THE BRENTWOOD LIBRARY

A Center for Fine Arts

REQUEST FOR PROPOSALS
INTEGRATED LIBRARY SYSTEM
Issued August 18, 2011

- **PROPOSALS DUE NO LATER THAN 2:00 P.M. CST, SEPTEMBER 15, 2011. LATE PROPOSALS WILL NOT BE CONSIDERED.**

- **ONE DIGITAL COPY AND FOUR PRINT COPIES MUST BE SUBMITTED.**

Submit proposals to: Susan Earl, Library Director

Brentwood Municipal Center

5211 Maryland Way

Brentwood, TN 37027

Refer questions to: Maria Sochor, Librarian

sochorm@brentwood-tn.org

Legal Notice

Request for Proposals
for Purchase of an Integrated Library System

The City of Brentwood is seeking proposals for a complete Integrated Library System, including fully operational circulation, cataloging, serials, acquisitions (with fund accounting), electronic ordering, and reporting modules in addition to a public access catalog.

Request for Proposals documents may be obtained at the Brentwood Library, 8109 Concord Road, Brentwood, Tennessee, 37027, Monday through Friday, 9:00 a.m. to 5:00 p.m. or downloaded from the City website at http://brentwood-tn.org.

Responding firms shall submit their proposals to the Brentwood Municipal Building at 5211 Maryland Way in Brentwood, Tennessee, 37027 in the format specified in the Request for Proposals. All proposals are due on September 15, 2011 at 2:00 p.m. CST.

Questions concerning the Request for Proposals should be addressed to Maria Sochor at sochorm@brentwood-tn.org.

Verbal or faxed quotations will not be accepted. The City of Brentwood reserves the right to reject any and/or all proposals, to waive any irregularities or informalities in a proposal, and to accept any proposal, which, in its opinion, may be in the best interest of the City.

Williamson A.M.

Submitted for publication on August 18, 2011.

The Brentwood Library
Request for Proposals
Integrated Library System

Including Fully Operational Circulation, Cataloging, Serials, Acquisitions (with Fund Accounting), Electronic Ordering, and Reporting Modules in Addition to a Public Access Catalog

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1. Overview

1.1. Introduction

Brentwood Library is seeking proposals for a new turnkey Integrated Library System (ILS), complete with automated and customer-friendly end services; this system must be capable of supporting an online public access catalog, circulation, acquisitions, serials, interlibrary loan, inventory, reporting, cataloging, authority control, federated searching, and administrative modules.

All costs incurred by the proposer in preparation of a response to this RFP shall be the full responsibility of the proposer.

1.2. Mandatory Requirement

The ILS shall run on the Windows 2008 platform using the 2008 MS SQL Server database. No other operating systems or databases will be acceptable. Proposers must be licensed sellers and certified in Microsoft systems.

1.3. Background Information on Library

The Brentwood Library is a main library in the City of Brentwood, located in northeastern Williamson County, directly south of Nashville, Tennessee. Williamson County is the fastest growing county in Tennessee. Brentwood is the 17th largest city in Tennessee.

The City of Brentwood is progressive with traditional values, and is known for great customer service from all of its city departments. The Brentwood Library is considered to be one of the crown jewels of the community and is often featured in local newspapers and city publications. Partnered with all other City services, the library helps to make Brentwood attractive to potential businesses and residents.

Additionally, this library is touted for its exemplary customer service within the state's library community. This customer-centered service coupled with an attractive, Craftsman-style building draws many librarians and other visitors for tours and meetings.

The Brentwood Library has 40 employees in 26 FTE positions serving a population of 37,000 with over 20,000 registered users. The Library has approximately 162,000 item records. Over 1,100 patrons visit the library each day with an annual circulation exceeding 625,000 items. The library is open 66 hours per week, across seven days per week. Hours of operation are 9:00 a.m. to 8:00 p.m. Monday through Thursday, 9:00 a.m. to 6:00 p.m. Friday, 10:00 a.m. to 6:00 p.m. Saturday, and 1:00 p.m. to 6:00 p.m. Sunday.

The current integrated library system is SirsiDynix Symphony, version 3.3.102652.12. It is a hosted system with 30 workstations. The library runs on a fiber network at 1000 mbps speed.

The City of Brentwood's internet providers are Comcast and Time Warner (2 lines; 1 cable and 1 fiber optic). The library uses EnvisionWare Time Management, Print Management, and RFID systems. The library went live with a RFID (Radio Frequency Identification) system in July 2010. There are 6 self check-out stations. Barcode wands are Honeywell. Brentwood uses 18 receipt printers (Star TSP 650 and TSP 600).

The library's network is managed by the City of Brentwood IT department with one staff member assigned to the library. This technician is on call as needed and the City operates a 24 hour help desk.

1.3.1. Library Mission and Goal

Our mission is to serve patrons with materials that will help them:

- Be productive
- Contribute to our society
- Elevate their economic stature
- Enhance their humanity
- Enjoy life every day

Our goal is to provide service with:

- Competence
- Professionalism
- Courtesy

1.3.2. Current Statistics and Five Year Estimates

Category	Current	Projected 5 Years
Number of member libraries and branches	1	1
Number of item records	162,201	224,784
Number of patrons	20,672	21,499
Number of annual circulation transactions	625,000	812,500
Number of staff workstations	30	35
Annual materials budget	$308,353	$314,520

1.3.3. Library's Timetable

The library reserves the right to delay or otherwise alter any portion of this timetable if the library deems that change to be in its best interests.

Event	Date
Proposals due	2:00 p.m., September 15, 2011
Vendor selection	Late Oct. 2011
Soft launch deadline	Feb. 14, 2012
Full launch deadline	March 27, 2012

2. Proposal Submission and Evaluation Requirements

2.1. Selection Criteria

The Brentwood Library will review all valid, complete proposals and evaluate the extent to which each meets the desired specifications given in section 3. The cost of each proposed set of services and products will then be considered, given the determined effectiveness of each proposal in meeting the library's needs.

The Brentwood Library is not bound to accept the lowest priced proposal. The Brentwood Library reserves the right to reject any or all responses to this RFP if the library deems that action to be in its best interests. The Brentwood Library reserves the right to request clarification on any item in a proposal or to request additional information when necessary to perform a complete proposal evaluation. The Brentwood Library reserves the right to contact any of the library references given in a proposal in order to request clarification or to seek additional information. The Brentwood Library reserves the right to postpone selection or contract award for any reason.

2.2. Minimum Requirements

Failure to meet any of the following requirements will result in rejection of a proposal:

- Proposals must be received in a complete state, including every item listed in section 2.5 (*Proposal Response Format*).

- Proposers must be legal entities which are legally authorized to do business in the State of Tennessee.

- Proposers must comply with all City of Brentwood contracting requirements as well as all applicable local, state, and federal laws.

- Proposed systems must comply with relevant ADA requirements.

- Proposers must be able to provide a soft launch of the ILS with the following functionality no later than February 14, 2012:

  o Complete datasets migrated from SirsiDynix so the library staff and new ILS vendor staff can make a comprehensive evaluation of the migration results

  o Complete functionality of all staff client modules and related services so the library staff and new ILS vendor staff can configure toolbars, access levels, and other critical staff client administration elements; library staff must be able to interact fully with the staff client for testing and configuration purposes without causing undesirable effects to patron accounts, item records, or other elements of the existing SirsiDynix-held datasets or ILS

  o Complete PAC functionality delivered via a private, library-configurable access model so library staff and other selected stakeholders can access the PAC while normal patron PAC traffic still routes to the existing SirsiDynix PAC

  o Complete training materials and training services for all library staff using the library's own datasets and soft launch ILS workstation configurations as the basis for training

- Proposers must be able to provide a full launch of the ILS with the following functionality no later than March 27, 2012:

  o Complete ILS package must be running at 100% full functionality, 99.9% uptime, and 100% complete configuration to meet library policies, workflows, and other library-defined setup schema

  o Complete datasets migrated from SirsiDynix, with all additional work completed to the library's satisfaction as needed to correct any and all data corruption or undesirable data alteration, including but not limited to issues related to the migration of data from one field schema to a different and/or noncompatible field schema as well as issues related to workflows or policy implementation in the new ILS that differ from the existing ILS in such a manner that inhibits efficient or proper workflows, as defined by the library

  o Complete functionality of all staff client modules and related services (including self check-out stations) with 100% completed configuration to meet the library's needs for efficient and policy-adherent data processing

  o Complete PAC functionality delivered via the library website and all other

existing PAC access portals or links

2.3. Nondiscrimination

The Brentwood Library shall not discriminate based on race, color, sex, creed, religion, ancestry, disability, familial status, sexual orientation, or national origin in selecting the vendor for the Integrated Library System. The successful vendor agrees that it shall not discriminate in its performance of the contract based on race, color, sex, creed, religion, ancestry, disability, familial status, or national origin.

2.4. Open Records

Brentwood Library, as a department of the City of Brentwood, is subject to the Open Records Laws of the State of Tennessee, including but not limited to T.C.A. 10-7-701. Materials submitted in response to this RFP may be subject to public inspection. Each proposer, by submitting a proposal, agrees to hold the City of Brentwood harmless for its good faith efforts to comply with the Open Records Laws.

2.5. Proposal Response Format

Proposals must be sealed. Proposal envelopes/packages must be clearly marked on the outside as follows:

PROPOSAL FOR INTEGRATED LIBRARY SYSTEM

DO NOT OPEN UNTIL SEPTEMBER 15, 2011, 2:00 P.M.

A proposal must include all of the following items in order to be considered complete, and thus eligible for consideration:

- Cover letter on proposer's letterhead, signed and dated by a duly authorized representative of the proposer

- Vendor profile (Background, Product Line, Financial Information, Staff Information)

  - Provide a statement as to whether there is current pending litigation against the proposer; if so, attach opinion of counsel as to whether that pending litigation will impact the proposer's ability to provide goods and services under this RFP.

- o Provide a statement as to whether the proposer has filed or has had filed against it any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors (provide a summary of relevant details if so).

- Complete responses to all items in section 3 (*ILS Requirements*)

- Complete responses to all items in section 4 (*Cost Proposal*)

- Complete responses to all items in section 5 (*Contract and Statement of Non-Discrimination*)

- Complete responses to all items in section 6 (*Disaster Recovery Plan*)

- Complete responses to all items in section 7 (*Customer References*)

- Complete responses to all items in section 8 (*Server and IT Support Requirements*)

- Complete responses to all items in section 9 (*Workstation Requirements*)

- Statement of acceptance of the General Terms and Conditions of this RFP (see section 10)

- Product demo information with sample dataset and library site access for evaluation purposes

2.6. Protests and Disputes

Proposers who wish to dispute a disqualification of proposal or award of contract must follow the City of Brentwood's Bid Protest Policy, accessible at http://brentwood-tn.org.

3. ILS Requirements

3.1. Overview of ILS Requirements

Proposals must include complete responses to every requirement contained in the requirements section of this RFP using the following criteria, except where a narrative response is indicated. Responses must be in the same order in which questions appear in this RFP, and must use the same numbering scheme used in this RFP.

O	Operational	In use by at least 90% of customers, and available to 100% of customers
A	Available	In use by less than 90% of customers, and available to 100% of customers

D	In development	Testing and release planned within two years from the due date of this RFP
P	Planned	Capability is planned; no development is underway and/or release planned for a date more than two years from the due date of this RFP
N	Not available	Not planned, and no development underway

For any specifications for which a response is given other than O (Operational) or A (Available), an explanation must be given below the question with the following components:

- For features, functions, products, or services being planned or developed, indicate the date of general release and operation in the system proposed to the library.

- Indicate whether the library will incur any added cost for the feature, function, product, or service once it becomes available, either as a direct cost of the feature, function, product, or service, or because the feature, function, product, or service will require replacement of or addition to hardware or software originally proposed for initial installation.

- If the feature, function, product, or service is not available, in development, or planned, provide an explanation of how the specification might otherwise be met using alternative features, functions, products, or services available from the vendor or a third-party partner, including availability dates for any such alternative and any added costs, either direct or indirect.

Any such exception taken to any specification must be stated in the cost proposal with deviation noted and any associated cost stated. Vendors are advised that the library is interested in receiving proposals from vendors who can offer an integrated library system already in use by an installed customer base, and that proposals for systems in an alpha or beta phase of development will not be considered.   The library reserves the right to evaluate all proposals solely on the basis of currently existing features, functions, products, or services meeting the specifications as stated.

3.2. System Requirements

3.2.1. The ILS must comply fully with the Z39.50 version 3 standard on both the client and the server sides.

_____ *O=Operational*　*A=Available*　*D=Development*　*P=Planned*　*N=Not Available*

Explain:

3.2.2. The ILS must include its own SMTP email server for sending out email notices to patrons.

_____ *O=Operational*　*A=Available*　*D=Development*　*P=Planned*　*N=Not Available*

Explain:

3.2.3. At a minimum, the ILS must include the following as the core product:

　3.2.3.1. Circulation, including inventory and offline functionality

_____ *O=Operational*　*A=Available*　*D=Development*　*P=Planned*　*N=Not Available*

　3.2.3.2. Cataloging with authority control

_____ *O=Operational*　*A=Available*　*D=Development*　*P=Planned*　*N=Not Available*

　3.2.3.3. Bibliographic import

_____ *O=Operational*　*A=Available*　*D=Development*　*P=Planned*　*N=Not Available*

　3.2.3.4. Acquisitions with fund accounting

_____ *O=Operational*　*A=Available*　*D=Development*　*P=Planned*　*N=Not Available*

　3.2.3.5. Electronic ordering (EDI)

_____ *O=Operational*　*A=Available*　*D=Development*　*P=Planned*　*N=Not Available*

　3.2.3.6. Selection list import via 9XX

_____ *O=Operational*　*A=Available*　*D=Development*　*P=Planned*　*N=Not Available*

　3.2.3.7. Serials control

_____ *O=Operational*　*A=Available*　*D=Development*　*P=Planned*　*N=Not Available*

　3.2.3.8. Interlibrary loan

_____ *O=Operational*　*A=Available*　*D=Development*　*P=Planned*　*N=Not Available*

　3.2.3.9. System administration

_____ *O=Operational*　*A=Available*　*D=Development*　*P=Planned*　*N=Not Available*

　3.2.3.10. Public access catalog, including remote patron authentication

_____ *O=Operational*　*A=Available*　*D=Development*　*P=Planned*　*N=Not Available*

　3.2.3.11. eCommerce for patrons

_____ *O=Operational*　*A=Available*　*D=Development*　*P=Planned*　*N=Not Available*

3.2.3.12. RSS feeds

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.2.3.13. Z39.50 interface

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.2.3.14. Web-based reporting

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain: (refer to item by number)

3.2.4. The following must be available at library's option:

   3.2.4.1. Email (to and from patron)

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

   3.2.4.2. Text messaging (to and from patron)

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

   3.2.4.3. eCommerce for staff

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

   3.2.4.4. Self-check (SIP2 or NCIP) interface

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

   3.2.4.5. Debt collection interface

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

   3.2.4.6. Outreach services (homebound)

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

   3.2.4.7. Inventory manager

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

   3.2.4.8. Mobile PAC

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

   3.2.4.9. Smartphone app

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.2.4.10. Social media

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.2.4.11. Children's PAC

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.2.4.12. Digital collection management integration (CONTENTdm)

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.2.4.13. Program and room reservation management

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.2.5. Subscription services must include the following. List third-party vendors in explanation below.

3.2.5.1. Enhanced data content for PAC

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.2.5.2. Cataloging record source (bibliographic, authority, and audio/visual)

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.2.5.3. Real-time authority header update service

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.2.5.4. Authority header update service subscription (i.e., yearly, 6-month, quarterly, bimonthly, monthly, weekly; explain options)

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.2.6. The ILS must enable operators to access any and all system functions for which they are authorized from any screen on any workstation, limited only by the library's choice.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.2.7. The ILS must not require a separate login to access different subsystems. The initial login must set all privileges for all subsystems. If moving across subsystems or working in multiple modules simultaneously, the vendor must state if this increases the tally of simultaneous users.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.2.8. The ILS must provide a user-friendly search tool that is uniform across all subsystems.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.2.9. The system must provide on-screen contextual help functionality.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.2.10. The system must provide on-screen error alert messages as interactive dialog boxes.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.2.11. The search tool must allow truncation or wild card capability.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.2.12. The library must have the option to set the search tool to use an auto-suggest feature for keyword and phrase searches for patron, item, bibliographic and authority records.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.2.13. The search tool must provide *search by*, *limit by*, and *sort by* options.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.2.14. The ILS must allow users to perform certain tasks on records listed in search results without having to open the records either globally or individually.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.2.15. The ILS must allow users to create record sets directly from the search results without having to open the records.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.2.16. The ILS must include the following products and services to the full extent required for successful system implementation and operation:

   3.2.16.1. Data migration services

   _____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

   3.2.16.2. Software (operating system, database and application)

   _____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

   3.2.16.3. Server hardware and any additional hardware components or peripherals specific to the proposed system

   _____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

   3.2.16.4. Policy profiling/generation

   _____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

   3.2.16.5. Installation and database loading

   _____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

   3.2.16.6. Training on all subsystems

   _____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

   3.2.16.7. Documentation

   _____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

   3.2.16.8. Hardware and software maintenance

   _____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.2.17. The vendor must offer a subscription option to enhance the content of the library's catalog records and PAC through automatic web links to:

   3.2.17.1. Book reviews, summaries, book jacket images, cover art, digital images, etc.

   _____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

   3.2.17.2. Moderated, patron-generated reviews

   _____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

   3.2.17.3. Author biographies and tables of content

   _____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

   3.2.17.4. Bestseller lists

   _____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

   3.2.17.5. Most popular titles, subjects, and authors, based on automatic analysis of the library's recent circulation statistics

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.2.17.6.   Third-party databases such as NoveList or Books and Authors

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.2.18. The system must enable control of staff permissions without the need to log off workstations between users with different permissions levels.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.2.19. The system must provide full API access at no cost beyond the standard annual maintenance fees quoted in the cost proposal.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.2.20. The ILS must allow staff to have multiple modules open simultaneously.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.2.21. Licenses must be governed in such a manner that permits unlimited access to all modules for which a user has access permission without utilizing more than a single license. The user must be able to perform workflows that utilize multiple modules without encumbering more than a single license.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.2.22. The staff client must enable easy customization and sharing of toolbars.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.2.23. A test server must be provided for use in training staff during the implementation process and for testing during future upgrades.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.2.24. The ILS must support named stations/named logins so that library administrators can easily determine who performed a specific action or transaction, and for statistical reporting.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.2.25. The ILS must include an optional programs and room reservation management module, at no additional cost beyond the itemized costs and annual maintenance fees listed in the cost proposal.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.2.26. The programs and room reservation module must include:

3.2.26.1. A Web-based calendar with both self-registration and staff-mediated registration for programs

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.2.26.2. Email alerts for registrants

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.2.26.3. A mechanism for accepting and managing payments for program fees based on funds on deposit on a patron's library account or online payment, at the patron's option

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.2.26.4. Automated wait list management

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.2.26.5. Automated inclusion of relevant calendar items in PAC search results

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.2.26.6. No-conflict room booking for large meeting rooms and associated optional equipment and small study rooms, including application of library-defined policies governing booking limits and a staff-mediated reservation acceptance mechanism for large meeting rooms only

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.2.26.7. Repeat session management

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.2.26.8. Low and high demand alerts for staff based on event registration tallies

O=Operational   A=Available   D=Development   P=Planned   N=Not Available

Explain: (refer to item by number)

3.2.27. The ILS must allow the library to choose which social media-related options that act within or via the PAC or any other component of the ILS are activated. These activation options must be governed through a graphical user interface.

_____   _O=Operational   A=Available   D=Development   P=Planned   N=Not Available_

Explain:

3.2.28. The ILS must provide itemized fine support that is compatible with EnvisionWare eCommerce Services. The ILS must provide itemized fine and fee support using the established AV SIP messages currently provided by the existing SirsiDynix ILS.

_____   _O=Operational   A=Available   D=Development   P=Planned   N=Not Available_

Explain:

3.2.29. The ILS must support a declining balance deposit account that can be accessed externally via SIP and which is compatible with EnvisionWare's protocol for deposit account payment for printing, fines and fees, copies, and other services.

_____   _O=Operational   A=Available   D=Development   P=Planned   N=Not Available_

Explain:

3.2.30. The ILS must provide patron type and related categories that are compatible with PC Reservation. Describe patron type support and how it is passed to EnvisionWare via a SIP message.

_____   _O=Operational   A=Available   D=Development   P=Planned   N=Not Available_

Explain:

3.2.31. The ILS must support interactive voice response (IVR). Specify all options available.

_____   _O=Operational   A=Available   D=Development   P=Planned   N=Not Available_

Explain:

3.2.32. The ILS must integrate with OCLC/WorldCat in order to download bibliographic and authority records, perform interlibrary loan functions, and related tasks.

_____   _O=Operational   A=Available   D=Development   P=Planned   N=Not Available_

Explain:

3.2.33. Highlight system strengths:

3.3. Circulation Requirements

The library considers that all ILS vendors provide basic and advanced circulation functionality. The following is a list of specific features desired by the library.

3.3.1. Data and Records Management

3.3.1.1. The ILS must support an unlimited number of patron types without vendor intervention.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.2. The ILS must support permissions that can be set by staff member or workstation to restrict viewing and/or modifying of patron records.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.3. The ILS must support manual creation of patron records.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.4. The ILS must support the ability to merge duplicate patron records. All fines, fees, notes, and circulation history must move from the record to be deleted to the surviving record.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.5. It must be possible to remove patron identification data from circulation transaction records and item histories.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.6. The ILS must allow default values to be set when creating new patron records.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.7. The ILS must provide library-modifiable patron record templates or allow the library to create its own patron record templates.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.8. The ILS must allow the library to define the following fields as required: address, birth date, password, statistical class, and patron message preference (text, email, etc.).

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.9. The ILS must support the ability to display patron photos in the patron registration and check-out screens.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.10. It must be possible to capture patron photos from a Webcam, a digital camera, or to load images from an existing file. Loading a patron photo from any of these input options must be easy and quick enough to be done as part of a new account registration process or simple account modification, with the image loaded directly from that workstation.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.11. The ILS must provide a mechanism for automatically checking for duplicate patron accounts during the new account registration process, based on library-specified fields such as name, address, or driver's license (with or without a 0 prefix).

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.12.   The ILS must offer an option for patron self-registration from the PAC.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.13.   The ILS must offer a self-registered patron immediate but limited privileges as
determined by the library.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.14.   The patron record must accommodate multiple patron addresses.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.15.   The ILS must allow the library to define certain fields in the patron record for its
own use (user-defined fields).

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.16.   User-defined fields must be able to be defined as free-text fields or drop-menu
fields with selectable options.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.17.   The ILS must display a patron's last activity date and time. The date should be
incremented for online activity as well as in-house transactions.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.18.   It must be possible within the staff client to retrieve the last patron account that had
been displayed with one click.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.19. The ILS must support searching patron records by, but not limited to, the following access points:

3.3.1.19.1. Barcode

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.19.2. Former barcode (for accounts that have had a new card issued)

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.19.3. Last name, First name

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.19.4. First name, Last name

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.19.5. Phone

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.19.6. Email

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.19.7. Fields defined by the library (user-defined fields)

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.19.8. Expiration date

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.19.9. Registration date

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.19.10. Last activity date

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.19.11. Zip code

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.19.12. Notes

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.19.13. Blocks

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (Refer to item by number)

3.3.1.20. The ILS must support the ability to enter only the significant digits of the patron barcode for ease of use in the staff client and PAC with the capability to use truncation and wild card searching.

Explain:

3.3.1.21. The patron record must offer private notes for staff use and "blocking" notes that will alert the staff member during check-out.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.22. The ILS must natively integrate with the EnvisionWare RFID System using EnvisionWare's RFIDLink API (or bidders must have provided an API that EnvisionWare has used) in order to provide seamless, native RFID and barcode operation with the ILS circulation client. Provide a letter of certification from EnvisionWare that indicates successful implementation and testing for compliance with version 2.3 of the EnvisionWare RFIDLink API or an alternative approach that EnvisionWare has tested and certified.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.23. Two specific RFID-to-ILS interaction configurations must be available for the library to test and implement at its discretion. In the first setup, the RFID pad must be activated and deactivated automatically based on workflow, without the need for staff to manually activate or deactivate the pad. In the second setup, the pad would remain deactivated until staff manually activated it at the appropriate point in a transaction and then manually deactivated the pad when it was no longer necessary to read items. The library must be able to test both options during the soft launch phase and choose which setup will be used going forward. The library must be able to change this setup back and forth if needed over time at no additional cost.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.24. Describe the step-by-step workflow for a staff check-out and a staff check-in using EnvisionWare RFID, using barcodes, and using barcodes and EnvisionWare RFID. Indicate whether items are processed one at a time or in a batch.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.25. The ILS must provide an efficient, easy to use service within the staff client for logging and otherwise processing "claims returned" and "claims never checked out" items.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.1.26. The ILS must automatically convert child accounts into adult accounts based on library-customizable parameters based on the birth year stored in user accounts. Specify whether this would be done by an automatically scheduled routine report or some other method. Specify how the ILS would perform this operation without necessitating any manual staff action to reformat the account-based data on which the parameters for making these changes to existing accounts would be made.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.1.27. The ILS must support an opt-in patron reading history that patrons must choose to enable. Patrons must be able to enable this feature via the PAC, with no staff intervention needed. It must also be possible to easily enable this feature via the staff client. This feature must include a privacy statement, customizable by the library, that patrons must accept before a reading history is stored.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.1.28. The ILS must support the ability to sort the reading history by check-out date, title, and author. It must also be possible for patrons to easily print or export their reading history as an automated email, downloadable PDF, or other readily accessible document format.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.1.29. The ILS must support linked or associated borrowers (family links) that do not require borrowers within a group or family to share a last name.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.1.30. The ILS must support automatic barring with linked or associated borrowers based on library-set parameters such as a defined fine threshold. The ILS must also

support automatic unbarring of those accounts when the parameters are no longer triggered (i.e., when fines are paid).

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.31. The ILS must support policy-based permissions for "authorized users," persons other than the card holder who are named as authorized to perform a list of library-specified transactions using the card holder's account. This feature must include a privacy statement, customizable by the library, that patrons must accept before an authorized user can be added to their account. This feature must be enabled via both the staff client and PAC.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.32. The ILS must support the ability to perform global "search and replace" operations on a selected group of patron records (record set functions).

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.33. The ILS must allow staff with sufficient privilege to delete patron records individually.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.34. The ILS must support the automatic deletion of patron records based on a library-defined period of inactivity.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.1.35. It must be possible to stop the automatic deletion based on certain criteria:

3.3.1.35.1. Amount of money owed

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.35.2. Any charge incurred within x days

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.35.3. Items out

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.35.4.   Items on hold

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.1.35.5.   Items on order

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain (refer to item by number):

3.3.1.36. The ILS must be able to properly apply the library's internet permission policy based on the existing account data setup parameters, with no additional effort from staff.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2. Check-Out

3.3.2.1. The ILS must support an unlimited number of item types.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.2. The ILS must support umbrella policies governing check-out limits by item type, so that multiple item types can contribute towards a shared total limit (i.e., limit of 4 DVDs could include a total of 4 titles from any of the various DVD item types such as DVD CHILD, DVD R, etc.).

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.3. The ILS must calculate loan periods and due dates according to the type of borrower and type of material.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.4. The ILS must support the assignment of specific due dates based on an exact date or a selected number of days, hours or minutes (special loan periods).

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.5. The ILS must support the ability to apply a special loan period to one item during a check-out, to all items checked out to an individual patron in one transaction, or to all items checked out to all patrons during the entire check-out session.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.6. The ILS must support the ability for the library to specify which types of materials may be borrowed by which types of patrons.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.7. The ILS must support the ability for the library to specify a limit on the total number of items any patron may have at one time. The limit must be configurable by the library for each patron type.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.8. The ILS must support the ability for the library to specify a limit on the number of items of any particular type a patron may have at one time. The limit may be set by the library for each patron type.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.9. The ILS must support the ability for the library to specify a limit on the number of overdue items a patron may have at one time. The limit may be set by the library for each patron type.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.10. The ILS must support the ability to specify a limit on amount of money owed by patron. The limit may be set by the library for each patron type.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.11. The ILS must support the ability for the library to specify a limit on the number of lost items a patron may have at one time. The limit may be set by the library for each patron type.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.12. The ILS must support the ability for the library to specify a limit on the total number of hold requests any patron may have at one time. The limit may be set by the library for each patron type.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.13. The ILS must support the ability for brief item and bibliographic records to be created "on the fly" to allow uncataloged items to circulate.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.14. Item records added "on the fly" must be added to the bibliographic database immediately.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.15. The ILS must provide an option to configure what patron data displays during check-out.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.16. The ILS must provide a direct link to the complete patron record from check-out.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.17. The information displayed in the patron record must include, but not be limited to:

3.3.2.17.1. All patron registration information

3.3.2.17.2.   A summary list of the patron's current standing, showing all blocks, number of items out, number of items overdue, total amount owed, number of claimed and lost items, number of items on hold, and notes

3.3.2.17.3.   A complete list of all items currently checked out to the patron, showing barcode, author, title, due date, material type, number of renewals allowed, and number of renewals taken

3.3.2.17.4.   An indication of any item that is overdue

3.3.2.17.5.   A summary of notices sent for overdue items including dates sent and notification method. It must be possible to sort the display of this list by any heading on demand.

3.3.2.17.6.   A complete list of items claimed and lost

3.3.2.17.7.   A complete list of all hold and ILL requests, showing author, title, call number, material type, date placed, and status. This list must distinguish item-specific and title level holds. It must be possible to sort the display of this list by any heading on demand. It must be possible to link directly to the hold request.

3.3.2.17.8.   A complete list of all outstanding charges and any credits

3.3.2.17.9.   A summary list of all prior charges, fines, payments, and credits

Explain: (refer to item by number)

3.3.2.18.   The ILS must display all appropriate blocks or stops on a patron record at the point of check-out in such a manner that requires staff acknowledgement of the blocks or stops before continuing.

Explain:

3.3.2.19. The ILS must support the ability for the staff member to link directly to the appropriate screen to manage the block.

_____ *O=Operational*　　*A=Available*　　*D=Development*　　*P=Planned*　　*N=Not Available*

Explain:

3.3.2.20. The ILS must support the ability to renew items directly from the list of current items out.

_____ *O=Operational*　　*A=Available*　　*D=Development*　　*P=Planned*　　*N=Not Available*

Explain:

3.3.2.21. The ILS must support the ability to renew all or selected items with a single command.

_____ *O=Operational*　　*A=Available*　　*D=Development*　　*P=Planned*　　*N=Not Available*

Explain:

3.3.2.22. The ILS must support the ability to designate certain items as non-circulating and based on that designation, disallow check-out of those items and display an appropriate and customizable on-screen alert to notify the staff member (in the case of staff client check-out) or the patron (in the case of self check-out) of the reason for disallowance of check-out.

_____ *O=Operational*　　*A=Available*　　*D=Development*　　*P=Planned*　　*N=Not Available*

Explain:

3.3.2.23. If a previously overdue or lost item is checked out to a new patron, the ILS must automatically charge the previous patron or waive the charges automatically according to library policy.

_____ *O=Operational*　　*A=Available*　　*D=Development*　　*P=Planned*　　*N=Not Available*

Explain:

3.3.2.24. The ILS must support the ability for the library to configure the contents of check-out receipts and to automatically email receipts to patrons as desired, either in addition to the printed receipt or instead of the printed receipt based on patron preference.

_____ *O=Operational*　　*A=Available*　　*D=Development*　　*P=Planned*　　*N=Not Available*

Explain:

3.3.2.25. The ILS must support the ability for a custom note to be added to check-out receipts, including an automatically generated message at the bottom of checkout receipts that indicates the dollar value of the transaction based on library-set standard item format prices (i.e., "Your library membership saved you $114.00 today" for a transaction in which six children's hardcovers, valued at $15.00 each, and two music CDs, valued at $12.00 each, were checked out).

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.26. The ILS must support the ability to link to item records from the patron payment record.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.2.27. All alerts and on-screen messages must be accompanied by a customizable audible alert that the library can choose to activate or deactivate as a setting based on user login. The alert sound must be configurable at the message level.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.3. Offline Function

3.3.3.1. The ILS must provide an offline function to charge and discharge materials on a circulation workstation or on a portable device, and to load these transactions into the on-line circulation system at a later time. Specify what types of portable devices are compatible.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.3.2. The offline upload function should be integrated with the circulation interface, without requiring the staff member to leave the program in order to upload the files.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.3.3. The ILS must produce a report of uploaded files showing any exceptional conditions, such as items to fill hold requests.

Explain:

3.3.3.4. The ILS must allow the ability to register patrons offline.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.3.3.5. The ILS must enable compensation for unexpected closed days when offline files are uploaded to prevent patrons from being charged unfairly for overdues.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.3.4. Check-In

3.3.4.1. The ILS must support "book drop" or bulk check-in to allow rapid check-in with minimal staff involvement and to compensate for unexpected closed days to prevent patrons from being charged unfairly for overdues.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.3.4.2. The ILS must support RFID check-in.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.3.4.3. The ILS must support third-party check-in sorting systems.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.3.4.4. The ILS must support a "shelving status;" a temporary status assigned to items just checked in but not yet on the shelf.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.3.4.5. It must be possible for the status text to be displayed for shelving status to be customized by the library.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.4.6. It must be possible for the time to display the shelving status to be set differently by material type.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.4.7. The ILS must retain a link to the previous borrower after an item is checked in.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.4.8. The ability to retain a link to the previous borrower must be optional.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.4.9. After an item is checked in, it must be possible to determine:

3.3.4.9.1. What date and time the item was checked in

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.4.9.2. On what workstation the item was checked in

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.4.9.3. What date and time the item was last checked out

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.4.9.4. On what workstation the item was checked out

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.3.4.10. The ILS must alert the user to overdues on an item when checking the item in.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.4.11. The ILS must also alert the user to any pre-existing charges and allow the user to manage all charges at once.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.4.12. The ILS must support customizable check-in receipts.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.5. Holds

3.3.5.1. The ILS must alert the staff member to items that should be trapped for a hold request.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.5.2. The ILS must allow item trapping at check-in.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.5.3. When trapping, the staff member must have the ability to not trap the item.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.5.4. The staff client must allow staff to easily view expired, cancelled, and filled holds along with available holds for a given patron account.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.5.5. The ILS must support automatically emailing or texting a customizable message to patrons, based on account settings that can be set via the staff client or the PAC, when a hold is available for check-out.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.5.6. If the staff member does not permit the item to be held, the ILS must provide a prompt with links to keep or cancel the hold request.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.6. Borrow by Mail

3.3.6.1. The ILS must support a borrow by mail feature.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.6.2. It must be possible to restrict borrow by mail options by patron type.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.6.3. It must be possible to charge a fee for borrow by mail service by patron type.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.6.4. It must be possible to exempt homebound patrons, or other specific patron types, from being charged a fee for the service.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.7. Overdue Fines and Accounting

3.3.7.1. The ILS must have a configurable option to alert the staff member of overdue fines on incoming items and allow him/her to pay, waive, or charge the patron account.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.7.2. The staff member must have an appropriate privilege level to pay or waive fines.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.7.3. The ILS must support "distributed waives," the ability to waive a partial amount from several fines simultaneously.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.7.4. The ILS must support the ability for a staff member with sufficient privilege to access a patron account directly from check-in or check-out to manage charges if desired.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.7.5. The ILS must support the ability for calculation of the fine amount to include a grace period.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.7.6. The grace period must be configurable by material type.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.7.7. The ILS must support the ability to manually add a charge to a patron record.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.7.8. The ILS must support fine payment by credit card. Credit card payments will be supported:

    3.3.7.8.1. In the staff client

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

    3.3.7.8.2. By patrons from the PAC

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

    3.3.7.8.3. From the self-check unit

3.3.7.9. If eCommerce is an add-on, indicate any additional costs below and add these costs as a line item cost and yearly maintenance charge on the cost proposal given in section 4.

3.3.7.10. List accounting-related third-party vendors used. If third party vendors have user fees or add-on fees for the end-user, provide a list of those fees.

3.3.7.11. The ILS must keep all completed account transactions in a patron account history for a library-determined length of time (but no CVV, CID, CVC2, or security code data is ever retained for any reason).

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.7.12. The ILS must support the ability to retain item data in the patron financial history (charges/payments) even if the item is deleted. It must be possible to delete an item that has unpaid fines or fees associated with it, without the need to remove the fine or fee.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.7.13. The ILS must support the ability for fine receipts to be printed from any point in the program where fines can be paid (check-in, check-out, patron account), both at the time of fine payment and at any other time.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.7.14. The ILS must support the option of automatic emailing of payment receipts in lieu of a printed receipt and the option of producing neither an emailed receipt nor a printed receipt, as the patron prefers, via both the staff client and the self check-out stations.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.7.15. The ILS must support the ability for the content of fine receipts to be configurable.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.7.16. The ILS must automatically set items long overdue to lost when billed.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.7.17. The ILS must support the ability to set different policies for replacement, processing, and overdue charges by patron type.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.8. Notices

3.3.8.1. The ILS must support each of the following notice types:

3.3.8.1.1. Courtesy or "soon to be overdue"

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.8.1.2. Overdue

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.8.1.3. Fine

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.8.1.4. Bill

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.8.1.5. Statement of all charges

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.8.1.6. Collection agency

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.8.1.7. Hold pickup

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.8.1.8. Hold cancellation

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.8.1.9.   Registration about to expire

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.8.1.10.   Patron has not used the library in a library-defined period of time

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.3.8.1.11.   Library information announcements to patrons

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (Refer to item by number)

3.3.8.2.   The ILS must support the ability to send notices by print, email, text message, or phone. Specify exactly how these options are elected for an individual patron, such as an account-based option, including whether the preferred notice format setting can be chosen or modified via both the staff client and the PAC.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.8.3.   The ILS must support automatic distribution of notices on children's accounts to the child's named parent or guardian as an option based on account settings, with the default set to send notices addressed to the parent or guardian.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.8.4.   The library must have the ability to post predefined and free-text messages to specific patron accounts.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.8.5.   The library must be able to specify which staff members are permitted to post messages to patron accounts.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.8.6.   Patrons must be allowed to read and manage these messages from their PAC account.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.8.7. When the patron marks the message as read, the read status must be noted in the patron account in the staff client.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.3.8.8. The ILS must provide the ability to delete patron messages manually or automatically according to a library-defined time limit.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.3.8.9. The ILS must support the ability for the library to determine the method for sending each individual notice, including each separate overdue notice (for example, 1st overdue by email, 2nd by print, etc.). When notices are sent by email, this must take place automatically.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.3.8.10. The ILS must support the ability for a staff member to determine the entire text of all notices and easily modify the text as necessary. Attach a sample overdue notice containing a library name and address header that has received no manual or macro-based formatting after the notice was generated (i.e., show the direct output of that notice from the ILS).

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.3.8.11. The ILS must store and display a history of overdue notices and bills sent to the patron for all items currently overdue or billed.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.3.8.12. The notice history must be kept until the items are returned.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.3.8.13. The notice history must include item title, date sent, and method (print, email, text message, or phone call).

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.8.14. The ILS must provide notification statistics reports.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.8.15. The ILS must support the ability for the staff member to produce, on demand, a summary statement of all charges owed.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.8.16. The statement may be produced for any individual patron or group of patrons.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.9. Holds

3.3.9.1. The ILS must support the ability to place requests for any copy of a title (title level hold), a specific item (item level), or the first available copy of an item in a serial or multi-part set (such as the first available copy of season 1 of a TV series).

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.9.2. The ILS must support the ability to place multiple requests for a single patron in one operation, without placing multiple individual requests.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.3.9.3. The ILS must support the ability to place requests for a single title for multiple patrons in one operation, without placing multiple individual requests.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

    3.3.9.4.   The ILS must support the ability to group multiple requests for an individual patron in such a way that when any one is filled, the others in the group are cancelled (For example, to get the first available copy of any of several Shakespeare plays.)

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

    3.3.9.5.   The ILS must support the ability for patrons to place requests from the PAC.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

    3.3.9.6.   The ILS must support the ability for patrons to enter a note along with a request.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

    3.3.9.7.   The ability for patrons to add notes to a request from the PAC must be optional and determined by the library.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

    3.3.9.8.   The ILS must support the ability to designate an expiration or "not needed after" date when placing a request.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

    3.3.9.9.   The ILS must support the ability to distinguish requests placed from the PAC, both visually and for reporting purposes.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

    3.3.9.10.   The display of titles in the PAC must include a count of all open requests.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.11. When a hold is placed via the staff client or PAC, the item format of each entry on a search results list must be clear without the need to click on a link or open a new window. Patrons or staff attempting to place a hold on a title for which the library owns copies in multiple item formats must be able to easily identify and select the desired format.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.12. The ILS must display a message in the PAC to inform the patron if other requests are open for the title, and how many requests are open.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.13. The ILS must support the ability to suppress this message according to library policy.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.14. The ILS must support the ability for patrons or staff to set a blackout date range for a request at the time it is placed or after it is placed so that the hold will not come available during a period of time in which the patron does not wish to have that item. This feature must be accessible via the staff client and the PAC.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.15. The ILS must support the ability for a request that a patron has associated with a blackout period to maintain its position in the queue or to be placed at the end of the queue when the blackout period ends, according to library policy.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.16. The ILS must support the ability for staff to add notes to a request from the staff client.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.17. The ILS must support the ability to add a note to the request that will print on the hold slip when the request is filled.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.18. The ILS must support the ability to set a charge for hold requests.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.19. If there is a charge for hold requests, it must be possible to display a library-customizable message advising the patron of the cost.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.20. The ILS must support the ability to set a different policy for the PAC and staff client with regard to placing requests.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.21. The ILS must support the ability to automatically change the due date of circulated items if the number of hold requests exceeds the number of available copies by a library-determined amount.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.22. The ILS must support the ability to either permit or not permit check-out if the item will fill a hold for another patron.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.23. The ILS must support the ability for a staff member with sufficient privilege to adjust the order of requests in a queue at any time.

O=Operational   A=Available   D=Development   P=Planned   N=Not Available

Explain:

3.3.9.24. The ILS must support the ability for staff with sufficient permission to manually fill a request at any time with an item in hand that is appropriate to the request, rather than wait for the system to identify and hold an item.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.25. The ILS must support the ability to restrict specific items or material types from filling hold requests.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.26. The ILS must support the ability to prevent items with certain statuses (such as lost or withdrawn) from filling holds.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.27. The ILS must produce a pick list of requests to be filled. This list must be formatted according to library-configurable settings (including the option to not display private patron data), must be able to be generated easily on demand, must be able to be scheduled and automatically emailed to selected staff members if the library so chooses, and must be able to be printed or displayed on mobile devices including the Apple iPad, based on the library's preference.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.28. The ILS must support the ability to change the sort order of the displayed or printed pick list to suit the library's needs.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.29. The ILS must automatically email, text, or call patrons when a held item is ready to be checked out, based on patron preference for notification format.

Explain:

3.3.9.30. The ILS must generate a notice to the patron if a request is cancelled or cannot be filled.

Explain:

3.3.9.31. The ILS must print a slip when an item is trapped for a request.

Explain:

3.3.9.32. The ILS must support the ability to customize the content of a hold slip.

Explain:

3.3.9.33. The ILS must support the ability to print a flexible and customizable pick-up slip with extra large print for libraries that set held items out for patron self-pickup.

Explain:

3.3.9.34. The pick-up slip must preserve patron privacy.

Explain:

3.3.9.35. The pick-up slip must be printable as a slip to be inserted in the item or a wrapper for the outside.

Explain:

3.3.9.36. The ILS must display and print a list of items not picked up, to be returned to circulation (unclaimed requests).

Explain:

3.3.9.37. The ILS must support the ability to change the sorting of the displayed and printed list of unclaimed items.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.3.9.38. The ILS must support the ability to automatically delete all cancelled, unfilled, or expired requests after a library-specified period of time.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.3.9.39. The ILS must support the ability to search for hold requests by:

 3.3.9.39.1. Author

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

 3.3.9.39.2. Title

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

 3.3.9.39.3. Call Number

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

 3.3.9.39.4. ISBN

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

 3.3.9.39.5. Requestor (patron)

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

 3.3.9.39.6. Patron type

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

 3.3.9.39.7. Format

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

 3.3.9.39.8. Date placed

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

 3.3.9.39.9. Pickup date (unclaim date)

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

 3.3.9.39.10. Expiration date

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

3.3.9.39.11. Request status

          _____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.3.9.40. The ILS must support the ability to link to all records associated with a hold request in one step (patron record, bibliographic record, or item record).

          _____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.41. The ILS must support the ability to link from any bibliographic, item, or patron record back to the hold in one step.

          _____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.42. The ILS must support the ability to view all active hold requests attached to a bibliographic record at any time.

          _____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.43. The ILS must support the ability to view all active hold requests for a patron at any time.

          _____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.9.44. The ILS must offer a report that shows how many days it took to fill hold requests from the date the request was placed to the date the item was placed on the hold shelf.

          _____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.10. Self-Check

3.3.10.1. The ILS must be able to interface with the library's existing multiple EnvisionWare OneStop self check-out machines that allow borrowers to check out their own materials and perform other self-service account-based transactions including

renewals and fine payments. List supported systems and supported transactions. Describe hardware requirements.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.10.2. The ILS must support item-not-present renewals via the self-check system.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.10.3. The ILS must support alerts on the self-check system to notify patrons when a hold is available on the account that is being used to perform a self-check transaction.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.10.4. The ILS must support cash payments in addition to credit and debit cards via the self-check system.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.10.5. The ILS must provide a customizable self-check interface that is fully compatible with EnvisionWare's RFID system in addition to fully supporting the use of EnvisionWare's OneStop self-check software so the library can choose which interface it feels will best suit patron needs. Provide screen images of the ILS-provided self-check interface.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.3.11. Highlight circulation strengths:

3.4. Cataloging Requirements

The library considers that all ILS vendors provide full MARC 21 support, authority control and

import/export functionality. The following is a list of specific cataloging features desired by the library.

3.4.1. General

3.4.1.1. The ILS must incorporate MARC21 validation tables to verify high quality, consistent cataloging input. These tables must be applied to both imported and manually created records.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.2. The cataloger must have the ability to indicate that a bibliographic and/or item record is not available for retrieval in the PAC.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.3. The ILS must support easy, efficient merging of bibliographic records including the automatic merging of any associated holds lists.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.4. The ILS must support easy assignment of a temporary home location/status to items on an individual or batch basis. Describe how this functionality is used.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.5. The ILS must allow cut, copy, and paste commands for MARC record editing.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.6. The ILS must support varieties of import template capabilities, including item level information mappings.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.7. The ILS must support easy editing of 005 and 007 fields.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.8. The ILS must combine and overlay records from bibliographic utilities, using library-defined match points.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.9. During the duplicate detection process, the ILS must offer the ability to overlay some or all of the duplicates with the open bibliographic record.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.10. The ILS must supply templates containing required and recommended bibliographic fields. These templates must be modifiable by library staff.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.11. The ILS must support the ability to set a default shelving scheme for new item records.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.12. The ILS must support the ability to make global or user-defined changes to user-defined sets of bibliographic and/or item records.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.13. The ILS must support both the 10-digit and 13-digit ISBN standard for searching for bibliographic records and in the duplicate detection process.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.14. The ILS must provide the ability to create macros for repetitive data entry tasks.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.15. The ILS must include ALA/MARC21/RDA character set fonts.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.16. The ILS must support UNICODE.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.17. The ILS must support eBook access and the input of scripted 850 fields using EZproxy.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.18. The ILS must support CONTENTdm and metadata.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.19. The ILS must support searching by commonly used bibliographic fields:
3.4.1.19.1. Author

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.1.19.2. Title

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.1.19.3. Subject

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.1.19.4. Call number

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.1.19.5. Keyword

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.1.19.6.   ISBN

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.1.19.7.   ISSN

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.1.19.8.   LC control number

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.1.19.9.   OCLC number

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.1.19.10.   Bibliographic record number

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.1.19.11.   Item record number

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.1.19.12.   Series

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.4.1.20.   Multiple record views must be available for bibliographic records.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.21.   The ILS must accept, store, retrieve, print, and display diacritical marks.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.22.   The ILS must support the ability for library staff to export all or part of the bibliographic database in full MARC21 format without vendor intervention.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.23.   The ILS must support retention of deleted records (authority, bibliographic, and item) at the library's discretion.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.1.24. The ILS must show statistical usage details on bibliographic and item records.

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

Explain:

3.4.1.25. The ILS must show a preview version of the bibliographic record as it will appear in the PAC, including active URLs.

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

Explain:

3.4.1.26. The ILS must provide a URL checking utility.

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

Explain:

3.4.2. Z39.50

3.4.2.1. The ILS must include a Z39.50 version 3 compliant catalog without additional charge.

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

Explain:

3.4.2.2. The ILS must support the ability to search a remote Z39.50 database from the staff client, edit the record as required, and save it to the database without invoking a separate record import function.

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

Explain:

3.4.2.3. The ILS must allow Z39.50 version 3 searches of multiple databases simultaneously for a single search.

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

Explain:

3.4.3. Authority Control

3.4.3.1. The ILS must support the ability for authorized staff to copy existing authority records from selected Z39.50 sites directly into the system.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.3.2. The ILS must support an import process that performs authority control on imported bibliographic records and has the ability to automatically link to a remote subscription authority database if no matching heading is found in the local database.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.3.3. The ILS must accommodate:

3.4.3.3.1.   Personal, corporate, and topical name headings in a name authority file

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.3.3.2.   Title, uniform title, and series entries in a title index

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.3.3.3.   Subject headings in a subject authority file

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.4.4. Bibliographic Record Downloads and Creation

3.4.4.1. The ILS must support the ability to match LC or other national standard authority records against the local file.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.4.2. The ILS must support the ability for automatic matching to remote authority records.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.4.3. The ILS must generate SEE and SEE ALSO references from authority records to direct online catalog users to other headings as follows:

3.4.4.3.1.   See references (aeroplanes to airplanes)

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.4.3.2.   Narrower terms (automobiles to sports cars)

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.4.3.3.   Broader terms (automobiles to motor vehicles)

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.4.4.3.4.   Related terms (airplanes to flying machines)

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.4.5. Label Management

3.4.5.1.   The ILS must offer an easy to use, flexible label manager.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.5.2.   The label manager must support the ability to produce spine labels individually on demand or batch run, on standard (non-proprietary) printers.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.5.3.   The label manager must support printing of labels to single sheets or to continuous form feed stock.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.5.4.   The label manager must support labels to be printed as they are generated or print all labels generated in a single operation.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.5.5.   The label manager must support the ability to include volume or copy numbers as given on an item record where applicable, with no additional effort from staff.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.4.6. Highlight cataloging strengths:

3.5. Public Access Catalog Requirements

Public Access Catalog (PAC) refers to an integrated subsystem that allows patrons to search and browse the bibliographic database according to library-specified parameters.

3.5.1. General

3.5.1.1. The PAC must be Web-accessible and support the following browsers, at a minimum. Versions listed below are minimal. It is assumed subsequent versions are supported unless vendor indicates otherwise.

3.5.1.1.1. Internet Explorer 6.x

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.5.1.1.2. Netscape Navigator 7.x

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.5.1.1.3. Mozilla Firefox

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.5.1.1.4.   Opera 7.0

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.5.1.1.5.   PWB 2.0

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.5.1.1.6. Safari 1.1

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.5.1.2. The PAC must be fully compliant with MARC21 and Z39.50 standards.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.1.3. Pre-designed PAC screen themes must be readily available to easily reconfigure the look of PAC screens.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.1.4. The PAC must be governable by cascading style sheets so it can be easily made to seamlessly blend with the look of the library's website.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.1.5. The PAC must allow for item display in a bookshelf view, in which book jacket images are shown in shelf-list order.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.1.6. The PAC must allow easy access to bestseller lists, award winner lists, and other lists of the library's choosing with direct links from titles on the lists to those titles' entries in the catalog, or to a "request to order" form in cases when the library does not own the selected title.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.1.7. The PAC must include functionality that allows patrons to elect to be automatically placed on hold for any items by an author of their choosing that are added to the catalog or ordered. This service must include an automatic email alerting the patron that such a hold has been placed whenever a new item by that selected author triggers an automated hold. If the patron cannot be placed on hold automatically for an item because he or she already has reached the library-set limit of holds at any given time, an automatic notification must be generated and sent to the patron explaining that the hold could not be placed, with instructions for canceling an existing hold in order to create room for the new hold if the patron so desires.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.1.8. The PAC must offer the ability to toggle between regular sized view/font and large size view/font. This toggle must be easily identified and utilized by patrons who are unable to read standard-sized fonts.

Explain:

3.5.1.9.   The ILS must support the ability for the library to produce custom lists and present them on specific pages of the PAC.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.5.1.10.   The ILS must support integration of third-party tools that analyze web traffic, including but not limited to Google Analytics. It must be possible to track PAC usage including but not limited to unsuccessful search terms.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.5.1.11.   The PAC must authenticate remote patrons who use the Web to access online resources, including eBooks and databases using EZproxy.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.5.1.12.   The ILS must support Overdrive.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.5.1.13.   The ILS must allow patrons to set up a user name online and change it online, if necessary. This user name can be used instead of a barcode when logging in to use PAC functions.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.5.1.14.   The ILS must allow the library the option to require numeric passwords (PINs) that can be used to login to the PAC, self-check stations, or inbound phone notification system.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.5.1.15. The ILS must allow patrons to have forgotten PINs sent to their email addresses.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.1.16. The ILS must allow patrons to set up email and RSS alerts for new releases based on author preferences or other relevant criteria for print, eBooks, audio books, DVDs, music, electronic games (by title or format; Wii, PS3, etc.). These alerts must include a direct link to request the item.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.1.17. The ILS must support the ability for the library to customize the PAC display of data, labels, and the order of data elements.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.1.18. When renewing items via the PAC, patrons must be given a confirmation code that staff members can input into the staff client to view the details of that specific renewal transaction (including but not limited to the date and time of the renewal, which items were selected for renewal, and whether there were any alerts given, such as a message indicating that a particular item could not be renewed due to outstanding holds from other patrons) in the event of a dispute or other inquiry. It must also be possible to provide a confirmation code for staff client-based renewals done by phone.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.2. Searching

3.5.2.1. The PAC must be able to search any Z39.50 compliant database or server, including digital collections and metadata. Detail any costs to develop/integrate particular targets, if applicable.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.2.2. The ILS must support the ability for item-level detail availability to display in the PAC without leaving the results set.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.2.3. The PAC must offer the patron the ability to send a text message containing an item call number to his or her mobile phone. If the patron is logged onto the PAC, his or her mobile phone number must be harvested automatically from his or her account with the option to input a different number for that specific text message if the patron so desires. If the patron chooses to enter a new phone number, a dialog box must appear that allows the patron to also overwrite that new phone number onto their account.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.2.4. The PAC must offer an online automatic spell checker.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.2.5. The PAC must offer a "did you mean" feature.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.2.6. The PAC must have the ability to enable (or disable) automatic suggestions as patrons type quick, keyword, or phrase searches in the PAC.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.2.7. The ILS must support the ability for the library to specify its own alternate suggestions for specified search terms instead of the program's suggestions.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.2.8. The PAC must save previous searches done during a single session.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

 3.5.2.9. The PAC must offer the ability to scope searches by collection.

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

Explain:

 3.5.2.10. The PAC must provide search result relevancy ranking.

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

Explain:

 3.5.2.11. The PAC must support the ability to print, export to email, and save to portable storage device a bibliography in several formats:

  3.5.2.11.1. Brief bibliographic display

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

  3.5.2.11.2. Full bibliographic display

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

  3.5.2.11.3. American Psychological Association (APA)

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

  3.5.2.11.4. Chicago Manual of Style

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

  3.5.2.11.5. Modern Language Association (MLA)

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

  3.5.2.11.6. HTML

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

  3.5.2.11.7. MARC

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

Explain: (refer to item by number)

 3.5.2.12. The ILS must support the ability for the library to determine PAC default search settings.

_____ *O=Operational* *A=Available* *D=Development* *P=Planned* *N=Not Available*

Explain:

3.5.2.13. Browse title search results must show a summary view with different physical formats (how many books, how many DVDs, etc. for a title).

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.5.2.14. The PAC must offer the ability for libraries to allow patrons to share bookmarks to titles through sites such as Facebook™, Twitter™, and Digg™.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.5.2.15. The patron must be able to link to a requested title directly from their patron account requests list.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.5.2.16. The patron must be able to link to a title directly from their patron account items out list.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.5.2.17. The PAC must support the ability for patrons to save searches.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.5.2.18. Saved searches must:

3.5.2.18.1. Be able to be modified and reinitiated

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

3.5.2.18.2. Be able to provide automated updates of what is new since the last search and provide alerts of these new materials to patrons via email and RSS feed

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.5.2.19. The PAC must support the ability for patrons to create and save a title list.

_____ *O=Operational A=Available D=Development P=Planned N=Not Available*

Explain:

3.5.2.20. The patron must be able to add a title from the search results list directly to a saved title list or to a new title list.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.5.2.21. The ILS must support integration of digital collections including but not limited to the Project Gutenberg collection on an item-level basis. These items must appear in PAC search results as with any other cataloged holdings, with a link given directly to the item itself.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.5.2.22. The ILS must support integration of Overdrive and other eBook/digital audio book collections on an item-level basis. These items must appear in PAC search results lists as with any other cataloged holdings, with a link given directly to the item itself.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.5.2.23. The ILS must enable a staff-mediated stop word list.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.5.2.24. The ILS must support federated searching of library's databases from the PAC. If there is an additional charge for this service, include those costs below.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.5.2.25. The ILS must support EZproxy for patron authentication with user's library card number.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.5.3. PAC Self-Service

3.5.3.1. The PAC must allow patrons to register online for a library card.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.3.2. The PAC must allow authenticated patrons to:

3.5.3.2.1. Change their password

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.5.3.2.2. Submit requested address changes for review and acceptance by staff

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.5.3.2.3. Review their items out, on-hold items, and outstanding fines/fees

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.5.3.2.4. Place and cancel holds

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.5.3.3. The ILS must support the option of allowing patrons to renew items from the PAC, even if the patron registration would expire before the item's new due date.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.3.4. The ILS must alert patron when materials did not renew with an on-screen alert, and an optional text or email in addition, based on the patron preference.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.3.5. The ILS must support the ability for the library to offer an online credit card payment option for fines, fees, and donations. Note if convenience or processing fees will be imposed as well as the cost and payee responsibility.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.3.6. The PAC must include comment/suggestion functionality that allows users to submit messages to library staff. Describe the staff-side interface and its

functionality for delegating or assigning messages to appropriate staff members or departments based on library policy, responding to messages, and otherwise processing messages.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.5.4. Highlight public access catalog strengths:

3.6. Acquisitions Requirements

3.6.1. General

3.6.1.1. The ILS must provide a fully functional, integrated acquisitions subsystem that automatically manages encumbrances, disencumbrances, and expenditures in multiple library-defined accounts based on acquisitions activities including but not limited to selecting, ordering, receiving, claiming, cancelling, invoicing, and reporting.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.1.2. The ILS must maintain a complete audit trail for fund allocations and adjustments by staff members.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.1.3. All accounting activities must take place in real time.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.1.4. The ILS must support the ability to move between acquisitions, serials, cataloging, and circulation subsystems without having to login to each subsystem.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.1.5. The ILS must provide support for different order types, including firm orders, subscriptions, continuations, donations, depository agreements, and gifts.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.1.6. Data stored and displayed in the acquisitions file must include but not be limited to:

3.6.1.6.1. Bibliographic information

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.6.1.6.2. Acquisitions type (firm, gift, blanket, etc.)

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.6.1.6.3. Status information (on order, cancelled, received, etc.)

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.6.1.6.4. Library/copy/fund information

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.6.1.6.5. Invoice information

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.6.1.6.6. Vendor information

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.6.1.6.7. Vendor report information

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.6.1.6.8. Accounting information

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.6.1.6.9. Requestor information

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.6.1.6.10. Instructions to vendor

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.6.1.6.11. Internal processing instructions and notes

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.6.1.6.12. Public notes

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.6.1.7. Acquisitions records must be accessible online through at least the following access points:

3.6.1.7.1. Purchase order number

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.1.7.2. Title

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.1.7.3. Author

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.1.7.4. Library of Congress card number

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.1.7.5. ISSN/ISBN

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.1.7.6. Bib number

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.1.7.7. Vendor

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.1.7.8. UPC code

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.1.7.9. Notes field

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain: (refer to item by number)

3.6.2. Fund Accounting

3.6.2.1. The ILS must have the ability to support multiple overlapping fiscal periods in its fund accounting structure.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.6.2.2. The ILS must be capable of producing fund summary reports that include fund allocations, amount encumbered and expended, remaining available, and percentage encumbered and expended for a given fiscal year.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

    3.6.2.3. The audit trail must track the date, time, and the user who made manual adjustments to the fund.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

    3.6.2.4. The ILS must support the ability to transfer monies between funds.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

    3.6.2.5. The ILS must support the ability to create, manipulate, and order/receive in multiple fiscal years.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

    3.6.2.6. Fund file records must include amount budgeted, amount encumbered, amount expended, fund limits, uncommitted balance, and total fund balance.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.3. Acquiring and Processing Materials

    3.6.3.1. The library must be able to pre-define URL links to web-based selection tools to support automatic launching from the acquisition client.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

    3.6.3.2. The ILS must support electronic submission of orders to:

        3.6.3.2.1. AudioGo

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

        3.6.3.2.2. Baker & Taylor

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.6.3.2.3. Book Wholesalers, Inc. (BWI)

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.3.2.4. Brodart

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.3.2.5. Ingram Books

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.3.2.6. Library Bound

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.3.2.7. Micro Marketing

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.3.2.8. Midwest Tape

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.3.2.9. Quality Books

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.3.2.10. Rainbow Books

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.3.2.11. Recorded Books

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.3.2.12. S&B Books

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.3.2.13. United Library Services

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

3.6.3.2.14. Whitehots, Inc.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

This list is not considered to be all-inclusive. List others if available:

3.6.3.3. The ILS must support Electronic Data Interchange (EDI) X12 version 4010 or higher.

_____ *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.6.3.4. The ILS must support 9xx.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.3.5. The ILS must permit the recording of holds against titles on order and in process.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.3.6. The ILS must support the ability to determine the format (i.e., DVD, CD) when manually adding titles to an order for the purpose of ordering materials.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.3.7. The ILS must automatically transfer holds placed on on-order items to full MARC records when they are cataloged.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.3.8. The ILS must support receive and un-receive functions, and the ability to change the status of orders and individual items.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.3.9. Full electronic invoicing, including automatic generation of vendor invoices in the ILS database, must be available.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.3.10.   The ILS must allow the operator to receive and invoice in one step.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.3.11. The ILS must support the ability to place orders using over-encumbered funds.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.3.12. The ILS must support the ability to set up automatic patron notification when an on-order title is cancelled.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.3.13. The ILS must show circulation use statistics, as an indication of how heavily a title is being circulated or requested, to aid in collection development.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.3.14. The ILS must support the ability to split funds per order record.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.3.15. The ILS must support the ability to receive entire cartons of shelf-ready items in one operation, simultaneously checking them in so they can circulate.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.6.4. Highlight acquisitions strengths:

3.7. Serials Control Requirements

3.7.1. General

3.7.1.1. The ILS must include the following serials control capabilities:

3.7.1.1.1. Holdings and publication pattern maintenance

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.1.2. Check-in

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.1.3. Claiming (including email and print claim notices)

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.1.4. Routing

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.1.5. Summary holdings, by copy

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.1.6. Subscription maintenance (including payments)

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.7.1.2. The ILS must support the ability to accommodate all type of serials, including:

3.7.1.2.1. Periodicals

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.2.2. Continuations

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.2.3. Law reports

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.2.4. Newspapers

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.2.5. Annuals

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.2.6. Governmentals

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.2.7. Memoirs

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.2.8. Proceedings

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.2.9. Transactions

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.2.10. Supplements

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.7.1.2.11. Indexes

3.7.1.2.12.   Loose-leaf material

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain: (refer to item by number)

3.7.1.3.   For serials and continuations, the ILS must store data pertaining to:

    3.7.1.3.1.   Subscription dates (start, expiration)

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

    3.7.1.3.2.   Source

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

    3.7.1.3.3.   Frequency

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

    3.7.1.3.4.   Subscription price

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

    3.7.1.3.5.   Fund

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

    3.7.1.3.6.   Location information

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

    3.7.1.3.7.   Claiming information

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

    3.7.1.3.8.   Prediction information

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

    3.7.1.3.9.   Date of payment

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

    3.7.1.3.10.   Holdings

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

    3.7.1.3.11.   Routing information

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

    3.7.1.3.12.   Note fields

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

    3.7.1.3.13.   Active or non-active indicator

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain: (refer to item by number)

3.7.2. Holdings and Publication Pattern Maintenance

3.7.2.1. The ILS must support the ability to generate prediction patterns for determining when the next expected issue of a serial is scheduled to arrive.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.2.2. The ILS must support the ability to save patterns as templates for future use.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.2.3. The ILS must support regular, normalized irregular, and totally irregular prediction patterns.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.2.4. The ILS must support the ability to predict the issue chronology and enumeration based upon a pattern entered in the control record by the operator.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.2.5. The ILS must support the ability to review a pattern's expected issues prior to generating them in the system.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.2.6. The ILS must support the ability to delete issues or parts even if they are linked to an item record.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.3. Check-In

3.7.3.1. With each check-in, the ILS must automatically record the issue enumeration and/or chronology, date received, notes, and claim any copies expected and not received.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.3.2. The ILS must support the ability for check-in to be performed by scanning the SICI.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.3.3. The ILS must support the ability to record the name/initials of the user when item is checked in.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.3.4. When checking in an issue, if the received issue is not the expected issue, but does conform to the predicting pattern, the ILS must allow the user to override the predicted number.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.3.5. The ILS must support the ability to combine issues that arrive unexpectedly as a combined issue.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.3.6. The ILS must support the ability to undo check-in of issues checked in by mistake.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.3.7. The ILS must support the option to print labels for each issue received as needed, individually and in batch.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.3.8. The ILS must support the ability to print routing slips at serials check-in, individually and in batch.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.3.9. The ILS must support the ability to suppress all issues linked to a particular holdings record from displaying in PAC.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.3.10. Retention information (i.e., last six issues retained) and a concise holdings statement must display in the PAC.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.3.11. The ILS must support the ability to automatically summarize individual issue holdings into a consolidated statement of holdings.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.4. Subscription Maintenance

3.7.4.1. The ILS must be able to manage subscriptions, including renewals and cancellations.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.4.2. The ILS must support the ability to cancel a single serial subscription title where multiple copies are being received without disabling the ability to continue receipt of remaining subscriptions.

_____   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.7.5. Highlight serials control strengths:

3.8. Interlibrary Loan (ILL)

    3.8.1. The ILS must enable staff to place ILL requests electronically.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

    3.8.2. The ILS must enable staff to send materials electronically.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

    3.8.3. The ILS must enable staff to check out ILL materials to patrons.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

    3.8.4. The ILL module must interact seamlessly with standard bibliographic utilities and third-party vendors.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

    3.8.5. The PAC must allow patrons to request ILLs directly with or without staff review, based on the library's policies. If an additional cost is associated with this functionality, include the full details below.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

    3.8.6. The ILS must enable staff to track ILL requests and patron usage.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

    3.8.7. The ILS must support the ability to route a local hold request out to OCLC for ILL.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.9. Web-Based Reporting Requirements

3.9.1. The ILS must offer a separate reporting function that has a web-based graphical user interface.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.9.2. The web-based reporting function must not be based upon third-party software.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.9.3. Report output must be formatted in such a manner that the report results are neatly arranged and uniformly aligned throughout the results list to enable rapid staff review of the data. Provide a sample report output that demonstrates this.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.9.4. The web based reporting software must allow the user to create custom reports without any knowledge of SQL and with a basic knowledge of algebraic equations and Boolean logic, with little or no vendor assistance.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.9.5. The web-based reporting function must allow user to easily:

3.9.5.1. Create custom reports

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.9.5.2. Generate report output files in a variety of file formats including Excel, PDF, HTML, and CSV

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.9.5.3. Save custom report parameters

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.9.5.4. Schedule saved reports

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.9.5.5.   Schedule saved reports in groups

<u>   </u>   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.9.5.6.   Execute saved reports

<u>   </u>   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.9.5.7.   Execute saved reports in groups

<u>   </u>   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.9.5.8.   Manage saved report parameters

<u>   </u>   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.9.5.9.   Administer user security and various configuration options

<u>   </u>   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.9.5.10.   Manage saved report output files

<u>   </u>   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.9.5.11.   Elect to save scheduled reports to a report list indefinitely or for a predetermined length of time (i.e., to save all the daily cash reports for one month only) at the library's option.

<u>   </u>   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.9.5.12.   Elect to have a report emailed automatically to one or more staff members immediately upon report processing and then to automatically save that report to the reports list if desired

<u>   </u>   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.9.6.   Basic system cost includes canned reports for basic circulation, acquisitions, and cataloging functions. Give specific examples below and provide sample reports.

<u>   </u>   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.9.7.   Library staff must have access to sample reports written by other customers and may modify these reports for their own purposes with no additional charges.

<u>   </u>   *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.9.8.   Customized reports must be available. If there is an additional cost for this service, provide base cost and any add-on charges per report. Define what constitutes customized reports.

Explain:

    3.9.9. Reports that automatically manage the complete interaction between the ILS and a collections agency such as Unique, Inc. must be provided in the basic system cost quoted in the cost proposal. Prompt technical support must be provided at any time and at no additional cost in order to resolve any and all issues that arise with the reporting of collections-related data via the ILS.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

    3.9.10. Highlight reporting strengths:

3.10. Inventory

    3.10.1. The inventory module must support RFID and directly interface with EnvisionWare RFID Link. Provide specific details of this software interaction.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

    3.10.2. The inventory module must support item status API.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

    3.10.3. The inventory module must directly connect to the API.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

    3.10.4. The inventory module must be compatible with RFID wands from EnvisionWare, 3M, and other vendors. Specify all compatible wand vendors and models.

_____   *O=Operational*   *A=Available*   *D=Development*   *P=Planned*   *N=Not Available*

Explain:

3.10.5. The ILS must provide an inventory utility that can be used on a notepad, Apple iPad, or similar device. Specify which devices are compatible.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.10.6. The inventory utility must:

3.10.6.1. Download call number ranges of the library's collection for easy shelf comparison

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.10.6.2. Scan barcodes on shelves or view list of items on shelves

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.10.6.3. Work in offline mode when out of wireless range

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.10.6.4. Be able to be used as a collection weeding tool

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.10.6.5. Alert for items out of place or unaccounted for

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.10.6.6. Run reports to identify exceptions or out of place items

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.10.6.7. Use the Motion Tablet as a Windows 7 workstation for non-inventory times

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain: (refer to item by number)

3.10.7. The inventory module must fully support RFID-based inventory. If this is not operational or available, explain if this can be developed if necessary as a condition of contract award. Include all costs.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.10.8. Highlight inventory manager strengths:

3.11. Mobile PAC Requirements

3.11.1. The ILS must provide a mobile PAC at no cost beyond those outlined in the cost proposal.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.11.2. The mobile PAC must be a web-based, browser-based public access library catalog that has been optimized for mobile devices as follows:

3.11.2.1. It must be device-independent

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.11.2.2. It must not require an application to be downloaded and installed by the mobile device user

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

3.11.2.3. It must be accessible by any device with a web browser, including desktop machines with standard web browsers and mobile devices with browsers optimized for mobile use

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain (refer to item by number):

3.11.3. If a mobile device user enters the library's main web page address, the server must determine that the request is coming from a mobile device and automatically connect to the mobile PAC interface.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.11.4. The mobile PAC must allow patrons to perform real-time searches via keyword.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.11.5. The mobile PAC must include at minimum a link to the full library website/PAC, library hours, and library contact information. The layout and content of this menu and data elements, as well as the option to add other elements, must be under the library's control via a graphical user interface.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.11.6. Highlight mobile PAC strengths:

3.12. Other

3.12.1. A smart phone app must be available for the PAC. The app must be a free download for patrons and must be offered to the library at no cost beyond the basic system costs quoted in the cost proposal. Specify for which devices/platforms an app is available (i.e., iPhone, Android, etc.)

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.12.2. The ILS supports workstations using Windows 7 (32 bit).

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.12.3. The ILS supports workstations using Windows 7 (64 bit).

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.12.4. The ILS supports text messaging.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.12.5. The ILS supports Facebook™.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.12.6. The ILS supports Twitter™.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.12.7. The ILS supports other e-resources such as QR codes. List all applicable supported e-resources.

_____ *O=Operational   A=Available   D=Development   P=Planned   N=Not Available*

Explain:

3.13. Customer Support

3.13.1. State the customer support hours of operation (with corresponding days of the week) and holiday closing schedule. Describe emergency procedures that will be followed if the library system goes down after the standard hours of support.

3.13.2. Explain whether support is unlimited and provided at no additional cost beyond basic annual maintenance as quoted in the cost proposal. If not, explain all service tier options with a full cost breakdown.

3.13.3. The vendor must perform preventative maintenance with daily scans of the library's servers as part of maintenance. Please describe and indicate if this is included in the basic maintenance or at an additional cost.

3.13.4. The vendor must track all bug or hotline incidents reported by the library. The library must be able to view all incidents (including open and closed) via the vendor's extranet. Describe how help requests are handled (phone calls, email, chat, etc.). Explain whether help requests are placed in a queue, and if a triage format is applied if assistance cannot be provided immediately. Explain whether the library would have input on when a request ticket is closed.

3.13.5. 100% of the database schema must be available online to library customers for purposes of developing custom reports, SQL scripts, and/or tabled reports. If not 100%, describe extent.

3.13.6. The library staff must be able to search the vendor's knowledge base as a self-service. Describe the knowledge base contents and frequency of updates.

3.13.7. The full ILS documentation must be available online and must be fully searchable by keyword. Describe the available documentation.

3.13.8. The extranet must allow the library to download customer-developed custom reports and to upload its own custom reports to share with other vendor customers.

3.13.9. If the vendor subcontracts with another company for support, the vendor must list below which subcontractors are used and which support services they will supply.

3.13.10. Highlight customer support strengths:

3.14. Data Migration

3.14.1. Describe data conversion and implementation services, including vendor and library roles and responsibilities in the data conversion process. Include information on whether one person or a team would be assigned to the project, and the nature of the access the library would have to that person or team (including available contact methods and the length of time the library would have access to that person or team).

3.14.2. The library requires that a representative from the ILS vendor is on-site for the soft launch and full launch days in full, at a minimum. Explain the services the library can expect to receive from the representative and whether additional on-site days are included in the cost proposal.

3.14.3. Provide a migration and implementation plan including timetables and whether parallel operation of the old and new system is required.

3.14.4. Describe system tests prior to complete conversion of all modules. Include a description of the method used to ensure that the mapping of fields is successful, and corrective action taken in the event a discrepancy is detected.

3.14.5. Detail data conversion costs and authority file cleanup costs. Specify all other additional migration-related anticipated expenses not included in the cost proposal.

3.14.6. Provide a detailed timeline of the migration process. Describe handling of gap files and downtimes. If patron service will be interrupted for any length of time during open library hours, or after hours in connection to the OPAC, provide detailed information on this service interruption. Vendors are advised that the library will not permit any alteration of normal library operating hours for any phase of this project, including but

not limited to migration of data. The library operates seven days per week and will not close for any partial or full day, or reduce services, as a part of this implementation.

3.14.7. Describe policy file transfers, loan rules, and code migration. Does the vendor provide training in developing policy files?

3.14.8. Describe the capabilities of patron, bibliographic, and serial record transfers.

3.14.9. Outline and describe data conversion, testing, and implementation.

3.14.10. Describe exactly what types of data the library will have access to at key points in the migration timeline.

3.14.11. The library requires that the loading profile not perform an OCLC prefix-removal operation on the 001 field. Explain how this requirement will be met.

3.14.12. Describe whether the following post-implementation acceptance tests, or alternate tests, would be performed as a part of pre-finalization procedures:

3.14.12.1. A review to determine that all specified features are present

3.14.12.2. A measurement of response times

3.14.12.3. A measurement of reliability over a period of 30 consecutive days following the library's written acceptance of the system as fully installed and operational

3.14.12.4. An inspection to determine if all features are available and performing at full capacity while the maximum number of concurrent users for which the system is licensed are active

3.14.12.5. An inspection to ensure that the system meets the requirement of 99.9% uptime during library hours during the first 30 days

3.14.13. Highlight data migration strengths:

3.15. Training Requirements

Provide details of what the vendor will provide for each of the following areas.

3.15.1. The vendor must provide basic on-site training in all functioning subsystems for the independent operation of the system, including regular maintenance and troubleshooting. Trainers must be experienced in all functions or the vendor may provide trainers specializing in areas of expertise, so long as all training is conducted by an individual who has extensive and direct experience with the content of the training.

3.15.2. The vendor must provide specialized training for personnel who will manage the system. Library staff and/or City of Brentwood IT staff must be trained to manage and operate the system on a daily basis. As above, trainers must have extensive and direct experience with the content of the training.

3.15.3. Training must be planned in accordance with a mutually agreeable schedule between the library and the vendor. Multiple training sessions will be necessary to accommodate staff schedules and to ensure proper coverage of service areas.

3.15.4. Training must include the following, performed in each case by trainers who have extensive and direct experience with the area in which they are to be training:

   3.15.4.1. Project implementation visit to cover the implementation process, policy files creation, data migration issues, project planning, and staff client system administration

   3.15.4.2. Application training to cover the PAC, patron services, cataloging, acquisitions, serials control, and workflow

   3.15.4.3. System administration training to cover the system administration interface, ILS database structure and reports, database maintenance, user management, client installation, and basic report writing using vendor customer resources, ILS system canned reports, and/or ILS interfaces

   3.15.4.4. Four months after the full launch, the vendor must provide a post-implementation training follow-up with library principles covering topics designated by Brentwood Library staff. Training is to be no less than three days or more than five days. If training less than five days, other training follow-ups may be negotiated.

3.15.5. The vendor must describe other post-implementation training opportunities including the following but not to the exclusion of other resources to be described by the vendor. Detail costs below with full itemized description of these resources, and designate whether these costs are inclusive of the cost proposal or incur additional costs.

    3.15.5.1. Webinars

    3.15.5.2. Tutorials

    3.15.5.3. User groups

    3.15.5.4. Off-site training

    3.15.5.5. System documentation

        3.15.5.5.1. Online training materials

        3.15.5.5.2. Print-based training materials

    3.15.5.6. Training videos, including screencasts

    3.15.5.7. Test server available for staff for post-implementation training

    3.15.5.8. Other

3.15.6. The vendor must provide training to key personnel for upgrades and implementation of upgrades via documentation, telephone, webinar, and or other appropriate communication. Describe how this training will be administered, and list any additional costs.

3.15.7. Describe how much time is devoted for library staff training. Provide detailed costs (inclusive of travel, per diem, and any other associated costs) for initial training and post-implementation training to occur approximately four months after the full launch date.

3.15.8. Within four months of the full launch, a workflow analysis consisting of four full on-site workdays of workflow observation and assessment must be performed, and a full report

with details of recommended workflow improvements delivered within two weeks of the analysis. This must be included in the basic quoted costs in the cost proposal. Describe the specific tasks that will be completed during the analysis to ensure that the library is making the most effective possible use of the ILS.

3.15.9. Highlight training strengths:

4. Cost Proposal

4.1.   Show below or attach initial costs and five years of ongoing costs for all required software, hardware, and related services including installation, implementation, maintenance, and training. Provide a breakdown of the amount and timing of payments for the initial costs. Optional software, hardware, and related services should be quoted separately and fully. Software and other additional functionality developed by the vendor's other clients must be fully available to the Brentwood Library at no cost above the basic annual maintenance fees given in the cost proposal; include a statement in the cost proposal that provides written agreement to this requirement. Service contracts must be quoted with a locked price for five years or longer. A fixed price must be given for all third-party interfaces, including any APIs, SIP licenses, NCIP, or other protocols.

4.2.   Fully explain all deviations from specifications, including added costs and items or services that are requested in the above specifications but are not included in the cost proposal despite availability.

4.3.   The library must be able to cancel, at any time and for any reason that the library deems to be in its best interests, any contract signed in connection to a proposal received in response to this RFP with no penalty, for a prorated refund. Explain all instances in which this requirement would not be honored.

5. Contract and Statement of Non-Discrimination

5.1.   Provide an unsigned copy of your proposed service agreement for our review and any other stipulations of which we should be aware. Any proposed contract form submitted by a proposer for the City's approval must be compatible with the terms and conditions included in this RFP, unless any incompatible language is specifically identified by the proposer and accepted by the City. The indemnification agreement included with this RFP must be attached to the proposed contract, or similar indemnification language must be included within the contract form.

5.2.   Show below or attach your organization's statement of non-discrimination.

6. Disaster Recovery Plan

6.1.   Describe disaster recovery procedures in detail, including locations and backup schedules.

7. Customer References

7.1.   Provide three references that are similar in size to the Brentwood Library, and ideally have migrated from the same system we currently use. These installations must have been completed in the past three years.

Reference 1:

Name	
Title	
Library	
Telephone	
Email	
Web address	
Date of install	

Reference 2:

Name	
Title	
Library	

Telephone	
Email	
Web address	
Date of install	

Reference 3:

Name	
Title	
Library	
Telephone	
Email	
Web address	
Date of install	

8. Server and IT Support Requirements

8.1.   Describe the level of support needed from library staff and City of Brentwood IT staff, and the level of support provided by vendor during the pre-implementation and implementation phases (from the time a contract is signed until a final acceptance document is signed).

8.2.   Describe level of support needed from library staff and City of Brentwood IT staff, and the level of support provided by vendor after the implementation is complete.

8.3.   Upgrades must be completed without any interruption to library service, either in-house service or service delivered via the OPAC. If service would potentially be interrupted for an upgrade, then the upgrade must be completed between 11:00 p.m. CST and 6:00 a.m. CST only, at no additional cost to the library. Explain specifically how this requirement will be met.

8.4.   Both daily backups and additional backups as requested by the library must be included in the service provided in the basic quoted maintenance costs given in the cost proposal. Explain policies related to backups.

8.5.   Library staff must have access to schedule jobs on the system. Explain any limitations to this access.

9. Workstation and Server Requirements

9.1.   Describe the minimum and recommended PC configuration for staff and public clients.

9.2.   Describe the minimum hardware specifications for the servers and the number of servers needed.

10. General Terms and Conditions

10.1.   By submitting a proposal, each proposer will be deemed to have agreed to the general terms and conditions set forth below, unless the proposal specifically takes exception to any of the general terms and conditions. Each proposal must include a statement attesting that the general terms and conditions are accepted, except for those exceptions which are specifically identified by the proposer.

   a. Cost proposal: The cost proposal submitted with the proposal shall include the cost of all equipment, labor, insurance coverages, materials and delivery and/or freight charges, and any required trade and/or license fees, business license fees and permit(s), necessary to render the specified services.
   b. Payments: Unless otherwise agreed to in writing between the successful proposer and the City of Brentwood, payments by the City will be made within 20 days after receipt of an accurate, complete and itemized invoice for the work specified herein, or within 20 days after such work has been accepted by the City, whichever occurs later.
   c. Licenses and permits. The successful proposer shall obtain all required licenses and permits, in accordance with applicable state and local regulations, necessary to render the specified services.
   d. Applicable laws and regulations: All applicable federal and state laws, city ordinances, orders, rules and regulations of all authorities having jurisdiction over the specified work shall apply to the successful proposer, and they will be deemed to be included in these specifications the same as though they are written out in full herein.

e. <u>Safe work area</u>: The successful proposer will be expected to utilize best practices to minimize the risk of personal injury to the public, City personnel and employees of the proposer and/or the proposer's subcontractors and agents, if any.

f. <u>Inspection of work</u>. The City's representatives shall have the authority to inspect all work, and to reject any materials or work which do not conform to these RFP documents or the proposal; to direct application of forces to any portion of the work which requires it, in the judgment of the City's representatives; and to decide questions which arise between the parties relative to the execution of the work.

g. <u>Damages</u>: The successful proposer will be responsible for any damages it causes in the course of performing the specified services, and shall repair or replace any damaged property to the satisfaction of the City of Brentwood at the proposer's own expense.

h. <u>Other documents to be required of the successful proposer:</u> Prior to commencement of work, the successful proposer must provide the following documents:
   1. Two signed copies of the proposed contract, as approved by the City Attorney.
   2. Indemnification agreement, as included with this RFP, executed in full by a duly authorized representative of the successful proposer; provided that similar indemnification language, acceptable to the City Attorney may be incorporated into the proposed contract form in lieu of a separate indemnification agreement.
   3. Certificate of Insurance that meets or exceeds the City's insurance requirements (see below.)
   4. IRS Form W-9 (forms available upon request from the City's Finance Department.)

i. <u>Insurance</u>: The successful proposer shall maintain insurance satisfactory to the City to protect both itself and the City from claims under workers compensation acts and from any other demands for personal injury, deaths or property damage which may arise from operations under the work performed by the proposer for the City, whether such operations be by the proposer or any subcontractor or anyone directly or indirectly employed by either of them. Certificates of such insurance, naming the City as an additional insured, shall be filed with the City Attorney and shall be subject to his approval for adequacy of protection. At a minimum, the successful proposer must maintain comprehensive general liability insurance in amounts no less than $1,000,000, each occurrence, for bodily injury, and $1,000,000, each occurrence, for property damage. The insurance coverage required hereunder shall be maintained with a company or companies having a current "A-" or better rating from the A.M. Best Company. The successful proposer may purchase at its own expense such additional or other insurance protection as it may deem necessary. Maintenance of the required minimum insurance protection does not relieve the successful proposer of responsibility for any losses not covered by its insurance. The proposer acknowledges that the City is not liable for the safety, security or condition of the equipment or materials to remain under the ownership of the proposer.

j. Termination: If, though any cause, the successful proposer shall fail to fulfill in a timely and proper manner the obligations imposed by this RFP, or if the successful proposer shall violate any of the agreed upon terms or conditions, the City, through its Library Director or City Manager, shall thereupon have the right to terminate the work by giving written notice to the successful proposer of such termination and specify the effective date thereof. In such event, all materials and supplies delivered to the City for the work to be performed for the City shall, at the option of the City, become the City's property and the proposer shall be entitled to receive just and equitable compensation for any work satisfactorily completed to the point of termination.

k. Errors and omissions in proposals: Uncorrected errors included in proposal or elsewhere in the materials submitted by the proposer shall be considered on a case-by-case basis by the City. Uncorrected errors made by the proposer may be deemed by the City to be so severe as to make the proposal non-responsive. At the discretion of the City, proposers may be permitted to clarify a submitted proposer. In the case of a discrepancy between the proposer's unit price for a particular line item as quoted in the proposal and the unit price calculated by dividing the proposer's extension price for that same line item by the quantity indicated for that same line item, then the proposer's unit price for that line item as quoted in the proposal shall prevail. Omissions from a proposer's submittal shall be considered on a case-by-case basis by the City. Omissions may be deemed by the City to be so severe as to make the proposal non-responsive. At the discretion of the City, proposers may be permitted to clarify or supplement materials accompanying a submitted proposal.

l. Confidential and/or proprietary information; trade secrets: All contents of all submittals are subject to public disclosure and shall be deemed not to contain any confidential information. Further, by submitting its proposal, the proposal indemnifies and holds the City of Brentwood harmless against any loss or damage, including reasonable attorney fees, it may incur as a result of the City's reliance upon the proposer's representation that materials supplied by the proposer do not contain trade secrets or proprietary information which is not subject to public disclosure.

m. Antidiscrimination: The successful proposer, in performing the work covered by these documents, shall not discriminate against any person seeking employment with or by the proposer because of race, color, sex, creed, religion, ancestry, disability, familial status, or national origin.

n. Agreement to procurement terms and conditions: By submitting a proposal, each proposal certifies that it has read and accepts all terms, conditions and requirements of this solicitation. All procurements by the City of Brentwood are also subject to Section 2-209 (Purchasing) of the Brentwood Municipal Code, a copy of which may be reviewed at the office of the City Recorder, or online at www.brentwood-tn.org.

o. Governing law: Any dispute or default arising from the work described in this RFP shall be governed by the laws of the State of Tennessee. Proposers agree to submit to the

jurisdiction and venue of the courts of Williamson County, Tennessee, or the federal district court of the Middle District of Tennessee.

p. <u>Proposal expiration</u>: Prior to award, all proposals and associated pricing as submitted shall be considered valid and may be accepted by the City for as long as the proposer is willing to do so but for at least 90 days after the date proposals are due.

INDEMNIFICATION AGREEMENT

_____ ("Vendor") does hereby release, hold harmless and indemnify the City of Brentwood, Tennessee and each of its employees, officers and agents from any liability or claims (including court costs and reasonable attorneys' fees) which may be asserted in regard to personal injuries or property damage, real or alleged, arising out of work conducted by or on behalf of the Vendor pursuant to Vendor's proposal for an integrated library system for the Brentwood Library, dated _____, 2011, excepting only such losses as shall be occasioned solely by the negligence of the City of Brentwood.

VENDOR:

By: _____

       Authorized official

Print Name: _____