

## **OBJECTIVE OF REQUEST FOR INFORMATION**

The Executive Office of the President (EOP) Library (“the EOP Library”) is conducting market research on library management systems (LMS) and discovery interfaces that will allow the Library to upgrade or replace its legacy integrated library system, online catalog, and journals A-Z list. The Library anticipates that the replacement solution will also include digital asset management, electronic resources management, and a robust discovery interface based on the central index model. The Library seeks information on commercial vendors that can provide software and services that meet EOP requirements.

## **BACKGROUND INFORMATION**

The Office of Administration’s Library & Research Services Division (EOP Library), part of the Office of the Chief Information Officer, serves the various components of the EOP in Washington, D.C., by providing accurate and timely information and research services to meet the needs of EOP staff. These services include document delivery, interlibrary loan, reference, and research services, which are provided through a variety of print, electronic, and digital collections.

The Library currently uses a traditional turnkey integrated library system (ILS) to manage its collections, which consist of approximately 35,000 bibliographic records and 55,000 item records that library users can access through an online public access catalog (OPAC). This includes fewer than 100 e-books and approximately 65 e-journals. The EOP Library also manages e-journals with an A-Z list that provides access to over 40,000 titles (most of which are licensed through databases/aggregators or are available as open access titles). The Library has three collection locations in two buildings.

## **QUESTIONS FOR VENDORS**

1. **Procurement method:** The Library would prefer to award a contract for a library management system (including digital asset management and electronic resources management) and a central-index-based discovery service to a single vendor.
  - a. For library management system vendors that do not offer a central-index-based discovery service, could you submit a proposal to partner with a discovery service to provide a complete package to the EOP Library, with the LMS vendor as the prime contractor and discovery vendor as a subcontractor?
  - b. For vendors that only offer a discovery service, will it work with any library management system? If so, which party generally maintains responsibility for integrating the discovery service with the LMS?
2. **System architecture:** The Library would prefer to purchase/license a library management system and discovery service that is hosted externally, outside of the EOP.
  - a. What options are available for vendor hosting or cloud-based services?
  - b. What is the industry standard uptime percentage for vendor-hosted or cloud-based LMS and discovery services?
  - c. Where are your data centers located, and if you do have international data centers, can you ensure that EOP data is stored solely in your U.S. data centers?

- d. How would you ensure that your LMS and discovery service are accessible offsite without requiring the installation of client software? For example, can the LMS be accessible through a web browser directly or through a VPN solution?
3. **Security**
    - a. Do you encrypt personal and sensitive information such as patron and circulation data while stored and while in transit?
    - b. Do you have any security certifications (such as FedRAMP, ISO 27001) that apply to your hosted or cloud-based services? If you do not have these certifications, are you working to obtain them?
    - c. Do your hosted or cloud-based services comply with NIST SP 800-53?
  4. **General system functionality:**
    - a. How does your LMS allow for unified management of print, electronic, and digital (i.e., special collections, archives) materials?
    - b. How does your LMS solution support the following business processes/functional areas: acquisition of new materials, fulfillment, metadata management, collection management, reporting/analytics, and administration?
    - c. Does your LMS place any upper limits or restrictions on the number of records that can be created for a particular record type (bibliographic, order, vendor, patron, etc.)?
    - d. Do you offer APIs for your LMS and discovery solution? Do these come at an additional cost, and what type of expertise is required to utilize them? Specify whether they are read-only or read-write APIs.
    - e. Is your LMS and/or discovery service compatible with mobile devices (either via a web browser or native app)? If so, what device types is it compatible with?
  5. **Workflows:** In implementing a new system, the Library would like to take advantage of new technologies that allow for streamlined workflows (i.e., reduce the number of steps involved in processing print and electronic materials).
    - a. How does your LMS allow libraries to streamline business processes and improve workflows for managing library collections (print and electronic)?
    - b. How does your LMS handle tracking law serial updates (such as pocket parts and loose leaf materials)?
    - c. Does your LMS solution utilize an integrated, globally shared bibliographic knowledge base that would allow the Library to attach local holdings/item information, or does it require downloading static bibliographic records to an institutionally managed database? If the former, are updates to those records automatically reflected in an individual library's LMS, eliminating the need for local authority control? What type of control does an individual library have over the visibility of its holdings? List any other knowledge bases or shared data that you offer with your system (i.e., serial publication patterns, vendor information, etc.).
  6. **Discovery functionality and features:**
    - a. Describe your discovery service model. Is it based on federated searching, a central index, or other methodology? How does it integrate with your LMS?

- b. What types of self-service features are available to discovery service end users? Examples could include saving/emailing records, renewing items, placing holds, and initiating interlibrary loan requests.
- c. What types of evaluative content are included with your discovery service? Examples could include book covers, tables of contents, first pages/chapters, recommended reading, similar titles, and/or user-generated reviews (from external sources such as LibraryThing or Goodreads).
- d. Does your discovery service allow for the inclusion of open access materials and other types of un-owned content?
- e. Describe search and relevancy ranking features for your discovery service and the options that are available to libraries to customize relevancy ranking.
- f. Does your discovery service display search results where all types of results (print, digital, and electronic) are interfiled based on result relevancy? Describe how your discovery service allows end users to pre-filter (limit) searches and post-filter search results through facets.
- g. Does your discovery service provide database and journal A-Z lists for end users?
- h. How can access to the discovery interface be limited or restricted based on IP address or other institutional criteria?
- i. Can a library choose to have some of its holdings (bibliographic and item records) suppressed from visibility in the discovery interface but still accessible through the library system staff mode?

**7. Migration and Support:**

- a. Generally how long (months, weeks) should a library of a similar size to the EOP Library plan to spend in migrating from its old system to your LMS and discovery solution?
- b. What type of library staff training do you offer on your LMS and discovery solution?
- c. What options do you offer for API support (development, consulting services, etc.)?
- d. What type of support is required to maintain the system?