

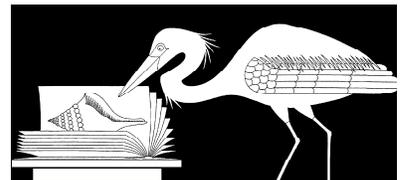
**Request for Proposal:  
Integrated Library System  
(ILS)**

**Issued by Sanibel Public Library District**

**RFP No. 2012-1**

**Proposals accepted until 5:00 pm ET, Wednesday,  
October 31, 2012**

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Sanibel Public Library District  
770 Dunlop Road  
Sanibel, FL 33957  
[www.sanlib.org](http://www.sanlib.org)

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## Introduction

Sanibel Public Library District (SPLD) seeks to obtain a proposal for an Integrated Library System (ILS). SPLD is currently using Millennium and Encore from Innovative Interfaces, Inc. The Library seeks to proceed with the selection and implementation of an ILS.

The Library is interested in obtaining hosted service for its ILS. However, whether using a hosted data solution or in house data solution, the Library is interested in using installed client software for staff functions, rather than terminal service, browser based clients, or other similar implementations.

The Library recently updated its RFID technology to Bibliotheca.

SPLD provides library services to a population of 5,000 to 25,000, depending on Season. SPLD is one of the top-ranking public libraries in Florida and is a leader in the state in per capita library use and circulation. SPLD is ranked as a 5-star library by *Library Journal* (Fall 2011).

SPLD is interested in finding an ILS which provides library users with robust, seamless access to a variety of online resources as well as enabling the Library to monitor and improve stewardship of library resources.

Sanibel Public Library District is an independent special district created by the Florida Legislature, and is a governmental agency for all purposes under Florida Law, including without limitation, sales tax exemption.

All documents, including proposals, submitted to SPLD become the property of SPLD. They will be received and held in confidence until proposals are opened publicly by SPLD. All proposals shall be subject to the provisions of the Florida Public Records Act and subject to disclosure except as may be exempt by state or federal law, such as proprietary information, security information, or other information exempted by law; however, this must be clearly indicated and requested in the proposal submission.

An electronic version of this RFP is available at: <http://www.sanlib.org/rfpils.pdf>

## General Information

The Sanibel Public Library District is seeking proposals for an Integrated Library System (ILS).

The vendor of the ILS proposal should be in a position to meet the critical requirements by the date proposals are due. The vendor should have available for review and be in a position to refer to an operational site or sites to showcase the functionality.

### Role of the RFP

The RFP represents the functional capabilities, performance characteristics, and hardware minimum desired. The requirements are intended for the protection of the Library and vendors by reducing the possibility of misinterpretation of SPLD's needs. Questions about the requirements in the RFP should be submitted by e-mail to Margaret Mohundro, Executive Director (mmohundro@sanlib.org). If the questions materially affect the RFP specifications, all vendors will receive copies of the questions and responses without identification of the source of the questions.

### Responses to the RFP

Proposals will only be accepted from a single firm, not from joint ventures. When two or more vendors desire to submit a single proposal, they shall do so as prime/subcontractor(s).

### Exceptions

If the vendor's specifications for furnishing services, products or equipment are in any respect not the equivalent of the requirements in the RFP, this discrepancy must specifically be called out in the proposal. Notwithstanding anything to the contrary in this RFP, vendors are invited to propose, and SPLD will consider, any system that is the functional equivalent, or better system than called out in this RFP.

### Quantities, Appropriation, and Delivery

Unless otherwise stated, quantities listed are estimates only, and SPLD does not guarantee to purchase the quantities specified. The quantities purchased will be limited to the amount of monies budgeted and appropriated for it. Transportation shall be F.O.B. Origin, Prepaid and charged back with delivery to the facility where they are to be installed. If otherwise, it shall be called out in the proposal.

### Pricing

The prices shall be written in the proposal and also stated in figures. Prices reflected in the proposal shall include any discounts extended. Unit prices shall be quoted for all components and costs for any hosting, hardware, software, installation and service. Vendor must indicate whether or not shipping is included. Vendor must include prices of all equipment and any options needed to meet specifications. The sales tax exemption status of SPLD shall be taken into consideration. Vendors are requested to indicate on

the proposal if they will extend the pricing, terms and conditions of current contracts with Florida governmental entities to SPLD. No vendor will be allowed to withdraw and resubmit its proposal, for any reason whatsoever, after the proposals have been opened, without permission of SPLD. If permission is granted after a showing of good cause, SPLD is entitled to an assessment in an amount up to the difference between the withdrawn proposal and the next higher proposal.

#### Project Schedule

The proposal shall include an example of a project schedule from a previous project of a similar size and scope as SPLD for migration, implementation and training. The proposal shall include a project manager to oversee the project to ensure that it meets the requirements of the Library and to be the key contact for the entire migration, implementation and training process.

#### Guarantees and Warranties

All guarantees and warranties should be stated in writing and submitted as part of the proposal. The vendor shall warrant that the system will meet the reliability and performance requirements set forth in the RFP and will continue to do so as long as the system remains under vendor maintenance.

#### Award of Contract

SPLD shall have a period of 120 calendar days after opening of the proposals in which to award the contract, a period during which the prices shall remain firm.

#### Selection Criteria

The criteria which will be used in evaluating proposals include:

(1)	Responsiveness to the functional requirements	40%
(2)	Past performance of vendor as per customers	30%
(3)	Ability to provide service and support	15%
(4)	Financial viability of vendor	10%
(5)	Total package price	5%

#### Demonstrations

A vendor may be required to demonstrate its ILS at the Library at no additional cost to SPLD.

#### Negotiation

SPLD reserves the right to enter into negotiation with one or more vendors. SPLD reserves the right to waive any informality as may be permitted by law. SPLD reserves the right to award multiple contracts for different portions of the work or commodities, or to reject all proposals.

## Contract Documents

The successful responder will be expected to enter into a contract with SPLD pursuant to the documents including the RFP, the vendor's proposal, the summary of negotiation, and any and all other additional materials submitted by the vendor.

The only official answer or position of SPLD will be the one stated in writing.

## Company

### Corporate Experience and Capacity

Proposer shall provide information that documents its firm's experience and capacity to produce the required outcomes. Proposer is defined as the company, entity, or partnership that is submitting a proposal under this RFP, not individual companies in a partnership or joint venture. This information shall include:

1. Form of Ownership.
2. Number of years the proposer has been in business under its current name. Description of the length and nature of the proposer's experience in providing the products and services requested in this RFP.
3. Audited financial statements for the past two years, which confirm that the firm is a going concern.
4. Demonstration of the financial strength and stability of the firm by confirming that they have a D&B Credit Class score of a 1 or 2.
5. Corporations shall provide the year and state of incorporation.
6. Names of all partners and how long each has been in existence.
7. Experience and type of relationship with any RFID system, 3<sup>rd</sup> party system, or other vendor where interoperability of proposer's service will be necessary for successful operation.
8. State if the proposer is presently negotiating a sale, acquisition or merger that would alter the proposer's existing structure.
9. Disclosure of any pending lawsuits against the proposer or against others; and if none, state that.
10. Any other information that demonstrates the proposer's experience, ability and capacity to produce the required outcomes requested in this RFP.

### Client References for Similar Work Performed

Proposers shall submit a list of at least two references for whom they have done work similar to that described in the scope of this RFP. The services provided to these clients must have characteristics as similar as possible to those requested in this RFP, including details regarding ILS and RFID partnership. Information provided for each client must include the following:

- Client's name
- Brief explanation of what the contract covered
- RFID system in place
- Size of the reference
- Contact person
- Title
- Address
- Phone number
- E-mail address

Failure to provide the above information may result in the proposer being disqualified and its proposal not considered. SPLD reserves the right to contact any and all references to obtain information without limitation and regardless of the proposer's performance on the listed jobs.

SPLD reserves the right to contact any and all references to obtain, without limitation, ratings for the following performance indicators:

- How would you rate the firm's efforts in providing the service as requested?
- How would you rate the overall knowledge and skills of the team in the requirements of the project?
- How satisfied were you with the service provided by this company?
- Were you satisfied with this company's assumption of responsibility and their ability to work with other vendors in your library?
- How satisfied were you with compatibility with your RFID system?
- Would you purchase service/equipment/materials again in the future?

A uniform sample of references will be checked for each proposer. Proposers will be scored on a scale of 1 to 10, with higher scores being given to positive references from customers whose ILS projects were most similar to SPLD's (i.e. size of Library, RFID, etc.).

**Proposal Submission**

General information about the collection, staff size and other details regarding the Sanibel Public Library:

Population served	7,000
Bib records	77,000
Items / holdings	86,000
Patron records	8,837
Annual circ	120,000
Locations	1 Library

Public workstations (not running the ILS)	26
Staff workstations (running the ILS)	24
Library website	<a href="http://www.sanlib.org">http://www.sanlib.org</a>

Data from Oct 2011 – Sept 2012

The entire proposal must be delivered in a sealed envelope or package and clearly marked as LIBRARY ILS/MATERIALS HANDLING PROPOSAL and the RFP number that appears on the cover sheet of the RFP (RFP No. 2012-1). One copy shall be marked as "Original" and must contain an original signature. Four additional copies must be included. One electronic copy must be included. Proposals are due **Wednesday, October 31, 2012 by (5:00 p.m. ET)** local time and shall be delivered in a sealed package to:

Sanibel Public Library District  
RFP No. 2012-1  
ATTN: Margaret Mohundro  
770 Dunlop Road  
Sanibel, FL 33957

Proposals may be delivered by hand, mail, or courier service. Proposals received beyond the deadline will be returned, unopened.

Cost quotes and payment terms should be included for all service, software, hardware, and recommended equipment. Please use the table below to indicate the costs for the various components.

If your system does not have a specific line item, indicate that with an N/A in the appropriate columns.

Please feel free to add items to the cost table if you have items which do not fit into the specific categories.

Costs for all modules and add-on functionality need to be included in the cost table. Prices for the initial purchase, hosted service, implementation and 5 years of maintenance should be included for each item.

Please indicate if any hardware must be purchased through your company or if other options are available.

Cost Table

Description	Initial/Implementation Year 1	Year 2	Year 3	Year 4	Year 5
Modules					
Circulation					
Acquisitions					
Serials					
OPAC					
Cataloging					
Reports					
Other					
Children's OPAC					
Hosting Services					
Web site development					
Inventory Module					
Authority Control Module					
Authority Control Processing (if available)					
url resolver					
SIP/SIP2/NCIP					
Patron API					
Catalog API					
Materials Booking					
Events Calendar					
Offline Circulation					
Phone Notification Service					
Enhanced Record Content (Syndetics or other service)					
Z39.50 client/server					
eCommerce for Public					
eCommerce for Staff					
Hardware Purchase & Maintenance					
Hardware Installation					
Data Migration Services					
Training					
Optional functionality/modules/mobile interfaces, apps					

Other Costs (please list)

## Total Project Cost

SPLD will not reimburse Vendors for any costs involved in the preparation and submission of responses to this RFP or in the preparation for or participation in any subsequent demonstrations and meetings. Furthermore, this RFP does not obligate SPLD to accept or contract for any expressed or implied services. SPLD reserves the right to request any Vendor to clarify its proposal or to supply any additional material deemed necessary to assist in the evaluation of the ILS. All proposals and submissions shall become the property of SPLD upon receipt and may be used by SPLD in the selection of a vendor and may be incorporated into any final agreement between SPLD and the vendor submitting same.

## Key Functionality Requirements

Please review the information in this section, answering all specific questions and also providing the Library with a general overview of the capabilities and functionality within your system which relate to each area. The items listed in the Key Functionality area are things which are the most important as each system is evaluated.

### Public Interface – Flexibility, Customization, 3<sup>rd</sup>-Party Vendors

SPLD is a people-centered organization. The Library seeks to provide the best experience possible to patrons by using a number of different applications from the ILS vendor. In addition, SPLD recognizes the importance of branding services, and of providing a consistent user experience across these services. SPLD is seeking a system that will allow for a seamless user experience when working with 3rd party sites, vendors and databases, including integration of vendor search results (e.g. Overdrive collection, CONTENTdm or other digitized collection) into the catalog. Please describe how your system is unique or special in the area of public interfaces and interoperability with 3rd party vendors and the flexibility allowed for the display of the collection.

SPLD seeks to make the OPAC the center of the Library's web presence, and have it act as the Library's home page. Please describe customization options and features that would make this possible, with specific attention to placement of items native to the OPAC itself, widgets, placement of library-specific items (spotlights, program announcements, calendar items using Evanced Solutions, services, etc.) and general flexibility of site design.

### Local Library Partnerships

The Sanibel Public Library District hosts the library of the 2,200-item Bailey-Matthews Shell Museum on its current ILS and would continue that service to the Museum with the updated ILS. There is a possibility that SPLD would, in the future, add the libraries

of another small, independent entity on the Island. A separate search interface option by Location/Shell Museum would be necessary. Other functions for the Museum's library (including cataloging and interlibrary loan) are done through SPLD.

## Reports

The flexibility of the reporting module is another key area for SPLD: access to a flexible report module from all staff modules and levels of permission is critical. Flexibility includes the ability to select specific criteria for each report as well as the ability to select the data output and format. Reports permissions should allow full access to selected staff only, but also allowing all staff access to selected reports to be determined by SPLD and to group reports for shared access by some but not all staff. Exporting and downloading data from any report to programs such as Excel is extremely important.

Please summarize the reporting capabilities of your system and make sure you address the ability to access the data directly. Please provide examples of report templates. Please indicate if there are any reports which should be run when the library is closed due to excessive load on the system.

## General Functionality

This section includes questions regarding functionality which covers all of the modules within the ILS. Please indicate if these functions vary by module or if they are consistent system-wide.

1. Are all standard Windows keyboard commands available (cut/paste, etc.)?
2. If Item Types, Home Locations, etc. are edited in the Configuration modules, do those changes show in the OPAC in real time?
3. Describe permissions in the staff clients. For example, in Circulation, could a staff member be allowed to view and edit (but not delete) a patron record or to edit only some of the fields in a patron record?
4. Is there a separate client for each module? For example, if a user has permissions in both Acquisitions and Circulation, will they be required to re-enter their login information?
5. Can a staff member toggle from one module to another while retaining the information for the selected item? For instance, if you have a bib record open, can you click on Circulation or Acquisitions and see that record's information appear without having to re-enter data?
6. Does the ILS offer ADA friendly displays and functions such as adjustable font sizes and voice prompts for both staff and patrons? Please describe.

7. Can information be copied from and pasted into your staff modules? For example, could an ISBN be copied from an online source and pasted into the ILS? Can an ISBN be copied from the ILS and pasted into a vendor's database?
8. Does the library have local control of the fields displayed on forms in the staff modules such as when adding a patron record or creating an order in acquisitions? Does the library have local control over the names of the fields presented in the staff module? Can fields be removed? Added? Moved around on the screen?
9. Can individual staff users customize the staff interface, such as fonts, colors, background, etc.?
10. If staff interface is customizable, is there a default view that displays when each new user logs on? Does the view change according to the login of the staff member, or does each user need to configure each time?
11. Describe 2-3 operational efficiencies in your system that enable library staff to process large volumes of materials. For example, are orders printed and/or sent in a batch process or individually?
12. Do you provide workflow analysis services? SPLD is interested in services available to review current procedures and to create new ones that take advantage of the capabilities of the new ILS.

#### Acquisitions

Currently, SPLD uses a stand-alone product that does not interface with the ILS. SPLD is interested in finding an ILS which helps library staff to create, maintain and utilize as many automated features as possible to handle purchasing needs.

Below is a list of specific elements of interest to SPLD. Please respond to each item below and include any general information about this module in your response.

1. SPLD receives items in one department and pays bills in another. Describe the workflow for this in your system.
2. Can orders be placed on and imported from vendor websites (such as Baker & Taylor, Midwest Tape, EBSCO), automatically including the library's account information?
3. Can the library load the cart and place the order from the ILS instead of from the vendor?
4. Can the library create an order in the ILS and upload it to vendors?
5. Can "on order" records be displayed in the OPAC? Does the library control whether or not patrons can place holds on these records? What information from the order record can be displayed in the OPAC?
6. Can "on-order" records be hidden from the OPAC? What are the steps required to hide an entire order? A single title?
7. Can orders be sorted and received in batches by invoice number? By P.O. number? By vendor?

8. Can claims and cancellations (serials, books, media and all other items) be mediated through the ILS?
9. Can the ILS be used for accounting functions other than managing the materials budget? (e.g. supply orders, software providers, databases, etc.)?
10. Can the ILS export files (.xls, .csv, .txt, etc.) for use in accounting purposes?
11. Are reports available through the Acquisitions module or are Acquisitions reports accessed in the Reports module? Would Acquisitions staff be able to create the following reports? How are these reports accessed by other staff?
  - a. Vendors: report on outstanding orders; \$\$ expended or encumbered; orders placed within a specific time-frame, etc.
  - b. Budgets: report on expenditures/encumbrances for a specific budget line or a group of lines.
  - c. Orders: various statuses; order dates, etc.
  - d. Invoices approved – weekly, monthly, over a range of dates defined by the staff member?
  - e. Holds ratio: Does the report include information such as the number of items on order, number of current copies and item status? Can this be limited by Item type?
  - f. Items received but not yet cataloged – can this be limited by Item type? Can this show both number of titles and number of items?
  - g. Report of items not circulated since a specified date. Can the report be scoped for a specific media or format type? Can this report be sorted by call number, shelf location and media type?
  - h. Report of items that have circulated more than a specified number of times within a date range. Can the report be scoped for a specific media or format type? Can this report be sorted by call number, shelf location and media type?
12. Please describe the process for setting up ordering and invoicing.
13. Does the system allow a staff member to add the new ISBN to the existing bibliographic record?
14. What historical data is maintained and for how long? Can acquisitions records be purged automatically based on a Library-defined retention schedule?
15. How does your system handle patron purchase requests received through the OPAC?

### Cataloging

Cataloging is performed at a single location for SPLD. Areas of particular interest to the Sanibel Public Library District include the facilitation of processing and the ability to manipulate/customize the information which is displayed or suppressed in the OPAC. Below is a list of specific elements of interest to SPLD. Please respond to each item below and include any general information about this module in your response.

1. Can multiple items be created at once? Does your system have the ability to add a range of barcodes so that a group of items can be created in one step?
2. Can batches of new and updated bibliographic records be loaded into your system by the Cataloging staff? Are new records handled separately from updated records which will overlay existing records?
3. Can cataloging staff re-order the hold queue? Can Circulation? How are permissions defined for this function?
4. Can macros be used in the item creation process? Is this ability built into your system or can other software such as Macro Express be used?
5. Does your system allow the loading of non-MARC records? How are non-MARC records handled in the OPAC?
6. Does the library have local control over indexing rules?
7. How does your system interface with cataloging utilities (such as OCLC Connexion)?
8. Can global changes be made to bibliographic records? What are the restrictions, if any? Please describe this process.
9. Can spine labels be printed directly from the ILS, either singly or in batches? What printers and label sizes/formats are supported?
10. Can barcode labels be printed directly from the ILS, either singly or in batches? What printers and label sizes/formats are supported? What barcode algorithms are supported?
11. Can discarded items be purged regardless of fines attached? Does this require an override?
12. Is there a mechanism in place to provide a file of OCLC item numbers for batch loading to OCLC to remove OCLC holdings?
13. Does your system allow "tagging" of materials from the Cataloging module (non-controlled vocabularies, in non-Marc fields)?
14. Can a bibliographic and/or item record be suppressed from display in the OPAC? Can these items later be unsuppressed? Please explain this process.
15. Explain the process required when a library has a new source of bibliographic records to load into the system. For example, if the library starts getting ebooks from a new vendor and has access to bibliographic records created by the new vendor, what would be required to get the new records loaded into the catalog?
16. Can authority records be edited manually in your system? Can authority records be globally updated? Can new authority records be uploaded individually?
17. Can authority records be batch loaded at migration? Are there any extra fees (ongoing and/or recurring)?
18. Can temporary or on-the-fly records be created through the Cataloging module? Through the Circulation module?
19. Does your system provide a spell checker in the Cataloging module?
20. Does your system provide Marc field help and validation in the Cataloging module?

21. How are bibliographic records deleted? Are these deletes tracked or reportable within your "Reports" module?
22. How are discard items purged? Can items with fines be purged automatically, or do they require staff intervention?
23. Are there statistical reports available for Cataloging for items added or removed during a discreet period of time?
24. Has your organization been involved during the development of RDA (Resource Description and Access)? What are your plans for implementing the RDA standard?

### Serials

SPLD wants both staff and public modules to reflect comprehensive information about the Library's subscriptions. The OPAC and ILS staff client displays should show summary holdings for each subscription

Below is a list of specific elements of interest to SPLD. Please respond to each item below and include any general information about this module in your response.

1. SPLD allows patrons to check out individual issues. How does your system accommodate this? Will statistics capture one circ each time an individual issue is checked out?
2. Provide a screen shot showing the screen for receiving issues.
3. How are supplements, special issues and combined issues handled?
4. Can library staff check in multiple copies of a single title on one screen?
5. What triggers the system to alert staff that an issue has not been received? What type of alert and/or report is provided to staff?
6. What vendors can your system interface with for electronic claims?
7. Can library staff edit claim intervals and frequencies?
8. Does your system provide the ability to print routing slips when an issue is checked-in?
9. Can the library enter or edit a summary holdings statement?
10. Can library staff edit bibliographic records through the Serials module? Can permissions for this function be limited to specific staff members?
11. What tools does your system provide to enable a library to manage its periodical collections, including purging of back issues and maintenance of accurate bibliographic records?

### Inventory Control

SPLD is interested in an inventory control module.

Below is a list of specific elements of interest to the Sanibel Public Library District. Please respond to each item below and include any general information about this module in your response.

1. Does your system have an inventory control module? Can the Library inventory an individual collection, as well as the entire collection?
2. What reports are available following an inventory?
3. What types of hand-held barcode scanning devices would you recommend for completing a physical inventory? Are specific platforms needed for laptop computers that may be used during inventory? Please include specifications (and pricing, as appropriate) for each device recommended.

## Circulation

SPLD requires a robust Circulation module. The Circulation Desk is the main point of contact with Library users, therefore the Circulation module plays a large role in the overall user experience. Flexibility, simplicity and stability are all considered important aspects for a Circulation module.

Below is a list of specific elements of interest to SPLD. Please respond to each item below and include any general information about this module in your response.

1. What fields are used for determining the circulation practices in your system? Can circulation policies, such as loan period, quantity and fine amount be limited by item format?
2. Does the Circulation module display the current status of all items in real time?
3. Do you offer an offline circulation module?
4. What e-commerce capabilities are available in the Circulation module? Can library staff use credit cards to pay fines and fees? What credit card processing services are supported?
5. Can hold limits be imposed by item type? For example, can a patron be allowed to have 50 items on hold but limit the number of DVDs to 10 of the 50? Can these permissions be grouped? For example, can a patron be allowed to have 50 items on hold, but limit the number of audio-visual items (CDs, DVDs, Playaways, Books on CD) to 25 of the 50?
6. When one or more items are deleted from a bibliographic record, can the circulation information for those deleted items be retained for reports for that bibliographic record?
7. Can temporary records be created from the Circulation module?
8. Can cataloging templates be created for materials of different types?
9. Can a photo be added to a patron record?
10. Does the system provide alerts to the staff for fines, overdues, available holds, banned patrons, and card expiration during the checkout process?
11. When creating a patron record, does the system provide alerts for duplicate patron name, duplicate address, duplicate phone number, duplicate email address, duplicate ID?
12. When creating or editing a patron record, can the staff manually set an expiration date for any patron?

13. Are patron PIN numbers or passwords visible to staff?
14. Are there separate fields for the patron name (last name, first name, middle)?  
Are the city, state and zip code fields separate in the patron record?
15. Which fields of the patron record can be searched by staff in the Circulation Module?
16. Can the system change users mid-transaction without exiting the current transaction? For example: a staff member must leave the desk in the middle of a transaction – can another staff member log on with his or her unique identifier and complete the transaction, or must the original staff member complete the transaction before another can log on?
17. Does your system support SMS notification to mobile devices (text messages)?  
If so, which notices can be sent by this method?
18. What methods of delivery are available for sending overdue notices to patrons? Emails, phone, SMS, printed postcard, etc.? Can multiple overdue items for the same patron be batched into a single notice? Is there a limit on the number of items which can be included in a single notice? What configuration options are available for overdue notices (e.g. number or timing of overdue notices)? Are there any limits to the customization options for the text, formatting or graphics included on notices?
19. Does your system automatically notify patrons when a hold is ready for pickup? What notification methods are available in this area? Emails, phone, SMS, printed postcard, etc.? Can multiple hold notices for the same patron be batched into a single notice? Is there a limit on the number of items which can be included in a single notice? When are these notices produced? In “real-time”, at specific times each day, etc.? Are there any limits to the customization options for these notices? Do the hold notices include the date that the hold will no longer be available?
20. Does your system automatically notify patrons when an interlibrary loan item is ready for pickup? What notification methods are available in this area? Emails, phone, SMS, printed postcard, etc.? Can multiple pick-up notices for the same patron be batched into a single notice? Is there a limit on the number of items which can be included in a single notice? When are these notices produced? In “real-time”, at specific times each day, etc. Are there any limits to the customization options for these notices?
21. Does your system have the ability to send hold shelf reminder notices? What notification methods are available in this area? Emails, phone, SMS, printed postcard, etc.? Are there any limits to the customization options for these notices?
22. Does your system automatically notify patrons when a hold is cancelled? What notification methods are available in this area? Emails, phone, SMS, printed postcard, etc.? Are there any limits to the customization options for these notices?

23. When a patron is notified by email, is staff alerted when the email address is returned as invalid? Is a note or alert placed on the patron account? Does the ILS automatically attempt to notify the patron by other means?
24. Does the ILS have overall telephony support, both incoming and outgoing? What functions are available by telephone?
25. Does the ILS provide address verification to ascertain a patron's eligibility by service area?
26. Can library staff cancel, suspend and reactivate holds for patrons in the Circulation module?
27. When an available hold is cancelled after it is placed on the hold shelf, how does the system notify the staff? Does the item status change in the ILS?
28. Does the system allow staff to select multiple titles and place a hold on all selected titles at once for a patron from the Circulation module?
29. How are claims returned items linked to the patron? Does the patron record retain the information after the item is found/returned?
30. Can Circulation staff run the following reports on demand?
  - a. Item activity
  - b. Patron activity
  - c. Circulation activity
  - d. Weeding reports
  - e. Onshelf Holds
  - f. Expired Holds
  - g. Hold Shelflist
31. Does your ILS interface with a cash register or cash drawer?
32. What types of receipts are available (charges, renewals, payments, lost items)? Are these receipts customizable by the library? What receipt printers are supported?
33. Can multiple fields in the patron record be searched simultaneously?
34. Can patron records be copied or cloned to create a new record for someone with the same address and telephone information?
35. Is there an alias or nickname field available in the patron record?
36. Are standardized fields available in the patron record which would allow library staff to select zip codes and other data from a pre-populated list and allow for less manual typing by staff? Do these fields support auto-complete?
37. Does your system have the capability of sending "marketing" notices to patrons based on particular interests (biography, science fiction, etc.)? Does this feature provide an "opt-in" or "opt-out" ability for the patron?

## Financial Processing

Sanibel Public Library District has a number of auditing and state requirements regarding the handling of monies. SPLD does charge fines and does charge patrons for lost and damaged items. SPLD requires a system that can provide an audit record for

each transaction completed for a lost or damaged item, as well as for all financial transactions.

1. Can your system provide an audit record for all charges and payments (including those related to lost and damaged items), including at least the following information: patron name, item information, dollar amount, date/time of payment, staff member login?
2. Does your system allow a staff member to print two receipts for each financial transaction? Can this be done using standard receipt printers?
3. Can charge and payment information be accessed through a staff module, allowing an individual staff member to view and download the information?
4. SPLD has standard replacement fees for materials. Does your system allow for recording value of an item as well as replacement fee for that item?

## OPAC

Sanibel Public Library District currently uses the Encore interface from Innovative Interfaces Inc. Below is a list of specific elements of interest to SPLD. Please respond to each item below and include any general information about this module in your response.

1. In the OPAC, are browser navigation buttons (Back, Forward) functional (e.g. if a patron wants to go from a single record back to the search list, can they use the browser's back button to do so, or must they use navigation buttons within the OPAC)?
2. Does the OPAC allow both keyword and browse searching? Describe what search limits are available to patrons (item type, location, publication date, etc) as well as what sorting options.
3. Can search results be displayed by relevance ranking? If so, can the relevancy tables be edited or weighted by the Library?
4. How does your search engine handle one-letter keywords (e.g. A is for Alibi), one-word titles (e.g. Twilight), all-common-word titles (e.g. What is the What), potentially misspelled keywords (e.g. Tequila Mockingbird/To Kill a Mockingbird) and stopwords (e.g. Bud, not Buddy)?
5. Does the OPAC offer suggested auto-complete terms? Does the search interface offer suggested alternatives (*Did you mean...*) whether or not the original search returns a list?
6. Do you offer a single search interface which provides basic and advanced searching as well as enhanced content display such as that provided by 3rd party products like Syndetics, Novelist or LibraryThing and capabilities such as patron ratings and patron added reviews?
7. Can the patron limit a search by availability?

8. Does the OPAC provide faceted searching to allow patrons to narrow their results? What kinds of facets are available? Can the library customize the facets made available and where they display in the OPAC?
9. Can patrons log into their accounts at any time while searching the catalog, including from the initial search page? Can they perform searches and place holds and be able to toggle back to their account information without needing to log in again? Do their logins time out or must they physically logout? What information is displayed in the OPAC to indicate that a patron is logged in?
10. Does the OPAC allow patrons to access their full account information and view checkouts, holds, and fines? Can patrons renew items from the OPAC and cancel, suspend or edit holds?
11. Does the OPAC allow patrons to suspend and reactivate holds? Can a patron request a hold be placed in the future (on a specific date)?
12. Can patrons pay fines and fees through the OPAC with a credit card?
13. Does the OPAC allow for the creation and management of personal lists? What types of personal lists are available? Are these lists maintained until deleted by the patron? What method(s) do you offer to inform patrons of privacy/confidentiality issues that could arise by retaining their personal lists?
14. Does the OPAC allow for the patron to save searches to be performed again at a later date? What method(s) do you offer to inform patrons of privacy/confidentiality issues that could arise by retaining their search history?
15. Does the OPAC support catalog access for mobile devices? Is all OPAC functionality available through the mobile interface? Is the mobile interface designed specifically for mobile or small screen devices, or is it designed for full-screen devices and merely accessible by mobile devices? Does your mobile interface require the patron to download and install an app?
16. Does the OPAC show availability by at the Bibliographic Record (Title) level? Does the OPAC show the number of holds on a title at the Bibliographic Record level?
17. When and where is information about a hold queue displayed in the OPAC? Is there an option to display this at the Bibliographic level? At the first result list level? Are the number of copies and number of current holds displayed? Can the library customize the message?
18. Does the search interface allow patrons to select multiple titles and place a hold on all selected titles at once? Is there any system limit on the number of holds a single patron can place? Can patrons cancel or edit their holds in the OPAC?
19. In the patron's list of items on hold, are interlibrary loan requests displayed as well?
20. Does the OPAC allow patrons to rate/review or tag materials? How is this moderated? Can this feature be turned on and off?
21. Can the OPAC be configured to display differently for staff and patrons (e.g., staff may see shadowed items, staff PAC is formatted differently)?

22. To what degree can the field labels and bibliographic information display in the OPAC be manipulated? For example, can library staff change the field descriptor in the display record from "Web site" to "website", or suppress a certain field in certain format types?
23. Are there persistent links (permalinks) to specific items in the catalog?
24. Does the OPAC provide a "reading history" option? Can the library disable this feature for a specific patron? Can individual patrons opt-in and opt-out of this feature? Is opt-in or opt-out the default for your system? Can that default be changed? What method(s) do you offer to inform patrons of privacy/confidentiality issues that could arise by retaining their reading history?
25. Can patrons sort their list of checked out items by date due, author, title? Do lists of checked out items indicate number of renewals remaining?
26. Does the OPAC allow patrons to update information in their patron record (address, email, telephone number, PIN or password)? Are these changes moderated by Library staff? Can the library specify which fields can be updated through the OPAC, and which are moderated?
27. Can patrons choose and update their notification methods for holds, overdues, etc. through the OPAC?
28. Does the OPAC have an online patron registration function that allows patrons to apply for and/or get a library card online? How are these registrations moderated?
29. Can the patron e-commerce functionality link to any fee-for-printing systems?
30. Can the ILS interface with 3rd Party sites to create lists of award winning titles, best sellers, etc.?

#### Other OPAC Questions

1. Does your system offer a children's interface?
2. Can patrons change the OPAC display language? What languages are supported?
3. How does your system handle patron authentication for access to remote databases and resources via the OPAC?
4. What types of widgets can be added to the OPAC?
5. Can the help available in the OPAC be customized by the library?
6. Can the OPAC be used to search non-MARC databases or 3rd party vendor sites (such as Overdrive, CONTENTdm)? Can these databases be searched at the same time the catalog is searched? Do results from multiple databases display in one comprehensive list for the user? If your OPAC offers faceted search results, are these records included in the facets?

#### IT

Sanibel Public Library District is interested in hosted services. However, whether using a hosted data solution or in house data solution, the Library is interested in using installed

client software for staff functions, rather than terminal service, browser based clients, or other similar implementations. Please describe how a hosted services options work regarding access and delivery, backup, IT staff duties, power and/or Internet outages, patron privacy, RFID, and other issues.

Below is a list of specific elements of interest to SPLD, with the most important questions appearing at the top of the list. Please respond to each item below and feel free to include any general information about this module in your response.

1. Can each staff member be assigned a unique login? Can selected logins be associated with or limited by workstation? Are there associated per-user/per-login fees?
2. What are the minimum specifications for a staff workstation? What are the minimum specifications for an OPAC workstation? What are the recommended specifications for each?
3. What operating system and programming languages are used by your system? What versions of these applications are employed?
4. Are there special considerations using: Windows 7, various versions of IE, Chrome, Mac?
5. What are considerations for mobile technology, i.e. do you have options for a iPhone interface, Apps, etc.
6. How is hardware installation handled? If hardware is purchased from a separate vendor, does that hardware need to be shipped to your company or can it be sent directly to the library?
7. What costs are involved in support and consulting services for the library's IT personnel?
8. What system administration and database administration training is available? What format of training is available (online, on-site, etc.)? What type and format of training materials are provided?
9. Please document the proven system availability record for your system, preferably using information from libraries of similar size.
10. Please document how backups are completed on your system.
11. What types of system maintenance activities are required for your system?
12. How and how often are upgrades completed? How are ILS system upgrades coordinated with operating system upgrades?

Please list hardware and software requirements addressing such items as use with Windows 7 and other versions, IE versions, Chrome, Apple IOS versions, Mobile, Apps, and others.

### 3rd Party Products

Sanibel Public Library uses 3<sup>rd</sup> party products including Overdrive and subscription databases. Please include information which helps to describe how your system would interact with these products and services. If your system offers an alternative to these 3rd party products, please describe.

1. OverDrive -- Sanibel Public Library purchases OverDrive content and would like to load MARC records from OverDrive into the catalog and displays those records in the OPAC. Describe this process. Can holds at vendor sites (e.g. Overdrive) be made visible in the patron account, both in the Circulation client and in the patron's own OPAC account view?
2. User Authentication -- Describe your preferred method for accessing subscription databases such as Gale EBSCO, and more for an integrated solution from a new ILS. SPLD would like to offer a single sign-on experience for our patrons. Does your system offer an integrated user authentication methodology?
3. Enhanced Content -- SPLD uses data from Content Cafe to populate the catalog with images, reviews and summary information. Describe your preferred method for this service and how your system interacts with enhanced content vendors.
4. Authority control – describe your preferred method for cleaning authority files -- performing real-time authority control, export/import of bibliographic records for authority processing.
5. Events calendar – describe your preferred method for integration capabilities with an online events calendar such as Evanced Solutions and how it interfaces with the OPAC.
6. Content management – how does the ILS interface with content management systems such as CONTENTdm or other systems for digital collections.
7. Other – please describe other 3<sup>rd</sup> party interfaces you believe would be of interest to Sanibel Public Library.

### APIs and Standards

1. Do you have an API available for searching the catalog? What bibliographic and item elements can be used to request data from the catalog? What bibliographic and item elements are available to be retrieved and in what format?
2. Does your catalog support the Z39.50 protocol? If so, what version of the standard is currently supported?
3. Do you have a Patron API? Does the API allow the following?
  - a. Placing, updating, deleting holds, changing patron holds
  - b. Updating patron records (editing address, name, phone, email, etc.)
  - c. Retrieving catalog details on an item (marc info elements)
  - d. Get item status (where it is in the system, how many, etc.)
  - e. Get patron status (what they have on hold, blocks)

- f. Create patron account (to allow us to generate active card number)
  - g. Adding, editing, deleting items on a personal list (if the ILS supports this)
4. Does your system support SIP2 and NCIP for authenticating against patron records? Are the servers accessible by 3rd party applications?
5. Please provide any documentation available on currently accessible APIs.

## **Implementation/Migration, Training and Support**

Include a schedule for implementation/migration from existing system. SPLD is planning to select vendor in 2012, with full migration and implementation to begin in Spring 2013.

Describe on-site training for the system, ongoing training, web-based training, user groups and other continuing education opportunities and associated costs.

Describe OPAC design and implementation assistance and associated costs.

Describe ILS web site interface design and implementation assistance and associated costs.

The vendor must guarantee support for current releases of all databases and operating systems for the first 5 years after the release. The library would require an ongoing annual contract for support and maintenance.

Describe your patron support structure, hours and resources for support, operating system support and application/data support. What are the hours and days of your live telephone support?

Please describe the mechanism for reporting and resolving issues with the system.

## **Pricing**

Pricing should include migration, installation, service, maintenance, delivery, upgrades, ongoing training, parts, labor, travel. Please provide 1<sup>st</sup> year pricing and then an additional 4-year ongoing contract pricing summary. Please provide pricing for additional staff training beyond contract (such as follow-up training or additional staff training as determined to be needed by SPLD staff) per day. Please provide information on any discounts or special pricing available for early payment, extended contracts or other options.