by customers

**Library Priority Column:** The Library Priority column information is included to help vendors determine how important each item is to CCLS. There is a 3 point scale used for indicating priorities which are defined as follows: **(1)** indicates that we expect that functional requirement to exist in the ILS and that it is critical to the library workflow; **(2)** indicates that we expect that functional requirement to exist in the ILS but not critical to the library workflow; and **(3)** indicates that the functional requirement is desirable. These priorities will be used in the weighing purposes when scoring as part of the evaluation process.

## SECTION 4 - SYSTEM FUNCTIONALITY

### Section 4.1.1 - OPAC

Item #	CCLS Priority	Description	Vendor Status
4.1.1.1	1	Allows easy online credit card payments	
<b>Vendor Notes:</b>			
4.1.1.2	1	Allows renewals by patrons online	
<b>Vendor Notes:</b>			
4.1.1.3	2	Ability to create a username online	
<b>Vendor Notes:</b>			
4.1.1.4	2	Spell check in search box	
<b>Vendor Notes:</b>			
4.1.1.5	2	Predictive searching, preferably context based (eg. only suggests authors if patron starts typing a name)	
<b>Vendor Notes:</b>			
4.1.1.6	2	Allows for searching of non-traditional items (local history photos, sound recordings, library created digital collections)	
<b>Vendor Notes:</b>			
4.1.1.7	2	Recommended similar searches in the search box	
<b>Vendor Notes:</b>			
4.1.1.8	1	Customizable weighting of search results	
<b>Vendor Notes:</b>			

4.1.1.9	1	Modern look	
<b>Vendor Notes:</b>			
4.1.1.10	2	Rotating book jacket displays on OPAC	
<b>Vendor Notes:</b>			
4.1.1.11	2	MARC record display option	
<b>Vendor Notes:</b>			
4.1.1.12	1	Search & Discovery of eBooks & downloadable audiobooks	
<b>Vendor Notes:</b>			
4.1.1.13	1	Responsive/adaptive on mobile devices	
<b>Vendor Notes:</b>			
4.1.1.14	2	Ease of adding library-specific information & program advertisements	
<b>Vendor Notes:</b>			
4.1.1.15	3	Apps available for iOS, Android & Chrome devices	
<b>Vendor Notes:</b>			
4.1.1.16	1	Provides Advanced Searching options	
<b>Vendor Notes:</b>			
4.1.1.17	1	Displays all titles within a series together	
<b>Vendor Notes:</b>			
4.1.1.18	3	Displays floor plan location map in item display	
<b>Vendor Notes:</b>			
4.1.1.19	1	Save, print email, text, or download selected records	

<b>Vendor Notes:</b>			
4.1.1.20	3	Email or RSS alerts of new additions	
<b>Vendor Notes:</b>			
4.1.1.21	3	Allows user to rate new materials	
<b>Vendor Notes:</b>			
4.1.1.22	3	Interfaces with social media	
<b>Vendor Notes:</b>			
4.1.1.23	2	Patrons can register for temporary card	
<b>Vendor Notes:</b>			
4.1.1.24	2	Patrons can reset their own passwords/PINS	
<b>Vendor Notes:</b>			
4.1.1.25	2	Patrons can update their own personal information	
<b>Vendor Notes:</b>			
4.1.1.26	2	Easy external link to interlibrary loan forms	
<b>Vendor Notes:</b>			
4.1.1.27	3	Allows user to suggest titles to purchase	
<b>Vendor Notes:</b>			
4.1.1.28	2	Ability to edit preferred notification method for each type of notification	
<b>Vendor Notes:</b>			
4.1.1.29	3	Ability to send a message to one's home library	

<b>Vendor Notes:</b>			
4.1.1.30	2	Ability for patron to create and manage multiple book lists, e.g. "Books I want to read", etc. including the ability to place a hold directly from the book list	
<b>Vendor Notes:</b>			
4.1.1.31	3	OPAC URLs are short & simple	
<b>Vendor Notes:</b>			
4.1.1.32	2	Cart system allows patrons to hold items without checking them out	
<b>Vendor Notes:</b>			
4.1.1.33	3	Provides a Kid-Friendly version of the OPAC	
<b>Vendor Notes:</b>			
4.1.1.34	1	Discovery Layer makes searching easy across all collections	
<b>Vendor Notes:</b>			
4.1.1.35	1	Supports enriched content including cover art, summaries, table of contents, etc. (e.g. Syndetics)	
<b>Vendor Notes:</b>			
4.1.1.36	1	Provides a secure site for patrons to sign in to their account	
<b>Vendor Notes:</b>			
4.1.1.37	1	Provides option to display multiple editions and formats of a single title together	

<b>Vendor Notes:</b>			
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### Section 4.1.2 - Acquisitions

<b>Item #</b>	<b>CCLS Priority</b>	<b>Description</b>	<b>Vendor Status</b>
4.1.2.1	1	Allows users to search, create, copy, modify, display and remove fund accounts for single or multiple years	
<b>Vendor Notes:</b>			
4.1.2.2	1	Allows users to search, create, copy, modify, display and remove vendor accounts for single or multiple years	
<b>Vendor Notes:</b>			
4.1.2.3	1	Allows creation of different types of orders, especially firm, standing, and continuation orders	
<b>Vendor Notes:</b>			
4.1.2.4	1	Allows creation of both single and multiple order-line purchase orders	
<b>Vendor Notes:</b>			
4.1.2.5	1	Supports adding of fund and vendor cycles	
<b>Vendor Notes:</b>			
4.1.2.6	2	Supports setting and modifying budget amounts	
<b>Vendor Notes:</b>			

4.1.2.7	1	Allows for unlimited fund accounts	
<b>Vendor Notes:</b>			
4.1.2.8	1	Allows for unlimited vendor accounts, with mailing addresses, telephone numbers, customer account numbers, and other vendor information	
<b>Vendor Notes:</b>			
4.1.2.9	1	Allows for multiple accounts for a single vendor	
<b>Vendor Notes:</b>			
4.1.2.10	2	Updates and balances funds in real time	
<b>Vendor Notes:</b>			
4.1.2.11	1	Allows creation of automatic sequential purchase order numbers	
<b>Vendor Notes:</b>			
4.1.2.12	1	Creates and records invoices and/or payments	
<b>Vendor Notes:</b>			
4.1.2.13	1	Supports order tracking	
<b>Vendor Notes:</b>			
4.1.2.14	1	Allows clear process to “roll-over” unfilled order records from one year to the next.	
<b>Vendor Notes:</b>			
4.1.2.15	1	Allows clear process to “roll-over” fund and vendor accounts from one year to the next	
<b>Vendor Notes:</b>			



4.1.2.16	1	Provides search, create, display, modify, receive, cancel and remove functions for order records	
<b>Vendor Notes:</b>			
4.1.2.17	1	Supports manual addition of order-lines for multiple libraries to a single order record	
<b>Vendor Notes:</b>			
4.1.2.18	1	Supports loading of automated MARC record data, with order information in 9xx tags Note: Brodart uses tag 947; Baker & Taylor, 949	
<b>Vendor Notes:</b>			
4.1.2.19	1	Allows orders to be attached to an existing matching MARC record without overlay of the MARC record	
<b>Vendor Notes:</b>			
4.1.2.20	2	Immediately identifies any orders that have not been successfully loaded	
<b>Vendor Notes:</b>			
4.1.2.21	1	Allows display and holds placement of on-order items in OPAC	
<b>Vendor notes:</b>			
4.1.2.22	1	Flags items with holds during the receiving process	
<b>Vendor notes:</b>			
4.1.2.23	1	Acquisitions module is fully integrated with all other modules, allowing on-order items to be accessed in all other modules	
<b>Vendor notes:</b>			

4.1.2.24	1	Supports acquisitions functions with key vendors, esp. Baker & Taylor, Brodart, and Midwest Tape.	
<b>Vendor notes:</b>			
4.1.2.25	2	Creates invoices from completed order records	
<b>Vendor notes:</b>			

### Section 4.1.3 - Cataloging

Item #	CCLS Priority	Description	Vendor Status
4.1.3.1	1	Supports real-time importing of catalog records from any MARC- or RDA-based cataloging source, in both single-record basis and batch mode	
<b>Vendor Notes:</b>			
4.1.3.2	1	Provides a method for loading batches of bibliographic records from different providers, including acquisitions vendors Note: CCLS currently receives MARC records from BookWhere, Baker & Taylor, Brodart, Midwest Tape, and OverDrive.	
<b>Vendor Notes:</b>			
4.1.3.3	1	Allows loading batches of bibliographic records via FTP or files stored on hard drive or network	
<b>Vendor Notes:</b>			
4.1.3.4	1	Supports Identifying and overlaying duplicate bibliographic records based on specific criteria	
<b>Vendor Notes:</b>			
4.1.3.5	1	Provides a notification process when duplicate records occur	

<b>Vendor Notes:</b>			
4.1.3.6	2	Allows protection of certain bibliographic fields during overlay, and can reverse the overlay, if needed	
<b>Vendor Notes:</b>			
4.1.3.7	1	Supports creation of item records during the loading of bibliographic records from specific fields Note: CCLS uses the 949 field to add item records.	
<b>Vendor Notes:</b>			
4.1.3.8	1	Captures and imports bibliographic records from any Z39.50 source	
<b>Vendor Notes:</b>			
4.1.3.9	1	Provides a full-text database, with the means to search, create, display, modify, duplicate, and remove bibliographic records	
<b>Vendor Notes:</b>			
4.1.3.10	1	Allows authorized users to create and edit multiple locally-defined bibliographic and item record templates inside the Cataloging module	
<b>Vendor Notes:</b>			
4.1.3.11	1	Provides a bibliographic editing function with copy, cut, and paste functions	
<b>Vendor Notes:</b>			
4.1.3.12	1	Allows the transfer of item records from one matching bibliographic record to another full record, combining all existing holds in order of request date	
<b>Vendor Notes:</b>			

4.1.3.13	1	Provides automatic flagging of MARC format and MARC tag errors	
<b>Vendor Notes:</b>			
4.1.3.14	1	Supports full diacritics and the addition or change of diacritics when editing a bibliographic record	
<b>Vendor Notes:</b>			
4.1.3.15	2	Allows unlimited bibliographic field lengths	
<b>Vendor Notes:</b>			
4.1.3.16	1	Supports locking of bibliographic records while they are being edited	
<b>Vendor Notes:</b>			
4.1.3.17	1	Tracks login info for users editing bibliographic records	
<b>Vendor Notes:</b>			
4.1.3.18	1	Provides real-time indexing and display of new or updated bibliographic holdings in staff and public modules	
<b>Vendor Notes:</b>			
4.1.3.19	1	Allows retrieval of bibliographic records by all available search types and system-established indexed fields	
<b>Vendor Notes:</b>			
4.1.3.20	1	Prevents removal of bibliographic records with attached copies, on-order items, or active hold requests	
<b>Vendor Notes:</b>			

4.1.3.21	1	Allows suppression of bibliographic or individual holdings from public view, while still available in staff modules	
<b>Vendor Notes:</b>			
4.1.3.22	1	Provides a spell-check function for adding and editing MARC records	
<b>Vendor Notes:</b>			
4.1.3.23	1	Resource Description & Access (RDA) and Functional Requirements for Bibliographic Records (FRBR) have been implemented	
<b>Vendor Notes:</b>			
4.1.3.24	1	RDA fields and subfields are visible and searchable in the OPAC	
<b>Vendor Notes:</b>			
4.1.3.25	1	Notifies staff if a bill is associated with an item to be removed from the database	
<b>Vendor Notes:</b>			
4.1.3.26	1	Allows batch removal of withdrawn MARC and item records	
<b>Vendor Notes:</b>			
4.1.3.27	1	Supports creating and editing item record fields without vendor technical support	
<b>Vendor Notes:</b>			
4.1.3.28	1	Includes bar-code, call number, location, status, and price in item record fields	
<b>Vendor Notes:</b>			

4.1.3.29	1	Includes record creation date, due date, and last activity date in item record	
<b>Vendor Notes:</b>			
4.1.3.30	1	Validates each bar-code as it is entered into the database	
<b>Vendor Notes:</b>			
4.1.3.31	1	Supports addition of pop-up messages to item records	
<b>Vendor Notes:</b>			
4.1.3.32	1	Supports inclusion of note field in item record at public, staff and circulation levels	
<b>Vendor Notes:</b>			
4.1.3.33	1	Allows creation of local call numbers, regardless of classification, without restrictions	
<b>Vendor Notes:</b>			
4.1.3.34	2	Provides the ability to maintain, edit, track and update rotating or floating collections	
<b>Vendor Notes:</b>			
4.1.3.35	1	Alerts staff during item creation if a barcode is already in use or invalid	
<b>Vendor Notes:</b>			
4.1.3.36	1	Allows adding, editing, updating, and deleting item records in real time	
<b>Vendor Notes:</b>			

4.1.3.37	1	Tracks creation, editing, last edit, and last activity dates and login info for a user creating or changing item records	
<b>Vendor Notes:</b>			
4.1.3.38	2	Tracks item record editing separately from bibliographic editing	
<b>Vendor Notes:</b>			
4.1.3.39	1	Allows global batch editing of item record fields	
<b>Vendor Notes:</b>			
4.1.3.40	1	Supports configuration and printing of spine and shelving labels by library location and item type	
<b>Vendor Notes:</b>			
4.1.3.41	1	Supports use of the barcodes using Codabar symbology	
<b>Vendor Notes:</b>			
4.1.3.42	1	Provides inventory functions and reports	
<b>Vendor Notes:</b>			
4.1.3.43	1	Provides authority control processing for name, uniform title, subject, genre, and series headings	
<b>Vendor Notes:</b>			
4.1.3.44	1	Supports batch load, deletion and merging of imported new and updated authority records, and removal of deleted authority records from any supplied authority vendors	

<b>Vendor Notes:</b>			
4.1.3.45	1	Provides an authority record editor	
<b>Vendor Notes:</b>			
4.1.3.46	1	Allows global batch editing of Library of Congress author, subject and title headings	
<b>Vendor Notes:</b>			
4.1.3.47	1	Supports multiple authority files, including separate authority indexes for Library of Congress name and subject headings	
<b>Vendor Notes:</b>			
4.1.3.48	1	Allows linking of all authority-controlled bibliographic headings with the corresponding authority	
<b>Vendor Notes:</b>			
4.1.3.49	1	Detects and flags any unauthorized headings.	
<b>Vendor Notes:</b>			
4.1.3.50	1	Prevents the addition of authority headings by unauthorized users	
<b>Vendor Notes:</b>			
4.1.3.51	1	Software enables customer to maintain a clean, RDA-compliant database.	
<b>Vendor Notes:</b>			
4.1.3.52	1	Allows addition of brief MARC records, with limited fields, by any authorized user.	



<b>Vendor Notes:</b>			
4.1.3.53	1	Allows addition of item records by any authorized user.	
<b>Vendor Notes:</b>			

#### Section 4.1.4 - Circulation

<b>Item #</b>	<b>CCLS Priority</b>	<b>Description</b>	<b>Vendor Status</b>
4.1.4.1	1	Provide a customizable patron registration template	
<b>Vendor Notes:</b>			
4.1.4.2	1	Ability to have multiple types of patron accounts with customizable user categories for statistical purposes	
<b>Vendor Notes:</b>			
4.1.4.3	2	Ability to auto change patron account type upon the patron reaching a certain age	
<b>Vendor Notes:</b>			
4.1.4.4	3	Ability to allow staff to create time/date stamped messages on the patron's account of unlimited length. Depending on the message type, these can either be seen by patrons in their account on the OPAC or only by staff through the circulation module	
<b>Vendor Notes:</b>			
4.1.4.5	1	Ability to merge patron records while maintaining all applicable histories	
<b>Vendor Notes:</b>			
4.1.4.6	1	Ability to have multiple addresses in patron's account with the ability to choose the preferred one	

<b>Vendor Notes:</b>			
4.1.4.7	2	Ability to create a username in the account for patron to log in to the online account in the OPAC	
<b>Vendor Notes:</b>			
4.1.4.8	1	Charge & discharge physical items	
<b>Vendor Notes:</b>			
4.1.4.9	1	Ability to have a book-drop/fine-free discharge (discharge without accruing fines)	
<b>Vendor Notes:</b>			
4.1.4.10	1	Provides offline circulation when server is not available	
<b>Vendor Notes:</b>			
4.1.4.11	1	Upon checkout, the system will alert staff if the patron has overdue materials, owes any bills or has any other "block" messages previously created by staff	
<b>Vendor Notes:</b>			
4.1.4.12	1	Ability to add temporary title/item at time of checkout that can be flagged and sent to cataloging once returned	
<b>Vendor Notes:</b>			
4.1.4.13	1	Ability to send checkout receipts via email/text as well as (or in place of) a print receipt if desired	
<b>Vendor Notes:</b>			
4.1.4.14	1	Ability to mark an item as "claims returned." If the item is found by staff on the shelf, the "claims returned" note/count will be able to be removed from the patron record	

<b>Vendor Notes:</b>			
4.1.4.15	1	Provides "in house use" circulation for statistical purposes	
<b>Vendor Notes:</b>			
4.1.4.16	2	Ability to use an "ephemeral" checkout that will essentially check an item out, then immediately back in for statistical purposes. This is different from "in house use" circulation	
<b>Vendor Notes:</b>			
4.1.4.17	1	Ability to modify due dates	
<b>Vendor Notes:</b>			
4.1.4.18	1	Automatically modify due dates according to library's closed days/holidays	
<b>Vendor Notes:</b>			
4.1.4.19	1	Ability to have multiple loan periods and fine rates per item per library	
<b>Vendor Notes:</b>			
4.1.4.20	1	Ability to process fine/fee and other payments & retain payment history	
<b>Vendor Notes:</b>			
4.1.4.21	1	Ability to automatically charge the patron for cost of material (plus any associated processing fees) that was never returned after a designated time period. If material is found & returned, the system will automatically waive the lost/processing fees and assess any overdue fines	
<b>Vendor Notes:</b>			
4.1.4.22	2	Provide the option for a fully functional POS system that integrates with individual cash drawers attached to each workstation	

<b>Vendor Notes:</b>			
4.1.4.23	2	Ability to designate items for sale for the POS system with a set price as well as add ad-hoc items at the time or purchase as needed	
<b>Vendor Notes:</b>			
4.1.4.24	1	Ability to mark an item as “missing”	
<b>Vendor Notes:</b>			
4.1.4.25	1	Allows holds to be placed by staff through the circulation module or by patrons using the OPAC	
<b>Vendor Notes:</b>			
4.1.4.26	1	Allows holds to be placed by staff on the copy, library (in a multi-library environment) or title level	
<b>Vendor Notes:</b>			
4.1.4.27	2	Ability to place holds for multiple copies, e.g. Book Clubs, without doing individual copy-level holds	
<b>Vendor Notes:</b>			
4.1.4.28	1	Allows staff to adjust the hold queue or pick-up location	
<b>Vendor Notes:</b>			
4.1.4.29	2	Allows holds to be suspended while patron retains their place in the hold queue until unsuspending	
<b>Vendor Notes:</b>			
4.1.4.30	1	Ability to print available holds slips and transit slips for transferring items between libraries	

<b>Vendor Notes:</b>			
4.1.4.31	1	Ability to allow patrons to cancel their holds through the OPAC	
<b>Vendor Notes:</b>			
4.1.4.32	1	Ability to customize whether an item type or item location is holdable	
<b>Vendor Notes:</b>			
4.1.4.33	1	Ability to give priority to a patron's hold based on the patron's home library and the item's home library	
<b>Vendor Notes:</b>			
4.1.4.34	1	Ability to create multiple types of patron notifications including, but not limited to, overdue notice, replacement notice, patron pre-expiration notice, hold notice, pre-overdue notice and allow the patron to opt-in to which type(s) of notice(s) they want	
<b>Vendor Notes:</b>			
4.1.4.35	1	Ability to send patron notifications in a variety of methods such as voice, text, email or printed mailer	
<b>Vendor Notes:</b>			
4.1.4.36	1	Ability to allow patron to choose a preferred notice delivery method	
<b>Vendor Notes:</b>			
4.1.4.37	1	Information about notices, such as when a notice was sent & the delivery method, will be retained in the history logs	
<b>Vendor Notes:</b>			
4.1.4.38	2	Ability for mobile inventory with use of tablet and barcode scanner	

<b>Vendor Notes:</b>			
4.1.4.39	2	Ability to mass-edit user categories	
<b>Vendor Notes:</b>			

### Section 4.1.5 - Reporting

<b>Item #</b>	<b>CCLS Priority</b>	<b>Description</b>	<b>Vendor Status</b>
4.1.5.1	1	Reporting module contains a variety of canned reports representing all modules in the ILS	
<b>Vendor Notes:</b>			
4.1.5.2	1	Report generator easily allows users to query the database without requiring any specialized SQL experience	
<b>Vendor Notes:</b>			
4.1.5.3	1	Ability to allow canned reports to be customized and saved as a template	
<b>Vendor Notes:</b>			
4.1.5.4	1	Ability to allow saved templates to be run immediately or on set schedule which can be defined by authorized staff	
<b>Vendor Notes:</b>			
4.1.5.5	1	Ability to modify saved templates if desired	
<b>Vendor Notes:</b>			
4.1.5.6	2	Ability to allow scheduled reports to be auto-emailed to one or several email addresses if desired	
<b>Vendor Notes:</b>			

4.1.5.7	2	Reporting module offers multiple methods of downloading and/or exporting reports so that data can be manipulated further and shared easily	
<b>Vendor Notes:</b>			
4.1.5.8	2	System provides a cloud-based reporting module	
<b>Vendor Notes:</b>			
4.1.5.9	1	<p>Provides the following circulation reports:</p> <ol style="list-style-type: none"> <li>1. Number of cardholders by type and date added</li> <li>2. Circulation counts by date range with the ability to break them down by library and item type</li> <li>3. Number of items transferred between libraries including whether or not they are sent for a hold</li> <li>4. Holds placed by library and method (online or in person)</li> <li>5. Renewals by library and method (online or in person)</li> <li>6. Self-checkout usage statistics by library</li> <li>7. Current checkouts by library</li> <li>8. Claims returned item list</li> <li>9. List of items that have been in-transit too long</li> <li>10. List missing and/or lost items</li> <li>11. Check-ins by library and date</li> </ol>	
<b>Vendor Notes:</b>			
4.1.5.10	2	<p>Provides the following cataloging reports:</p> <ol style="list-style-type: none"> <li>1. Number of unique full MARC bibliographic records (able to separate by type)</li> <li>2. Number of copy/item records</li> <li>3. Number of all records added or deleted from the system (all record types) by specific date or range of dates</li> <li>4. Lists of newly cataloged records</li> <li>5. Lists of new items (able to separate by type)</li> <li>6. Duplicate records identified in batch report of new, updated or deleted subjects, titles, names and series</li> <li>7. Number of items in each location broken down by item type and category</li> </ol>	

<b>Vendor Notes:</b>			
4.1.5.11	1	Performs housekeeping tasks by changing status of groups of users, or removing users or items in batches when necessary.	
<b>Vendor Notes:</b>			
4.1.5.12	2	Provides the following money reports: <ul style="list-style-type: none"> <li>1. Cash reports by bill reason, type of payment and library (including billing library, payment library and item library...if bill was associated with an item) for a specified date range</li> <li>2. Fine reports broken out by fine type, library and date fine assessed</li> </ul>	
<b>Vendor Notes:</b>			
4.1.5.13	2	Provides a report of any bibliographic records which are overlaid during a batch load	
<b>Vendor Notes:</b>			
4.1.5.14	2	The Chautauqua-Cattaraugus Library System utilizes Unique Management services for collection services. The ILS provides report(s) that can be automatically sent to Unique about collection information.	
<b>Vendor Notes:</b>			
4.1.5.15	2	The ILS provides report(s) that can be automatically sent to a third party for collections and robo-calls. CCLS currently utilizes Unique Management Services.	
<b>Vendor Notes:</b>			
4.1.5.16	1	Provides a pull list (list of holds to be pulled by each library) either by report or wizard, preferably real-time wizard.	
<b>Vendor Notes:</b>			
4.1.5.17	2	Provides a report of most popular items by library	



<b>Vendor Notes:</b>			
4.1.5.18	3	Ability to create reports for collection rotation or movement of items to “float” to another library	
<b>Vendor Notes:</b>			

## Section 4.2 - Administration and Customization

<b>Vendor Notes:</b>	<b>CCLS Priority</b>	<b>Description</b>	<b>Vendor Status</b>
4.2.1.1	1	Provides an administrative interface which allows designated staff to set, edit and export all parameters, standardized codes and settings available in the system, including the circulation parameters which control loans, holds, notices, fines, fees, etc.	
<b>Vendor Notes:</b>			
4.2.1.2	1	Provides access restrictions which can be set through the System Administration settings for all modules. Please describe the various permission levels and how those are managed by the system administrator.	
<b>Vendor Notes:</b>			
4.2.1.3	1	Allows circulation rules (e.g. varying lending periods) to be created based on media or material type.	
<b>Vendor Notes:</b>			
4.2.1.4	1	Provides the ability to control display options of material type in the OPAC through System Administration.	
<b>Vendor Notes:</b>			
4.2.1.5	1	Provides the ability to edit or add new patron codes, including patron type and patron categories, and set parameters.	

<b>Vendor Notes:</b>			
4.2.1.6	2	Provides the ability to create and update the content and format of all text and email notifications related to overdue items, holds, courtesy notices, etc.	
<b>Vendor Notes:</b>			
4.2.1.7	2	Allows the batch deletion of item, patron and transaction records based on library-determined criteria, including patron expiration date, amount of money owed, etc., providing a review mechanism so that the records to be deleted can be reviewed before deletion.	
<b>Vendor Notes:</b>			
4.2.1.8	3	Allows the edits and deletions of batch transactions records to be saved and archived or noted.	
<b>Vendor Notes:</b>			
4.2.1.9	2	Provides the ability to identify and automatically delete specific fees (such as "Lost Processing fee") when patron returns lost items tied to the fee.	
<b>Vendor Notes:</b>			
4.2.1.10	3	Identifies "last activity" date for patrons. Indicate how this is selected (e.g. checkout, SIP2 activity, online account activity, etc.).	
<b>Vendor Notes:</b>			
4.2.1.11	2	System has no conflicts with common PC programs for virus scanning, content filters, etc. CCLS uses Symantec for virus protection, and Sonicwall for content filtering.	
<b>Vendor Notes:</b>			
4.2.1.12	2	The vendor will provide CCLS with an updated release schedule of new software versions.	

<b>Vendor Notes:</b>			
4.2.1.13	3	Provides the ability for the library system to make changes to the logic used to determine “relevancy” in the OPAC searches.	
<b>Vendor Notes:</b>			
4.2.1.14	1	The ILS is able to handle generation of reports on the production server without impacting the day to day transaction speed or search response times. Please describe any other considerations which might impact response time and search speed.	
<b>Vendor Notes:</b>			
4.2.1.15	1	Allows multiple staff workstation to run multiple modules at the same time	
<b>Vendor Notes:</b>			
4.2.1.16	2	Provides the ability to create additional library defined bill types (e.g. library card, donation, copies, booksale, etc.) and have those types paid through the e-commerce functionality in the system.	
<b>Vendor Notes:</b>			
4.2.1.17	3	Software automatically stops sending email notices to a patron once an email has bounced back, and flags bounce-backs	
<b>Vendor Notes:</b>			
4.2.1.18	1	System supports SIP2. CCLS utilizes SIP2 to connect to a variety of vendors (e.g. OverDrive, Pharos System, CASSIE computer management)	
<b>Vendor Notes:</b>			
4.2.1.19	1	System supports self-check units. CCLS utilizes CheckEze, which is connected via SIP2.	
<b>Vendor Notes:</b>			

		System allows for the automation of these administrative maintenance tasks: <ul style="list-style-type: none"> <li>• Daily email notice bounces</li> <li>• Daily updates of holds pull list</li> <li>• Daily blocking of delinquent accounts</li> <li>• Daily notice creation</li> <li>• Monthly change of patron type (e.g. as a patron ages, the type gets changed from juvenile to young adult)</li> </ul>	
4.2.1.20	2	Please indicate any that are not automated.	
<b>Vendor Notes:</b>			
4.2.1.21	1	ILS is fully self-contained and capable of being operated by Library staff with no dependency on vendor for its routine operation.	
<b>Vendor Notes:</b>			
4.2.1.22	1	ILS keeps a log of each transaction which alters the database. Logs are date and time stamped so as to allow the system to reconstruct activity for any period.	
<b>Vendor Notes:</b>			
4.2.1.23	1	ILS checks each user's access privileges at login, and automatically disable or enable client functions (in real time) based on the user's profile	
<b>Vendor Notes:</b>			
4.2.1.24	2	ILS complies fully with the latest version of Z39.50 on both the client and server sides	
<b>Vendor Notes:</b>			
4.2.1.25	1	Provides the ability to specify closed days both globally and irregular closures.	
<b>Vendor Notes:</b>			

## Section 4.3 - Implementation, Training, and Support

<b>Vendor Notes:</b>	<b>CCLS Priority</b>	<b>Description</b>	<b>Vendor Status</b>
4.3.1.1	1	Vendor tests the application software before implementation.	
<b>Vendor Notes:</b>			
4.3.1.2	1	Vendor converts CCLS's current library application parameters to the new system and provides assistance to library staff in making changes to these parameters as required.	
<b>Vendor Notes:</b>			
4.3.1.3	1	Vendor migrates CCLS's present databases to the proposed system so that the system is fully operational on 'Day One' of live operations with the public and for all staff related operations.	
<b>Vendor Notes:</b>			
4.3.1.4	1	Vendor migrates all library files including bibliographic records, items/copies, circulation transactions (charges, bills, holds), acquisitions data (vendor, orders, funds,) and patron data.	
<b>Vendor Notes:</b>			
4.3.1.5	1	Vendor agrees that the details of the final implementation plan are to be mutually determined by CCLS and the Vendor.	
<b>Vendor Notes:</b>			
4.3.1.6	2	Vendor performs a test migration, allowing CCLS to review and approve data, before performing a final migration.	
<b>Vendor Notes:</b>			
4.3.1.7	1	Vendor provides training for all modules and applications purchased.	

<b>Vendor Notes:</b>			
4.3.1.8	1	Documentation updates are provided on a regular basis as improvements are made to the system.	
<b>Vendor Notes:</b>			
4.3.1.9	2	Vendor provides a software maintenance program to include all future software updates and system enhancements applicable to system modules licensed.	
<b>Vendor Notes:</b>			
4.3.1.10	1	Vendor provides a help desk/support service which is accessible via telephone, email, and web portal	
<b>Vendor Notes:</b>			
4.3.1.11	2	Provides the ability for CCLS to track online the status of support requests as submitted to the vendor, and resolutions as provided by the vendor.	
<b>Vendor Notes:</b>			
4.3.1.12	2	Vendor will provide a dedicated person or team who is responsible for acting as the liaison between the library and the vendor regarding any issue or problem or question.	
<b>Vendor Notes:</b>			
4.3.1.13	2	Library staff may search the vendor's knowledge base as a self-service.	
<b>Vendor Notes:</b>			

#### Section 4.4 - Third Party Integration

<b>Vendor Notes:</b>	<b>CCLS Priority</b>	<b>Description</b>	<b>Vendor Status</b>
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4.4.1.1	2	System is compatible with OverDrive, our primary provider for ebooks and e-audiobooks.	
<b>Vendor Notes:</b>			
4.4.1.2	2	Ability to process credit card payments in person, or online through the OPAC, with a credit card system being fully integrated into the circulation module.	
<b>Vendor Notes:</b>			

## Section 4.5 - Platform and Data

<b>Vendor Notes:</b>	<b>CCLS Priority</b>	<b>Description</b>	<b>Vendor Status</b>
4.5.1.1	1	Servers are mirrored at more than one location. Does your data center utilize multiple geographical locations for redundancy?	
<b>Vendor Notes:</b>			
4.5.1.2	2	Test server offered as part of the solution	
<b>Vendor Notes:</b>			
4.5.1.3	1	Staff functions are compatible with Windows 8.1, and Windows 10.	
<b>Vendor Notes:</b>			
4.5.1.4	1	Patron functions are compatible with Android, iOS, Chrome OS, Windows, Mac OS.	
<b>Vendor Notes:</b>			
4.5.1.5	1	Solution is PCI compliant.	
<b>Vendor Notes:</b>			
4.5.1.6	1	Solution utilizes HTTPS on all pages	
<b>Vendor Notes:</b>			

4.5.1.7	1	Solution utilizes SSL for patron and staff functions	
<b>Vendor Notes:</b>			
4.5.1.8	1	Data centers utilize redundant Internet connections	
<b>Vendor Notes:</b>			
4.5.1.9	1	Hosting facilities/data center have an ISO/IEC 27001, or other industry specific certification.	
<b>Vendor Notes:</b>			
4.5.1.10	2	ILS is compatible with any Windows compatible receipt printers and common barcode readers. Currently we use Honeywell Voyager 1450G Series 1D and 2D scanners and Epson TM-T88 series printers.	
<b>Vendor Notes:</b>			
4.5.1.11	2	Solution optimizes Google discovery.	
<b>Vendor Notes:</b>			
4.5.12		ILS is compatible with all major web browsers, Chrome, Firefox, Edge.	
<b>Vendor Notes:</b>			