

14ITN – 04AJ

Invitation to Negotiate

Next Generation Integrated Library System (ILS)

**COMPLETE FLORIDA PLUS PROGRAM
UNIVERSITY OF WEST FLORIDA**

December 15, 2014

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COMPLETE FLORIDA PLUS PROGRAM (CFPP) BACKGROUND

CFPP supports Florida's 40 public higher education institutions ranging from small colleges to large research universities. These consist of a broad set of library types, some with joint use campuses serving multiple institutions, with widely differing workflows, staff structures, collection profiles, operational requirements, and users. In partnership with these member libraries, CFPP provides essential services and will continue to serve as the primary support for the shared ILS and discovery solution.

The Complete Florida Plus Program (CFPP) provides access to online student and library support services, serves as a statewide resource and clearinghouse for technology-based public postsecondary education distance learning courses and degree programs, and licenses online e-resources on behalf of Florida's public colleges and universities. CFPP's services include:

- Support for Florida's distance learners and institutions offering online courses and degrees.
- Online academic advising services to help students identify the requirements of their chosen degree.
- A variety of automated tools used by college and university libraries to provide services to their students and faculties, including the Integrated Library System.
- Online access to a wide array of e-resources, and to the library holdings of all Florida public colleges and universities.
- Support and training for colleges and universities on the effective use of services offered by CFPP.

“Established by the Florida Legislature in 2012, the Florida Virtual Campus (FLVC) combined the College Center for Library Automation, Florida Center for Advising and Academic Support, Florida Center for Library Automation, and the Florida Distance Learning Consortium into a single entity. Legislation in 2014 established FLVC's successor organization, the Complete Florida Plus Program (CFPP). CFPP operates from its main office in Tallahassee, Florida, and from satellite offices in Gainesville, Florida, and Tampa, Florida.”

STATEMENT OF PURPOSE

On behalf of Complete Florida Plus Program (CFPP), the University of West Florida is seeking responses to this Invitation to Negotiate (ITN) from vendors with strong expertise in Integrated Library Systems (ILS) for Florida's 40 public higher education institutions (Universities and Colleges). CFPP and member libraries are seeking a solution that is designed for the work of today's libraries and the information needs of our students. The desired solution will exceed traditional ILS capabilities, streamline operations, and eliminate redundancies associated with legacy systems that were designed primarily for management of print collections. In addition, the solution must provide a next-generation user experience. It must be capable of building on existing consortial successes such as the unmediated borrowing service. We are seeking a partner who will continue to explore innovative solutions to constantly evolving user needs.

SCOPE OF WORK

The objective of this ITN is to acquire a next generation ILS and associated tools: For the CFPP member libraries, a next-generation ILS is exemplified by the following:

- Provides a flexible configuration that facilitates cooperation among CFPP libraries, vendors and other consortium partners
- Supports through its design the complex needs of a large consortium

- Integrates print, electronic, and digital resource management
- Offers workflows that exceed current ILS capabilities; streamlines tasks and reduces staff work time
- Features a unified dashboard that improves the user experience for library personnel
- Employs an agile development process that is responsive to user input
- Includes an extensible platform that allows customization by CFPP and individual institutions
- Incorporates recent developments in software and hardware technologies
- Offers in-depth, integrated, and customizable analytics tools that reflect an understanding of library reporting needs
- Accepts metadata formats other than MARC
- Delivers as many services as possible in real-time
- Provides services such as managed knowledge bases and authority control

The **Requirements Document - Appendix A** asks vendors to thoroughly describe their solutions, completely addressing all of the criteria with information that demonstrates innovative approaches.

The attached criteria are broken down into the following critical areas necessary to support CFPP's vision of a next-generation ILS:

- Systems
- Collections and Resource Management
- Description and Metadata
- Circulation and Resource Sharing
- Discovery Tool
- Joint Use Facilities

In addition, the successful vendor will provide a plan which outlines a seamless migration from the existing systems to their next-generation solution, with minimal impact on user services. This plan must include data migration, training, testing and implementation. For details to be included in this plan, see section A.8 of the Requirements Document. **It should also be noted that UWF & CFPP may have to decide to stage the implementation based on the different types of integration required (i.e. Peoplesoft, Banner, Legacy) with the associated level of effort and cost required for each type of implementation to be discussed during the negotiation phase of this ITN.**

DESCRIPTION OF CURRENT CFPP ENVIRONMENT

CFPP currently supports the Ex Libris product, Aleph version 20 and runs a single installation of the Aleph software on one physical system and maintains two parallel configuration regions for the universities and colleges; each region has a single bibliographic environment. The total number of records for all 40 institutions includes more than 14 million bibliographic records, 30 million holdings, and 25 million item records. The college patron file contains almost one million records, and the university patron file contains over 350,000.

CFPP's Aleph server structure consists of three different environments: Production, Test, and Report/Disaster Recovery (DR). Each environment is a full copy of the ILS data, Aleph software, and configuration tables. Each environment consists of an application server and a database server. The Report/DR server performs the dual role

of Reporting and Disaster Recovery. The Oracle data is updated every 30 minutes on the DR server. A snapshot of the Oracle data is taken every morning, and used to populate the Report database. This allows staff to run reports that modify data on the report server without affecting production data. Each environment is available to all of our library users. Library staff are encouraged to use the test environment for training and testing new functionality. They are encouraged to use the report environment to run reports that do not rely on up to the minute data, so as to not affect the response of the production server.

CFPP's two bibliographic databases (one for the universities and one for the colleges) are currently shared catalogs. Bibliographic records are linked to multiple holdings and items from multiple institutions. In June 2012, the eleven individual bibliographic databases of the universities, containing approximately 20 million records, were merged into one shared bibliographic database of approximately 10 million records. There were many records that were not merged properly for various reasons, resulting in duplicate records in the shared university database. Many of these records still need to be cleaned up. The bibliographic database for the colleges has always been a shared catalog. In the next ILS solution both the college and university databases will be merged into one shared system and duplicate records will be drastically reduced.

CFPP and its member libraries use multiple methods to load MARC records into the bibliographic databases. CFPP uses scripting and batch processes to load records centrally. College and university library staff export records from OCLC directly into the ILS via Connexion. University staff load MARC files with embedded acquisitions data to create bibliographic and order records, and encumber funds. University staff also load MARC files using a locally developed data load client with configurable load parameters to create bibliographic, holding, and item-level records. The variety of load methods satisfies a range of needs, from small libraries that prefer centralized data-loading by CFPP to large libraries that prefer the flexibility of loading their own data. A growing challenge is keeping separate metadata silos for owned titles and not-yet/temporarily owned titles (e.g., PDA/DDA/EBA/subscription) in the shared environment. CFPP has created a separate database for PDA/DDA for ease of maintenance. Maintenance is performed both manually and via batch processes, such as global change, by both CFPP staff and library staff.

CFPP supports the workflow of an acquisitions/serials module with functionality that includes ordering, receiving, invoicing, check-in, payment and claiming. The acquisitions/serials module is operated and accessed independently by each Member Library, with central administrative rights from CFPP. The module stores all local information (e.g. vendor, budget encumbrances and expenditures, funds structure, prices, notes, and order data) and supports fiscal year budget rollover for closing and reopening with new allocations. Order data are integrated with the bibliographic, holdings, and item data in a shared environment, and also link to circulation and interlibrary loan modules with order status displayed in public view. The current system also supports standards such as EDIFACT for ordering and invoicing automation. CFPP has written a custom service interface between Aleph and the financial systems PeopleSoft and Banner for invoice data. The acquisitions/serials module supports collection maintenance functions for binding and check-in. Limited statistical functions are available to staff in the system. Almost all functions of the acquisitions/serials module are designed for print materials and lack robust functionality to support management of electronic resources effectively. The system does not support integration with third-party e-resource tools.

CFPP supports multiple authority files for the colleges and universities. The headings in college bibliographic records link to a college-specific authority file that contains Library of Congress and locally created authority records. Records are created manually, via export from OCLC, or via Z39.50 from other sites. The headings in university bibliographic records link to locally maintained copies of the full Library of Congress and MeSH authority files, which are updated via batch loads. The university library staff create and update authority records through NACO and SACO rather than locally; this way changes are made to the local LC authority file via the regular batch loads. The one exception is local use information for series authorities, which is added manually to the locally loaded LC authority file. Headings in both the college and university bibliographic records are updated automatically when the authorized form of the heading in the linked authority record is updated.

CFPP supports a very active circulation module with approximately one million annual transactions at the colleges and 2.1 million at the universities.

CFPP supports a robust consortial borrowing system within circulation across all institutions. Called UBorrow, this system allows patrons to place unmediated requests via the statewide union catalog/discovery tool which are then filled using Aleph ILL or Illiad. This system has been greatly enhanced to check patron eligibility and item availability before the patron is prompted to place the request. Once a request is submitted, the patron is empowered with various functions including the ability to cancel the request, review the status, and renew the request. UBorrow also has an automatic renewal process which verifies the status of the item and patron, and if there are no issues, automatically approves the renewal without staff intervention. In fiscal year 2013-2014, the UBorrow service processed over 40,000 requests, and it is anticipated to grow this year with the inclusion of the colleges to the service.

CFPP member libraries have a robust consortial purchasing system in place for electronic resources. This includes both individual electronic resource purchasing, negotiated by the consortium, and ownership of electronic resources as a group. None these consortial purchases are managed by the current ILS. In addition, various levels of open access electronic resources (e.g., green, gold or Hathi Trust) also need to be included.

CFPP supports a diverse set of discovery tool/catalog search solutions. There is a single shared union catalog and individual institution interfaces for 20 universities and colleges in a locally developed discovery tool (Mango). Mango uses the Solr/Lucene search engine and repository. In addition, CFPP supports Ex Libris' Primo as the discovery tool for 17 institutions. Three institutions remain on the Aleph OPAC. CFPP also supports daily data extracts and support services for four universities using the EBSCO Discovery Service and three universities using ProQuest Summon.

CFPP supports authentication for access to licensed electronic resources through a variety of authentication strategies including CAS, Shibboleth, LDAP and locally managed. Each strategy needs to be customized into the individual institution's technical environment. CFPP supports SFX, Ex Libris' link resolver, although some of the universities are using other products which have to be integrated into the CFPP environment.

CFPP currently supports several joint-use facilities between universities and colleges, universities and public libraries, and colleges and public libraries. However, library services at these facilities are somewhat fragmented due to CFPP's current configuration and system limitations.

CFPP created the Florida Academic Repository (FLARE) library in both Aleph and Mango. The Florida Academic Repository is a high-density storage facility for low-circulation materials managed by the University of Florida on behalf of the whole state, including the libraries in the State University System, the Independent Colleges, and the Florida College System. In both Aleph and Mango, FLARE is a distinct collection, separate from the other library collections. CFPP initially converted 380,000 holdings and items from University of Florida storage to the FLARE collection. Later approximately 100,000 records for materials transferred from the University of Miami and another 110,000 records from other SUS libraries were converted into FLARE. CFPP has established automated processes for identifying and creating records for materials sent to FLARE while suppressing the originating libraries' records.

CALENDAR OF EVENTS

Unless otherwise revised by a subsequent addendum to this competitive solicitation, the dates and times by which stated actions should be taken or completed are listed below. If UWF determines, in its sole discretion, that it is necessary to change any of these dates and times, it will issue an Addendum to the competitive solicitation and issue a Notice of Addendum on the CFPP website. It is a Vendor’s responsibility to comply with these timeframes and to monitor CFPP’s website for any changes. All times listed are Eastern Time (ET) with the exception of the deadline to submit the ITN Proposal. These dates are non-negotiable as CFPP is on a tight, statute driven timeline. If deadlines are not met, the CFPP will have in place a financial penalty clause.

Activity	Time	Date
Issue ITN		December 2, 2014
UWF closed for Winter Holidays		December 22, 2014-January 1, 2015
Vendor Questions due	4:00 p.m. CST*	January 2, 2015
UWF Response to Vendor Questions		January 9, 2015
ITN Submittal Due Date	2:00 p.m. CST*	January 15, 2015
UWF closed for Martin Luther King, Jr. holiday		January 19, 2015
Evaluation for Shortlist	TBD**	February 4, 2015
Oral presentations/Demos	TBD**	February 16-20, 2015
Follow up questions sent to vendors – Post Demo	TBD**	March 3 – 6, 2015
Negotiations	TBD**	March 11 – 20, 2015
Best and Final Offer from vendors	TBD	TBD
Estimated Notice of Intent to Award posted	TBD	TBD
Estimated Contract Begins		On or about July 15, 2015

**Please note that Vendor questions due and ITN Submittal date are on Central Standard Time*

***Evaluation for Shortlist, Oral presentations/Demos, and Negotiations are on Eastern Standard Time and will be conducted either in person, virtual, or combination due to logistics of evaluation team.*

CONTRACT TERM

The contract shall be effective upon the date the agreement is signed by both parties, and shall continue until all work (as identified in the Scope of Work) has been completed by the dates negotiated and agreed upon by both parties to the subsequent Agreement.

PROCUREMENT DESIGNEE AND CONTACT INFORMATION

The Procurement Officer for this solicitation is:

Angie Jones, Director
University of West Florida
Office of Procurement & Contracts
11000 University Parkway, Bldg. 20W
Pensacola, FL 32514
850-474-22628
ajones1@uwf.edu

The Lead Negotiator for this ITN is:

Dave O'Brien, Associate Vice President
University of West Florida
Office of Business & Property Development
11000 University Parkway, Bldg.90, Rm. 137
Pensacola, FL 32514
850-473-7075
dobrien@uwf.edu

Respondents are fully responsible for obtaining the complete ITN, Addenda (if applicable), any other related information, and schedule for Public Meetings, by visiting our web site: <http://uwf.edu/offices/procurement/vendors-only/open-solicitations/>. It is recommended that you bookmark this web site and visit it frequently throughout the entire solicitation process.

Explanation(s) desired by respondent(s) regarding the meaning or interpretation of this ITN must be requested from the above contact person, by e-mail prior to the deadline date, as stated in above in "Calendar of Events". The explanation response will be issued in the form of an Addendum and posted to our web site. It is recommended that you bookmark this website and visit it frequently throughout this entire solicitation process.

Any changes or clarifications to requirements resulting from a pre-submittal conference or subsequent written questions shall be issued by official addenda. Respondents should not rely on any representations, statements, or explanations other than those made in writing by the UWF sole POC in the official addenda format. Where there appears to be a conflict between the ITN and any addenda issued, the last written addenda shall prevail.

NO CONTACT OR LOBBYING

Vendors shall not contact, directly or indirectly, any employee, representative, or Board of Trustees member for the purposes of influencing or attempting to influence an award or other final decision. A Vendor may, as an exception to this prohibition, contact the named Procurement Officer or their designee. The provisions of this section shall begin the date this solicitation is released and continue until the earlier of: the University rendering an award for this solicitation, or the rejection of all proposals. Any contact prohibited by this section may disqualify a Vendor from further consideration.

QUESTIONS

During the open question period, which ends on the date and time specified in the, Calendar of Events, Vendors may submit written questions to the Procurement Officer related to this solicitation.

If a Vendor seeks any modification or removal of any Standard Terms and Conditions or requirements of this solicitation, such request shall be submitted in the form of a question during the open question period. If a Vendor does not submit any questions regarding the Standard Terms and Conditions and / or requirements of this solicitation, then any disputes are deemed to be waived.

The Procurement Officer will post answers to the Questions on UWF Procurement's website in accordance with the Calendar of Events so all questions and answers are available at the same time to all potential Vendors. Vendors should continue to monitor the UWF Procurement website.

APPROPRIATION

CFPP and UWF's performance and obligation to pay under any resulting Agreement shall be contingent upon an annual appropriation by the Florida State Legislature.

DESCRIPTION OF SERVICES

CFPP needs to have maximum flexibility in deciding the best combination of ILS, discovery tool, and central index for its 40 members. CFPP will implement a discovery tool interface and associated central index as part of the Next-Gen ILS. The successful vendor may propose either a) their own discovery tool interface and associated central index; b) their own discovery tool interface and a central index from another third-party vendor (or vendors); or c) a discovery tool interface and central index both provided from a third-party vendor (or vendors). For all proposed solutions, whether third-party or not, separate pricing should be provided for the discovery tool interface and central index. Vendors who propose third-party solutions should also be prepared to contract for those services on behalf of CFPP as part of the full solution. Please note that vendors who do not provide pricing information on these discovery tool(s), whether their own or from a third-party, may not receive any points for that portion of the ITN.

THE INVITATION TO NEGOTIATE PROCESS

CFPP selected the ITN process as the best way to obtain the required combination of best value pricing and excellent services from companies with a proven track record in providing programming, design, and consulting services.

Step 1: Solicitation and evaluation of written responses leading to the selection of one or more vendors with whom the UWF/CFPP will negotiate. Proposals will be evaluated by the UWF/CFPP Evaluation Team to determine a short list of companies whose written responses best address UWF/CFPP's priorities. Failure to make the short list eliminates that firm from further consideration.

Step 2: Demonstrations of the proposed system solutions shall be conducted from those firms short-listed under Step 1 above.

Step 3: As the best interests of the UWF/CFPP dictate, after the demonstrations have been

conducted and follow up questions have been answered by the Vendors, the Evaluation Team shall select (1) or more firms to enter into negotiations with the UWF/CFPP Negotiation Team.

Step 4: Negotiations with those firms selected under Step 3 above may include the further refining of exact specifications, terms and conditions and price structure. As the best interests of the UWF/CFPP dictate, negotiations are conducted; the UWF/CFPP Negotiation Team will engage and attempt to reach a contract with the Vendor(s) selected under Step 3 above. If the Negotiation Team is able to reach a contract with one of these vendors, negotiations with the other vendors will not take place. If the UWF/CFPP elects to negotiate with two or more vendors concurrently; then at the end of the negotiation period, vendors with whom negotiations have progressed satisfactorily will be asked to submit a written Best and Final Offer to finalize all agreements reached during negotiations and to extend additional benefits to the UWF/CFPP, if desired. An invitation to submit a Best and Final Offer is not guaranteed.

Step 5: Award of contract or evaluation of the Best and Final Offer(s), followed by a contract award. The negotiation process will end upon submission of the Best and Final Offers and vendors will not be allowed to make further adjustments to their offer or communicate further with the UWF/CFPP except to respond to requests for clarification. The final decision will be based upon the initial written response, negotiation sessions, and best and final offers.

WHO MAY RESPOND TO THIS ITN?

Fully capable and responsible vendors that are in good standing with the State of Florida and the UWF/CFPP that can demonstrate the ability to fulfill all specifications, and that possess the financial capability, experience, and qualified personnel resources to provide the services described in this ITN may respond.

BASIS OF SHORT LIST SELECTION:

The short list of vendors selected for further negotiations will be determined on the basis of the vendor's demonstrated ability to meet the requirements and needs of the UWF/CFPP as stated in the ITN and demonstrated experience in providing the information that is being requested from this ITN. Responding vendors must describe and document their ability and experience in the initial written response, described in Step 1 in the ITN process. The following Criteria and Points will be used to score and rank Vendor's proposals:

I.	Systems	18 pts.
II.	Collections and Resource Management	16 pts.
III.	Description and Metadata	15 pts.
IV.	Circulation and Resource Sharing	16 pts.
V.	Discovery and User Experience	15 pts.
VI.	Joint Use Facilities	5 pts.
VII.	Business Ref/Vendor Capacity	5 pts.
VIII.	Cost Proposal *	10 pts.

***Score to be calculated by Procurement and shared with Evaluation Team Members after their scoring**

against Criteria I-VII (Technical Proposal) has been completed. The Cost Proposal score will be equally included in each Evaluation Team member scores in order to form a basis of comparison of total score and ranking. Although it is understood by all parties that the negotiation process may eliminate or modify certain segments of the solution as proposed, for the purposes of comparison and evaluation, all Vendors shall note that the Cost Proposal Score shall be calculated based on your all- inclusive or “turn-key” solution proposed. All Vendors are cautioned in order to receive a representative score for their Cost Proposal they must include and price an all-inclusive solution as part of their proposal.

INITIAL RESPONSES AND FORMAT:

Vendors responding to this ITN shall submit two (2) original responses and (1) electronic copy of the proposal.

The determination of the vendors selected for the short list with which negotiations will continue will be based on evaluation of the written response submitted. There will be no opportunity for presentations at this stage. If a vendor is selected as one of the short listed, they may be required to give a presentation and their presentation may be used as one of the criteria for final evaluation.

A solicitation response that is considered responsive is one that conforms to all essential requirements and satisfies all mandatory conditions set forth in the solicitation specifications. Essential requirements and mandatory conditions can include required qualifications, necessary vendor resources and experience, pre-qualification requirements, required certifications, and various other required or mandatory specifications.

VENDOR RESPONSIBILITY DETERMINATION:

A vendor is responsible if it can fulfill the contract provisions as promised. Thus, the concept of responsibility focuses on the vendor’s trustworthiness, quality, fitness and capacity to satisfactorily perform. Determining whether a vendor is responsible can include evaluation of the following: financial resources, performance schedule, performance record, organization and skill, equipment and facilities, and various other matters relating to the ability of a vendor to contract and perform. Section 287.012(24) F.S. defines a “responsible vendor” as “a vendor who has the capability in all respects to fully perform the contract requirements and the integrity and reliability that will assure good faith performance.”

The UWF/CFPP reserves the right to investigate or inspect at any time whether the qualifications, or services offered by a vendor meet the contract requirements. The Vendor shall at all times during the contract term remain responsive and responsible. The Vendor must be prepared, if requested by the UWF/CFPP, to present evidence of experience, ability, and financial standing, as well as a statement as to capacity of the proposer for the servicing of the solicitation. If the UWF/CFPP determines that the conditions of the solicitation documents are not complied with, or that the services proposed do not meet the specified requirements, or that the qualifications, financial standing, or personnel resources are not satisfactory, or that performance is untimely, the UWF/CFPP may reject the response or terminate the contract. The Vendor may be disqualified from receiving awards if he/she, or anyone in the vendor’s employment, has previously failed to perform satisfactorily in connection with public bidding or contracts. This paragraph shall not mean or imply that it is obligatory upon the CFPP to make an investigation either before or after award of the contract, but should the UWF/CFPP elect to do so, the proposer is not relieved from fulfilling all contract requirements.

SUBMISSION OF INITIAL RESPONSE

Tab #1: Executive summary—one page or less

Tab #2: A statement on company letterhead that attests that your company will conform to all of the Terms & Conditions of this solicitation and that the signatory can bind the company to do so. Also include any and all Addenda issued which shall serve as your acknowledgement and executed Affidavit (Attachment A)

Tab #3: Company Profile Summary

A. Company Information

- a. Name and address of headquarters and any branch offices.
- b. Name and address of company location responsible for ultimate fulfillment of any contract awarded pursuant to this ITN and the contact information.
- c. Type of Entity (e.g. sole proprietor, partnership, or corporation)
- d. How long has your company been involved in supplying the goods and services called for this ITN? Include both Public and Private higher education experience.

B. UWF/CFPP or Public Sector Experience

- a. Does your firm have experience fulfilling contracts similar to the scope of work in the ITN, for other Public/Higher Educations Library Systems? If so, provide examples.
- b. If so, how many years?
- c. If your firm does not have Clerk of Court experience, does your firm have other public sector experience? If so, explain.

C. Statement of Vendor Warranty of Ability to Perform

This Vendor statement shall warrant that no legal action, proceeding, inquiry or other legal hindrance would preclude the Proposer from performing under this ITN and subsequent contract.

D. Insurance, Bonding, Licensure

To be determined and required after short-list is selected.

E. Vendor Statement—Work Eligibility Requirements

Vendor Statement that Contractor complies with all state and federal laws requiring work eligibility requirements. A description of the Vendor's program for criminal background checks for its employees shall be included. The Vendor shall certify that personnel assigned to the UWF/CFPP meet all workeligibility requirements for the State of Florida, are citizens of the United States, or aliens who

have been lawfully admitted as evidenced by Immigration and Naturalization Service documentation, Permanent Resident Alien Card. The UWF/CFPP shall have the right to examine this documentation for contractor personnel. This contract may not be subcontracted.

Tab #4: Qualification Overview

1. Provide examples of how your company's overall communication policies and procedures have ensured the success of similar contracts.
2. Provide at least three (3) current and verifiable references with contracts similar to this scope of work. Include the institution or firm's name, contact name, phone number, and email address.
3. Clearly explain with added value services your firm is able to offer to CFPP that would differentiate your firm from other providers and what would make these services unique to CFPP.
4. Provide the name, phone number, and email of the primary point of contact and background experience for the designated individual who will handle the CFPP account.
5. Sample work: Provide examples of systems your firm has done that demonstrate your ability to meet CFPP needs. Examples of budgeting systems or tracking systems would be especially favorable.
6. Vendor should provide resumes of person(s) handling the CFPP account.
7. Provide all technical, functional, and maintenance requirements that would be needed to address the needs and support of this ITN.

Tab #5: Written Response to Requirements Document (See Appendix A)

Tab #6: Cost Proposal

Vendor shall submit a detailed Cost Proposal in accordance with Attachment C. Vendors should be as detailed and specific as possible, including all costs associated with your firm's services. Vendors are advised to put their best foot forward and not to inflate costs with the assumption that they will be negotiated as Cost is worth 10 points of the initial evaluation and could be the difference in not making the short list. The vendor may propose either a) their own discovery tool interface and associated central index; b) their own discovery tool interface and a central index from another third-party vendor (or vendors); or c) a discovery tool interface and central index both provided from a third-party vendor (or vendors). For all proposed solutions, whether third-party or not, separate pricing should be provided for the discovery tool interface and central index. Vendors who propose third-party solutions shall also be prepared to contract for those services on behalf of CFPP as part of the full solution. Please note that vendors who do not provide pricing information on these discovery tool(s), whether their own or from a third-party, may not receive any points for that portion of the ITN.

Important Note and Warning: The Cost Proposal under TAB #6 shall only be published in the (2) original proposals and shall not be included in the (1) electronic copy. Our evaluation approach is that the

Evaluation Team shall first review and score based only on the technical merits of each proposal and shall not be exposed to the initial pricing submitted until after the technical scoring of each proposal has been accomplished. The Procurement Officer and Lead Negotiator shall provide the analysis and scoring of the Cost Proposals submitted independently from the Evaluation Team. The Cost Proposal Scores shall be incorporated equally into each Evaluation Team member's technical score for the purposes of establishing the total score and rank. Failure to comply with these instructions may result in rejection to your proposal.

INSTRUCTIONS, DEFINITIONS, PROCEDURES, SPECIAL TERMS AND CONDITIONS

I. GENERAL

The UWF/CFPP is inviting qualified Vendors to submit Competitive Responses leading toward negotiation of a contract for a Next Generation Integrated Library System.

II. DEFINITIONS

1. **Contract:** The legally enforceable Agreement, if any, that results from this ITN process.
2. **UWF/CFPP:** The University of West Florida on behalf of Complete Florida Plus.
3. **ITN:** Invitation to Negotiate.
4. **Participation Vendors:** Those entities that submit responses and participate in the ITN process.
5. **Response:** The written and other submissions by Participating Vendors in response to the ITN.
6. **Procurement Designee:** The UWF employee designated in the ITN to whom the Participating Vendors shall address any questions regarding the ITN process.
7. **Lead Negotiator:** The UWF employee designated to organize the Negotiation Team and conduct formal negotiations with those Vendors selected by the UWF/CFPP Evaluation Team.
8. **Reviewers:** UWF/CFPP stakeholders that will participate in the review process and provide input to the Evaluation Team. Reviewers will not score or rank the proposals.
9. **Successful Vendor:** The highest ranked Vendor with whom negotiations successfully result in a Contract.

III. ITN PROCEDURES

1. **Participation:** Participation by a Participating Vendor in this ITN process constitutes acceptance of all terms and conditions set forth herein and in the ITN.
2. **Acknowledgement:**
3. **Addenda:** The UWF/CFPP reserves the right to issue addenda reflecting changes to this ITN, including specifications. Such addenda, if any shall be sent to all Participating Vendors so that each is

given the opportunity of submitting Responses to the same specification. Any addendum issued by the UWF/CFPP to participating Vendors shall include an "Addendum Acknowledgment Form," signed and dated by the Participating Firm representative and returned with the ITN response. Failure to return an "Addendum Acknowledgment Form" for any and all addenda issued for this ITN may be grounds for rejection of that Response. It is the responsibility of all vendors to check the website for all updates and/or changes.

4. **Responses:** Participating Vendors shall submit the required copies of their Responses along with the executed Affidavit Form (Attachment A) on or before the date and time indicated in the "Calendar of Events" in the ITN to the address listed on the "ITN Acknowledgment Form." Participating Vendors shall submit all costs and services. A Participating Vendor's written submission(s) in response to the ITN shall be considered as a firm's formal offer for the purpose of Contract negotiations. Any response which fails to meet the mandatory, functional, cost or contractual requirements stated in the ITN shall be rejected. The UWF/CFPP reserves the right to waive minor irregularities in Responses, defined as those that have no adverse effect on the UWF/CFPP's interests, will not affect monetary amounts in the Responses and will not give a Participating Vendor an advantage or benefit not enjoyed by another Participating Firm. Each response shall be prepared simply and economically, providing a straightforward, concise delineation of the Participating Vendor's capabilities to satisfy the requirements of this ITN. Fancy binding, colored displays and promotional material are not desired. However, technical literature, drawings, and/or explanatory photographs or images are permissible where applicable. Emphasis in each Response must be on completeness and clarity of contents. In order to expedite the evaluation of responses, it is essential that firms follow the format and instructions contained herein. In accordance with Section 119.071 (1)2.a., F.S. Florida Statutes, the UWF/CFPP may limit public access of Responses to a competitive solicitation until after the notice of a decision is posted or until 30 days after the competitive solicitation display, whichever occurs first.
5. **Communications:** No negotiations, decisions, or actions shall be initiated or executed by the Participating Vendor as a result of any discussion with any UWF or CFPP employee. If any contact is made by the Vendor to any UWF or CFPP employee relating to this ITN, this will be grounds for disqualification of the Response. Only those communications which are in writing from the UWF/CFPP procurement designee or the UWF/CFPP Lead Negotiator shall be considered as a duly authorized expression on behalf of the UWF/CFPP. Only communications from Vendor Firms which are signed and in writing will be recognized by the UWF/CFPP as duly authorized expressions on behalf of the Participating Firm. A Participating Vendor may not consider any verbal instructions as an official expression on the UWF/CFPP's behalf. Only written communications, issued by the UWF/CFPP Procurement Designee or Lead Negotiator shall be considered valid. Any questions concerning conditions and specifications must be directed in writing to the attention of the UWF/CFPP's Procurement Designee by the date and time outlined in the Calendar of Events. Respondents to this solicitation or persons acting on their behalf shall not contact any employee or officer of the UWF or CFPP, except as noted in this paragraph, from the date of release of this solicitation through the end of the 72-hour period following the CFPP's posting of the notice of intended award. Violation of this provision may be grounds for rejecting a response.

Appendix A - Requirements Document

A. Systems

CFPP supports systems-enabled resource sharing and collaboration across its member base. We maintain a national leadership role in the application of technology to enhance library cooperation. CFPP and its member libraries continue to push the boundaries of what libraries can accomplish through shared systems in areas such as consortial sharing and delivery, cooperative buying, and digital collection initiatives. Through this ITN, we seek a vendor and new shared ILS to help realize even greater possibilities in service delivery. The demands and requirements placed upon the shared ILS will be as great as the benefits it will bring to members.

High-level systems requirements

Reliability. CFPP member libraries require access 24 hours a day; most are open year-round, and patrons and staff expect a very high degree of system availability and response time 24/7/365. The solution must meet these very high reliability expectations and have a plan for continuous operation. The vendor must be ready, when failures do occur, to mitigate and resolve them quickly and accurately.

Scalability and performance. CFPP supports Florida's 40 public higher education institutions ranging from small colleges to large research institutions. We currently have over 14 million bibliographic records, 30 million holdings and 25 million item records along with almost one million patron records. The system must be capable of building on existing consortial successes such as a shared database environment and an unmediated borrowing service that handles over 40,000 requests annually. The solution must successfully accommodate this workload across the entire state of Florida, with acceptable performance room for future growth.

Manageability. CFPP and its member libraries maintain lean, cost-effective systems staffing levels within a complex and constantly changing environment. CFPP therefore requires an easily managed solution with low administrative overhead. The solution should also generally be designed with configuration flexibility in mind, with a minimum of irreversible configuration or design decisions.

Security. CFPP will entrust an extremely large amount of critical data to its shared ILS. The solution must offer strong mechanisms for data backup and recovery, as well as safeguards against data tampering and theft. In addition, the solution must allow CFPP member libraries to manage data security and privacy at multiple levels: individual staff or patron user, single institution, subset of the consortium, and consortium-wide.

Robust identity management. CFPP has a very large patron and staff population, with many of those patrons and staff already represented in institutional identity management systems. The solution should allow CFPP to leverage federated identity management, instead of requiring record re-creation. The solution should also provide for ILS-hosted identities for institutions with no identity store of their own.

Robust authorization model. CFPP strongly embraces a cooperative management model, and the solution should allow for administrative and functional authorization at multiple levels: individual staff or patron, branch, single institution, subset consortia/joint-use facilities, and consortium-wide.

Integration flexibility. CFPP members rely on integration between their ILS and other institutional platforms to support strategic workflows. Examples of such systems include registration management, collection agency, enterprise resource management, course management, financial management, and identity management. CFPP member libraries also participate in interlibrary loan with libraries outside CFPP via platforms such as OCLC WorldShare, ILLiad, DOCLINE, Ares, Ariel, Odyssey, Rapid ILL, and Clio. The solution must allow CFPP member libraries to retain strategically important systems integrations. The solution must provide access by users with disabilities.

Extensibility. CFPP and its member libraries perform critical analysis, reporting, and management on the large volume of ILS-related data they collectively hold. The solution should offer flexible, powerful capabilities for large-scale data extraction, manipulation, reporting and automation. These capabilities might include native reporting tools, integration with external reporting tools, application programming interfaces (APIs), and scripting functionality.

Reporting. CFPP and its member libraries require robust reporting capabilities, analytics, and data driven reporting tools. The solution must offer in-depth, integrated and customizable analytics tools that reflect an understanding of the library reporting needs. The statistics and reporting system must include granularity, on-demand capabilities, and customization options. Staff must be able to create customized reports in real time, pulling information from any combination of fields with the system.

Migration feasibility. Owing to its enormous size, CFPP envisions its migration to a new system to be very involved and complex. It is anticipated that the two bibliographic databases housing the holdings for the universities and colleges separately will be merged into one union database in the new system. This complexity, along with the need to provide various services to all institutions with as little disruption as possible, will be paramount to the success of implementing a new system. The solution and its vendor should be prepared to offer a migration plan that takes these aspects into account.

Comprehensive support. CFPP and its member libraries desire long-term partners that can not only deliver a sound, useful solution with a strong documentation set, but can also deliver services, training, and support when called upon. CFPP also seeks partners with a history and culture of proactively responding to customer needs and suggestions, and collaborating with user groups and communities.

A.1. Reliability

A.1.1. Describe how the solution minimizes business disruption and maximizes system availability, particularly within the context of a geographically large implementation. What percentage of uptime do you typically deliver? How will you notify CFPP and member libraries of expected and unexpected downtime? What are the biggest risks to the solution, in terms of availability (e.g., power outages, network outages, data corruption, software bugs, reliance on external partners), and how are these risks mitigated? Provide any examples of large outages that have occurred, how long they lasted, and how you resolved them.

A.1.2. Describe how the solution monitors and reports on system reliability and performance, and provides sample reference data or screenshots of monitoring feedback.

A.1.3. Describe what kind of scheduled downtime or "quiet time" the solution requires, noting the frequency, duration, and purpose. What tools are available to continue core functions during downtimes? How are jobs that are scheduled to run during downtimes handled? In your response address both the ILS and the Discovery Tool.

A.1.4. Describe the parameters of your “typical” Service Level Agreement (SLA) with a large partner such as CFPP. Please provide a copy of your typical SLA. How well does the solution meet the targets specified in the agreement?

A.1.5. What functions are available when the system is offline? If your solution is hosted, how do you handle network issues that prevent access? How does the solution handle loading of records (circulation and other) accumulated during outages?

A.2. Scalability and Performance

A.2.1. Describe how the solution manages peaks and spikes in workload over varying periods of time. Describe limits to the number of concurrent users.

A.2.2. Describe how the solution enables simultaneous batch operations across multiple institutions, including any limits on such operations.

A.2.3. Describe how the solution ensures that identifiers that are unique within an institution remain unique across all institutions. Areas where this issue may manifest itself include, but are not limited to, item and patron barcodes, university identification numbers, and user names.

A.2.4. Describe the limits on the number of records of various types (e.g., bib, holdings, items, acquisitions, and circulation) which the solution can manage. How is system performance affected by increases?

A.2.5. Describe the limits on both the size and number of values in data elements within records of various types which the solution can manage. What is involved in changing the limits?

A.2.6. Describe any performance vs. workload relationships inherent in the solution, citing specific examples (e.g., if cataloging transaction load is higher than normal, does this affect search and display? How do you monitor and adjust the solution to address competing needs?)

A.3. Architecture

A.3.1. How do you provide the solution (e.g., as a hosted service, as a local service, or do you let the customer choose between hosted or local)? If you support both hosted and local services, what is your recommended architecture and why? Are institutions able to make individual decisions about architecture or is it a consortium-wide decision? Where are the hosted servers located? Provide downtime and a list of library systems at that location. Does the solution share hardware with non-CFPP systems?

A.3.2. Describe the expected level of staffing (both central and local) required for the solution, given a consortium such as CFPP.

A.3.3. What is the largest system (e.g., sites, record counts) you have deployed for a single customer and/or consortium using the solution? When did you implement this system? Describe any significant problems you encountered in implementing and supporting such a large system. How did you resolve these problems? If implementation is not complete, what components are still in development?

A.3.4. Describe any initial configuration or implementation decisions that cannot later be changed or altered without great effort or expense.

A.3.5. Explain and provide examples of which system profiling/configuration decisions apply globally across the system and which can apply to a subset of institutions (branch, single institution, subset consortia/joint use facilities, and consortium-wide).

A.3.6. What portions of your proposed system(s) are separable (e.g., is it possible to use an alternate discovery environment but still use your solution for fulfillment and for back-end processing?) With what specific third-party discovery solutions does your solution work? In concrete terms, how effective have these blended systems been? Describe any interfaces and APIs that are available to support such integration/interoperability. What is the lag time for updates between systems?

A.3.7. CFPP desires the ability to roll out upgrades, feature enhancements, updates, and fixes for the solution quickly and easily. For example, if a staff client component needs to be upgraded on a local PC, CFPP would like the update to take place automatically, on a scheduled basis. Describe how the solution meets this goal, including the involvement required from both CFPP and member libraries.

A.3.8. Describe how staff interact with the solution (e.g., browser-based client or locally installed client). Describe any related system requirements for the staff client (e.g., operating systems, memory, and drive space). For locally executed clients, describe the client's ability to run on a virtual desktop platform, such as Citrix XenApps or Microsoft Desktop Virtualization, and from a non-administrator account. For Windows clients, does the client possess a "known publisher" security certificate from Microsoft?

A.3.9. From what operating systems (e.g., Windows, OS X, Linux) can staff interact with the solution? Describe any functional differences or limitations that might exist for particular platforms. For browser-based systems, what browsers do you officially support? How do you determine which platforms and browsers you will support? How will upgrades be supported?

A.3.10. Describe the ability of the user to change the display language of the solution in both the staff and public interface.

A.3.11. We want to free our staff up from being "desk bound." Describe how accessible your solution is through mobile devices. Will the solution support a variety of devices, browsers, and operating systems? Is the solution interface optimized for small screens and touch input? Describe which staff functions are available on a mobile device.

A.3.12. Describe the flexibility within the staff interface to switch between interlibrary loan and other staff functions, such as circulation, cataloging or acquisitions.

A.4. Data Security and Data Access

A.4.1. Describe data management practices to which the solution adheres, including those for patron and circulation transaction information. Include relevant information on standards compliance (such as ISO 27001) and any organizational information technology audits that have been completed. Can data access be segmented? For example, can institutions decide what patron information is viewable by staff at other institutions? How long is patron usage data stored on any shared servers?

A.4.2. Describe the solution's use of and support for secure protocols to safeguard data in transit.

A.4.3. Describe the solution's support for encryption in backups and replica sets.

A.4.4. Describe how the solution prevents loss of data, and how it provides for data recovery or rollback to specific points in time in the event data loss does occur. Also describe the process through which data is recovered. For example, is the recovery process a self-service mechanism? Or, must the customer contact your organization to request data recovery? What is the typical turn-around time to have data recovered? How compartmentalized is the data with respect to data recovery? In other words, can a customer recover a subset of bibliographic records, a subset of patrons, or a particular range of transactions? Or, is system recovery or rollback only possible in its entirety?

A.4.5. What protocols have been established for dealing with unauthorized access to or disclosure of confidential data?

A.4.6. Describe what data validation the solution performs on records as they are created or edited, and indicate whether this is different for batch jobs as compared to single records.

A.4.7. Describe how the solution tracks changes to different types of records. Is there an audit trail for edits? Is it possible to revert to previous versions of a record?

A.4.8. Describe the extent to which the solution has been designed to comply with laws and regulations governing the storage and use of protected user and payment data. Examples of such laws and regulations include: Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA), and Payment Card Industry Data Security Standards (PCI-DSS).

A.4.9. Can a sandbox or test environment be set up that does not use actual patron data?

A.5. Authentication, authorization and identity management

A.5.1. Many CFPP institutions have significantly invested in the development and management of existing identity-related data stores (e.g., Active Directory, LDAP). Describe how the solution can leverage these identity stores, both for staff and patron accounts. Describe also how such capabilities can co-exist alongside identities natively managed within the proposed solution.

A.5.2. Describe how administrative rights are assigned within the system. Can administrative rights be assigned to identities stored in external identity stores, such as Active Directory? Can administrative rights be assigned to groups as well as users? Does the solution allow compartmentalizing of administrative rights on a per-institution basis? For example, can you limit the effect of administrative rights assignment to a single institution?

A.5.3. Because of the number of staff, CFPP requires the ability to assign membership to groups, and then manage permissions and privileges based on group membership. Describe how your solution addresses group-based permissions. Also describe any differences in what permissions and privileges can be managed for a group vs. an individual account.

A.5.4. Describe the level of granularity of access controls for staff functions (principle of least privilege). Can certain data elements be made read-only for some staff and read-write for others?

A.5.5. Some CFPP staff, library staff at joint use facilities, and patrons may have identities with multiple institutions. How would users with multiple affiliations be supported in the system with respect to authentication, permissions assignment to their account, and permissions on their accounts?

A.5.6. Describe the options for password maintenance and security for library staff and patrons authorized to access the system. Are there customizable requirements for periodically changing passwords, and/or limits on the number of characters and number/letter combinations?

A.5.7. Describe your support for single sign-on authentication and authorization solutions for staff and patrons (e.g., CAS, Shibboleth, and Microsoft's Identity and Access Management solution).

A.6. Integration and Extensibility

A.6.1. Describe the integration the solution provides with respect to related services such as external vendor ordering systems, self-check, resource sharing (ILL), link resolution, proxy services, collection agency services, and discovery. Please list all services that current customers have successfully connected to your ILS and those that are in production.

A.6.2. Describe the integration the solution provides with campus financial systems (e.g., PeopleSoft and Banner), as used for ordering, invoicing and other functions. CFPP has written a custom interface for invoice data from the current ILS to both PeopleSoft and Banner and would not want to lose this capability.

A.6.3. Describe the ability of the solution to process transactions via the NCIP and SIP2 protocols to exchange circulation transactional information.

A.6.4. Describe how the solution exposes data through documented web services and APIs, including supported data operations (read, write, update, and delete). Describe any licensing or technical restrictions or constraints placed on the use of these tools and services. Are business rules and access controls applied?

A.6.5. Describe any facility the solution provides for staff workflow automation, using such techniques as keyboard shortcuts, task-oriented macros, and keystroke recording.

A.6.6. Describe the product's support for the Library Linked Data model, including the Resource Description Framework (RDF) and RDFa. For example, does the solution possess the ability to expose, as linked data, authority-controlled names and holdings in the shared management system?

- A.6.7. Describe how the solution supports batch loading and batch updates of records (all types).
- A.6.8. Describe how patron information is imported into the system. For which Campus Information Systems (e.g., PeopleSoft, Banner) do you provide integration? Does it support real-time updates?
- A.6.9. Describe how you would allow the user community to contribute in the development of your solution. Do you allow the community to contribute code, applications, or plugins to enhance the product?
- A.6.10. Describe the usability and extensibility of the solution for users with disabilities. What third-party usability tools does the solution support? Is the solution ADA compliant?

A.7 Reporting

- A.7.1. CFPP libraries rely on a wide variety of data presentation and reporting beyond the traditional per-record views typically available in an ILS staff client. Describe how the solution delivers customizable, relational views of ILS data. Include information about what data types are available through these views. Can these views include data from multiple record types (e.g., bibliographic data with order data, payment data with loan data, and data from a bib tag/subfield with data from a holdings tag/subfield)? What, if any, limitations exist on combining data elements from multiple record types? Are the views customizable by institution and even a subset of an institution? Are the views customizable at the local level or must they be customized at the vendor level? Describe display and export formats for results. Describe scripting capabilities for generating and downloading reports.
- A.7.2. Describe the types of out-of-the-box analytics and reports provided with your system. How will staff discover these reports, and are descriptions and sample reports be available?
- A.7.3. Libraries inevitably have unanticipated reporting needs. CFPP has traditionally provided custom, one-time reports to meet these needs. Does your solution allow read access to the underlying database or a reporting copy of the database? If a reporting copy, is it updated in real time? Do you allow the creation of customer defined tables and views within the database? Describe the capability to import or harvest data from an external system, such as ERM, to intersect with the ILS data to generate reports. If there is no customer access to the database for reporting, describe any APIs or other methods available to the customer for exporting the contents of tables for loading into a local database. Do you provide a data dictionary and entity diagram to customers?
- A.7.4. Describe the integration solution provided with report writing platforms and any specific reporting platforms that are supported.
- A.7.5. Describe the level of staff expertise needed to perform available reporting operations. In particular, identify which functions require the intervention of a database administrator, or Systems/IT personnel as opposed to functions that library staff can perform on their own.
- A.7.6. Describe the dashboard for staff to access all reports and report functions. How can it be customized?

A.8. Migration

- A.8.1. Describe the recommended migration timeline for an organization such as CFPP and its member libraries. Include recommendations regarding whether to migrate incrementally or all at one time. Describe what factors contribute to this decision given CFPP's size and current system architecture.
- A.8.2. Describe the recommended amount of ILS downtime for the migration, based on CFPP's size, structure, migration method, or any other relevant factors.
- A.8.3. Describe the migration services you offer, including data migration services, training, documentation, configuration, and policy planning.
- A.8.4. Specifically describe your recommended training plan for CFPP staff and member libraries. Do you provide face-to-face training and/or a "train the trainer" approach? Is online training available? Will staff have access to a training database with relevant data?
- A.8.5. Describe your experience and conversion documentation for migrating data from Ex Libris Aleph. Describe any specific considerations or difficulties in migrating bibliographic, acquisitions, serials, check-in, electronic resource, content license, patron, and circulation records and data from these systems into your solution.

A.8.6. Describe the ability to retain and preserve transient or temporal data, such as check-outs, holds, item status, item statistics (such as total check-outs), item history, patron status, blocks and fines, and acquisition financials, through the migration process.

A.8.7. Describe the ability during migration to merge similar bibliographic records within and across institutions without loss of locally-created data or excessive duplication of data.

A.8.8. Describe the ability during migration to handle and resolve duplicate barcodes.

A.9. Vendor support

A.9.1. Describe any proactive monitoring of the solution by your organization, and any actionable communications to the customer that result from this monitoring. For example, do you warn the customer if certain system limits are being reached, such as record counts or processing availability? How do you alert the customer in the event of planned downtime and unplanned system anomalies?

A.9.2. Describe your customer support venues (e.g., web, phone, email), periods of coverage, and expected response times.

A.9.3. Describe your customer support model. For example, would you accept support requests from any CFPP staff member or only from designated representatives? How do you prioritize strategies to address reported issues/concerns? Do you provide a primary contact(s) for a given customer account, or do you provide support by geographic region, or by area of specialty (e.g., circulation, cataloging)?

A.9.4. CFPP member libraries have a history of actively participating in vendor-centric user community groups to help positively steer product direction and enhance the usefulness of a solution for all community members. Describe any customer community activities you sponsor or support, such as online or in-person venues to allow customers to share ideas and solutions. Include information about annual conferences and attendance and regional interest groups. Do you sponsor user seminars or training focused on your products at a regularly scheduled conference? Do you host user seminars or training at library conferences?

A.9.5. Describe the product enhancement process, and the role that customers play in determining and prioritizing new features and enhancements. Describe any changes or updates you have made to your solution in the past year as a direct result of customer feedback.

A.9.6. Describe the frequency and scope of both major and minor releases. How long do you support a major platform release after it has been superseded by a new version?

A.9.7. Describe the content and delivery method (e.g., context-sensitive, online, knowledgebase) of administrative and end-user documentation sets, as well as the frequency of documentation updates. Also describe the availability of user-authored content such as community wikis.

A.9.8. Describe the support (including documentation and online forums) provided for APIs and web services that enable the customer to extend management system functionality.

B. Staff Functions

CFPP is seeking a Next-Gen solution that will exceed traditional ILS capabilities, streamline operations and eliminate redundancies associated with legacy systems that were designed primarily for management of print collections. The proposed solution should optimize technical and systems operations for all member libraries in a shared environment. The staff functions should support the discovery, acquisition, description, and maintenance of all library formats, including the tracking and allocation of resources, in an efficient and responsible manner. The solution should be flexible enough to accommodate individual institutional preferences while retaining the ability to eliminate duplicate record-keeping and redundant procedures across member libraries. In addition, the solution must support the processing and preserving

of items for their continued use. It should also be able to facilitate management of the growing world of electronic resources while providing the tools to manage the tangible collections in member libraries.

High-level Requirements

Operational: CFPP is looking for a solution that will be operational for acquisition, description, and management of both tangible and electronic resources with integrated workflows for all resources in an organized and efficient manner. In a new solution, member libraries are seeking to eliminate any silos that currently exist within different library services units, providing for an integrated workflow that allows a staff person (with the proper permissions) to access any component of the system that is necessary for them to efficiently achieve the overall goal.

Facilitate effective collection management: CFPP's highly collaborative environment requires a solution that is capable of supporting the entire lifecycle of a library resource from acquisition through access, administration, support, evaluation, and deselection activities.

Flexible: CFPP consists of many institutions with a variety of business requirements. The solution must support flexible options in dealing with a variety of vendor systems, purchasing systems, and local third-party systems within one integrated workflow.

Collaborative yet unique: Each CFPP member brings unique strengths to the whole. Therefore, the consortium requires a solution which will support a structure of shared records while retaining the ability to add and maintain unique local fields as needed.

Standards oriented: Collaborative functionality will require adherence to a shared set of standards. The CFPP shared ILS will be required to support current and future standards and frameworks for all record and data types including, but not limited to, licensing, electronic resource, bibliographic, holdings, and authority control records.

Customizable: As each library is unique, so is each staff member. Any solution must support individual library customization of staff work interfaces for maximum productivity and security while providing institution-only views in staff interfaces, as well as the ability to share and view group information.

Data management support: An CFPP shared ILS will be the repository of data which will be used to support collection decisions, provide access, ensure fiscal responsibility, and support the overall operations of each member. Therefore, a solution must support a comprehensive, flexible, and granular reporting structure to import and export system data at no cost, into usable formats.

B.1. Collections and Resource Management

B.1.1. Collaboration

B.1.1.1. Describe what workflows can be integrated across institutions to avoid repetitive data management.

B.1.1.2. Describe the process of batch loading of records by CFPP member libraries into the shared system. How will duplicate records be avoided or reported if multiple institutions purchase the same record sets? How will designated records or fields be protected from overlay? How will these records be displayed in a shared environment?

B.1.1.3. Describe what records can be shared across institutions to streamline workflows (e.g., bibliographic, authority, order, check-in, item, license, patron, fiscal, vendor)? Describe how record sharing is dynamic or flexible, and the ease or difficulty of changing sets of records from local control to shared control. Can each institution customize shared data with local data, (e.g., customer representative contacts, account numbers)? How are these records created from hybrid shared/local data and protected from unauthorized access or overlay?

B.1.1.4. Describe how the solution supports the ability of libraries to do cooperative collection development in a shared environment through access to common files of on-order materials and check-in records. In a shared environment, how can member libraries become aware of what other libraries are purchasing either from individual vendors or from specialized approval plans? Is there a solution for consortial budget management? Describe how the solution notifies member libraries automatically when another library cancels a publication to which both of them subscribe. Describe how the solution allows member libraries to see when they hold the last copy of an item in the consortium. Does the solution alert a member library that an order request (of all types: print, electronic, shared, PDA) is a duplicate of an item owned by another library in the consortium?

B.1.1.5. Describe how each institution will manage local handling of information (e.g., binding information, donor information, processing notes) in a shared environment.

B.1.1.6. Describe how the solution will allow for the management and maintenance of a shared bibliographic and authority control file. How is the electronic format differentiated from print in public display?

B.1.1.7. Describe how the solution will handle access to electronic resources in a shared bibliographic environment where libraries may have different contractual arrangements with the same vendor. Describe the contractual tracking facility for license negotiation and trials, renewals, and cancellations. Where will individual links to electronic resources be stored and displayed in a shared environment?

B.1.2. Integration

B.1.2.1. Describe the solution's integrated workflow from the point of material selection to circulation. How do materials move through the library pipeline? Can the workflow be tracked step-by-step?

B.1.2.2. Describe the interaction between the e-resource component and the other functional system components (e.g., acquisitions, interlibrary loan, course reserves, fiscal, and public interface).

B.1.2.3. Describe separately how the solution supports the integration between interlibrary loan and course reserves with acquisitions to provide support for purchase-on-demand programs.

B.1.2.4. Describe the local options for customizing the integration of workflows (for example: Can the system support multiple cataloging queues? Can the solution support multiple labeling queues?) Describe the system's support for workflow tracking such as automated reminders or alerts. Describe how items are tracked within an institution, including within a single department. If codes are used, can they be easily modified, added, and removed? Can these codes be used to permit or restrict the patron's ability to request material via the discovery tool?

B.1.2.5 Describe how the ILS integrates with third-party software that supports an automated retrieval facility, such as Dematic.

B.1.2.6. Describe the solution for on-screen display and printing for integrated workflow for any given record or a list of records, e.g. ability to print the bib, item, order and circulation of a given title(s).

B.1.3. Acquisitions Management

B.1.3.1. Describe how the solution supports the acquisitions workflow, including selecting, ordering, receiving, invoicing, claiming, payment, and note-taking. Describe how order data is stored in relationship to bibliographic and item data, including linking an order record to multiple bibliographic records. Describe the ability to modify an existing order. Is there a function to alert staff regarding orders that have been encumbered for a long time, e.g. >4 months?

B.1.3.2. Describe how the solution supports automated selection, ordering, invoicing, and claiming with vendors, using standards like EDIFACT and X12. Can these transactions be completely automated? How are data sent and received in this manner integrated with acquisitions and local financial modules? How does the solution check and report duplicate records?

B.1.3.3. Describe the solution's ability to import bibliographic records individually or in batches from a vendor, including the automatic creation of order, invoice, and/or item records from data supplied by the individual institution. Can imports of records be targeted to or away from certain groups of records? For example, electronic order record loads for print books should not match e-resource records.

B.1.3.4. Describe if there are any solutions to link scanned or emailed versions of invoices into the system. If so, which document formats are supported?

B.1.3.5. Describe the solutions for invoicing for "patron-driven-acquisitions" including short-term-loans within the PDA. Does the system support deposit and prepayment accounts? Can the system handle credit transactions even when they are not linked to a specific title?

B.1.3.6. Describe how the system alerts or produces an error report for orders that do not have sufficient funds.

B.1.3.7. Describe your solution's support for ordering and claiming including print and electronic submissions and what electronic submission protocols are supported.

B.1.3.8. Describe how the solution supports the creation of brief bibliographic records for ordering purposes, if there is no bibliographic record available. Conversely, describe how the solution supports non-purchased materials, such as gifts or government documents that require a bibliographic record but do not necessarily have an order or invoice.

B.1.3.9. Describe the fund structure for acquisition payments and the invoice creation and payment workflow. Is there a limit on the number of funds? Can multiple funds be used to pay for a single order? Can multiple funds from different institutions be used to pay for a single order? Or can a transfer of funds be available across chart of accounts for consortia cost sharing functions?

B.1.3.10. Is financial information, such as orders and invoices, visible to other institutions? Describe how an individual institution's financial data is kept secure from other institutions. Does the ILS accommodate different fund code systems for individual institutions?

B.1.3.11. Describe the solution's support for storing and sharing vendor data and how it is used in different functional areas. Can vendors be shared across institutions or can each institution maintain its own list of vendors? Describe whether the system has the capability to track the change of vendor (due to mergers and acquisitions), including name, contact, and other information.

B.1.3.12. Describe the solution's ability to integrate with campus/state financial systems, including export and import of financial transactions such as payment of invoices by various methods.

B.1.3.13. Describe how the solution will handle taxes for material purchasing. Will the solution be able to track tax exempt status?

B.1.3.14. Describe the solution's financial reporting functionality, including granularity of data retrieval and level of local and consortial customization, without intervention by the solution vendor. Is the financial reporting functionality performed in real time?

B.1.3.15. Describe the solution's support for fiscal-year closing functionality. Will the solution be capable of supporting a variety of fiscal-year opening and closing options (e.g., biennium versus calendar year)? In what format and for how long can fiscal close records be retained? Describe the solution's support and options for opening the new fiscal year. Will the system roll-over orders not yet received to the next fiscal year?

B.1.3.16. Describe what records or data are stored in the solution from acquisition processes and for how long. Can individual institutions choose custom retention periods for specific kinds of data? What kind of audit trail is available? Are reports available in print and electronic formats for storage? How long are reports available?

B.1.3.17. Describe the solution's support for generating statistics from acquisitions records. Explain which data cannot be included in reports. Describe how data can be extracted across record types, including: order, vendor, item, bibliographic records, and formats. Are the statistics reported in real time?

B.1.3.18. Describe the solution's ability to retain/remove acquisitions records. Does it have the ability to allow for customizable automatic deletion of records by dates?

B.1.3.19. Describe how foreign currencies are handled.

B.1.4. Serials Management

B.1.4.1. Describe the solution's support for materials management at the issue level, including receiving, item generation, labeling, routing, claiming, binding, modifying, duplicating items, and deleting/extracting. Describe the solution's ability to streamline into one step collapsing and editing items to be bound and then automatically changing item status to "sent to bindery". Describe the solution's ability to automatically update holdings records when item/volume, for example when a physical item is sent to the bindery.

B.1.4.2. Describe the solution's support for creating prediction patterns or sharing of prediction patterns for check-in purposes. Describe the solution's ability to reuse prediction and enumeration patterns. Describe how the solution supports externally supplied check-in data, for example data coded in bibliographic MARC tag 891. How can these functions work for electronic serials? Can the solution trigger a reminder for verification of full-text access?

B.1.4.3. Describe the solution's support for managing multiple instances of a given title, including moving to a different title; for example, one subscription to a title might include individual issues, bound volumes, pocket parts, pamphlet supplements, legislative service, and possibly other parts, each received on a regular or irregular basis. Describe how each of these parts can be accommodated and distinguished, either within a single record or on separate records.

B.1.4.4. Describe the solution's support for recording and receipt of issues via SISAC and/or UPC codes.

B.1.4.5. Describe the solution's integration of serials claiming across workflows. Describe how the solution supports automated claiming with vendors. Does the solution provide an action date report for claiming issues? Does the solution send claims directly to the vendor? Can the solution generate end of year/month serial claims reports?

B.1.4.6. Describe the solution's support for current MARC 21 holdings record standards. Specifically, describe how the system's serials check-in system can automatically update the MARC 21 holdings record, including all content related to the 85X/86X paired fields, either during receiving or as a separate function. Describe any solution for conversion between the holdings statements and records for issues received.

B.1.4.7. Describe system support for generating statistics from serial records (e.g., number of active subscriptions, number of pieces received, number of invoices paid through specified subscription agent). Can these statistics be reported in real time?

B.1.4.8. Describe the solution for global change for all items regardless of item status.

B.1.4.9. Describe any solution for creating route lists (checking out) for issues routed to another location. How does the serials process interact with Circulation?

B.1.4.10. Describe the solution's management of multiple titles bound together in a single volume.

B.1.4.11. Describe the solution's management of bibliographic records/data related in hierarchical (whole/part) relationships. Example: A serial cover record for a standing order related to monograph records for individual titles.

B.1.5. E-Resource Management

B.1.5.1. Describe how E-Resource Management works in a consortial environment with resources acquired and paid for using a variety of schema. Describe how the solution supports digitized resources and online archives.

B.1.5.2. Describe how the solution supports existing national and international standards for electronic resource management.

B.1.5.3. Describe the creation of an electronic resource record. Can records be created at different hierarchical levels to support electronic resource package and combination purchases? Can records be created at the local and the consortial level? How do e-resources records link to licensing documents and information? Describe the ability to assign additional granularity to the e-resource's purchase, (e.g., journal, database, one time, and access). Describe which fields can be displayed or suppressed from public view.

B.1.5.4. Describe the solution's support for the management of license agreements for local and consortial purchases. Are licensing agreement templates available? Can licensing agreements be associated with more than one institution or multiple libraries within an institution? How are license and related documents stored and displayed in the solution? What fields are available for license terms and how can these be customized, exported, and integrated into other areas of the solution? Can searchable license terms be centrally maintained or can each institution have their own lists; including but not limited to, current location, order status, purchasing institution.

B.1.5.5. Describe the solution's ability to manage administrative information for e-resources and contact information for vendors and publishers. How will this information be stored? Describe how sharing between institutions is managed.

B.1.5.6. Describe the workflow management available for electronic resources. This might include reminders for renewal, cancellations or the ability to track new resources from trials through to access setup.

B.1.5.7. Describe the solution's OpenURL resolver. If there is no integrated OpenURL resolver, describe the solution's interactions with third-party OpenURL applications. Can the system export serials and subsets selected through filtering or searching in formats for importing into OpenURL resolvers so the print holdings can be easily displayed in OpenURL menus? Does the solution provide e-book linking functionality at the title and chapter level or are there plans to develop such functionality?

B.1.5.8. Describe the solution's knowledgebase. How is the knowledgebase kept up to date and can data be migrated from an existing ERM? How quickly are changes reflected in the knowledgebase to the end-user/customer? Are users able to submit enhancement or change requests - what is the maintenance turn-around time? How does this knowledgebase work in a consortial environment? Describe how the knowledgebase works with OpenURL resolvers and how it integrates with the electronic resources functionality of the system. Can the solution handle URLs requiring institution level customization? Provide a list of publisher/providers currently represented in the knowledgebase.

B.1.5.9. Describe how the solution integrates and provides access to open access materials. How are they added to the knowledgebase? Can the solution identify open access resources and not add a proxy prefix to the URL? Can public facing display messages for open access resources be customized?

B.1.5.10. Describe the solution's ability to ingest and manage usage statistics for electronic resources at the local and consortial level. Can these statistics be reported out at both levels in a flexible customizable format for local, regional, and national statistics reporting? Can these statistics be reported in real time? Can acquisitions information be combined with usage information? Can there be an option to combine the circulation of print books with usage of eBooks or have separate reports? Can acquisitions information be combined with usage information to produce customized return on investment reports? Can usage for a single title from multiple platforms be combined or viewed in the aggregate?

B.1.5.11. Describe the solution's ability to output electronic resource records (including digitized resources and online archives) in customizable ways for integration into library web spaces and catalogs.

B.1.5.12. Describe the solution's integrations of acquisitions e-resources with cataloging and access workflows, (e.g., push notices/alerts to Cataloging for adding bib & holdings on purchased e-resources or hold notifications to Circulation staff or patrons).

- B.1.5.13. Describe the solution's support for ONIX. Can the system ingest and output ONIX encoding of license terms? Can OpenURL and other systems dynamically display requests and license terms? Can the terms be actionable (e.g., control when a link to an item displays)?
- B.1.5.14. Describe how the solution incorporates a robust usage statistics report suite and can generate usage analyses (cost per use) at various levels of interest (e.g., vendor, institution, college, subject discipline). Describe how the solution integrates vendor gathered statistics via COUNTER or SUSHI or other means. Can the system produce statistics reports for the use of any of its public facing interfaces (e.g., click throughs and full text requests)?
- B.1.5.15. Describe how the system tracks rights levels, year by year, for a given title based on payment and licensing. For example, if a license contains perpetual rights to a journal for the years subscribed and that journal is sold to another publisher, who gives access-only rights, can the system automatically mark the years of perpetual ownership based on those licenses and EDIs?
- B.1.5.16. Describe how the system outputs URLs in EZproxy config.txt or WAM proxy formats or otherwise generate files that are easily parsed for use with proxy. How does the system allow for managing the proxy for an institution's links on individual resources?
- B.1.5.17. Describe how the system runs a "matched" report comparing an input file of items with the records/holdings for an institution. Describe how the solution generates a report identifying duplication of titles in different e-resources packages.
- B.1.5.18. Describe the solution's ability to communicate with external ERMs, resolvers, and discovery systems. Are there clearly documented protocols for communicating between the ILS and any external ERM/system that can input and output data in a specified format (e.g., xml, csv, or xlsx)?
- B.1.5.19. Describe how the system generates customizable formatting and browsable A-Z online title lists for all databases, journals, and e-books.
- B.1.5.20. Describe how the system offers a robust API that lets libraries customize interactions between the ILS and other systems, including public facing and back end systems. Does the system accept KBART input to adjust/set holdings, and is it able to output serials holdings in KBART format?
- B.1.5.21. Describe the link-checking utility integrated in the system.
- B.1.5.22. Describe the solution for database trials and a method for reminders on expiration of the trials.
- B.1.5.23. Describe the solution for a seamless knowledge-based update after weeding e-resources.

B.1.6. Collection Maintenance

- B.1.6.1. Describe how the solution supports the processing of physical materials, including support for spine-label printing, either through the solution itself or via a third party solution. How can these processes be scaled at the consortial level as well as locally managed? Describe the process for customizing multiple label layouts and printer options.
- B.1.6.2. Describe the methods and formats for exporting binding information to a file and the method for generating binding information from the solution to send electronically to a vendor, including the interaction with bindery software. Describe which bindery communication protocols are supported.
- B.1.6.3. Describe how the solution generates binding preparation reports or reports which facilitate preservation assessment.
- B.1.6.4. Describe how the solution allows staff to generate reports on their institution's collections (e.g., reports based on collection age, collection usage, expenditures). Are these reports real time? Could they be used for inventory and weeding decisions? Describe how the solution allows for flexible customization of data fields.
- B.1.6.5. Describe how the solution supports transferring materials between institutions, allowing for flexible or joint ownership, and particularly to a shared storage facility.

B.2. Description and Metadata

B.2.1. Cataloging

B.2.1.1. Describe how the solution is capable of importing and exporting bibliographic, holding, and authority records in MARC 21 Format and future frameworks from OCLC Connexion and other sources of bibliographic data. Describe plans for future incorporation of BIBFRAME records into the database.

Describe support for retroactive conversion to BIBFRAME.

B.2.1.2. Describe how the solution provides for display of all valid and invalid MARC content designators (field tags, subfield codes, indicators) on the cataloging workstation and suppresses display of codes in the discovery product. Describe how record display is handled for all aspects of the solution, including staff workstations, public interface, Web browser, and mobile devices and platforms.

B.2.1.3. Describe how the solution manages multiple classification schema and subject vocabularies. List classification vocabularies and schema supported.

B.2.1.4. Describe how the solution allows for inputting ALA diacritics and characters in non-roman scripts. Describe how ALA diacritics and characters in non-roman scripts are stored, indexed, displayed and searched. Include any specific requirements for peripheral hardware or software to ensure this support. Describe how the solution supports display of Unicode characters in all screens of the solution.

B.2.1.5. Describe the solution's support for bidirectional cataloging and support for bidirectional script display.

B.2.1.6. Describe how the solution supports unique local data needs within a consortial environment of shared records. Describe how the solution will support and protect holdings, links, local notes, access points, classification schemes, and other unique metadata while synthesizing it into a consortial database. Describe how the solution provides for input, manipulation, update, extraction, and deletion of a single library's data without affecting the local data of other libraries.

B.2.1.7. Describe how Resource Description and Access (RDA) is implemented within the solution including adjustments to the MARC framework coding, and how this enhances the user experience.

B.2.1.8. Describe how editing is handled in a multi-user environment. How are users informed when a record is in use by staff at another member library? How long does a record remain locked after it's no longer being used by another staff member? How are users informed (if at all) that a record is available for use?

B.2.1.9. Describe how the ILS interfaces with batch editing tools such as MarcEdit. Can the system input/output in Excel and other formats? Are report formats customizable at the local level? Describe how the solution allows batch editing of metadata.

B.2.1.10. Describe how the solution supports the special requirements of electronic resources cataloging including batch export/import of data to support external editing and reload, spreadsheet-type viewing of selected data from large numbers of records with sort, select and update functionality, precision selection of groups of records and also of data in records for batch editing, and the ability to apply conditional specifications to batch processes. Can the behaviors of the solution's batch loader for vendor records be made consistent with specifications used for imports via an external cataloging utility's loader and with loaders from multiple metadata systems?

B.2.1.11. Describe any statistics targeted toward cataloging, including bibliographic and holdings database trends, added/deleted bibliographic records/titles by holding location or institution and by time period of these actions, and cataloger activity. Is that data accessible to the individual cataloger for his/her own workflows and reports?

B.2.1.12. Describe the types of keyword and browse indexes available to cataloging/technical services staff members. Is the indexing of records immediate, or is there a delay?

B.2.1.13. Describe the inputting and editing capabilities of the solution. Describe how the solution incorporates the following: templates or constant data, drop-down menus, and contextual help including field/element descriptions.

B.2.1.14. Describe the support for local data in the solution. Describe the solution's support for locally-defined fields and how these fields are identified as institution-specific. Describe the solution's ability to identify records associated with specific data loads.

B.2.1.15. Describe how the solution differentiates between records that may be shared with all versus proprietary records that must be used only by purchasers. Describe the solution's method of identifying and protecting proprietary records and/or specific proprietary fields that cannot be offloaded or used by another consortium institution.

B.2.1.16. Describe your company's policy on record ownership. Identify sources of bib records with whom you have established data sharing agreements.

B.2.2. Holdings Management

B.2.2.1. Describe the solution's support for holdings records which are fully compatible with current MARC standards, including the export and import of holdings records for both serials and monographs.

B.2.2.2. Describe the solution's support for the ability to define multiple holdings locations and sub-locations, both consortially and locally. Describe the limit to the number of holdings in the system. If there is an upper limit, what solutions are available if our needs exceed the limit?

B.2.2.3. Describe how local and consortial holdings can be set in bibliographic utilities for all library resources.

B.2.2.4. Describe the solution's support for linked records (e.g., a single barcode linked to separate holdings on multiple bibliographic records, such as a microfilm reel that includes numerous monographs, each of which has a unique bibliographic record; however, the reel only has one barcode associated with it). Describe how analytic sets (e.g. monographic sets) are treated with a set record and the analytic record. How are they linked?

B.2.2.5. Describe how complete and partial sets of items can be moved from one holdings record to another, including holdings on different bibliographic records.

B.2.2.6 Describe how one institution's holdings are protected from deletion by another institution.

B.2.3. Authority Control

B.2.3.1. Describe how the solution supports current standards for authority data and allows all relevant bibliographic fields to be authority controlled without intervention by solution vendor. Describe how the system identifies which fields can be controlled.

B.2.3.2. Describe how the solution will allow the management and maintenance of a shared authority file. Describe how and if the system allows for locally-created authority records.

B.2.3.3. Describe how the solution manages the import and export of authority data with one or more authority vendors.

B.2.3.4. Describe the default authority control practices and the ability to customize these practices. Describe how the solution prevents duplication of authority data during import. Describe how the solution enables the removal of duplicate authority data.

B.2.3.5. Describe how the solution manages and displays cross-references. Describe how locally created cross-references, both in the staff editing view and the discovery tool, will be preserved and displayed.

B.2.3.6. Describe how the solution supports unique persistent identifiers and linked data applications.

B.2.3.7. Describe how the system identifies and reports headings which do not correspond to an authorized form.

B.2.3.8. Describe which external authority files are integrated and available for use in the system. How are they integrated into the workflow?

B.2.4. Quality Control

B.2.4.1. Describe how the solution supports global changes to entire fields and subfields, and specific strings within fields and subfields in all record types. Indicate which fields and subfields cannot be globally changed. Can different fields and subfields be protected from global change? Does the system provide previews of requested global changes that can be reviewed before the system makes the changes? Include a description of the listing or reporting functionality, types of data reported, ability to search across record types and all fields and subfields within them, output methods, and formats of output data.

B.2.4.2. Describe validation routines provided in the solution for order, bibliographic, holdings, item, and authority records.

B.2.4.3. Describe the solution's standard database maintenance reports including headings, data duplication, and links. Describe how the system identifies and reports duplicate headings within a single record. Can the system report the existence of both an authorized form and a variant form within a single record?

B.2.4.4. Describe export and import procedures including how the solution manages the import and export of different encoding levels and unique fields. Include a description of how the solution sets parameters for ranking encoding levels. Does the solution provide overlay alerts when importing records?

B.2.4.5. Describe the consortium or local institution's ability to manipulate data during record loads (e.g., adding fields, deleting fields, customizing links).

B.2.4.6. Describe how the solution provides the option of export and import of all types of records for manipulation by third-party applications without intervention by solution vendor, and with full preservation of all content designators. Describe how the solution provides export of records for external batch editing and reloading.

B.2.4.7. Describe how the solution allows staff to load records from multiple sources with any metadata schema (standard and non-standard).

B.2.4.8. Describe how the solution provides tracking of and accountability for staff editing of all records and for statistical reporting within the shared environment.

B.2.5. Metadata Import, Export, Sharing, and Discovery

B.2.5.1. Describe how the solution ingests data from different CMS and DAMS, such as CONTENTdm, Digital Commons, DSpace, Islandora, and SobekCM.

B.2.5.2. Describe which non-MARC metadata schemas (such as DC, MODS, EAD, and METS) the solution supports and how the solution incorporates metadata import and export. Describe plans for incorporating future containers, alternative vocabularies, and cataloging description methods. Describe any conversion tools or utilities that translate from one metadata schema to another.

B.2.5.3. Describe how the solution accommodates data encoded in different domain metadata standards (such as TEI, DDI, DIF, DwC, EML and CSDGM).

B.2.5.4. Describe the solution's harvesting capabilities so that metadata does not need to be imported on a record or collection basis. If there is a harvesting mechanism, what are the harvesting schedules, and what methods are used for de-duping harvested records? Is it compatible with the OAI-PMH protocol?

B.2.5.5. Describe how the solution integrates digital collections and archival materials into a common interface that the users can access easily.

B.2.5.6. Describe the solution's capabilities to customize discovery results based on metadata and unique collection characteristics. Describe the system's ability to display embedded representations such as thumbnails and video. Specifically address facets, limits, and visual presentation.

B.3. Circulation and Resource Sharing

B.3.1. Borrowing & Lending Processing

B.3.1.1. Describe the workflow from the point of an item-level request made by a patron on a local item through to delivery of the item to the patron at the patron's specified pickup location, including distance learners and joint use facilities, and circulation of the item to the patron. Any differences in the workflow for requesting specific volumes of multi-part items should be noted.

B.3.1.2. Describe how the solution handles multiple branches, campuses/locations, joint use facilities, remote storage facilities and special collections within a single institution with respect to requesting, circulation, and delivery.

B.3.1.3. Describe how your system can support an "any item, any patron, any library" circulation model within a complex consortial environment. Describe the borrowing and lending workflow of an item-level request made by a patron on a consortial item through to any pickup location within the consortium, website (for electronic delivery), or home-delivery for distance learners.

B.3.1.4. Describe how the solution determines due dates and hold priority at the consortial level given numerous global and library-specific shelving locations, categories of patrons, and material formats.

B.3.1.5. Describe the mechanisms for tracking items in transit for delivery from and to their home libraries and how it would work with home delivery for distance learners.

B.3.1.6. Describe the tools available to manage and balance borrowing and lending requests across member libraries, to target outcomes such as workload fairness and speed of delivery, joint use facilities, as well as billing. Include information about how quickly such changes take effect.

B.3.1.7. Describe how the solution manages circulation of and access to licensed and non-licensed (Open Access) electronic materials, including how the solution would circulate eBooks for consortial/ILL borrowing and lending.

B.3.1.8. Describe how migration to the new solution will support current services such as (see Current Environment). The solution must interoperate with UBorrow until all CFPP members have migrated.

B.3.1.9. Describe how the solution federates with other circulation platforms, including traditional interlibrary loan systems (ILLiad, RapidILL, WorldShare, Odyssey, Docline, and Clio), for the delivery of electronic and physical materials of items not owned by the consortium members.

B.3.1.10. Describe the ability to create temporary circulation records for ILL items coming from a non-CFPP library, including the process for expunging records after use, and how data is maintained for auditing and statistical purposes.

B.3.1.11. Describe any copyright and licensing compliance tracking procedures, and billing of lost items that your system offers.

B.3.1.12. Describe how the solution will interface with third-party shipping companies to provide tracking of shipped materials.

B.3.2. Circulation

B.3.2.1. Administrative

B.3.2.1.1. Describe how the solution enables distributed responsibility for maintaining permission to specific circulation functions. How do circulation permissions interface with permissions in other functional areas (e.g., cataloging)?

B.3.2.1.2. Describe how permissions can be assigned to groups, as well as to individuals.

B.3.2.1.3. Describe the ability to tailor staff screens by workstation, showing only functions needed by staff at that workstation rather than all available functions.

B.3.2.1.4. Describe how the solution provides for the coexistence of consortial and joint-use lending rules and local lending rules.

B.3.2.1.5. Describe how the solution provides the ability to view-only, edit, and manage lending rules.

B.3.2.1.6. Describe how the solution integrates lending rules with library hours and closures, including over multiple time zones for a single institution. How does the solution handle 24 hour operations?

B.3.2.2. Billing and Payments

B.3.2.2.1. Describe how the solution manually and automatically generates bills and fees for services, fines, and lost items. Does the solution support the customization of bills and notices (adding the institution's individual branding, alternate wording for students, faculty, and community borrowers)? Describe the process for sending notices in batch, and for sending (or resending) individual notices.

B.3.2.2.2. Describe the history and detail that is kept on bills and fines.

B.3.2.2.3. Describe how the solution allows libraries to accept payment or waive charges for services, fines, and materials at a service desk in a consortial, branch, and/or campus library.

B.3.2.2.4. Describe the types of payments the solution can accommodate (credit card, cash, campus cash cards, etc.). Is the solution PCI compliant?

B.3.2.2.5. Describe how the solution can transmit and receive patron debit and credit information to and from an institutional business office or external service bureau. Does the solution support two way communication with campus financial systems (Banner, PeopleSoft, and other systems)? Elaborate on vendors you have worked with. How often can data be customized and exchanged between systems?

B.3.2.2.6. Describe how the solution facilitates billing between consortium libraries.

B.3.2.3. Bookings / Scheduling

B.3.2.3.1. Describe how the solution provides for the booking and scheduling of equipment, materials, and rooms, as well as how the solution might be used to book appointments with librarians and other staff. Does the solution support booking directly by the end user? Are all users able to see available times/materials? Does the solution support mobile viewing/usage of the booking system?

B.3.2.3.2. Describe how the solution supports booking in varying time blocks, from a half hour to multiple days, and how it interacts with open hours.

B.3.2.3.3. Describe the display of data in the user interface. Include information on display and functionality.

B.3.2.3.4. Describe how the system supports scheduling issues, exceptions, and modifications.

B.3.2.3.5. Describe how the system handles limits to bookings of the same item and/or total bookings per patron status.

B.3.2.3.6. Describe the notification system related to booking. Is the system mobile accessible?

B.3.2.3.7. Describe formats/API's that are available to transfer booking data to other external systems, such as reservation systems. Give examples of any successful integrations with other software.

B.3.2.4. Check-in / Check-out

B.3.2.4.1. Describe how the solution determines due dates, due times, and fines for check-outs, renewals, recalls (local and consortial), holds, and bookings.

B.3.2.4.2. Describe what options are available when exceptions need to be made, for example backdating check-in or overriding/adjusting a due date/time.

B.3.2.4.3. Describe the ability to support offline circulation transactions when the system is unavailable. If a site loses access to the shared ILS, what kinds of activities (e.g., check-out, check-in, temporary record

creation) would the site be able to continue? Describe the process involved in resynchronizing the local site with the shared ILS after the issue has been resolved.

B.3.2.4.4. Describe how the solution handles the manual creation of individual patron records and temporary item records.

B.3.2.4.5. Describe what mechanisms are supported to scan or read material and patron identifiers into the system (e.g., barcodes, RFID tags, mag stripes). Describe how this solution interfaces with a virtual ID card. Describe how the solution supports multiple item or kit check-outs on a single RFID scan.

B.3.2.4.6. Describe the hold and hold shelf management capabilities of the solution.

B.3.2.4.7. Describe how the solution handles batch changes to due dates (e.g., emergency closings, holidays).

B.3.2.4.8 Describe how the solution tracks in-house and non-circulating usage.

B.3.2.5. Collection Management

B.3.2.5.1. Describe the mechanisms you offer for floating collections on both a local and a consortial level.

B.3.2.5.2. Describe the inventory/collection management tools available in the solution. Describe the workflow for performing an inventory of a collection, including the simultaneous inventory of multiple collections. How does the solution support the use of mobile devices in performing the inventory? Describe how the solution supports inventory of shared collections.

B.3.2.6. Course Reserves

B.3.2.6.1. Describe the solution's course reserves functionality (both print and electronic), including the ability to cross-link courses and items and to suppress temporary items, and customization options for batch management processing based on date/time.

B.3.2.6.2. Describe any copyright and licensing agreements, procedures, and compliance tracking that your system offers.

B.3.2.6.3. Describe how the course reserves functionality supports alternative formats such as digital media (streaming video) and linked resources from a variety of database and content providers.

B.3.2.6.4. Describe the system's ability to integrate with course management systems (CMS) such as Canvas, Blackboard, and D2L. Describe how the solution supports different CMSs at different institutions. Describe how instructors would embed library resources into their course sites.

B.3.2.6.5. Describe how the system would support the workflow of scanning and uploading files for access in the course reserves interface. Describe which file types are supported by the solution. Describe how access to electronic reserves is controlled (for users only in specific courses) and how time limits are specified. Describe how the system handles expunging or reusing course records, and how deletion is handled.

B.3.2.6.6. Describe the system's ability to migrate course listings and items from legacy systems (e.g., Ares, Docutek, Aleph) so that staff do not have to re-create classes from previous semesters.

B.3.2.6.7. Describe reports for managing end-of-semester work and other course reserves specific reports.

B.3.2.6.8. Describe the process for quick cataloging of instructor-owned or supplied materials.

B.3.2.6.9. Describe the system's ability to batch process item records when changing item status, availability, check-out time, reserve status, and course listing.

B.3.2.6.10. Describe the system's ability to customize the time frames that material is placed on reserve; for example, items on permanent reserve, on reserve for one semester, or items that are only needed for reserve use for a limited time within a single semester.

B.3.2.7. Patrons

B.3.2.7.1. Describe the elements and structure of a patron record in the solution and how patron records are created.

B.3.2.7.2. Describe how the solution allows a patron to access services at multiple CFPP institutions while maintaining a primary affiliation. Describe the ability for the creation of consortial global patron records (to be used to facilitate reciprocal borrowing agreements and intra-institutional pickup and dropoff) where only pertinent patron data is shared (name, ID, expiration), as well as full local patron institutional records.

B.3.2.7.3. Describe how the solution allows automatic and manual blocks of patrons from borrowing, using interlibrary loan and other services both at the consortial and local level. What types of notes and descriptions are available as part of the block process? Is it possible to block only certain item statuses or types, while allowing use of others? Is it possible to block specific libraries (consortially) or branches (locally)?

B.3.2.7.4. Describe how the solution allows management of patrons (e.g., alumni, community borrowers) who have local privileges, but not consortial privileges or remote access to licensed databases.

B.3.2.7.5. Describe how patron data is retrieved and loaded into the solution. What functionality is in place to allow for individual member institutions to load patron data on an “as needed” basis?

B.3.2.7.6. Describe the ability to update patron records both individually and globally. How does the system track staff changes to patron information?

B.3.2.7.7. Describe how the solution protects patron data and privacy. Can staff permissions be tailored to show only certain patron data?

B.3.2.7.8. Describe how the solution handles proxy users and linkages between accounts.

B.3.2.7.9. Describe how the solution handles duplicate patron records, including mechanisms for identifying possible duplicates.

B.3.2.7.10. Describe the solution to extend borrowing privileges for non-enrolled students and temporarily terminated seasonal staff and/or faculty.

B.3.2.7.11. Describe the solution to purge inactive patron records (e.g., no fee history and inactive 4 years) from the database.

B.3.2.8. Patron Self-Service

B.3.2.8.1. Describe the patron self-service features of the solution, including self-service for such activities as holds, bookings, renewals, notice preferences, and self-updates of patron information.

B.3.2.8.2. Describe how the solution integrates with self-checkout systems.

B.3.3. Statistics and Reporting

B.3.3.1. Describe the reporting tools available, including use of the collection and its services (e.g., lending/borrowing, logins to e-resources.).

B.3.3.2. Describe the variables reporting tools use to gather statistics, such as locations, sublocations, collections, call numbers, patron categories, and material formats, or owning library. Note any data fields that are not available for reporting.

B.3.3.3. Describe the ability of the solution to generate lists of records and export the record data into various software programs and formats.

B.3.3.4. Describe the ability of the solution to retain transaction-oriented information (without patron-identifiable data) indefinitely for statistical reporting purposes, even if the associated item or patron has been removed from the system.

B.3.3.5. Describe the ability of the solution to allow for editing of reports for usability and actions by different users, and maintaining the totality of the data while moving through a collection maintenance workflow such as inventory or weeding.

B.3.3.6. Describe how the solution reports transaction errors, patron record errors and other errors, so that staff may take action on them. For example, will an unexpected or incomplete barcode scan generate a notice to staff?

B.3.4. Communications and Notifications

B.3.4.1. Describe the types of notices and print products which the solution provides (receipts, paging slips/lists, book bands, removable book labels, hold shelf tags, hold shelf removable book labels, pickup, overdue notices and invoices). Describe customization options (e.g., ability to produce a single return receipt for multiple items returned at a single time).

B.3.4.2. Describe the ability to customize, design, and brand both print and electronic notices. Describe any limitations in sending notices via a variety of communication methods (e.g., print, email, SMS). Describe how this is done within the staff interface.

B.3.4.3. Describe the types of automated patron notifications the solution provides (print, e-mail, SMS). Are their preset types of notifications (e.g., overdue, holds) or can institutions generate customized notifications? Does the solution provide for a customized patron email/text notifications that require a patron to securely login to their ILS account to retrieve pertinent information?

B.3.4.4. Describe the ability for staff communication (local and inter-institutional) about individual transactions (e.g., message alerts in records).

B.3.4.5. Describe how the solution tracks and displays communication history (especially electronic) on the patron and item levels.

B.3.5. Circulation / ILL integration

B.3.5.1. Describe how the solution supports the NISO Circulation Interchange Protocol (NCIP), ANSI/NISO Z39.83, ISO ILL and the SIP2 Protocol.

B.3.5.2. Provide examples of how the solution integrates with RFID and material inventory sorting systems.

B.3.5.3. Describe how the solution supports extra-consortial circulation transactions and resource sharing beyond basic interlibrary loan that might occur between CFPP members and non-member libraries. For example, several CFPP members maintain resource-sharing agreements with non-member libraries.

B.3.5.4. Describe how the solution supports reading room management applications such as Aeon that link collection level records in the catalog to non-circulating but tracked resources.

C. Discovery and User Experience

Library users expect a Google-like search experience and often do not understand the myriad resource silos and access restrictions that they encounter when searching library collections. CFPP seeks a discovery solution that is capable of supporting a consortium implementation of the scale of CFPP member libraries. This discovery solution must support users' research needs, enabling them to locate and access relevant resources efficiently. We seek a solution that can do this by seamlessly integrating resource silos, providing a more feature-rich search interface than has typically been found in library systems, and facilitating access to resources from multiple data sources. At the same time, the discovery solution should provide search options for experienced researchers who require a greater level of control and specificity in an interface. CFPP's 40 member institutions include a wide range of academic institutions, from comprehensive research universities to community colleges, from specialized universities granting professional degrees to undergraduate liberal arts colleges. We seek a discovery solution that will serve the widely disparate needs of our diverse population of library users without sacrificing the flexibility to adapt as both user needs and technological requirements develop.

High Level User Experience Requirements

Users should have access to all of the content that is available to them. Whether content comes from books and other tangible items or in silos of digital information, it should all be visible and accessible to the user. The solution should show users the resources that are available to them and provide accurate information about accessing those that are not immediately available. Clear pathways should be provided to help connect the user with the resources and context-specific help within the user interface. Users should be able to control search limits and preferences, manage lists, and request, check out, and renew library materials from within the discovery tool. The solution should be available to users with disabilities, with wide ranges of experience as researchers, and who access information from different technology platforms or devices. User credentials from multiple institutions and sources should authenticate seamlessly. As with all user interfaces, the discovery tool should be constantly updated to include new technologies and new sources of information.

Note: Vendors may choose to respond to the requirements in this section with their own discovery interface and associated central index or with a solution from other third-party vendors. If proposing multiple solutions from third-party vendors, repeat this section as necessary. It may be necessary to work with third-party vendors to complete this section.

C.1. Discovery

C.1.1. Describe how the proposed solution provides library users with an intuitive interface that searches disparate resource silos (e.g., local returnable and/or digital collections, vendor-supplied electronic resources, manuscripts and archival material), enables users to create searches in their own words, retrieves relevant items available to them regardless of format or physical location, and displays, organizes, and limits search results in an understandable manner. Describe how the proposed solution provides access to these resource silos both separately and together.

C.1.2. Describe how records not included in the ILS (e.g., open access journals, digital library records, and sets of records from outside sources) can be included in discovery.

C.1.3. Describe how individual institutions can customize the display to meet the needs of their users (e.g., customization of icons, embargo periods for articles).

C.1.4. Describe how your solution enables users to refine the search by criteria such as availability, collection, location, creation or publication date, format, subject, and version or resource type (e.g., magazine vs. academic journal). Include a comprehensive list of all refinement criteria supported by the system.

C.1.5. Describe how your solution facilitates both known-item searches and open-ended searches. Describe how author/title searching, uniform title searching, and subject searching is handled. List the types of searches offered (e.g., keyword, browse, combined, numeric).

C.1.6. Describe browse (left anchored) search options. Can subject browse be searched by subdivision? Describe how call number browse/shelflisting is supported; how are the different call number schema supported for sorting?

C.1.7. Describe how your solution facilitates expert searching features for researchers who require more control in formulating search statements and handling results.

C.1.8. Describe how your solution recommends subjects or other terminology, alternate titles, spelling corrections, and other ways to help users identify and use alternate search strategies.

C.1.9. Describe how your solution manages and enables users to locate course reserve materials. Describe the options available to faculty to request that an item be placed on course reserves.

C.1.10. What supplemental and contextual information from outside sources does your solution provide about items such as book covers, tables of contents, indexes, reviews, and other content previews that enrich the user's understanding of the nature and content of items and collections? Describe how this information is displayed in the discovery tool. List the outside sources (e.g., Syndetics, Google) that are currently in use by institutions that use the discovery tool. What additional sources of linked data are available?

C.1.11. Describe how the discovery tool incorporates FRBR recommendations in a consortial environment and at the institutional level.

C.1.12. Describe your results ranking given the challenge of integrating traditional catalog materials, local digital collections, and articles in a single interface. Describe the search algorithm and its availability to the consortium.

C.1.13. What default sorting/ranking options are available to the user? Describe relevancy ranking results and the solution's ability to switch from relevancy ranking to date order. Describe how results ranking can be customized at the institution level.

C.1.14. Describe the interface for the combined catalog of all 40 institutions. How do users navigate between the individual institution holdings and the combined holdings? Address how users are able to view and navigate between results at the library, campus, institution, and consortial levels. Describe the interface customizations available at the institution level.

C.1.15. Describe how the discovery tool interfaces with Web browsers and social media. Are institutional holdings and knowledgebases discoverable? Does the link resolver smoothly interface with Web browsers?

C.1.16. Does the system learn from use in the relevancy algorithm? Does it consider how often users explore the item, request it, and/or place it in a folder?

C.2. Licensed Content Management

C.2.1. Describe your discovery tool's central index of electronic resources.

C.2.2. Provide a list of proprietary content that is included in your product (e.g., Web of Science, PsycINFO).

C.2.3. What is the process for negotiating access to content from other content providers to your index? What is the typical length of time to add a new source once the external content provider supplies the data?

C.2.4. Describe how the discovery tool identifies the electronic resource information (e.g., does it clearly provide the database name?).

C.2.5. Describe the process for managing the settings for core central index content for each instance (consortium, institution, campus/library, and joint use facility).

C.2.6. Describe how your system refreshes licensed content. How frequently is content added/updated?

C.2.7. Describe how you provide updates related to new core index data sources and depth of coverage to customers. What is the frequency of this communication?

C.2.8. If multiple resource options are displayed for a search result, can the library prioritize the order of resources displayed? Where is this configured?

C.2.9. How does the discovery platform search content not included in the core index but licensed by an institution?

C.2.10. Describe when user authentication is required to see all results. What resources require this log in for full discovery?

C.2.11. How do you participate in open discovery (e.g., do you provide your content to other vendors for use by subscribers of your content who use other discovery platforms)?

C.2.12. How does your system handle duplication (i.e., the same article from multiple sources within the core index data)? Can the system show or link to all the original records as they appear in their data sources for a set of duplicates?

C.2.13. How does your system handle duplication within locally supplied union catalog data?

C.2.14. How are results from local holdings and the core index blended in the result set?

C.3. User/System Interaction

C.3.1. Describe how your solution will enable users to discover the availability, status, and location of specific resources.

C.3.2. Describe how accessing of materials is offered to the users. Describe retrieval options for the resources. Can eBooks be downloaded directly from the discovery tool?

C.3.3. Describe how your solution allows configuration of facets for results. Describe how the solution manages coding of MARC fixed and variable field elements and integrates them into facet categories. Describe configuration options at both the institution and consortial level.

C.3.4. How can your solution be customized to accommodate individual library policies? For example, does it allow particular patron groups to place hold requests, or give particular patron groups permission to request items for purchase?

C.3.5. How does your solution enable users to borrow or request items from their own institution's collections, from other institutions in the consortium or from other libraries outside the consortium?

C.3.6. How does your solution enable users to borrow or request tangible items from their own institution's collections, from other institutions in the consortium or from other libraries outside the consortium?

C.3.7. Describe the user interface used when updating information, checking a circulation account, or processing a renewal. Can the solution import and display information from external systems (e.g. ILL, reserves) to provide an integrated user dashboard?

C.3.8. Describe how your solution enables users to create, mark, save, print, email, text, share, cite or export single items or lists of items to citation management, word processing, or other productivity software. Can saved searches be limited in scope to locations, branches or special collections?

C.3.9. Describe the help available to users from within your solution's interface. Does the solution provide tutorials using lay terms for the user rather than library staff?

C.3.10. Describe how your solution enables users to set and receive alerts and notifications about the status of specific items or categories of items available to them through an intuitive interface.

C.3.11. Describe how users interact with the solution through tagging, recommending, sharing, or writing reviews of resources. Describe options for local tags. How are tags mediated and searched?

C.4. Interface Design and Integration

C.4.1. Describe how the user interface is accessible to users with disabilities (ADA compliant).

C.4.2. What display and navigation language(s) does your discovery tool support?

C.4.3. Describe how the solution accommodates the current proliferation of browsers, operating systems, and devices (e.g., is the user experience platform agnostic and responsive?). Describe how your end-user interface works regardless of access mode.

C.4.4. How is user feedback obtained and used to drive system/interface changes? What is your release cycle for system fixes, enhancements, changes, etc.? How is user feedback shared with member institutions and CFPP?

C.4.5. Describe your approach to evaluating and improving the usability of your solution.

C.4.6. Describe how your solution enables interoperability with local online reference services, social networks, external subject guides, and other electronic services for communication between library users and staff.

C.4.7. Describe the branding and customization options available to libraries at the local level, including capabilities for setting default options from the staff interface.

C.5. Extendability and User-Contributed Data

C.5.1. Describe the mechanisms available to CFPP and member institutions to integrate discovery tool information into other interfaces (like websites) or to bring data into the discovery tool (such as Google maps). Are there widgets or APIs for these purposes? What are your use policies for the APIs? What level of technical knowledge is needed to use these APIs? Describe support services available to library staff for using APIs with the discovery tool.

C.5.2. Describe your company's policies on backing up, recovering, and purging user-supplied data. For example, how might you handle a user who has accidentally deleted a resource list created in your solution, or one who no longer wants information he/she contributed to be available through the solution?

C.6. Independent Discovery Tools

Note: All vendors should respond to this section, even if they are proposing their own discovery interface. This section is intended to determine the capability of your ILS to integrate with outside discovery tools.

C.6.1. Describe how your ILS supports a discovery tool other than the one that was proposed, i.e., from a different vendor or open source or locally created tool? Among your current customer base, list customers who are using another interface for discovery, link resolver, etc.

C.6.2. Describe the system's ability to integrate with the patron self-service features of an independent discovery tool, including self-service for such activities as holds, bookings, renewals, notice preferences, and self-updates of patron information.

C.6.3. Describe how your central index could be used with a different discovery tool. What tools are available to assist with the integration? List customers who are using the central index in this way.

C.6.4. Describe how your ILS effectively integrates with other vendors' discovery tools. Provide examples of previous integrations.

C.6.5. Describe your central index as a component separate from your discovery tool.

D. Joint Use Facilities

There are a number of locations where a CFPP member is partnered with other CFPP members, private academics, and/or public libraries to provide services in a collaborative environment. These joint-use facilities are varied in scope, size, patrons and staff throughout the CFPP community. CFPP requires flexibility and seamless integration of all services for our stakeholders as well as maximized efficiency for staff among these facilities. Many of the following questions are found throughout this document and are repeated here as a means of understanding services specifically oriented to joint-use facilities.

D.1. Administration

D.1.1. How are individual institutional privileges set for both patrons and staff (e.g., check-out length, renewals, due dates, overdue fees)? How would users with multiple affiliations be supported in the system, with respect to authentication, permissions assignment to their account, and permissions on their accounts?

- D.1.2. Describe the functionality and issues with multiple academic calendars. Explain the integration of lending rules with library hours and closures, including across multiple time zones for multiple institutions.
- D.1.3. Describe policies regarding a global patron file with the ability to identify patrons as belonging to more than one library, with multiple subsets and the ability to view certain parts of a patron file, and the ability to modify belonging to a “home” library.
- D.1.4. Describe how the solution supports the NISO Circulation Interchange Protocol (NCIP) between systems, i.e., public libraries. If not NCIP, how does your system allow for circulation across platforms?
- D.1.5. Describe how a subset of items can be treated differently for a specific patron group (e.g., distance learners for whom there are special privileges, processes, and delivery mechanisms than what would be in place for others in the system).

D.2. Circulation

- D.2.1. Describe how the solution handles circulation at a joint use facility.
- D.2.2. Describe how patron records are loaded and accessed for joint use facilities.

D.3. Holds/ Intra-consortial Loans/ Interlibrary loan

- D.3.1. Describe how holds are placed for items at a joint use facility for patrons from the main campus.
- D.3.2. Describe how the solution handles intra-consortial loan at a joint use facility.
- D.3.3. Describe how you associate a patron with their home campus and/or distance learners.
- D.3.4. Describe how intra-consortial loans works when the item is for a distance learner. For example, could the item be mailed directly to the patron without going to the requesting library? Are shipping labels included?
- D.3.5. Describe how a patron submits an interlibrary loan request (or hold) at a joint use facility if they are at the main campus and vice versa.

D.4. Cataloging and Acquisitions

- D.4.1. Describe how the solution handles cataloging at a joint use facility.
- D.4.2. Describe how inventory is completed in a joint use facility.

D.5 Billing and Payments

- D.5.1. How are lost or damaged materials processed for joint use materials? What steps are taken during the process?
- D.5.2. Describe how the solution manually and automatically generates bills and fees for services, fines, and lost items. Does the solution support the customization of bills and notices for individual institutions in the joint-use facility?
- D.5.3. Describe the history and detail that is kept on bills and fines.
- D.5.4. Describe how the solution allows staff from either library to accept payment or waive charges for services, fines, and materials at a service desk.
- D.5.5. Describe how the solution can facilitate billing between consortium libraries.

D.6. Reports

- D.6.1. What reports are available for both individual as well as combined institutions in the joint use facility? For example, circulation reports should include all the items in a location, regardless of ownership, because the workload is done at one place. However, value of collection reports, items added, etc. need to be run at various times for different stakeholders. What flexibility is available to include/exclude collections, institutions or other data?

D.7 Discovery Tool

D.7.1. What discovery tool options are available for displaying joint use library materials (e.g., search subsets, ability to combine institution holdings, etc.)?

Appendix B

List of CFPP Institutions and FTE Counts

University	FTE 2013/14	University	FTE 2013/14
Florida A&M University	7,888	New College of Florida	672
Florida Atlantic University	18,130	University of Central Florida	38,157
Florida Gulf Coast University	8,852	University of Florida	35,060
Florida International University	32,704	University of North Florida	10,306
Florida Polytechnic University	0	University of South Florida	31,594
Florida State University	29,176	University of West Florida	7,603

Source: <http://www.flbog.org/resources/iud>

Note: FTE numbers for the universities are based on 40 student credit hours per year for undergraduates and 32 student credit hours per year for graduates.

College	FTE 2013/14	College	FTE 2013/14
Broward College	30,496	North Florida Community College	798
Chipola College	1510	Northwest Florida State College	5,022
College of Central Florida	5,904	Palm Beach State College	20,057
Daytona State College	11,880	Pasco-Hernando State College	7,094
Eastern Florida State College	11,544	Pensacola State College	8,518
Florida Southwestern State College	10,149	Polk State College	7,904
Florida Gateway College	2,077	Santa Fe College	11,557
Florida Keys Community College	776	Seminole State College	13,867
Florida State College at Jacksonville	21,676	South Florida State College	2,192

Gulf Coast State College	4,256	St. Johns River State College	4,768
Hillsborough Community College	19,973	St. Petersburg College	20,692
Indian River State College	13,122	State College of Florida, Manatee-Sarasota	7,633
Lake-Sumter State College	2,786	Tallahassee Community College	10,207
Miami-Dade College	54,472	Valencia College	29,612

Source: <http://www.fldoehub.org/CCTCMIS/c/Documents/FTE/CO3F29C.PDF>

Note: FTE numbers for the colleges are based on 30 student credit hour per year.

Appendix C - Dictionary of Terms and Abbreviations

API: Application Programming Interface

BIBFRAME: Bibliographic Framework Initiative <http://www.loc.gov/bibframe/>

CAS: Central Authentication Service

Click-stream: Recording or logging of computer user clicks within a webpage or application

CMS/LMS: Course management or Learning Management System

COUNTER: Counting Online Usage of NeTworked Electronic Resources. <http://www.projectcounter.org/>

DC: Dublin Core Metadata Schema

DDA: Demand Driven Acquisitions, a.k.a PDA, an acquisitions model based on usage

EBA: Evidence Based Acquisitions, an acquisitions model based on usage

EDIFACT: National standard for electronic data interchange, used primarily for processing invoicing and order information in the Library ILS environment.

ERM: Electronic Resource Management, “practices and software systems used by libraries to keep track of important information about electronic information resources, especially internet-based resources such as electronic journals, databases, and electronic books” (Wikipedia)

EZproxy: OCLC web proxy server <https://oclc.org/ezproxy.en.html>

FERPA: Federal Educational Rights and Privacy Act

FRBR: Functional Requirements for Bibliographic Records

FLVC: Florida Virtual Campus

HIPPA: Health Insurance Portability and Accountability Act

Joint-use Facility: A location where an FLVC member is partnered with other FLVC members, private academics, and/or public libraries to provide services in a collaborative environment.

NCIP: NISO Circulation Interchange Protocol

NISO: National Information Standards Organization

KBART: Knowledge Base and Related Tools. <http://www.niso.org/workrooms/kbart>

MODS: Metadata Object Description Schema

ONIX: ONline Information eXchange. Refers to three XML formats, ONIX for Books, ONIX for Serials and ONIX for Publications Licenses. <http://www.editeur.org/8/ONIX/>

PCI-DSS: Payment Card Industry Data Security Standard

PDA: Patron Driven Acquisitions, a.k.a DDA, an acquisitions model based on usage

RDA: Resource Description and Access

RDF: Resource Description Framework

SIP2: Standard Interchange Protocol, version 2.0

SLA: Service Level Agreement

SUSHI: Standardized Usage Statistics Harvesting Initiative. <http://www.niso.org/workrooms/sushi>

UBorrow: Service developed by FLVC to facilitate borrowing of resources by FLVC member libraries through the statewide shared discovery tool, Mango.

WAM: Innovative Interfaces Inc. Web Access Management <http://www.iii.com/products/sierra/campus-computing>

X12: Accredited Standards Committee X12 develops uniform standards for electronic data interchange