AGENDA
CEDAR FALLS PUBLIC LIBRARY (CFPL)
MEETING
BOARD OF TRUSTEES
July 5, 2023 4:00 PM
Cedar Falls Public Library
Conference Room

I. Call to order

II. Agenda: Corrections/additions/deletions/approval

III. Minutes: Corrections and approval

IV. Public Forum

V. Board Training update

VI. Communication from Officers: Action appropriate to the communications

VII. Bills: Corrections/additions/deletions/approval
  a. General Fund, Levy Fund, Grant Funds
  b. Financial Reports (General, Levy, Grants, Foundation Funds)

VIII. Usage Report

IX. Director's Report
  a. Staffing update
  b. ILS bids update
  c. Miscellaneous

X. Reports from Department Heads
  a. Public Services Librarian
  b. Youth Librarian

XI. Referred for Board Action
  a. Approve Board meeting time of 1st Wednesdays at 4 p.m. for the next year
  b. Approve ILS bid from ByWater Solutions
  c. Approve filling full-time vacancy for Senior Librarian: Public Services

XII. Reports of Standing and Special Committees: Action appropriate to the reports
  a. Friends of the Library

b. Finance: No meeting needed in June
c. Personnel
d. Library Art

XIII. Unfinished business

XIV. New business

XV. Adjournment

MINUTES
CEDAR FALLS PUBLIC LIBRARY (CFPL)
MEETING
BOARD OF TRUSTEES
June 7, 2023 4:00 PM
Cedar Falls Public Library
Conference Room

Members present: Bessman Taylor, Blair-Broeker, Chadwick, Cormaney, Edelnant, Graziano, Green, Roelofse; Staff present: Daniels, Hosford, Pagel, Stern; Guests present: Rodenbeck.

I. Vice President Cormaney called the meeting to order at 4:00.

II. Agenda: Corrections/additions/deletions/approval
Member Edelnant introduced herself to the rest of the members.
MOTION: (Blair-Broeker, Edelnant) to approve the agenda as presented. Passed.

III. Minutes: Corrections and approval
MOTION: (Blair-Broeker, Edelnant) to approve the minutes as presented. Passed.

IV. Public Forum
None

V. Board Training update
None

VI. Communication from Officers: Action appropriate to the communications
None

VII. Bills: Corrections/additions/deletions/approval
Assistant Daniels noted that there will be two bill reports in the next two packets due to one report being for the end of the current fiscal year, and one report for the beginning of the next fiscal year. Director Stern noted that there will be some annual renewals in the next reports.
MOTION: (Bessman Taylor, Blair-Broeker) to approve the May bills. Passed.
a. General Fund, Levy Fund, Grant Funds
None
b. Financial Reports (General, Levy, Grants, Foundation Funds)
None

VIII. Usage Report
Vice President Cormaney noted that the numbers look very robust, and that the curbside number increased a fair amount.

IX. Director's Report

a. Library budget update (Jennifer Rodenbeck)

Director Stern noted that she asked Director Rodenbeck to present some information regarding some recent changes that will have an effect on budget allocations. Director Rodenbeck then discussed the recent changes.

b. Accreditation update

Director Stern noted that the result of the accreditation process is that the library is accredited at Tier III through June of 2026.

c. Adult Summer Library Program

Director Stern noted that this portion of the program is being managed by Librarian Anhalt and herself. She then passed out a list of activities.

d. Miscellaneous

Director Stern noted that IFC is working on tweaking the design of the mascot, and also working on the new design for the website which includes making it easier to access on mobile phones. She then discussed a check recently received from the Baum Revocable Trust, and that the members will need to decide on how the money is spent. Director Stern suggested using the money to purchase some higher priced items that have the new branding on them, and then the current endowment request could be used on branded pens, stationery, etc. Member Blair-Broeker inquired if the estate noted any specifications or restrictions on how the money could be spent. Director Stern noted that there was nothing noted in the correspondence.

Director Stern noted that she met with Rhonda Braley and a couple of others regarding Raygun selling library branded merchandise. She noted that they decided upon six shirts and two tote bags that will be sold via the Raygun online store. Director Stern noted that hopefully the site will be set up this summer, and that the Friends of the Library are looking at purchasing some items from Raygun to sell when they are at outreach events.

X. Reports from Department Heads

a. Public Services Librarian

Acting Librarian Pagel noted that a program on Monday had to be cancelled, and she is working on getting it rescheduled in a month or so. She noted that next week she will be handing out cookies and stickers to patrons as part of the brand reveal.

b. Youth Librarian

Librarian Hosford noted that May was a slow month due to preparing for summer. She noted that the instrument petting zoo went well. Librarian Hosford noted that the first youth department event is next Thursday when the National Mississippi River Museum will bring stingrays.

XI. Referred for Board Action

a. Approve the FY24 library budget

Vice President Cormaney noted it looks like the budget was adjusted due to inflation. Member Blair-Broeker inquired about how this compares to the budget from the previous year. He noted he was wondering if any of the lines were significantly different from the previous year. Director Rodenbeck noted that she did not believe there was much of a change from the previous year. Director Stern noted she would email out the previous budget for comparison purposes.
MOTION: (Blair-Broeker, Edelnant) to approve the FY24 library budget. Passed.

XII. Reports of Standing and Special Committees: Action appropriate to the reports

a. Friends of the Library

Member Edelnant noted that they had a meeting to elect offices after the annual meeting concluded.

b. Finance: No meeting needed in June

None

c. Personnel

Director Stern noted that she would need to mention something to the committee after the meeting.

d. Library Art

Director Stern noted that they would not need to meet until August, and she will get in touch before then.

XIII. Unfinished business

None

XIV. New business

A vote regarding how to spend the money received from the Baum Revocable Trust was held. MOTION: (Blair-Broeker, Bessman Taylor) to approve spending the money to support the branding campaign. Passed.

XV. Adjournment

Motion to adjourn (Green, Roelofse). Passed. Meeting adjourned at 4:42.

Respectfully submitted,
Timothy Daniels, Secretary Pro-Tem

FY23 LIBRARY BILL REPORT
7/5/2023

FUND	VENDOR NAME	ACCOUNT #	AMOUNT	DESCRIPTION 1	DESCRIPTION 2
GENERAL	ARAMARK	86-01	$ 23.55	LIBRARY MAT SERVICE	
GENERAL	ARAMARK	86-01	$ 23.55	LIBRARY MAT SERVICE	
	ARAMARK Total		$ 47.10		
LEVY	AUTHENTIC CREATIVES, LLC	89-26	$ 69.96	ICLIPART.COM SITE LICENSE	06/15/23-06/14/24
	AUTHENTIC CREATIVES, LLC Total		$ 69.96		
GENERAL	BAKER & TAYLOR BOOKS	89-34	$ 5.98	BERG 2 RMB SLP '23-YOUTH	BOOKS
GENERAL	BAKER & TAYLOR BOOKS	89-34	$ 10.78	BERG 2 RMB SLP '23-YOUTH	BOOKS
LEVY	BAKER & TAYLOR BOOKS	89-22	$ 11.39	YOUTH BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-23	$ 12.59	LARGE PRINT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-22	$ 15.17	YOUTH BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-20	$ 15.39	ADULT BOOKS	
GENERAL	BAKER & TAYLOR BOOKS	89-20	$ 16.52	ADULT BOOKS (MEM SMITH)	
LEVY	BAKER & TAYLOR BOOKS	89-37	$ 17.57	YOUNG ADULT CD BOOKS	
GENERAL	BAKER & TAYLOR BOOKS	89-33	$ 18.00	FOTL:ADULT-ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-23	$ 18.24	LARGE PRINT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-23	$ 18.60	LARGE PRINT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-35	$ 20.32	YOUTH CD BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-24	$ 21.99	ADULT CD BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-21	$ 22.19	YOUNG ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-21	$ 23.39	YOUNG ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-21	$ 25.20	YOUNG ADULT BOOKS	
GENERAL	BAKER & TAYLOR BOOKS	89-34	$ 35.39	BERG 2 RMB SLP '23-YOUTH	BOOKS
LEVY	BAKER & TAYLOR BOOKS	89-23	$ 36.27	LARGE PRINT BOOKS	
GENERAL	BAKER & TAYLOR BOOKS	89-34	$ 36.32	BERG 2 RMB SLP '23-YOUTH	BOOKS
LEVY	BAKER & TAYLOR BOOKS	89-23	$ 37.99	LARGE PRINT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-23	$ 39.99	LARGE PRINT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-22	$ 41.36	YOUTH BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-21	$ 43.28	YOUNG ADULT BOOKS	

GENERAL	BAKER & TAYLOR BOOKS	89-23	$	43.35	LARGE PRINT BOOKS (MEM	HOGAN)
LEVY	BAKER & TAYLOR BOOKS	89-22	$	44.24	YOUTH BOOKS	
GENERAL	BAKER & TAYLOR BOOKS	89-34	$	46.72	BERG 2 RMB SLP '23-YOUTH	BOOKS
LEVY	BAKER & TAYLOR BOOKS	89-21	$	47.44	YOUNG ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-21	$	47.61	YOUNG ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-21	$	52.73	YOUNG ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-22	$	56.03	YOUTH BOOKS	
GENERAL	BAKER & TAYLOR BOOKS	89-23	$	57.99	LARGE PRINT BOOKS (MEM	SMITH)
LEVY	BAKER & TAYLOR BOOKS	89-22	$	65.85	YOUTH BOOKS	
GENERAL	BAKER & TAYLOR BOOKS	89-20	$	68.85	ADULT BOOKS (MEM SMITH)	
LEVY	BAKER & TAYLOR BOOKS	89-22	$	78.86	YOUTH BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-22	$	78.92	YOUTH BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-21	$	81.55	YOUNG ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-24	$	85.23	ADULT CD BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-22	$	86.79	YOUTH BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-22	$	87.47	YOUTH BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-20	$	95.93	ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-23	$	115.98	LARGE PRINT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-21	$	118.75	YOUNG ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-22	$	127.86	YOUTH BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-24	$	131.73	ADULT CD BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-20	$	138.81	ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-20	$	157.45	ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-20	$	166.13	ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-20	$	202.86	ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-21	$	203.49	YOUNG ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-20	$	208.90	ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-20	$	231.14	ADULT BOOKS	
GENERAL	BAKER & TAYLOR BOOKS	89-34	$	232.94	BERG 2 RMB SLP '23-YOUNG	ADULT BOOKS
LEVY	BAKER & TAYLOR BOOKS	89-20	$	233.27	ADULT BOOKS	
GENERAL	BAKER & TAYLOR BOOKS	89-34	$	238.75	BERG 2 RMB SLP '23-YOUTH	BOOKS
LEVY	BAKER & TAYLOR BOOKS	89-20	$	246.31	ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-21	$	270.37	YOUNG ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-20	$	294.88	ADULT BOOKS	
GENERAL	BAKER & TAYLOR BOOKS	89-34	$	309.32	BERG 2 RMB SLP '23-YOUTH	BOOKS
LEVY	BAKER & TAYLOR BOOKS	89-20	$	316.79	ADULT BOOKS	

LEVY	BAKER & TAYLOR BOOKS	89-20	$ 398.91	ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-21	$ 521.66	YOUNG ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-20	$ 549.82	ADULT BOOKS	
LEVY	BAKER & TAYLOR BOOKS	89-22	$ 809.41	YOUTH BOOKS	
GENERAL	BAKER & TAYLOR BOOKS	89-34	$ 891.68	BERG 2 RMB SLP '23-YOUNG	ADULT BOOKS
LEVY	BAKER & TAYLOR BOOKS	89-22	$ 1,205.10	YOUTH BOOKS	
	BAKER & TAYLOR BOOKS Total		$ 9,991.79		
LEVY	BAKER & TAYLOR ENTERTAINMENT	89-25	$ 24.46	ADULT VIDEOS	
LEVY	BAKER & TAYLOR ENTERTAINMENT	89-36	$ 73.47	YOUTH VIDEOS	
LEVY	BAKER & TAYLOR ENTERTAINMENT	89-25	$ 79.04	ADULT VIDEOS	
LEVY	BAKER & TAYLOR ENTERTAINMENT	89-25	$ 133.56	ADULT VIDEOS	
LEVY	BAKER & TAYLOR ENTERTAINMENT	89-25	$ 145.53	ADULT VIDEOS	
LEVY	BAKER & TAYLOR ENTERTAINMENT	89-25	$ 153.21	ADULT VIDEOS	
LEVY	BAKER & TAYLOR ENTERTAINMENT	89-25	$ 399.50	ADULT VIDEOS	
	BAKER & TAYLOR ENTERTAINMENT Total		$ 1,008.77		
GENERAL	BLANK PARK ZOO	89-34	$ 450.00	BERG 2RMB ADVENTURE PASS-	2 PASSES
	BLANK PARK ZOO Total		$ 450.00		
GENERAL	CEDAR FALLS UTILITIES	85-01	$ 3,964.86	LIBRARY UTILITIES	
	CEDAR FALLS UTILITIES Total		$ 3,964.86		
LEVY	CENTER POINT LARGE PRINT	89-23	$ 49.14	LARGE PRINT BOOKS	
	CENTER POINT LARGE PRINT Total		$ 49.14		
GENERAL	COSTUME SPECIALISTS, INC.	89-34	$ 1,210.00	RAY 2RMB CV CHILDREN BOOK	FEST-COSTUME RENTAL
	COSTUME SPECIALISTS, INC. Total		$ 1,210.00		
GENERAL	DES MOINES BOTANICAL CENT	89-34	$ 300.00	BERG 2RMB ADVENTURE PASS-	2 PASSES
	DES MOINES BOTANICAL CENT Total		$ 300.00		
GENERAL	EO JOHNSON	81-91	$ 2,497.60	FIREWALL PROTECTION 1-YR	RENEWAL
	EO JOHNSON Total		$ 2,497.60		
GENERAL	HEATHER'S SWEET TREATS	89-33	$ 320.00	FOTL:ADULT-COOKIES	

	HEATHER'S SWEET TREATS Total		$ 320.00		
GENERAL	HIDDEN HERITAGE	89-33	$ 60.00	WHO YA LAUGHING AT FEE	FOR PRESENTATION
	HIDDEN HERITAGE Total		$ 60.00		
LEVY	MIDWEST TAPE, LLC	89-36	$ 22.49	YOUTH VIDEOS	
	MIDWEST TAPE, LLC Total		$ 22.49		
GENERAL	NEDWICK, MIKE	89-34	$ 75.00	BERG 2 RMB SLP '23-RADIO	DJ'ING PRESENTATION
	NEDWICK, MIKE Total		$ 75.00		
GENERAL	NISSEN, THOMAS	89-34	$ 1,675.00	BERG 2RMB SLP '23-SESSION	OF MINECRAFT
	NISSEN, THOMAS Total		$ 1,675.00		
LEVY	OCLC, INC.	81-91	$ 779.17	CATALOG AND METADATA	SUBSCRIPTION
	OCLC, INC. Total		$ 779.17		
GENERAL	OFFICE EXPRESS OFFICE PRO	71-01	$ 120.67	HIGHLIGHTERS, ENVELOPE	MOISTENER, BLACK TONER
GENERAL	OFFICE EXPRESS OFFICE PRO	71-01	$ 223.60	REMOVABLE TAPE, LETTER-	SIZE WHITE CARDSTOCK
GENERAL	OFFICE EXPRESS OFFICE PRO	71-01	$ 357.87	LETTER-SIZE PAPER, MARKER	THERMAL RECEIPT PAPER
	OFFICE EXPRESS OFFICE PRO Total		$ 702.14		
LEVY	OVERDRIVE, INC.	89-42	$ 27.50	ADULT E-BOOKS	
LEVY	OVERDRIVE, INC.	89-42	$ 32.44	ADULT AUDIO BOOKS	
LEVY	OVERDRIVE, INC.	89-42	$ 65.00	ADULT AUDIO BOOKS	
LEVY	OVERDRIVE, INC.	89-42	$ 75.00	ADULT E-BOOKS	
LEVY	OVERDRIVE, INC.	89-42	$ 87.74	ADULT AUDIO BOOKS	
LEVY	OVERDRIVE, INC.	89-42	$ 107.49	ADULT AUDIO BOOKS	
LEVY	OVERDRIVE, INC.	89-42	$ 120.00	ADULT E-BOOKS	
LEVY	OVERDRIVE, INC.	89-42	$ 133.99	ADULT E-BOOKS	
LEVY	OVERDRIVE, INC.	89-42	$ 161.44	ADULT AUDIO BOOKS	
LEVY	OVERDRIVE, INC.	89-42	$ 237.16	ADULT E-BOOKS	
LEVY	OVERDRIVE, INC.	89-46	$ 301.55	YOUTH E-BOOKS	
LEVY	OVERDRIVE, INC.	89-42	$ 393.23	ADULT AUDIO BOOKS	
LEVY	OVERDRIVE, INC.	89-42	$ 397.98	ADULT E-BOOKS	
LEVY	OVERDRIVE, INC.	89-42	$ 403.63	ADULT E-BOOKS	

LEVY	OVERDRIVE, INC.	89-42	$ 411.86	ADULT E-BOOKS	
LEVY	OVERDRIVE, INC.	89-42	$ 555.78	ADULT AUDIO BOOKS	
LEVY	OVERDRIVE, INC.	89-46	$ 637.92	YOUTH AUDIO BOOKS	
LEVY	OVERDRIVE, INC.	89-42	$ 819.46	ADULT E-BOOKS	
	OVERDRIVE, INC. Total		$ 4,969.17		
GENERAL	PAYNE, ADDISON	89-34	$ 150.00	BERG 2 RMB SLP '23-SING,	PLAY, SPEAK PRESENTATION
	PAYNE, ADDISON Total		$ 150.00		
LEVY	PLAYAWAY PRODUCTS	89-36	$ 807.45	YOUTH LAUNCHPADS	
	PLAYAWAY PRODUCTS Total		$ 807.45		
GENERAL	PRETTY GOOD CO.	89-34	$ 75.00	BERG 2 RMB SLP '23-FIND	YOUR VOICE PRESENTATION
	PRETTY GOOD CO. Total		$ 75.00		
GENERAL	QUADIENT FINANCE USA, INC	72-99	$ 450.00	POSTAGE	
	QUADIENT FINANCE USA, INC Total		$ 450.00		
GENERAL	SHRED-IT USA	86-01	$ 51.52	DOCUMENT DESTRUCTION	
	SHRED-IT USA Total		$ 51.52		
GENERAL	STOREY KENWORTHY	89-34	$ 87.00	BERG 2 RMB SLP '23-PRINT	PROGRAMS
GENERAL	STOREY KENWORTHY	89-34	$ 126.00	BERG 2 RMB SLP '23-PRINT	BOOKMARKS
GENERAL	STOREY KENWORTHY	89-34	$ 156.00	BERG 2 RMB SLP '23-PRINT	READING LOGS
	STOREY KENWORTHY Total		$ 369.00		
GENERAL	WATERLOO COMMUNITY PLAYHO	89-34	$ 100.00	RAY 2 RMB CV CHILDREN'S	BOOK FEST-PERFORMER FEE
	WATERLOO COMMUNITY PLAYHO Total		$ 100.00		
	Total Vendor Payments		$ 30,195.16		

FUND	VENDOR NAME	ACCOUNT #	AMOUNT	DESCRIPTION 1	DESCRIPTION 2
LEVY	US BANK	89-21	$ 39.99	AMAZON.COM	YOUNG ADULT BOOKS
GENERAL	US BANK	89-33	$ 23.99	AMAZON.COM	FOTL:ADULT-BIRD FEEDER
LEVY	US BANK	89-36	$ 12.95	AMAZON.COM	YOUTH VIDEOS

LEVY	US BANK	89-47	$	57.74	AMAZON.COM	CROQUET SET
LEVY	US BANK	89-20	$	14.29	AMAZON.COM	ADULT BOOKS
LEVY	US BANK	89-20	$	31.47	AMAZON.COM	ADULT BOOKS
GENERAL	US BANK	89-33	$	25.04	AMAZON.COM	FOTL:YOUTH-TRIDENT PROP
LEVY	US BANK	89-22	$	14.91	AMAZON.COM	YOUTH BOOKS
LEVY	US BANK	89-20	$	19.98	AMAZON.COM	ADULT BOOKS
LEVY	US BANK	89-22	$	23.85	AMAZON.COM	YOUTH BOOKS
LEVY	US BANK	89-20	$	7.83	AMAZON.COM	ADULT BOOKS
GENERAL	US BANK	89-33	$	25.72	AMAZON.COM	FOTL:COLAB-STAND MIXER
LEVY	US BANK	89-24	$	13.07	AMAZON.COM	ADULT CD MUSIC
GENERAL	US BANK	89-33	$	273.77	AMAZON.COM	FOTL:COLAB-FOOD STEAMER &
LEVY	US BANK	89-36	$	21.98	AMAZON.COM	YOUTH VIDEOS
LEVY	US BANK	89-25	$	104.80	AMAZON.COM	ADULT VIDEOS
LEVY	US BANK	89-20	$	48.94	AMAZON.COM	ADULT BOOKS
LEVY	US BANK	89-20	$	34.99	AMAZON.COM	ADULT BOOKS
GENERAL	US BANK	89-33	$	1.98	AMAZON.COM	FOTL:ADULT-SUET BASKET
GENERAL	US BANK	89-34	$	202.51	AMAZON.COM	BERG 2 RMB SLP '23-TATTOO
			$	999.80	**AMAZON.COM Total**	
LEVY	US BANK	89-36	$	13.35	AMZN MKTP US	YOUTH VIDEOS
LEVY	US BANK	89-22	$	18.95	AMZN MKTP US	YOUTH BOOKS
GENERAL	US BANK	89-20	$	24.83	AMZN MKTP US	ADULT BOOKS (MEM BROWN)
GENERAL	US BANK	89-33	$	28.49	AMZN MKTP US	FOTL:RESERVE-BIRD BATH
LEVY	US BANK	89-19	$	22.99	AMZN MKTP US	STEAM IRON CLEANER
LEVY	US BANK	89-22	$	25.68	AMZN MKTP US	YOUTH BOOKS
LEVY	US BANK	89-47	$	152.83	AMZN MKTP US	GAMES, LAWN SHEARS, CARRY
LEVY	US BANK	89-20	$	24.78	AMZN MKTP US	ADULT BOOKS
LEVY	US BANK	89-22	$	50.99	AMZN MKTP US	YOUTH BOOKS
GENERAL	US BANK	89-34	$	142.89	AMZN MKTP US	BERG 2RMB SLP'23-CARDSTOK
LEVY	US BANK	89-22	$	9.58	AMZN MKTP US	YOUTH BOOKS
LEVY	US BANK	89-22	$	19.89	AMZN MKTP US	YOUTH BOOKS
GENERAL	US BANK	71-01	$	39.95	AMZN MKTP US	EARPHONES
LEVY	US BANK	89-22	$	66.75	AMZN MKTP US	YOUTH BOOKS
GENERAL	US BANK	89-34	$	6.99	AMZN MKTP US	BERG 2 RMB SLP '23-STRAWS
GENERAL	US BANK	89-34	$	78.64	AMZN MKTP US	BERG 2 RMB SLP '23-GOOGLY
GENERAL	US BANK	89-33	$	19.98	AMZN MKTP US	FOTL:YOUTH-TRIDENT PROP

GENERAL	US BANK	71-01	$ 12.99	AMZN MKTP US	CARDSTOCK
GENERAL	US BANK	89-33	$ 88.96	AMZN MKTP US	FOTL:YA-TOTE BAGS & PADS
LEVY	US BANK	89-22	$ 68.98	AMZN MKTP US	YOUTH BOOKS
LEVY	US BANK	89-22	$ 26.12	AMZN MKTP US	YOUTH BOOKS
LEVY	US BANK	89-22	$ 14.95	AMZN MKTP US	YOUTH BOOKS
GENERAL	US BANK	89-33	$ 48.90	AMZN MKTP US	FOTL:YOUTH-GRADUATION CAP
GENERAL	US BANK	71-01	$ 9.26	AMZN MKTP US	COUNTER CLICKERS (X4)
GENERAL	US BANK	89-34	$ 8.99	AMZN MKTP US	BERG 2 RMB SLP '23-TATTOO
LEVY	US BANK	89-22	$ 23.86	AMZN MKTP US	YOUTH BOOKS
LEVY	US BANK	89-22	$ 25.32	AMZN MKTP US	YOUTH BOOKS
LEVY	US BANK	89-24	$ 59.02	AMZN MKTP US	ADULT CD MUSIC
LEVY	US BANK	89-22	$ 13.34	AMZN MKTP US	YOUTH BOOKS
LEVY	US BANK	89-21	$ 17.50	AMZN MKTP US	YOUNG ADULT BOOKS
LEVY	US BANK	89-22	$ 114.66	AMZN MKTP US	YOUTH BOOKS
			$ 1,280.41	**AMZN MKTP US Total**	
GENERAL	US BANK	89-33	$ 36.46	HY-VEE CEDAR FALLS 1052	FOTL:YA-SNACKS
			$ 36.46	**HY-VEE CEDAR FALLS 1052 Total**	
GENERAL	US BANK	81-91	$ 85.00	INTUIT *QBOOKS ONLINE	QUICKBOOKS MONTHLY SUB.
			$ 85.00	**INTUIT *QBOOKS ONLINE Total**	
GENERAL	US BANK	71-01	$ 138.49	LAMINATOR.COM	LAMINATION FILM ROLL
			$ 138.49	**LAMINATOR.COM Total**	
GENERAL	US BANK	89-33	$ 165.08	MENARDS CEDAR FALLS IA	FOTL:RESERVE-MULCH & BIRD
			$ 165.08	**MENARDS CEDAR FALLS IA Total**	
GENERAL	US BANK	89-34	$ 925.00	NASA-JSC/NSSC	BERG 2 RMB SLP '23-TRAVEL
			$ 925.00	**NASA-JSC/NSSC Total**	
LEVY	US BANK	89-19	$ 53.46	SP AMERICAN BUTTON M	2.25" PINBACK BUTTONS
			$ 53.46	**SP AMERICAN BUTTON M Total**	
GENERAL	US BANK	89-34	$ 249.04	SP CARDSTOCK WAREHOU	BERG 2RMB SLP'23-CARDSTOK
			$ 249.04	**SP CARDSTOCK WAREHOU Total**	

GENERAL	US BANK	89-33	$ 27.40	THE BLACK HAWK HOTEL	FOTL:YOUTH-REFRESHMENTS
GENERAL	US BANK	89-34	$ 640.64	THE BLACK HAWK HOTEL	BERG 2 RMB CVYR '23-HOTEL
			$ 668.04	**THE BLACK HAWK HOTEL Total**	
	USBank Total		$ 4,600.78		
	Final Payment Total		$ 34,795.94		

FY24 LIBRARY BILL REPORT
7/5/2023

FUND	VENDOR NAME	ACCOUNT #	AMOUNT	DESCRIPTION 1	DESCRIPTION 2
LEVY	EBSCO INFORMATION SERVICE	89-26	$ 6,029.25	NOVELIST PLUS FY24 RENEWL	& CONSUMER REPORTS ADDED
	EBSCO INFORMATION SERVICE Total		$ 6,029.25		
GENERAL	GORDON FLESCH COMPANY INC	81-91	$ 923.47	COPIER CONTRACT	015-1483981-000
	GORDON FLESCH COMPANY INC Total		$ 923.47		
GENERAL	HESTER, PHILLIP	89-34	$ 300.00	RAY 2 RMB CV CHILDREN'S	BOOK FEST-PRESENTATION
	HESTER, PHILLIP Total		$ 300.00		
LEVY	NEWSBANK, INC	89-26	$ 3,052.00	COURIER, BLACK & HISPANIC	LIFE, HERITAGE RENEWAL
	NEWSBANK, INC Total		$ 3,052.00		
LEVY	PEOPLE MAGAZINE	89-31	$ 144.45	MAGAZINE SUB. PEOPLE 1YR.	
	PEOPLE MAGAZINE Total		$ 144.45		
LEVY	SCHOOL LIBRARY JOURNAL	89-31	$ 136.99	SCHOOL LIBRARY JOURNAL 1Y	SUB 07/23-06/24
	SCHOOL LIBRARY JOURNAL Total		$ 136.99		
	Total Vendor Payments		$ 10,586.16		
	Final Payment Total		$ 10,586.16		

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ANNUAL REVISED BUDGET	MTD ACTUAL	YTD ACTUAL	REMAINING BALANCE	% RECEIVED
GENERAL FUND						
PROPERTY TAXES						
101-1061-311.06-00	LIBRARY LEVY	557,450.00	20,107.49	555,629.24	1,820.76	100
*	PROPERTY TAXES	557,450.00	20,107.49	555,629.24	1,820.76	100
INTERGOVERNMENTAL						
101-1199-343.02-00	LIBRARY GRANTS	25,000.00	.00	16,641.97	8,358.03	67
*	INTERGOVERNMENTAL	25,000.00	.00	16,641.97	8,358.03	67
CHARGES FOR SERVICES						
101-1060-356.71-00	LIBRARY-COPY MACHINE	7,000.00	957.63	8,548.22	1,548.22-	122
101-1060-356.72-00	LIBRARY-COUNTY TAX	30,000.00	.00	25,386.00	4,614.00	85
101-1060-356.73-00	LIBRARY-FINES & FEES	.00	651.87	2,148.72	2,148.72-	0
101-1060-356.74-00	LIBRARY-LOST & PAID BOOKS	2,500.00	396.00	3,324.94	824.94-	133
101-1060-356.75-00	LIBRARY-OPEN ACCESS FUNDS	12,000.00	.00	23,829.30	11,829.30-	199
101-1060-356.76-00	LIBRARY-REIMBURSEMENTS	.00	.00	.00	0.00	0
101-1060-356.78-00	LIBRARY-GIFTS & MEMORIALS	3,300.00	.00	5,449.00	2,149.00-	165
101-1060-356.79-00	LIBRARY-OUTSIDE FUNDING	.00	.00	347.00	347.00-	0
101-1060-356.79-01	LIBRARY-ENDOWMENTS	156,950.00	.00	156,989.14	39.14-	100
101-1060-356.79-02	FRIENDS OF THE LIBRARY	30,000.00	206.00	18,140.02	11,859.98	60
101-1060-356.81-00	LIBRARY-CO-LAB FEES	.00	9.30	157.91	157.91-	0
*	CHARGES FOR SERVICES	241,750.00	2,220.80	244,320.25	2,570.25-	101
**	GENERAL FUND	824,200.00	22,328.29	816,591.46	7,608.54	99

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ANNUAL REVISED BUDGET	MTD ACTUAL	YTD ACTUAL	REMAINING BALANCE	% RECEIVED
	LIBRARY RESERVE					
	USE OF MONEY & PROPERTY					
294-0000-361.01-00	CHECKING ACCT INTEREST	.00	21.02	176.58	176.58-	0
294-0000-361.03-00	CD/INVESTMENT INTEREST	.00	48.70	217.14	217.14-	0
*	USE OF MONEY & PROPERTY	.00	69.72	393.72	393.72-	0
**	LIBRARY RESERVE	.00	69.72	393.72	393.72-	0

REVENUE GUIDELINE
FOR FISCAL YEAR 2023
FOR THE MONTH OF MAY 2023

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ANNUAL REVISED BUDGET	MTD ACTUAL	YTD ACTUAL	REMAINING BALANCE	% RECEIVED
		935,950.00	22,968.01	826,782.18	109,167.82	88

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ANNUAL REVISED BUDGET	MTD ACTUAL	YTD ACTUAL	REMAINING BALANCE	% RECEIVED
GENERAL FUND						
FINANCE & BUSINESS OPER.						
LIBRARY						
TRANSFERS						
101-1060-423.50-01	TRANSFERS TO GENERAL FUND	197,330.00	.00	.00	197,330.00	0
*	TRANSFERS	197,330.00	.00	.00	197,330.00	0
PERSONAL SERVICES						
101-1060-423.61-01	FULL-TIME	636,430.00	49,893.92	573,999.85	62,430.15	90
101-1060-423.61-02	PART-TIME	406,600.00	29,289.60	344,567.41	62,032.59	85
101-1060-423.62-01	PAYROLL	2,820.00	235.00	2,585.00	235.00	92
101-1060-423.62-02	SEVERANCE	10,380.00	865.00	9,515.00	865.00	92
101-1060-423.64-01	HEALTH INS. PREMIUMS	120,440.00	9,644.58	94,159.68	26,280.32	78
101-1060-423.64-02	HEALTH INS. REIMBURSEMENT	2,010.00	.82	74.41	1,935.59	4
101-1060-423.64-03	LIFE INSURANCE	1,960.00	127.59	1,302.09	657.91	66
101-1060-423.64-04	LTD INSURANCE	2,000.00	166.12	1,694.34	305.66	85
101-1060-423.64-05	WORKMAN'S COMP. INS.	2,180.00	181.67	1,998.33	181.67	92
101-1060-423.65-01	F.I.C.A.	79,800.00	5,952.39	69,023.46	10,776.54	86
101-1060-423.66-01	I.P.E.R.S.	98,460.00	7,474.83	84,577.85	13,882.15	86
*	PERSONAL SERVICES	1,363,080.00	103,831.52	1,183,497.42	179,582.58	86
COMODITIES						
101-1060-423.71-01	OFFICE SUPPLIES	10,000.00	33.48	2,847.64	7,152.36	28
101-1060-423.72-19	PRINTING	2,000.00	.00	943.37	1,056.63	47
101-1060-423.72-75	DISPLAY	2,000.00	.00	231.92	1,768.08	12
101-1060-423.72-76	PUBLIC RELATIONS	1,200.00	.00	1,094.48	105.52	91
101-1060-423.72-99	POSTAGE	14,000.00	334.20	10,824.81	3,175.19	77
101-1060-423.73-06	BUILDING REPAIR	7,850.00	.00	5,312.41	2,537.59	68
*	COMODITIES	37,050.00	367.68	21,254.63	15,795.37	57
CONTRACTED SERVICES						
101-1060-423.81-01	PROFESSIONAL SERVICES	1,000.00	.00	.00	1,000.00	0
101-1060-423.81-12	COMPUTER SERVICES	67,590.00	5,632.50	61,957.50	5,632.50	92
101-1060-423.81-91	LICENSES & SERVICE CONTRT	30,000.00	1,918.25	20,285.49	9,714.51	68
101-1060-423.82-01	TELEPHONE	4,000.00	157.21	1,872.22	2,127.78	47
101-1060-423.83-05	TRAVEL (FOOD/MILEAGE/LOD)	1,000.00	.00	340.38	659.62	34
101-1060-423.83-06	EDUCATION	5,800.00	100.00	5,667.99	132.01	98
101-1060-423.84-01	OPERATING INSURANCE	26,250.00	2,187.50	24,062.50	2,187.50	92
101-1060-423.85-01	UTILITIES	102,100.00	4,525.83	54,420.63	47,679.37	53
101-1060-423.86-01	REPAIR & MAINTENANCE	7,000.00	126.33	2,911.81	4,088.19	42
101-1060-423.89-20	ADULT BOOKS	2,400.00	17.49	1,966.95	433.05	82
101-1060-423.89-22	YOUTH BOOKS	.00	.00	.00	0.00	0
101-1060-423.89-23	LARGE PRINT BOOKS	200.00	.00	37.20	162.80	19
101-1060-423.89-26	NON-PRINT RESOURCES	700.00	72.44	596.26	103.74	85
101-1060-423.89-33	FRIENDS SUPPORTED PROGRAM	30,000.00	874.68	17,837.85	12,162.15	59
101-1060-423.89-34	ENDOWMENT SUPPORTED PROG.	156,950.00	5,439.86	70,726.09	86,223.91	45
*	CONTRACTED SERVICES	434,990.00	21,052.09	262,682.87	172,307.13	60
CAPITAL OUTLAY						
101-1060-423.92-01	STRUCTURE IMPROV & BLDGS	.00	.00	.00	0.00	0
101-1060-423.93-01	EQUIPMENT	4,750.00	69.99	1,873.67	2,876.33	39
*	CAPITAL OUTLAY	4,750.00	69.99	1,873.67	2,876.33	39
**	LIBRARY	2,037,200.00	125,321.28	1,469,308.59	567,891.41	72

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ANNUAL REVISED BUDGET	MTD ACTUAL	YTD ACTUAL	REMAINING BALANCE	% RECEIVED
LIBRARY LEVY						
PERSONAL SERVICES						
101-1061-423.61-01	FULL-TIME	129,030.00	9,719.04	98,810.77	30,219.23	77
101-1061-423.61-02	PART-TIME	18,420.00	1,655.71	13,218.14	5,201.86	72
101-1061-423.62-01	PAYROLL	570.00	47.50	522.50	47.50	92
101-1061-423.62-02	SEVERANCE	2,100.00	175.00	1,925.00	175.00	92
101-1061-423.64-01	HEALTH INS. PREMIUMS	12,000.00	1,391.78	15,309.58	3,309.58-	128
101-1061-423.64-02	HEALTH INS. REIMBURSEMENT	460.00	.00	500.00	40.00-	109
101-1061-423.64-03	LIFE INSURANCE	390.00	23.84	225.70	164.30	58
101-1061-423.64-04	LTD INSURANCE	410.00	31.17	294.44	115.56	72
101-1061-423.64-05	WORKMAN'S COMP. INS.	310.00	25.83	284.17	25.83	92
101-1061-423.65-01	F.I.C.A.	11,280.00	861.70	8,466.22	2,813.78	75
101-1061-423.66-01	I.P.E.R.S.	13,920.00	1,073.77	10,576.79	3,343.21	76
*	PERSONAL SERVICES	188,890.00	15,005.34	150,133.31	38,756.69	76
COMODITIES						
101-1061-423.71-11	TECHNICAL PROCESSING SUPP	30,000.00	1,042.71	9,913.38	20,086.62	33
*	COMODITIES	30,000.00	1,042.71	9,913.38	20,086.62	33
CONTRACTED SERVICES						
101-1061-423.81-12	COMPUTER SERVICES	10,000.00	833.33	9,166.67	833.33	92
101-1061-423.81-91	LICENSES & SERVICE CONTRT	63,000.00	1,289.35	59,777.51	3,222.49	95
101-1061-423.81-92	TECHNOLOGY SERVICES	25,000.00	.00	.00	25,000.00	0
101-1060-423.83-06	EDUCATION	.00	.00	.00	0.00	0
101-1061-423.89-19	CO-LAB MATERIALS	2,000.00	.00	685.98	1,314.02	34
101-1061-423.89-20	ADULT BOOKS	52,500.00	2,832.40	32,851.18	19,648.82	63
101-1061-423.89-21	YOUNG ADULT BOOKS	18,000.00	2,245.53	13,130.01	4,869.99	73
101-1061-423.89-22	YOUTH BOOKS	48,000.00	4,613.98	33,845.22	14,154.78	71
101-1061-423.89-23	LARGE PRINT BOOKS	6,000.00	288.74	3,535.34	2,464.66	59
101-1061-423.89-24	ADULT AUDIO	8,000.00	75.97	3,590.72	4,409.28	45
101-1061-423.89-25	ADULT VIDEO	20,550.00	742.96	5,912.83	14,637.17	29
101-1061-423.89-26	NON-PRINT RESOURCES	29,000.00	.00	20,524.04	8,475.96	71
101-1061-423.89-29	NEWSPAPERS	2,450.00	.00	1,792.45	657.55	73
101-1061-423.89-31	PERIODICALS	7,300.00	.00	5,536.20	1,763.80	76
101-1061-423.89-35	YOUTH AUDIO	5,400.00	23.09	666.38	4,733.62	12
101-1061-423.89-36	YOUTH VIDEO	7,100.00	51.70	4,466.59	2,633.41	63
101-1061-423.89-37	YOUNG ADULT AUDIO	2,000.00	335.05	1,048.16	951.84	52
101-1061-423.89-38	YOUNG ADULT VIDEO	1,150.00	.00	739.37	410.63	64
101-1061-423.89-42	ADULT E-MATERIALS	60,450.00	2,671.46	53,189.49	7,260.51	88
101-1061-423.89-44	YOUNG ADULT E-MATERIALS	3,500.00	315.95	2,319.58	1,180.42	66
101-1061-423.89-46	YOUTH E-MATERIALS	13,500.00	641.14	7,548.42	5,951.58	56
101-1061-423.89-47	LIBRARY OF THINGS	2,500.00	296.58	824.39	1,675.61	33
*	CONTRACTED SERVICES	387,400.00	17,257.23	261,150.53	126,249.47	67
CAPITAL OUTLAY						
101-1061-423.92-01	STRUCTURE IMPROV & BLDGS	3,500.00	.00	.00	3,500.00	0
101-1061-423.93-01	EQUIPMENT	2,250.00	.00	164.99	2,085.01	7
*	CAPITAL OUTLAY	5,750.00	.00	164.99	5,585.01	3
**	LIBRARY LEVY	612,040.00	33,305.28	421,362.21	190,677.79	69
***	FINANCE & BUSINESS OPER.	2,649,240.00	158,626.57	1,890,670.80	758,569.20	71

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ANNUAL REVISED BUDGET	MTD ACTUAL	YTD ACTUAL	REMAINING BALANCE	% RECEIVED
ADMINISTRATIVE						
ADMIN/LEGAL						
TRANSFERS						
101-1199-421.31-20	GRANTS - LIBRARY	25,000.00	.00	.00	25,000.00	0
101-1199-421.31-21	GRANTS - LIBRARY STATE AID	.00	.00	23.56	23.56-	0
*	TRANSFERS	25,000.00	.00	23.56	24,976.44	0
**	ADMIN/LEGAL	25,000.00	.00	23.56	24,976.44	0
***	ADMINISTRATIVE	25,000.00	.00	23.56	24,976.44	0
****	GENERAL FUND	2,674,240.00	158,626.57	1,890,694.36	783,545.64	71

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ANNUAL REVISED BUDGET	MTD ACTUAL	YTD ACTUAL	REMAINING BALANCE	% RECEIVED
DATA PROCESSING FUND						
FINANCE & BUSINESS OPER.						
DATA PROCESSING						
CONTRACTED SERVICES						
606-1078-441.81-43	LIBRARY COMPUTER SERVICES	35,000.00	15.00	150.00	34,850.00	0
*	CONTRACTED SERVICES	35,000.00	15.00	150.00	34,850.00	0
**	DATA PROCESSING	35,000.00	15.00	150.00	34,850.00	0
***	FINANCE & BUSINESS OPER.	35,000.00	15.00	150.00	34,850.00	0
****	DATA PROCESSING FUND	35,000.00	15.00	150.00	34,850.00	0

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ANNUAL REVISED BUDGET	MTD ACTUAL	YTD ACTUAL	REMAINING BALANCE	% RECEIVED
		2,820,990.00	166,565.49	1,948,469.58	872,520.42	69

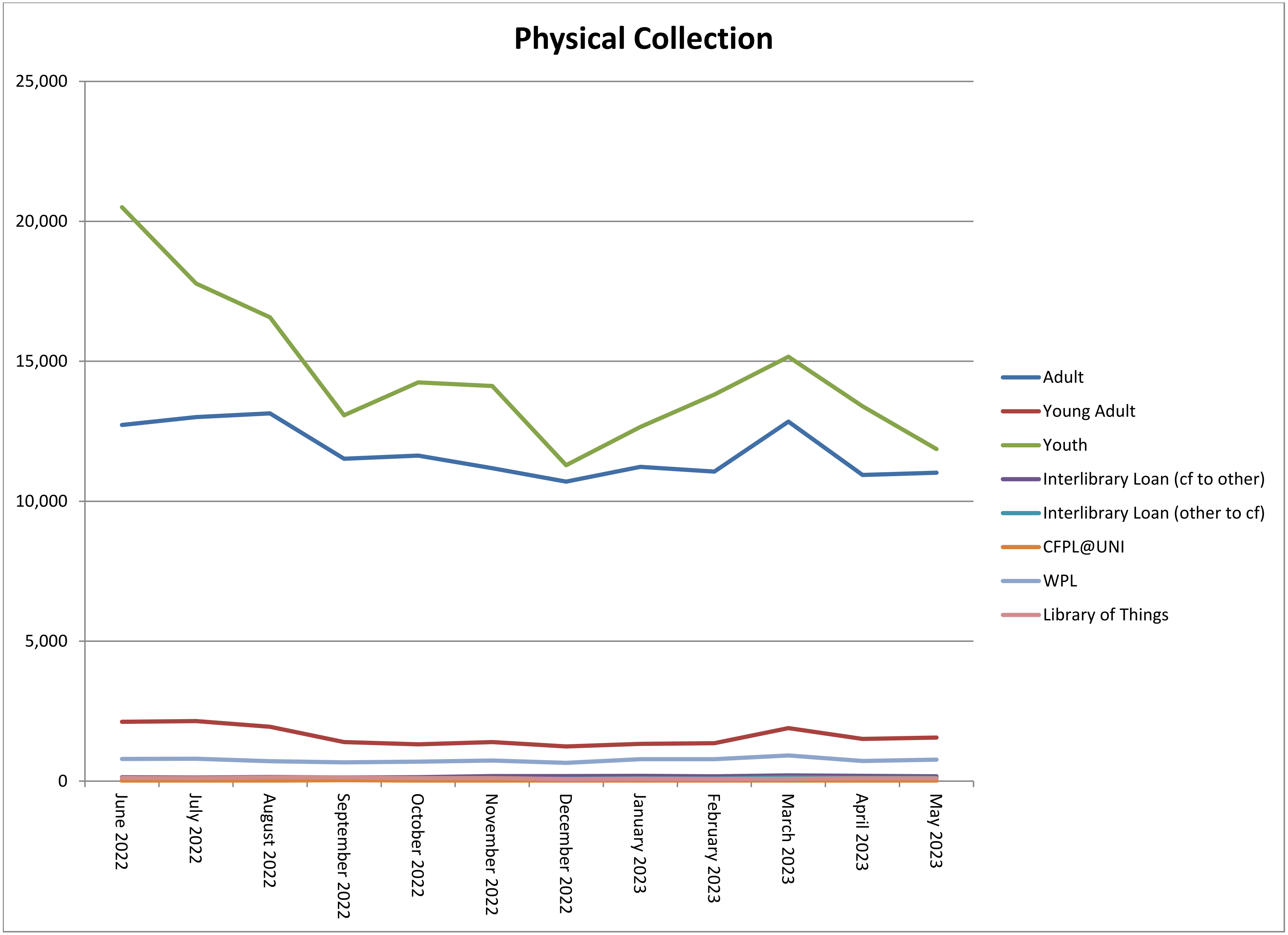
	23-Jan	23-Feb	23-Mar	23-Apr	23-May	**FY23**
Customer Count	12,216	12,287	14,855	13,935	12,644	**142,814**
Hours Open	252	241	278	260	270	**2,845**
Total Circulation	**31,918**	**32,562**	**37,124**	**32,519**	**31,360**	**370,582**
Adult	11,232	11,063	12,843	10,937	11,021	**128,266**
Young Adult	1,331	1,356	1,898	1,506	1,554	**17,082**
Youth	12,656	13,815	15,164	13,396	11,865	**153,966**
Interlibrary Loan (cf to other)	187	187	204	187	174	**1,838**
Interlibrary Loan (other to cf)	102	102	133	115	112	**1,019**
CFPL@UNI	9	16	10	12	11	**175**
WPL	783	785	917	719	768	**8,249**
Library of Things	82	77	86	100	100	**1,101**
Total Physical Circulation	**25,219**	**26,234**	**29,905**	**25,839**	**24,440**	**299,314**
Overdrive	5,080	4,624	5,322	4,782	4,975	**52,104**
Hoopla	550	675	753	824	993	**7,602**
Freegal Downloadable Music	1,069	1,029	1,144	1,074	952	**11,562**
Total eresource Circulation	**6,699**	**6,328**	**7,219**	**6,680**	**6,920**	**71,268**
County	252	338	387	283	201	**3,484**
Open Access	4,050	4,899	5,251	4,849	4,425	**56,383**
Reference Service	**519**	**568**	**572**	**555**	**367**	**7,097**
Reference Desk	208	213	224	207	116	**3,458**
Youth Desk	250	305	305	305	220	**3,077**
YA Desk	0	0	0	0	0	**0**
Circulation	61	50	43	43	31	**562**
Titles Added	564	714	609	773	754	**6,720**
Items Added	649	785	683	868	848	**7,787**
Items Withdrawn	848	844	317	168	244	**5,082**
Meeting Room Use	**32**	**27**	**33**	**35**	**26**	**312**
Conference Room	14	13	15	13	10	**129**
Meeting Room	11	7	5	10	4	**74**
Co-Lab Room	7	7	13	12	12	**109**
YA/Youth Area	0	0	0	0	0	**0**
Youth Programs						
Events/Programs	39	41	40	53	13	**423**
Event Attendance	1,039	750	1,575	1,263	268	**11,568**
Outreach Services	1	2	0	4	1	**24**
Outreach Attendance	20	90	0	170	32	**738**
Teacher Units	24	25	21	16	8	**183**

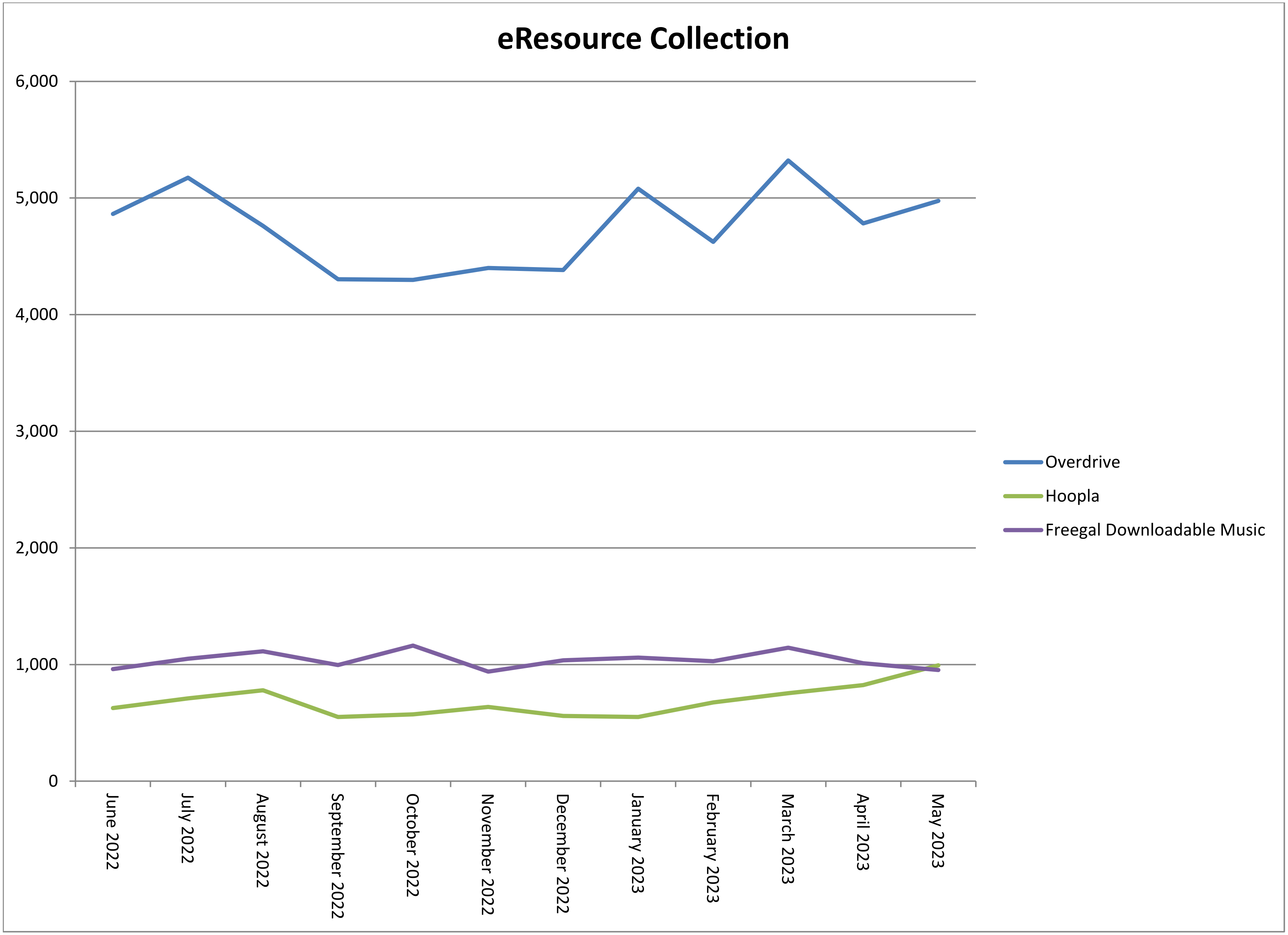
Adult Programs						
Outreach Services	6	4	5	4	6	**59**
Outreach Attendance	41	28	36	31	46	**402**
Library Attendance	99	133	183	309	169	**1,208**
Library Activities	6	5	6	11	8	**65**
Young Adult Programs						
Library Attendance	14	9	30	36	30	**264**
Library Activities	5	5	12	11	9	**67**
Computer Usage	1,825	1,193	1,231	1,167	1,103	**17,917**
Netbook/iPad Circulation	1	2	1	2	2	**25**

	22-May	23-May	23-Apr
Customer Count	10,991	12,644	13,935
Hours Open	263	270	260
Total Circulation	**31,353**	**31,360**	**32,519**
Adult	11,169	11,021	10,937
Young Adult	1,369	1,554	1,506
Youth	12,587	11,865	13,396
Interlibrary Loan (cf to other)	189	174	187
Interlibrary Loan (other to cf)	71	112	115
CFPL@UNI	7	11	12
WPL	637	768	719
Library of Things	98	100	100
Physical Circulation	**25,125**	**24,440**	**25,839**
Overdrive	4,377	4,975	4,782
Hoopla	705	993	824
Freegal Downloadable Music	1,146	952	1,074
ereources Circulation	**6,228**	**6,920**	**6,680**
County	272	201	283
Open Access	4,729	4,425	4,849
Reference Service	**878**	**367**	**555**
Reference Desk	494	116	207
Youth Desk	280	220	305
YA Desk	17	0	0
Circulation	87	31	43
Titles Added	638	754	773
Items Added	725	848	868
Items Withdrawn	495	244	168
Meeting Room Use	**35**	**26**	**35**
Conference Room	18	10	13
Meeting Room	11	4	10
Co-Lab Room	6	12	12
YA/Youth Area	0	0	0
Youth Programs			
Events/Programs	18	13	53
Event Attendance	187	268	1,263
Outreach Services	0	1	4
Outreach Attendance	0	32	170
Teacher Units	9	8	16

Adult Programs			
Outreach Services	5	6	4
Outreach Attendance	37	46	31
Library Attendance	181	169	309
Library Activities	6	8	11
Young Adult Programs			
Library Attendance	3	30	36
Library Activities	3	9	11
Computer Usage	1,766	1,103	1,167
Netbook/iPad Circulation	2	2	2

Date	Day of Week	Patron Count	
		Curbside	Building
6/1/2023	Thursday	0	438
6/2/2023	Friday	0	598
6/3/2023	Saturday	0	477
6/4/2023	Sunday		228
6/5/2023	Monday	1	905
6/6/2023	Tuesday	0	763
6/7/2023	Wednesday	0	712
6/8/2023	Thursday	1	671
6/9/2023	Friday	0	540
6/10/2023	Saturday	0	430
6/11/2023	Sunday		277
6/12/2023	Monday	1	827
6/13/2023	Tuesday	0	624
6/14/2023	Wednesday	0	651
6/15/2023	Thursday	0	755
6/16/2023	Friday	0	535
6/17/2023	Saturday	0	531
6/18/2023	Sunday		183
6/19/2023	Monday	0	769
6/20/2023	Tuesday	0	703
6/21/2023	Wednesday	0	764
6/22/2023	Thursday	0	832
6/23/2023	Friday	1	530
6/24/2023	Saturday	0	247
6/25/2023	Sunday		249
6/26/2023	Monday	0	883
6/27/2023	Tuesday	0	645
6/28/2023	Wednesday	0	832
6/29/2023	Thursday	1	596
6/30/2023	Friday		
	Total	5	17,195


Physical Collection
25,000
20,000
15,000
10,000
5,000
0
June 2022
July 2022
August 2022
September 2022
October 2022
November 2022
December 2022
January 2023
February 2023
March 2023
April 2023
May 2023
Adult
Young Adult
Youth
Interlibrary Loan (cf to other)
Interlibrary Loan (other to cf)
CFPL@UNI
WPL
Library of Things


eResource Collection
6,000
5,000
4,000
3,000
2,000
1,000
0
June 2022
July 2022
August 2022
September 2022
October 2022
November 2022
December 2022
January 2023
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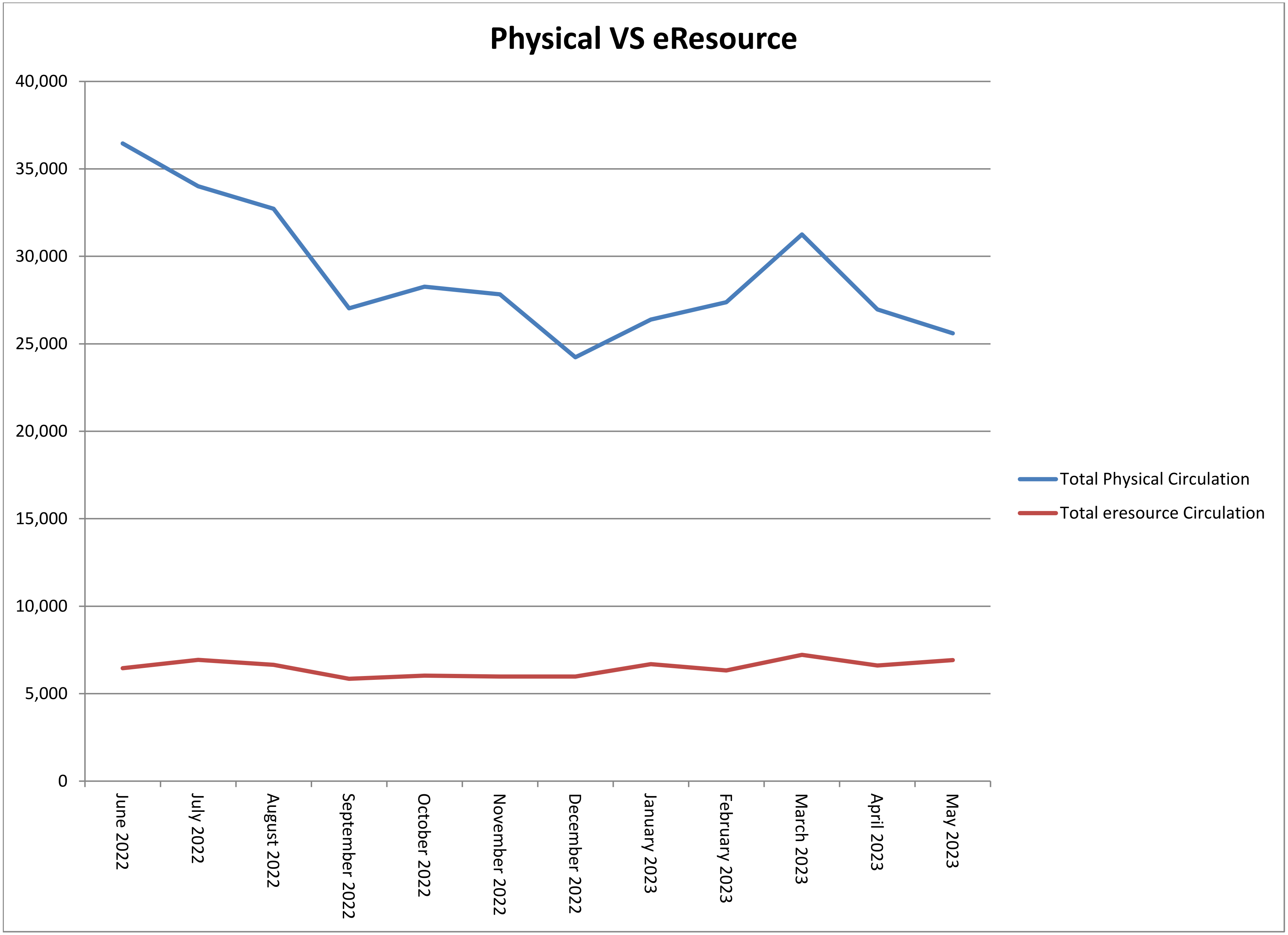
May 2023
Overdrive
Hoopla
Freegal Downloadable Music


Physical VS eResource
40,000
35,000
30,000
25,000
20,000
15,000
10,000
5,000
0
June 2022
July 2022
August 2022
September 2022
October 2022
November 2022
December 2022
January 2023
February 2023
March 2023
April 2023
May 2023
Total Physical Circulation
Total eresource Circulation

CEDAR FALLS PUBLIC LIBRARY

MEMORANDUM

To:	Library Board of Trustees
From:	Kelly Stern, Library Director
Date:	June 30, 2023
Re:	Integrated Library System (ILS) Bids

The library's current contract for Integrated Library System software expires February 28, 2024. This system and its cost is shared with the Waterloo Public Library to provide our shared patrons easy access to materials from both libraries, which our courier service then delivers to whichever library is most convenient for the patrons.

An ILS selection committee comprised of staff members from both libraries met several times during recent months to accomplish several tasks: to identify our current needs for our ILS, research current ILS trends and viable vendors, create and issue an RFP (request for proposals), evaluate the proposals, participate in vendor demos, score bids and presentations using a rubric, and to come to consensus about the vendor that most closely meets our selection criteria. This committee included David Eckert, Waterloo Public Library (WPL) director, Jillian Rutledge, WPL assistant director, Becky Miller, WPL circulation manager, Theresa Dahlgren, WPL reference librarian, Kelly Stern, CFPL director, Laura Pagel, CFPL acting public services librarian, and Jenny Brannan, CFPL tech services library assistant.

After reviewing all of the data presented, the committee recommends awarding the contract to ByWater Solutions. Included for your review in this packet are a cost comparison of the bids and copies of the proposals submitted.

Thank you for your consideration.

Kelly Stern, Library Director

Name of Company / Included or optional ILS modules	One-time set up fees	Year 1	Year 2	Year 3	Year 4	Year 5		Notes
Auto-Graphics								
Hosting		$7,000.00	$7,200.00	$7,500.00	$7,700.00	$8,000.00		
Hourly Backup (option)		$2,400.00	$2,450.00	$2,500.00	$2,550.00	$2,600.00		
VERSO Software (includes Circulation, Cataloguing, PAC, Kid's Catalogue, Acquisitions, Serials and Reports)		$25,500.00	$26,300.00	$27,000.00	$27,800.00	$28,500.00		
Additional Features & Services (SIP2, EDI (2 vendors), Syndetics, Overdrive, Hoopla, Novelist, Third--party hardware integration, SHAREit integration, Comprise eCommerce, MARCit, Unique Management Collections, Driver's License Scanning)	$0.00							Only 2 EDI vendors?
Migration and set up	$13,100.00							
Workflow consultation	$0.00							
Training	$7,400.00							
Total for Auto-Graphics	**$20,500.00**	**$34,900.00**	**$35,950.00**	**$37,000.00**	**$38,050.00**	**$39,100.00**	**$205,500.00**	
Book Systems Inc.								
Hosting	$0.00							
Atriuum ASP (includes Circulation, Cataloging, Authority, Acquisitions, Serials, Kiosk, OPAC, Inventory, Reports, Offline Circulation, SIP2, Z39.50 and Backups for 2 libraries)		$28,269.00	$13,895.00	$13,895.00	$13,895.00	$13,895.00		Figures listed reflect a 5% discount if years 2-5 are pre-paid with initial purchase
Atriuum Setup and Electronic Data Loading of MARC and patron records exported from SirsiDynix Symphony including Current Circulation Transactions for up to 230,000 items.	$0.00							
Training	$0.00							
OPAC Snapshot (Unbound); Yearly subscription	$0.00							
Total for Book Systems (assuming 5 years prepaid)		**$28,269.00**	**$13,895.00**	**$13,895.00**	**$13,895.00**	**$13,895.00**	**$83,849.00**	
Total for Book Systems (if not prepaid)		**$29,682.45**	**$14,589.75**	**$14,589.75**	**$14,589.75**	**$14,589.75**	**$88,041.45**	
ByWater Solutions								
Koha ILS - Migration & Implementation	$22,600.00							
Koha ILS - Annual Support & Hosting		$16,560.00	$16,560.00	$16,560.00	$16,560.00	$16,560.00		
Koha ILS - Onsite Training	$4,600.00							

Aspen Discovery - Implementation	$10,000.00							
Aspen Discovery - Support & Hosting		$7,500.00	$7,500.00	$7,500.00	$7,500.00	$7,500.00		
Aspen Discovery - Webinar Training	$2,600.00							
Optional: Koha Test server		$2,000.00	$2,000.00	$2,000.00	$2,000.00	$2,000.00		
Optional: Aspen Test server		$2,000.00	$2,000.00	$2,000.00	$2,000.00	$2,000.00		
Optional: Metabase (Data Analytics)		$5,500.00	$2,000.00	$2,000.00	$2,000.00	$2,000.00		
Total for ByWater Solutions (Koha & Aspen only)	**$39,800.00**	**$24,060.00**	**$24,060.00**	**$24,060.00**	**$24,060.00**	**$24,060.00**	**$160,100.00**	
Total for ByWater Solutions (with optional add-ons)	**$39,800.00**	**$33,560.00**	**$30,060.00**	**$30,060.00**	**$30,060.00**	**$30,060.00**	**$193,600.00**	
Innovative								
Polaris Success Bundle, Multi-Tenant Cloud Hosting, ZMARC Authority, Vega Discover Consortia		$23,571.00	$23,571.00	$23,571.00	$23,571.00	$23,571.00		
One-time Services	$29,500.00							
Optional Services:								
Data Extraction (Estimate provided by Phoenix10)	$10,200.00							
Authorities Clean-up (Provided by Backstage)	$4,320.00							
Authority Control Implementation Fee	$0.00							
Vega Promote Implementation	$4,000.00							
Vega Program Implementation	$4,000.00							
Innovative Mobile Application	$4,000.00							
Optional Products:								
Vega Promote (Digital Marketing Tool)	$8,000.00							Are these prices for a one-time fee or would they recur every year?
Vega Program (Event & Program Management)	$8,000.00							Are these prices for a one-time fee or would they recur every year?
Innovative Mobile	$8,000.00							Are these prices for a one-time fee or would they recur every year?
Total for Innovative (Basic services only)	**$29,500.00**	**$23,571.00**	**$23,571.00**	**$23,571.00**	**$23,571.00**	**$23,571.00**	**$147,355.00**	
Total for Innovative (Basic services + Data Extraction)	**$39,700.00**	**$23,571.00**	**$23,571.00**	**$23,571.00**	**$23,571.00**	**$23,571.00**	**$157,555.00**	
Insignia Software								

Standard version (includes Cataloging, Patron Management, Circulation, Reports, Online Catalog w/ Discovery Layer		$22,000.00	$14,000.00	$14,000.00	$16,000.00	$16,000.00	
Enterprise verstion (includes everything in Standard version, plus Asset Manager, Smartphone A, Acquisition Manager, Serials Manager, Patron Traffic, Room Booking, Even Scheduler, Authority Control and Point of Sale)		$32,000.00	$18,000.00	$18,000.00	$21,000.00	$21,000.00	
Total for Insignia Software Standard version		**$22,000.00**	**$14,000.00**	**$14,000.00**	**$16,000.00**	**$16,000.00**	**$82,000.00**
Total for Insignia Software Enterprise version		**$32,000.00**	**$18,000.00**	**$18,000.00**	**$21,000.00**	**$21,000.00**	**$110,000.00**

OCLC

OCLC Wise Subscription		$56,400.00	$56,400.00	$56,400.00	$56,400.00	$56,400.00	
OCLC Wise Implementation Fee	$19,500.00						
Wise Joomla Subscription	$0.00						
CapiraMobile Public Solution Subscription		$9,951.00	$9,951.00	$9,951.00	$9,951.00	$9,951.00	
CapiraMobile Implementation	$1,078.00						
Total for OCLC (Wise & Joomla only)	**$19,500.00**	**$56,400.00**	**$56,400.00**	**$56,400.00**	**$56,400.00**	**$56,400.00**	**$301,500.00**
Total for OCLC (all options included)	**$20,578.00**	**$66,351.00**	**$66,351.00**	**$66,351.00**	**$66,351.00**	**$66,351.00**	**$352,333.00**

SirsiDynix

Symphony / BlueCloud Analytics		$42,402.00	$42,402.00	$43,631.00	$44,897.00	$46,199.00	
Community Engagement Platform		$12,425.00	$12,425.00	$12,785.00	$13,156.00	$13,538.00	
Community Engagement Platform (Implementation)	$3,332.00						
Total for Symphony / BlueCloud Analytics		**$42,402.00**	**$42,402.00**	**$43,631.00**	**$44,897.00**	**$46,199.00**	**$219,531.00**
Total for Symphony / BlueCloud Analytics + Community Engagement platform	**$3,332.00**	**$54,827.00**	**$54,827.00**	**$56,416.00**	**$58,053.00**	**$59,737.00**	**$287,192.00**

ByWater SOLUTIONS

Koha and Aspen Discovery Implementation

WATERLOO public library

CEDAR FALLS PUBLIC LIBRARY

koha

FREE LIBRARY SYSTEM

Aspen Discovery

Jessica Zairo
Director of Library Sales & Outreach
813-476-3310
jzairo@bywatersolutions.com

Executive Summary

ByWater Solutions was created with the express goal of changing the way libraries interact with their software systems and the vendors who support them. We are a small grass roots company made up of librarians, technology specialists and customer service fanatics who believe that libraries deserve the freedom to own their software and to decide who supports it. We believe that an ILS vendor needs to constantly work to keep their customers happy and not rely on long contract terms to maintain a strong customer base.

The libraries we work with are considered partners in this journey, not just customers. Libraries stay with ByWater because they want to, not because they are legally bound. We believe that libraries deserve to have access to a personalized, comprehensive support system at a reasonable cost. Our service solutions are all inclusive and are tailored to take the complexity out of interacting with an ILS vendor. Because the support package covers essentially everything, your staff will never have to worry if a question or problem will carry an extra price to fix.

Koha is the world's first free and Open Source fully featured, scalable library system. Koha has comprehensive functionality including customizations for basic and advanced options and will work for consortia of all sizes, multi-branch, and single-branch libraries. Aspen Discovery is a full-featured patron focused platform that provides a unified experience through deep integration with ALL library technologies. Aspen was created to give users an improved experience over other Discovery systems with less impact on library budgets.

ByWater takes a comprehensive, support focused approach when conducting the initial implementation of Koha and Aspen Discovery. The entire process is tailored to minimize disruption to your staff and patrons and includes the creation of a test system used during the implementation process. Our goal for our partners is a smooth and successful transition to these Open Source products..

ByWater Solutions is thrilled to have the opportunity to reply to Cedar Falls and Waterloo Public Library's request for proposal and we appreciate the opportunity to be involved in your exploration of possible library systems. We hope to have the chance to partner with Cedar Falls and Waterloo Public Library and look forward to coming developments. Thank you very much for your consideration.

Very Best Regards,

Jessica Zairo

Jessica Zairo, MLIS ByWater Solutions - Director of Library Sales and Outreach jzairo@bywatersolutions.com
www.bywatersolutions.com Headquarters: 1226 SE 52nd Ave Portland, OR 97215

Company Information

ByWater Solutions, LLC is a privately owned and funded company founded in March of 2009 by CEO Brendan A. Gallagher and CRO Nathan A. Curulla. We have offices in Portland, Oregon and Trumbull, Connecticut and have grown to support over 2500 libraries worldwide since our inception. Being self funded, we have no financial affiliations with other corporate entities and no debt. ByWater is made up of 40+ full time employees, all of whom take part in the support of our partner base. Being an Open Source system, innovation and new feature development is shared over the 50+ companies that support this product worldwide, making it easy for ByWater to invest most of its infrastructure in support services.

ByWater Solutions has a proven track record in first rate Koha and Aspen Discovery implementation with library systems of all sizes. Our Koha and Aspen partners include several consortiums and multi-site libraries and single library systems. Our current Koha and Aspen partners are 20% public libraries, 40% multi branch libraries, 40% consortiums.

ByWater started supporting Aspen Discovery in 2019 and supports over 700 library sites. Our Aspen Discovery partners benefit from ByWater Solutions' 14 years of experience and infrastructure which supports over 2,500 libraries worldwide. Our proven processes with both Koha and Aspen have led to ByWater Solutions being consistently ranked amongst the top companies in the United States for overall satisfaction and quality of support for Public Libraries in Marshall Breeding's annual Perceptions Survey on library software systems. In 2022, ByWater held the #1 position for mid sized public libraries in all categories listed on the survey and beat out all other major ILS products in the "All Public Libraries" section on the categories of General Satisfaction, ILS Functionality and Overall ILS Support.

Over the years we have received recognition in the following categories:

- 2020, ByWater Solutions received an Award for Outstanding contribution to Education and Documentation at KohaCon2020 https://bywatersolutions.com/news/thank-you-koha-community-for-the-outstanding-contribution-to-koha-education-and-documentation-award
- 2021 We have consistently ranked in the Marshall Breeding's Annual Perceptions Survey, in the most recent perception survey, found here: https://librarytechnology.org/perceptions/2021/#bywater
- In 2022, ByWater Solutions was recognized for outstanding Open Source Support at KohaCon22 https://bywatersolutions.com/news/bywater-solutions-recognized-kohacon22

ByWater Solutions is a profitable organization because of recurring support and hosting contracts, ongoing development agreements, and the addition of several new partner contracts for Open Source solutions per month. We strengthen our stability by minimizing overhead and maximizing quality of staff members. We have always worked in a virtual office environment, which eliminates the need for traditional office locations and increases the range of our support coverage hours. ByWater Solutions' business practices focus on new and innovative ways of offering a collaborative environment for our staff while minimizing traditional overhead line items, allowing us to invest in education initiatives for our employees and sponsoring new learning opportunities for them throughout their career with ByWater. ByWater consistently stays ahead of the technology curve to help with the ever changing needs of the library world which allows us to quickly implement changes to Open Source solutions.

We have a long held commitment to open standards, open source technologies and the free dissemination of knowledge and information for the betterment of society through education and awareness. We demonstrate this commitment through programs such as Koha Klassmates, a library school offering that provides a free Koha installation with sample data to any library school needing a real ILS to teach in their classrooms and provide hands-on learning to their students. Please visit: http://klassmates.us/ for more information about this program. ByWater also provides, free of charge and available to anyone, many educational resources such as tutorial videos (for staff and students) and ongoing training free of charge to ensure that your team is empowered with the most current information regarding Koha and the new features added on a bi-annual basis.

Community is at the heart of open-source technology, and we are grateful we get to work with such a dynamic community of library professionals every day! Since ByWater Solutions inception, we have donated to libraries during difficult times, sponsoring the annual Koha Community Challenge which raises funds for koha-US, and donating $500 monthly to support libraries and their communities. ByWater Solutions is in an excellent position to fulfill all of the supervisory and administrative needs for the implementation of Koha and Aspen Discovery for Cedar Falls and Waterloo Public Library.

Features

Koha is entirely web-based for staff functions. This helps make the system light, easy to use, easy to deploy and easy to manage. Koha's impressive feature set continues to evolve and expand to meet the needs of its user base. It includes modules for circulation, cataloging, acquisitions, serials, course reserves, user management, inter library loans, and more.

Koha is the first truly sustainable ILS, both financially and socially. Financially, Koha is available at a much lower cost than licensed proprietary solutions. Additionally, libraries do not have to give up functionality for this lower price-point. Because Koha is managed by a collaborative group of vendors and users the cost to support the system is much lower than if one company were the sole arbitrator of the system. These cost savings are then passed down to the libraries who use the system making Koha a much more financially sustainable solution.

Koha is a full featured ILS developed by librarians for librarians with a flexibility that is unmatched in the ILS market. It is fully scalable and has been adopted by both small libraries and large consortia with library types ranging from consortium to academic to public to special. Koha's database is interactive and in real-time, allowing for changes to be reflected immediately, both on the staff interface and Aspen Discovery.

Koha supports advanced holds processing, resource sharing throughout the country via Z39.50, or through 3rd party ILL modules which use the NCIP protocol. Koha provides enhanced as well as customizable reporting and accounting by individual location or department, allows multiple methods of communications for notices and messaging such as email, text, and phone via a 3rd party system. Koha is exemplary in its support for open standards and allows for maximum third party integration; many product connectors already exist in Koha's standard installation. Koha utilizes open standards for the user interface, and all API's are open for programming and customization. The Koha community provides online context-sensitive help as well as user group mailings and annual conferences. This is all in addition to the comprehensive support supplied by ByWater Solutions.

Koha utilizes MySQL as its relational database. MySQL fully supports the International Organization for Standardization and International Electrotechnical Commission (ISO/IEC) standard Structured Query Language (SQL). Koha does not use proprietary plugins for user interface components and uses Debian Linux as its operating system. Koha conforms to National Information Standards Organization (NISO) standards and ANSI/NISO Z39.50 and NCIP capabilities. Koha also maintains backwards compatibility with the 3M Standard Interchange Protocol version 2 (SIP2).

Koha was the first open source ILS developed in the world and contains over 20 years of development and contributions. It is a library system designed by librarians, for librarians. Many features that would come at an additional cost in a proprietary system come standard with Koha. 149 Developers have code in Koha, making it one of the largest open source projects in the world. In the last 30 days 14 committers made 69 commits, modified 367 files, added 48,804 lines of code, and removed 105. There are over 30 companies around the world who offer Koha support and development.

Libraries who use Koha keep all of their bibliographic, patron and circulation data regardless. Our contract stipulates that upon leaving, all customers are given a MySQL database backup which we can install on a different installation of Koha upon request. Our customers not only own their data, but they also own their ILS. With an open source solution, the vendor merely acts as a service provider and has no claim to your software or your data.

Koha is the first truly sustainable ILS. It is both economically responsible and socially equitable. The costs that go into a Koha system are service based and do not include licensing fees that do nothing for the library whatsoever. Every dollar of development that is added to Koha benefits fellow library users of the software in a way that is directly in line with the ideals and morals of the institution of libraries. Because of the collaborative development model used to create Koha, the look and feel of the software is much more intuitive and easy to use for both librarians and patrons.

ByWater supports a diverse range of library types and sizes, from many millions of records and transactions to systems with less than one thousand items. Koha can handle many millions of annual circulation transactions (the largest drain on a web based systems resources) and has the ability to fast index millions of records. Unlike other ILS systems, changes made within the system preferences in the administration section are reflected in minutes instead of on the following day. The main reason ByWater chose to support Koha over other open source ILS solutions was because of the scalability of the system. The flexibility of the system preference functionality in Koha allows libraries to customize the functionality, turning on features that may be useful to them while turning off those designed for other library types.

Koha is web-based, so all transitions will be familiar to users of any web browser. Koha can be used with any screen reading tool https://wiki.koha-community.org/wiki/Accessibility Koha utilizes the Bootstrap responsive theme, allowing for access on any mobile device without the need for an app. Koha has been translated into over 82 languages.

The back button can be used, multiple tabs can be open with Koha running on one or all of the tabs. There are keyboard shortcuts for those users that are more keyboard proficient. Within every page in Koha, there is a static bar at the top which allows users to easily navigate between modules without having too many clicks. Also, there is a Koha icon on every page, to bring the user back to the home page with one click. A feature can be turned on to have a link to the last borrower that was accessed by the staff member, which is extremely helpful to busy circulation desks to toggle back to the previous patron when needed.

The staff interface is customizable in a number of ways. The CSS can be altered to make the background color altered and the font can be changed. The left hand side of the staff interface is a place for staff information to be displayed, this can be customized using HTML or just using a simple WYSIWYG format. The top static bar can be altered to include more links to various places such as the ticketing system, outside resources for the staff and more. The bottom area of the main page of the staff interface can also be altered to include more links, pull in report stats from Koha or Aspen. All dialog/popup boxes can be customized and altered. Sounds exist in Koha for many functions including check-in, checkout, and alerts; these sounds can be customized for the library.

Each module within Koha is clearly labeled to assist staff in getting to the correct area in Koha. In addition to the main page of Koha indicating all the modules within the system, there is also a list of all the modules from every page of Koha using the static bar at the top of the screen. This will allow users to easily navigate through to the module without extra clicks. In addition, each module has its own customized search bar. For example, the serials module will include the search bar to allow users to easily search by ISSN, Title or do an advanced search for a more indepth search, such as call number, publisher, vendor, location, library and expiration date. The left of each module will include all the tasks that can be performed within that module. For example, when using the Report library, the search can be performed but also has a side left bar that allows users to easily navigate to the database schema and the report library. Another example would be the main search bar, this search bar can be used for a quick check out material to a patron using their barcode or name, checkin material, renew material simply scanning the barcode or searching the catalog. Within the patrons, circulation and many other modules, this search bar is still configured to quickly perform those key circulation tasks.

Koha keeps a log of actions performed in Koha. These logs include authentication, cataloging, authorities, patron, acquisitions, serials, holds, ILL, circulation, claims, fines, system preferences, cron jobs, reports, notices and news. A staff member with the correct permissions can access these logs and choose all actions performed or a specific action. By default, the logs are kept for 180 days, but this can be altered if needed by the library.

When run, the log will show the date of the action, the staff member logged in, the module, the information (such as what was altered) and where it was altered- staff or OPAC. Some logs have the functionality of viewing changes side by side to compare the changes, specifically reports and News. Patron Permissions are used to allow staff members access to the staff client. Once the patron or staff member is loaded, you can configure that member's permissions according to their use of the system. ByWater Solutions recommends the use of both individual and specific accounts for users. In most cases, our customers utilize an individual login for each staff member, while using a group login for the circulation desk. This will allow staff members to jump from computer to computer as needed without having to log out and log back in.

Koha allows for the customization of both patron receipts, as well as various notices by branch location. Koha sends notices via print, email, SMS, and integrates with i-tiva (formerly Talking Tech), Twilio, Shoutbomb and Unique for telephone notifications. Notice triggers include overdues, advance notices, item checkouts, holds filled, hold reminder, item due, and item check in. If the library allows, patrons can configure these notices and choose which notices (with the exception of overdues) to receive when, and by what medium. In addition, notice history is logged and clearly displayed in each patron record in the staff interface. Koha has three built-in overdue notice triggers. Libraries can set up overdue notices by patron category and by number of days overdue. If a library would like to send more than the three, Koha allows for customized notices to be created and run by a report.

One of the main tools which allows for this flexibility is the Koha Administration page. Because Koha is a product that has been developed by thousands of contributors world-wide, it needs to be adoptable by any library in any country regardless of their policies and preferences. As such, every feature in Koha contains an on/off switch to allow for widespread adoption. This means that each library can tailor the functional elements contained in the software to meet the needs of their particular institution. All of these controls are located in the Koha Administration page, where libraries have the ability to set their defaults and parameters for branch and group settings, item types, authorized values, patron and circulation rules, cataloging, acquisitions, Z39.50 targets, security protocols, task scheduling and many more.

The Koha Administration page also contains all of the Global System Preferences settings which control the look and feel of the staff interface, circulation policies, cataloging workflows and more. All of the settings contained in the Global System Preferences section are gone through and set up during your training so as to ensure your Koha system is configured to meet the needs of your staff and patrons.

The Tools subsystem within Koha allows for many additional administrative functions within Koha. From Tools, staff members have the ability to globally edit groups of data within Koha (this can also be done by ByWater as part of our support offering) globally establish calendar settings and backdate due dates for unscheduled closures, and import, export, and batch load different types of records. From Tools, staff members can also customize and define notices, upload patron images in batches, schedule tasks and cron jobs, create barcodes and much more.

Koha has completely open APIs and your Library will have the freedom to create custom scripts (Koha is written in PERL) for use with their system. ByWater will also assist with this free of charge as part of our support offering. Backups of the Koha software and the MySQL Koha database are supplied free of charge. If ByWater is hosting your library's Koha installation, we will automate weekly, daily, or monthly backups to an on-site server at no additional cost. If your library elects to host their system internally, ByWater will provide an offsite cloud hosted backup upon request for an additional charge. At all times, your library will maintain ownership of all data and can export this data at any time at no additional charge.

Aspen is a full-featured Discovery System that integrates with e-content and other 3rd party providers, giving your patrons comprehensive access to all of your materials in one place. Aspen will work with any major ILS product and combines your library catalog with e-content, digital archives and enrichment from all major third party providers. Aspen improves relevancy and ease of use, provides native reading recommendations, displays all formats of titles within one result (FRBR) and much more. Aspen was created to give users an improved experience over other Discovery systems with less of an impact on library budgets. Aspen also comes with a fully responsive interface, allowing patrons to access the system using mobile devices or download the mobile app, LiDA.

Libraries have a wealth of information accessible to patrons, but a lot of this information is often very difficult to find. Aspen Discovery allows you to easily incorporate all of your library's eContent sources into your online catalog and also offers the ability to display archival and special collection content alongside catalog results raising awareness of these valuable resources. Libraries can also embed search boxes and collection spotlights directly into their websites to drive more traffic to their resources. Aspen MARC records can be loaded directly into Aspen using the Administrative module to give patrons access to resources like Kanopy.

The goals of Aspen Discovery are important to share, as these goals are driving the future growth of the libraries and the patron needs. The first goal Aspen Discovery has, "Create a unified experience through deep integration with ALL library technologies". Over the past few years, our integrations have moved beyond ebooks to ensure that everything the library offers can be discovered from the library catalog. From website building and indexing, to events integration, to OAI-PMH support for archives, to EBSCOhost and EDS integration, to sideloading MARC records and more, Aspen will continue to push towards our goal of making sure that patrons can find everything in one place and no one thinks the library is "just books." The inclusion of the word "deep" in this goal is very intentional. We want the library experience to be as seamless as possible for patrons wherever the technology allows it. APIs typically provide the most options and the best integration experience. We work to integrate with other vendor's APIs when they're available and we'll work directly with vendors to build APIs when necessary in order to create the best integrations possible. We also provide APIs to vendors so they can integrate with Aspen. We understand that some vendors can't or won't likely create APIs - which is why we build tools like website indexing and sideloading to make sure your patrons can still discover that content. Aspen's second goal "Maximize User Engagement with the Library". When we think about user engagement, we're working on how patrons get value from their library and how we can use Aspen to increase that value. Certainly integrating with all the things is part of it. Your patrons need to know their favorite author is visiting or that you have access to Chilton's online in order to get value out of those services. However, there's more to it than a simple integration. Aspen strives to provide an appropriate context for displaying resources. "While You Wait" titles only appear when placing a hold, series appear when you're looking at a title in a series, and the Explore More bar only displays resources when there's something relevant from another content source. Aspen also provides librarians with tools to increase user engagement themselves. Browse Categories let you highlight collections that are timely for your community. You can embed Collection Spotlights on any other website to display a set of customized library resources anywhere. Placards let you design content to grab users' attention right when they're thinking about and searching on a topic where you have something relevant for them. As we move forward with Aspen, we'll be talking to all of you about other ways you want to use Aspen to reach specific patron groups. Another way to increase engagement is to meet your patrons where they are. This is one of the reasons we think LiDA is so important. Having an app not only meets a patron's expectation that organizations they interact with frequently will have an app, it also opens up new avenues of interacting with patrons in ways that only apps can. Push notifications are only the beginning, I'm excited to see how patron interaction can grow even more through the Aspen Discovery LiDA app and Discovery in the future! The third goal is, "Connect every user with a personalized and accessible library homebase". We've talked about meeting patron expectations several times thus far, but there is one expectation that we felt deserved its own goal: the online library experience needs to be able to adjust to the needs and interests of the INDIVIDUAL patron. This is critically important for libraries because it is our mission to serve everyone. And because it is our mission to serve everyone, libraries have tons of materials, a calendar full of events, and multitudes of online resources. In addition to having specific content needs when coming to the library, many users also have specific delivery needs for how they use the library. Aspen takes accessibility seriously. We have staff trained in accessibility and we strive to keep up with the latest recommendations. We also understand that libraries serve folks with different language needs and preferences, so Aspen Discovery supports many languages, including Mandarin and Arabic, depending on the requirements of the community. Over the coming months and years we'll continue to expand the ways that Aspen can enable a library that best serves each of us as individuals. The fourth and last goal is "Empower library administrators to customize and expand Aspen". Aspen works well right out of the box and we're constantly tinkering to make all of the default configuration better. We've worked hard this year to create the Aspen Help Center so Aspen Admins can learn and help themselves. Aspen has also always been highly configurable to ensure libraries can dream big dreams for how their catalogs work and then make them a reality. Consider record grouping, this was just a dream which has become a reality, and really changed the way patrons can find material. The ability to have that specific librarian dream become a reality for our patrons is what attracted me to step out of libraries and work with library discovery directly. It will always be one of our goals to keep that spirit alive in Aspen.

ByWater Solutions also supports Metabase. Metabase allows staff to explore data with simple, spreadsheet-like controls for common actions like sorting, filtering, and summarizing. Through custom reports, staff can create graphs and charts to analyze data and visualize what works for their library.

With Metabase users can

- Build custom reports
- Create graphs and charts
- Explore connections between your data
- Group data to analyze multiple products
- Customize dashboards to match your workflow
- Combine reports from multiple sources on the same dashboard
- Create dashboards for different staff members to find exactly what they need
- Subscribe to reports/dashboard
- Share reports/dashboards publicly with your constituents

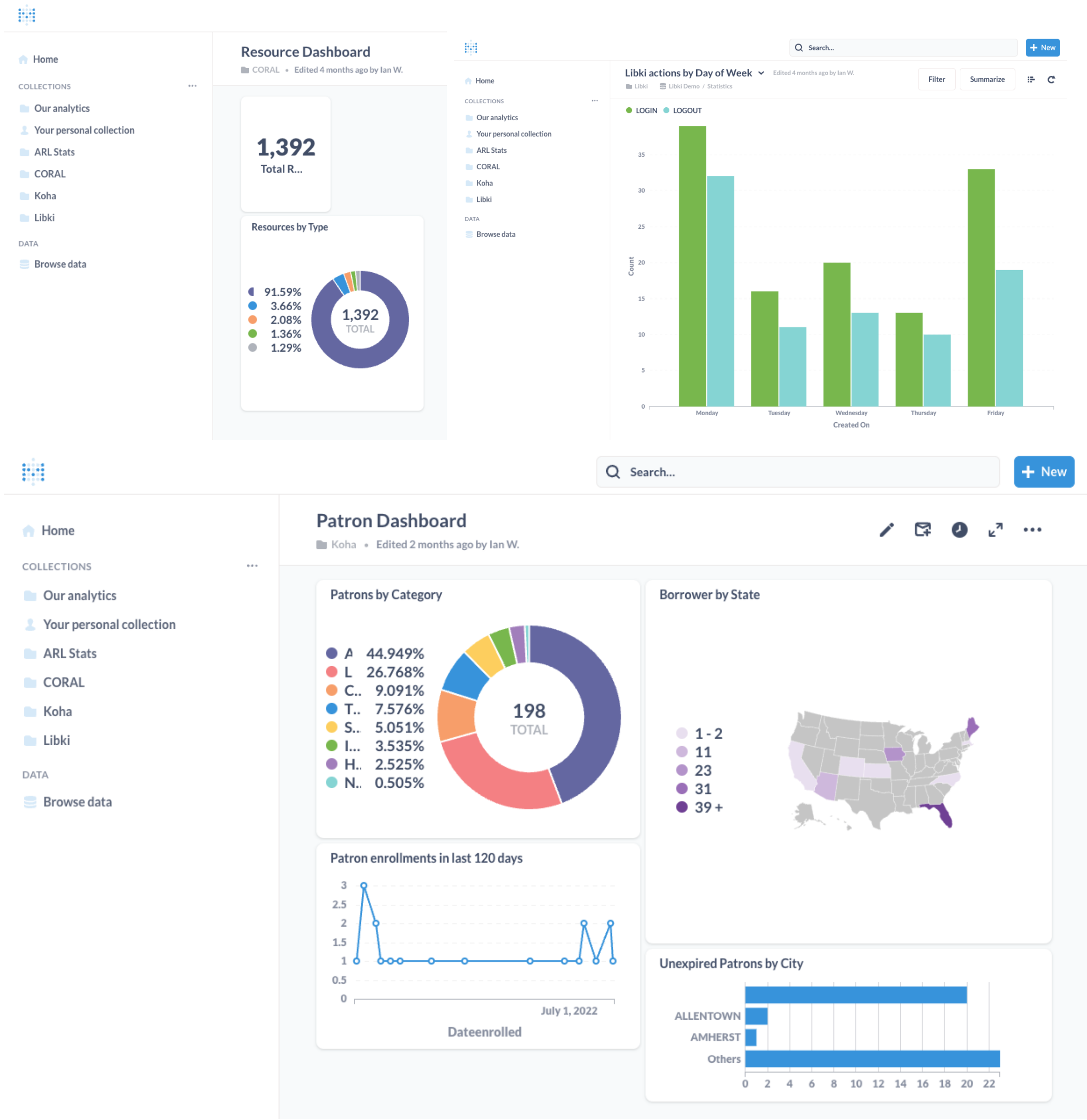
Metabase allows staff to explore data with simple, spreadsheet-like controls for common actions like sorting, filtering, and summarizing. Through custom reports, staff can create graphs and charts to analyze data and visualize what works for their library.

With Metabase, staff can quickly navigate to different tables and view the information stored in each. Staff can also use the Data Reference section to look if they are not sure whether a database has the information that's relevant to their report.

X-rays are a fast and easy way to get automatic insights and explorations of your data. When looking at an X-ray of a table or a segment, Metabase will also give you the option to compare the current table or segment to other segments of the table, if there are any.

a collection is a set of items — questions, models, dashboards, and subcollections — that are stored together for some organizational purpose. You can think of collections like folders within a file system.

With Metabase, staff can quickly navigate to different tables and view the information stored in each. Staff can also use the Data Reference section to look if they are not sure whether a database has the information that's relevant to their report.



Metabase reports and data visualizations are completely customizable. Staff can quickly navigate to different tables and view the information stored in each. Staff can also use the Data Reference section to look if they are not sure whether a database has the information that's relevant to their report. Dashboards are a fast and easy way to get automatic insights and explorations of your data.

Koha is the easiest system to integrate with from a third party perspective because there is no cost associated with a vendor adding a connection into Koha. In most proprietary systems, the LSP vendor will charge the external product to have a link into their LSP. ByWater works regularly with many third party companies on new integrations into Koha. Interoperability partners include but are not limited to:

- Amazon
- Baker and Taylor*
- Bibliotheca 3M*
- Boopsie*
- Comprise IT
- StackMap*
- Ebsco *
- Google
- iDreamBooks
- Lexisnexis*
- Library Thing for Libraries*
- MK Sorting Solutions
- Novelist*
- OCLC*
- Open Library
- Overdrive*
- Project Gutenberg
- Recorded Books*
- Syndetic Solutions*
- Talking Tech*
- TechLogic
- YBP Library Services

* Indicates that additional charges may apply for third party subscription services not included with Koha.

Other vendors that ByWater Solutions works with are listed on our website:
https://bywatersolutions.com/services/hosting

Customer Experience

1. Provide an overview of the patron user experience (Discovery).

ByWater Solutions supports the discovery layer, Aspen Discovery, which will be for the patrons to utilize and find your entire collection, not just physical books but also electronic resources and databases.

Aspen is a full-featured Discovery System that integrates with e-content and other 3rd party providers, giving your patrons comprehensive access to all of your materials in one place. Aspen will work with Koha and combine your library catalog with e-content, digital archives and enrichment from all major third party providers. Aspen improves relevancy and ease of use, provides native reading recommendations, displays all formats of titles within one result (FRBR) and much more. Aspen was created to give users an improved experience over other Discovery systems with less of an impact on library budgets. Aspen also comes with a fully responsive interface, allowing patrons to access the system using mobile devices or download the mobile app, LiDA.

Aspen Discovery allows you to easily incorporate all of your library's eContent sources into your online catalog and also offers the ability to display archival and special collection content alongside catalog results raising awareness of these valuable resources. Libraries can also embed search boxes and collection spotlights directly into their websites to drive more traffic to their resources. Aspen MARC records can be loaded directly into Aspen using the Administrative module to give patrons access to resources like Kanopy.

Aspen Discovery connects to a wide variety of resources to tailor your discovery layer to what fits your individual library's needs. As the Aspen community grows, and we bring on new partners with new integrations, we continue to expand our offerings. Here are some of the integrations Aspen currently offers.

- **eContent Integration:** Aspen Discovery seamlessly connects to several eContent sources through APIs. This connection is ideal because the API allows your Aspen Discovery layer to have up to date conversations with eContent providers. This enables Aspen to show patrons current information on what is available to them in that collection, they will not see titles that are no longer available, and they will get information on whether they can currently check out those materials or where in the waitlist they are. Additionally, patrons can checkout the materials right in Aspen and access those titles in Aspen as well, allowing patrons to stay within your catalog! We currently have API connections to the following eContent vendors. If you utilize another eContent vendor who uses APIs let us know and we can work on integrating those resources!
    - Axis360
    - Overdrive
    - Hoopla
    - RB digital
    - Cloud Library
- **Side Loading eContent:** There are some eContent vendors who do not currently have APIs but we have a solution to get those records into Aspen Discovery. We have a feature called 'side loading' where you can load your eContent marc files right into Aspen Discovery. This is super easy to use and maintain. When you have a new marc file to update your collection with, all you have to do is load the file into Aspen and you can choose to replace the old file or just add the new file as well! This is way easier to manage than loading the files into your ILS.
- **Database Integration:** We can integrate a direct connection to EBSCO EDS. By integrating EBSCO EDS into Aspen patrons can search the databases directly in its own search or they find applicable results in the catalog in the 'Explore More'.
- **Explore More:** You can tell Aspen Discovery to pull in content and resources automatically for your patrons! We have tons of other ways to manage content and resources like we have mentioned above - you can even create custom menus! One of the main goals is to allow patrons easy access to all of your great resources and because we can integrate so many of those we want to ensure patrons are aware of the content so we have something built into Aspen called 'Explore More'. This box will display results from other indexed resources in Aspen that are applicable to what they searched in the catalog. So for example, if you searched for 'events' in the catalog I would see my applicable results in the catalog but you may also get an explore more box that will show me web pages you have created in Aspen on my library's events. If you do a search on 'history' you may get archive results, or resources on local history, or EBSCO EDS results on history right in that explore more box.
- **Placards**: can create an eye-catching display for materials that your patrons are trying to locate, or something for them to stumble upon! Placards are a small box that appear above catalog search results. They are similar to an advertisement. The placard itself is entirely customizable within your administration. Placards are triggered by keywords created by library staff. The idea is that if a patron is placing a related search, the appropriate placard will appear. For example, if you are searching for traveling a placard may appear in my catalog search for passport services.
- **Third Party Enrichment Integration:** Aspen Discovery can also pull in other enrichment or resources from many third party vendors. We currently integrate with the following:

- ContentCafe
- Novelist
- Syndetics
- Additionally, we pull in information from the following resources at no additional cost and automatically:
  - New York Times bestseller lists
  - Accelerated Reader data
  - Cover images from Google Books, Amazon, Open Library and OMDB
  - Content from DP.LA
  - Wikipedia author integration

- **Digital Archives:** You can pull in any digital or open archives into Aspen to be indexed and discoverable by your patrons as long as they follow OAI-PMH.
- **Event Integration:** Aspen Discovery currently has integration with Library Market's Library Calendar. When you integrate your events, patrons can search events directly and discover them when searching your catalog. Additionally, there are several integrations in planning for event platform systems. Aspen Discovery has integration with Springshare's LibCal and LibraryMarket's Library Calendar which allows patrons to register for library events and programs right from the results of the discovery interface. Patrons can filter events by LibCal facets including Age Group, Program Type, Branch, and more. For events that require registration, patrons will see a registration button that links them directly to the registration page. Current development includes options for connecting to Communico events. At this time Communico works with Koha and in Summer of 2023, we will have the connection with Aspen and Communico.
- **Locally Created Content:** Aspen Discovery has a module called Web Builder where you can create web pages locally within Aspen Discovery! This module is super easy to use with endless possibilities. For example, within Aspen you can use this feature to create a web page for your Beanstack reading challenges or to showcase your virtual storytime videos. Within this module you can also create staff directories super easily and generate 'Web Resources' that will show in the explore more box.
- **External Website Integration:** Within Aspen you can also choose to index external sites. For example, if you want patrons to be able to discover web pages you have created on your library website outside of Aspen we can pull those web pages into Aspen. This is helpful if you make pages on events or resources and patrons will be able to find that information within the catalog!

2. Describe the customization and maintenance capabilities of the discovery experience.

During the Admin training as part of the migration, our implementation team will work with you on how to customize your Aspen look. This includes, colors, fonts, facets customization, the home landing page look, collections, search display and results, etc.

At any time, the library has the ability to customize the page. Aspen can be customized by using custom CSS, all customizations can be completed by the library without asking BWS. If the library does need help ByWater Solutions is happy to help with customizations.

Aspen has 96 different color settings. A library can customize the colors in Aspen to match the library's colors and branding. Aspen also has a built-in accessibility checker to make sure that your colors remain accessible for patrons who require high contrast. If customizing every color in Aspen sounds a bit daunting, during the library's migration, the default colors work very well and we are also happy to help you update the necessary color settings to match your library's brand.

Aspen has 18 fonts to choose from, however, there is flexibility to upload your own font to fit your library's branding. Beyond colors and logos, you can also completely customize menu links in Aspen. Libraries have the choice to add as many links and sublinks as they want to

either the menu bar in the header or the three-line hamburger menu. Aspen will even smartly move links to the hamburger menu when viewed on a smaller mobile device. Each link can also optionally have an icon, a library can import other Font Awesome and support for hundreds of Font Awesome icons is built directly into Aspen. It's important to note that every member of a consortium can have their own design or they can inherit customizations from the consortium, so you can customize as little or as much as your organization needs. Permissions for customizations are also granular enough to allow a member library 100% freedom to edit their interface without any permissions to change another library's site. Facets are another way that libraries can customize Aspen, and there are 40 different facets to choose from! In addition to selecting facets, you can also choose facet order and whether or not a facet is open or closed by default. Every word in the Aspen interface can be translated into a different language, or you can use Aspen's Translation Mode to change one word to a different word in English. When Aspen administrators with translation permissions log in, they get a "Start Translation Mode" button in the upper right hand corner of the interface. Once that button is clicked, all of the words in Aspen have a little green or red box next to them.
Green indicates that a word has been translated into the chosen language and red means it has not yet been translated. With all of the customization options in Aspen, there's no need for libraries to compromise when designing their library catalog. And with administration features like translation mode and the accessibility- compliant color picker, it's easy for staff to build a site that their community will adore.

In addition, Aspen Discovery comes with a web builder module for creating custom websites. Many libraries use Apsen Discovery for their library website - See Aspen Weekly on Website builder https://bywatersolutions.com/education/aspen-weekly-volume-28

3. Describe how the discovery interface encourages engagement.

With trends in technology quickly evolving library patrons expect much more from the websites that they interact with:

- They are used to Googling content and finding the information they expect on the first page.
- They are used to shopping sites like Amazon where they can find the products they want regardless of whether or not they are supplied by Amazon or a third party provider.
- They are used to sites like Netflix providing suggestions of what to watch based on their ratings and past activity.
- They expect a site to be easy to use and to work well on all of their devices.

The catalog search that comes bundled with an ILS is meant to support library staff first and foremost. In most cases, library staff and patrons have very different goals and needs. Good Discovery systems recognize these differences and work to make sure that the needs of our patrons are met first.

Let's think about some of the patron expectations that we outlined prior. The first expectation for patrons is that the most relevant content appears first within search results. A traditional ILS (and many Discovery systems) will push content that was added to the catalog most recently to the top of the search results. This leads to searches for 'Harry Potter' returning movie tie-ins, cookbooks, foreign language materials, and other content before returning the books or movies in the core series.

With Aspen Discovery, we feel this is a major usability issue for patrons. After all, patrons can easily assume that if the library doesn't even have Harry Potter, they probably don't have other books and movies that they want to read. We've worked hard to ensure that Aspen returns materials correctly based on the searches that patrons are doing.

While it is important for staff to view each edition and format of a title independently within search results, most patrons want to know all the different formats that are available to them without needing to scroll through pages and pages of results.

Some of our libraries have extensive video game collections so it's important to make sure that all of the different versions are grouped together so patrons don't have to scroll through pages of results to determine whether or not the library has a copy of the game for their chosen console.

Patrons also expect to be able to learn about all of the resources that a library gives them access to without having to look at multiple sites. At many libraries, a patron may have to search:

- The catalog to find books and movies the library loans
- OverDrive for eBooks, eAudiobooks, Magazines
- Hoopla for eComics, eBooks, eAudiobooks, Movies
- Kanopy for more movies
- An events site to find information about events provided by the library
- The library site to find information about the library itself
- The library site (or external sites) for online resources such as Consumer Reports, Linked In Learning, Gale Databases, EBSCO articles, etc.
- External sites to find obituaries, local history information, and digitized materials.

The list of locations a patron might have to search to find what they want goes on and on. With the number of possible search locations, most patrons won't know about many resources that are provided unless they ask a staff member or do a lot of in depth research on their own. We hear from libraries all the time that they have expensive resources that they subscribe to that are mostly unused because they are too hard to find.

With Aspen Discovery we have a core goal of making these materials easy for patrons to find no matter what system they are hosted in. There are several different avenues we have to include resources. We integrate with major eBook vendors to include eBooks, eAudiobooks, Magazines, Movies, eComics, etc. directly within catalog search results and allow patrons to check them in and out directly within Aspen Discovery to decrease access barriers for patrons. If a vendor does not allow direct integration, we can easily load MARC records or provide links to their sites to ensure that patrons know about the content.

Suggestions are also very important to patrons. Because library catalogs generally contain hundreds of thousands or even millions of titles, patrons need help to determine what they will find most interesting. Using techniques similar to sites like Netflix and Amazon, Aspen offers several methods of recommending information to patrons. The homepage can be completely customized to display searches and lists based on the season, titles that are new to the library, personalized recommendations for patrons, and more.

Some of our libraries have seen 150-200% increases in number of holds since implementing Aspen Discovery and recommending titles to patrons so we know that recommendations really work!

Some of the other ways that Aspen can recommend titles to patrons include:

- Personalized recommendations based on titles a patron has rated
- While You Wait suggestions that recommend available titles when patrons place holds
- Placards for similar title suggestions generated by library staff
- Curated lists of read alikes

Finally, patrons expect Discovery Systems to be easy to use and to work well on all devices. Aspen is fully responsive so it works on any device that a patron has. We've also done numerous usability tests to ensure that patrons can easily navigate the site and interact with library resources.

Providing a great Discovery experience to your patrons is an important step in making your resources more accessible to patrons, increasing their understanding of the full breadth of your offerings, and maximizing their engagement with the library.

4. Describe how the system recommends materials for patrons.

An important part of using the library is trying to figure out what to read next. As we all know, libraries can provide hundreds of thousands, or even millions of different titles for patrons. With such a wealth of information, it can be daunting for patrons to figure out what they want next. To help patrons determine what they want to read, watch, or listen to next, we offer a variety of recommendation services to patrons. In Aspen, recommendations can be driven by librarians, ratings the patrons have done, the metadata for the title, and by paid third party services. This combination of recommendations allows patrons to easily find new titles they might have otherwise overlooked.
Aspen Discovery offers personalized recommendations to patrons based on titles that they have previously rated. We use ratings patron give rather than reading history for recommendations to account for cases where a patron checks out a title, but never reads it, didn't really like it, or checked it out for their child or partner. Once a patron has rated titles, they can see a list of everything they have rated by selecting "Titles You Rated" within the account menu. From here they can modify any rating or remove a rating. Now that we have rated titles, we will be able to see a list of recommendations by selecting "Recommended For You" within the Account menu. The ratings are generated for the patron based on the titles they have rated. Aspen will initially look at the last 5 titles that a patron has rated to generate recommendations specifically for those titles, as patron interests change and grow.For the first 5 titles, we will generate from 1 to 3 recommendations based on how highly the patron reviewed the title. Following these recommendations, we will generate additional recommendations based on all titles that a patron has rated.
All recommendations are based on information about the titles themselves including:

- Subjects
- Topics
- Awards won
- Author
- Era
- Genre
- Geographic Data
- MPAA Rating
- Accelerated Reader Interest Level.

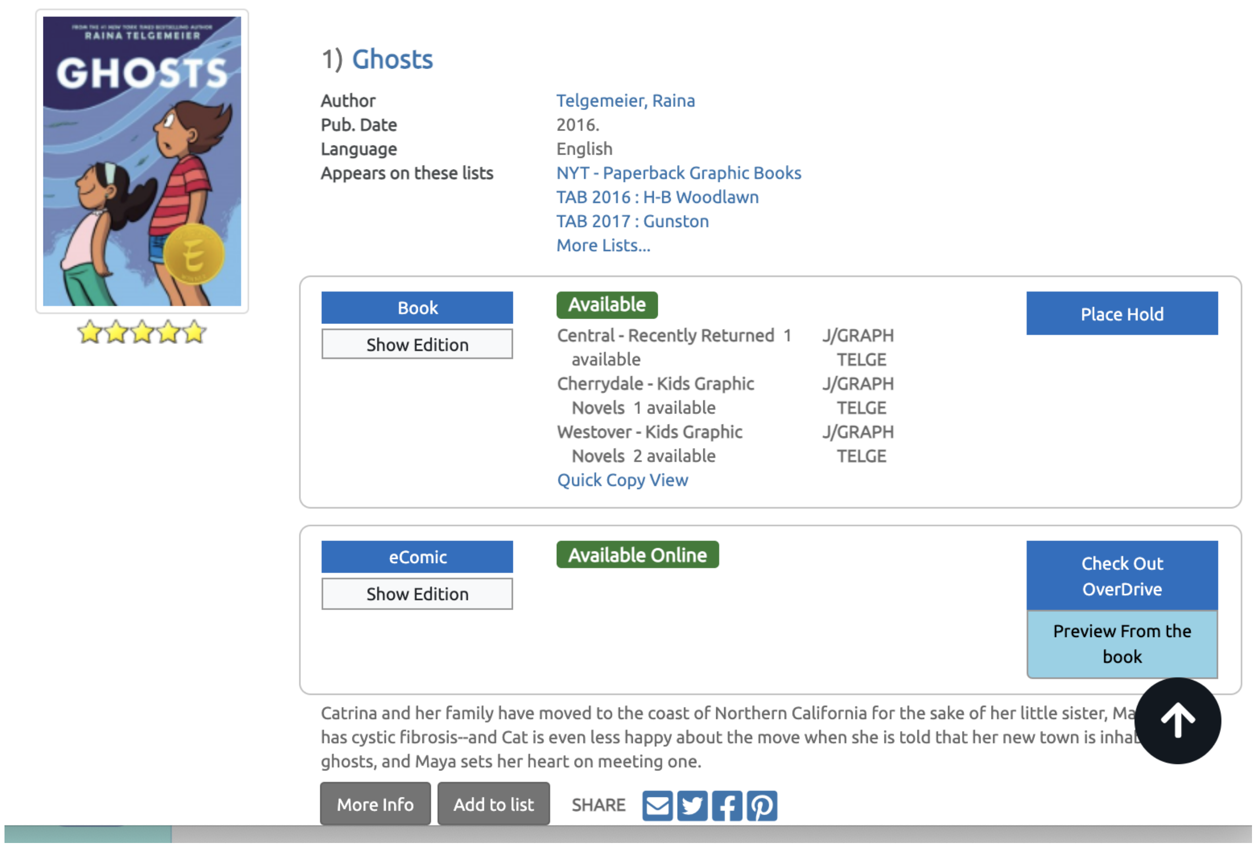
In all cases, Aspen will not recommend titles that are in their Reading History, that they have previously rated, and that they have indicated they are not interested in by clicking "Don't Recommend". Although a patron can always see their recommendations within their account, you can make it even easier for them by adding a Browse Category to the Home Page so they can easily see their personalized recommendations as soon as they login.

If a patron has not rated titles, they can still see similar titles for a title by navigating to the title and viewing the "More Like This" information. These results are driven by the same factors that drive reading recommendations including subject, author, etc. Because we are using the metadata for each title, we can generate recommendations for all of the titles within Aspen Discovery regardless of format. Of course, if you subscribe to a service that generates recommendations like Novelist or Syndetics Unbound, that content can be included as well.

The final place that recommendations are shown to patrons are while placing holds and within their account. When a patron places a hold, Aspen will automatically recommend 3 similar titles that are currently available for the patron to read right away. The patron can easily click on any of these titles to place additional holds, check out more titles, or find the title in the stacks to checkout while they are at the library. Within the patron's account they can also access suggestions for titles they have on hold by selecting the "While You Wait" option next to each hold. If the patron has titles checked out or in their reading history that they are enjoying, they can use the "You Might Also" like option to see additional titles that are similar to the title they like.

5. Describe how the system integrates with third party electronic material (e-books) for discovery and borrowing, including but not limited to content provided by Overdrive and Hoopla.

Aspen Discovery works with Overdrive, Hoopla, Cloud Library and Axis 360- all have complete integration. This means, holds and checkouts can be placed directly through Aspen. Aspen Discovery seamlessly connects these eContent sources through APIs. This connection is ideal because the API allows your Aspen Discovery layer to have up to date conversations with eContent providers. This enables Aspen to show patrons current information on what is available to them in that collection, they will not see titles that are no longer available, and they will get information on whether they can currently check out those materials or where in the waitlist they are. The Aspen LiDA app also allows patrons to view the library's e-content items. Right through the app, they can search, checkout and preview. Additionally, patrons can checkout the materials right in Aspen and access those titles in Aspen as well, allowing patrons to stay within your catalog! If you utilize another eContent vendor who uses APIs let us know and we can work on integrating those resources! There are some eContent vendors who do not currently have APIs but we have a solution to get those records into Aspen Discovery. We have a feature called 'side loading' where you can load your eContent marc files right into Aspen Discovery. This is super easy to use and maintain. When you have a new marc file to update your collection with, all you have to do is load the file into Aspen and you can choose to replace the old file or just add the new file as well! This is way easier to manage than loading the files into your ILS. Aspen Discovery displays the option for an eContent preview from both the brief and full results. Here is an example of what that looks like in the brief view:



6. Describe how the system integrates with third party hardware, including but not limited to automated materials handler systems, security gates, self check machines, etc.

This connection will work through the Koha ILS. Koha's Circulation module has the ability to interface with multiple vendors for patron validation, RFID/self- checkout functions, and other third party applications via SIP, SIP2 or LDAP connections at no additional charge. Limits for checkouts, fine blocking, and many other configurable triggers and notices can be set per library. Any AMH systems, self check machines, off site storage, pick up lockers if connected to SIP will integrate with Koha. A member of our systems team will work with the library and the third party vendor to set any and all connections for the library. Koha can connect to self-check machines, gates, RFID, kiosk, and more.

- bibliotecha
- Librarica (Cassie)
- Envisionware
- FE Technologies
- meeScan
- mk Solutions
- Tech Logic

7. Describe how the discovery system integrates enhanced content from third parties, including but not limited to Proquest Syndetics, NoveList/NoveList Plus, etc.

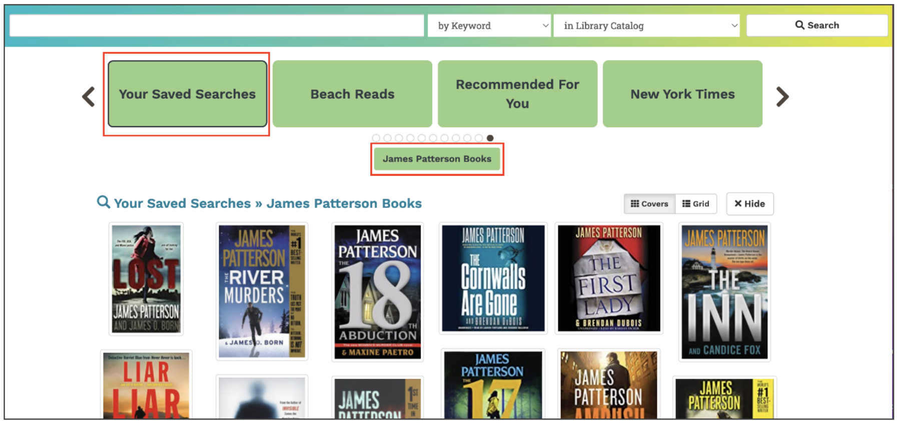
Aspen Discovery can also pull in other enrichment or resources from many third party vendors. We currently integrate with the following: ContentCafe, Novelist, Syndetics
Additionally, we pull in information from the following resources at no additional cost and automatically: New York Times bestseller lists, Accelerated Reader data , Cover images from Google Books, Amazon, Open Library and OMDB , Content from DP.LA and Wikipedia author integration.

Novelist does provide a wealth of helpful information to your patrons visible both in search results and in the detailed record pages. Below the title information, Aspen will display series information from NoveList wherever applicable. Clicking on the series link will take you to a list of all titles in that series within your library's collection. The volume number displayed next to the series title also comes from NoveList.

After clicking into a specific title, you'll see additional enrichment in the form of expandable content drawers. These sections include Similar Titles from NoveList, Similar Authors from NoveList, and Similar Series from NoveList. Since these lists are coming from the NoveList database and weren't created with your specific collection in mind, you may sometimes encounter titles on these lists you don't currently have. In these cases, Aspen will not display the cover image and the title will not be linked so there is no confusion. The same goes for series and authors. Speaking of authors: if you click on an author's name anywhere in search results or records, NoveList Select enrichment will also provide a list of similar authors, visible on the left-hand side of the screen. Clicking on any of these author names will bring you into a catalog search for that author to see what titles by those authors are in your collection. Here is a helpful blog post that breaks down these Content Enrichment options that libraries have with Aspen.
https://bywatersolutions.com/education/aspen-weekly-volume-82

8. Describe how the customer interface allows patrons to customize their library experience.

Aspen allows patrons to ‘save searches’. Saved searches are great for research, seeing the latest titles by your favorite author, patrons that are interested in specific items (Example: New DVDs), and more. Once you are logged in and have your search and facets narrowed down, scroll to the bottom of the search results. Within Search tools, patrons can click ‘Save Search’. This allows patrons to give their saved search a name and save. Once this search is saved, they can find this search in their Account. Additionally, patrons can make these saved searches a personalized browse category. This is specific to the logged-in user and will automatically update as the user's saved search(es) update.



In Aspen Discovery, Patrons have the option to create their own lists. These lists can be sorted and hidden. Once the User is logged into "My Account" they can create a list to track titles they are currently reading, want to read, or a project they are researching. Once a list is created, users can

- Edit List: make changes to the title and description.
- Add Multiple Titles: users can enter one or more titles or ISBNs. Each title or ISBN should be on its own line. Aspen Discovery will search the catalog for each title and add the first matching title for each line to the users list.
- List Visibility: will either say "Make Private" or "Make Public".
- Email List: entering a to field (email) from field (email) and message.
- Print List: will populate printable page(s) for the user to print.
- Generate Citations: a dropdown will give the user the option for APA, Chicago/Turabian - Humanities, Chicago/Turabian - Author Date, and MLA.
- Citation formats are based on standards as of July 2010. Citations contain only title, author, edition, publisher, and year published.
- Citations should be used as a guideline and should be double checked for accuracy.
- For titles that are available in multiple formats you can view more detailed citations by viewing the record for the specific format.
- Sort by: users can sort by Title, Date Added, Recently Added, or User Defined.
- This allows the user to drag-and-drop the list items into the order the user likes.
- Delete List: the user can delete the list. They will be prompted with a modal window asking "Are you sure you want to delete this list?" before deleting.

For more information on patrons making lists in Aspen, see this Aspen Weekly:
https://bywatersolutions.com/education/aspen-weekly-volume-23

With the Aspen Discovery LiDA app, patrons can get notifications directly to their phone when a new title has been added to their “Saved Search” list. Patrons will have access to the newest titles through the Aspen Discovery website and the app. Additionally, the Aspen Discovery LiDA app can be customized to send other types of notifications to your patrons- such as an emergency library closing.

9. Describe the online patron registration procedure.

Aspen will use Koha's system preferences that are dedicated to self registration. A library can determine the mandatory fields that a patron needs to fill out and also can determine which fields should not be shown in this form. A library will also determine what category the self registration patron will be created in. This allows the library to create circulation rules for this specific patron category. Self registration can also be done for only specific branches. Koha can also be made to validate the patron's email, so the patron would need to confirm their email before the registration can be submitted. Finally, Koha can remove any patron self registrations that have been created after a specific amount of time. For more information about this integration between Koha and Aspen Discovery, see this helpful blog post: https://bywatersolutions.com/education/setting-up-self-registration-with-koha-and-aspen-discovery

There are also Self Registration Valid States and/or Valid Postal Codes options in Aspen Discovery with Koha's Self Registration tie in. If you are using self registration in Aspen you can actually define the states or postal codes that patrons can register with. You set this up in Primary Configuration -> Edit the library system you are interested in -> scroll down to ILS/Account Information -> section called 'Self Registration'. This will then reduce patron confusion if they are trying to self register from states or zip codes where you do not allow registration from. This is covered in the Aspen Discovery Implementation questionnaire during the implementation process.

There is also a third party service called Quipu eCARD that can be used as a self registration option. To enable this, you must configure settings for your eCARD account within the 3rd party enrichment section of the administration menu and then elect to use Quipu eCARD for self registration within your library settings. For address verification, service areas can be defined to reflect current patron policies, using combinations of zip codes, cities, and counties.

Here is an example of an Aspen Discovery site using the eCard service with Quipu - https://blackgold.aspendiscovery.org/MyAccount/eCARD

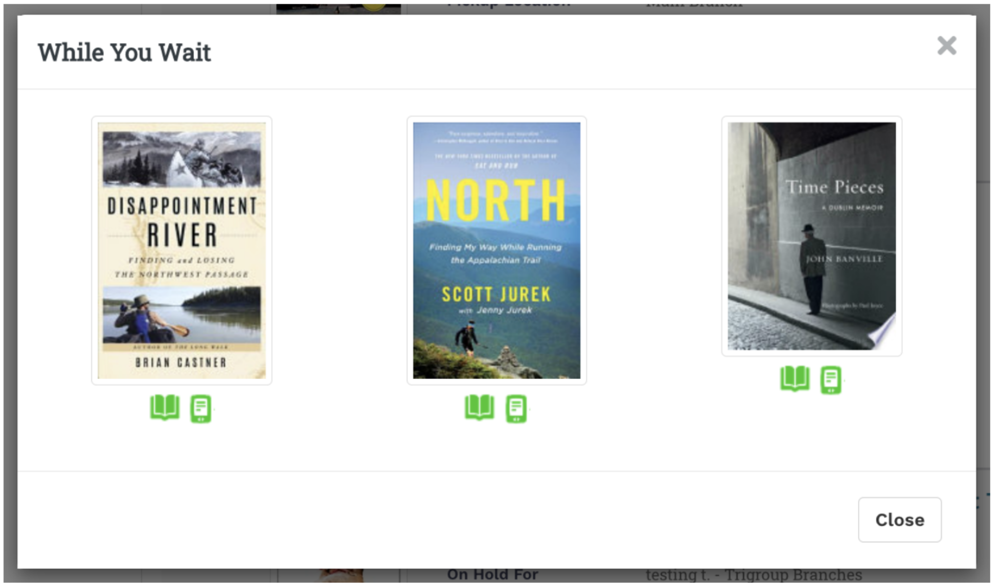
10. Describe how patrons can pay fines and fees associated with their account.

Aspen Discovery allows for patrons to pay online through the third-party products: PayPal, FIS and Comprise. In addition, Aspen has the ability to link the patron out directly to another service where they can pay. FIS WorldPay and XPress Pay.

11. Describe how holds are placed and managed by the patron, including placing holds on either library's collection and selecting a preferred pick up location.

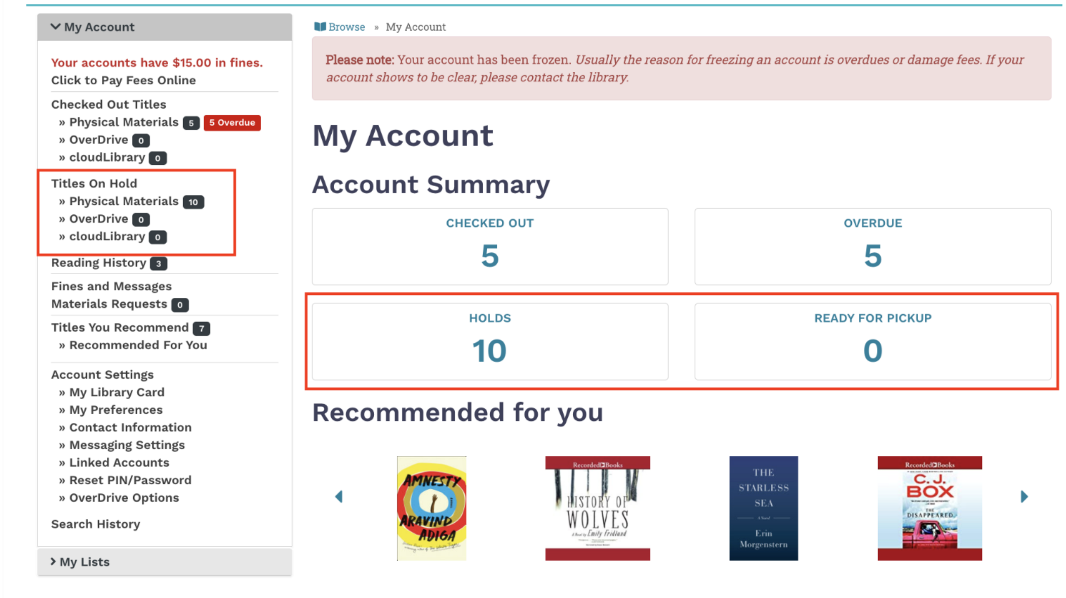
In Aspen Discovery, patrons can place a hold on either the full or brief results display. In Koha there are typically two levels of records, the bib and the item and Koha can allow each patron one hold or multiple holds per bib (this is dependent on the circulation rule for that library/item type/patron category). Aspen adds a level, the record grouping level, that groups all of those bibs together. Aspen allows for holds to be placed on copy and/or format. A patron can place a volume/copy level hold depending on the circulation rules (which can be set to allow item level holds or not). During admin training, our Aspen Implementation specialist will work with your library and your Koha Educator to discuss hold workflows and hold policies so they align in Aspen. When placing a hold, the patron will have the choice of pick up location (depending on the library's set up). The patron can choose whether this pick up location is their preferred location, and if checking that box, this will be 'remembered' when placing the next hold. However, at any time, the patron can place a hold and change their pickup location.

After placing a hold on an item, the patron will also receive a success message as well as a "While You Wait" box. This box will give the patron three titles to consider that are currently available at the library.



By clicking on one of the recommended items, the user will be taken to the grouped work record to see more about the item, the formats the item comes in and its availability.

A patron can view their holds from their Account page, in the Titles on Hold section, patrons are able to see a combined view of titles on hold or click on each format individually. This section is also split into holds that are ready for pickup and holds that are pending. The holds that are ready for pickup can be canceled and the holds that are pending have the option to be frozen or canceled as well and for physical material, you have the option to change the pickup location.



12. Describe how a patron would submit a request for an item the library does not have.

Purchase Suggestions can be managed in the Koha Staff interface or used within the Aspen Discovery Layer. Through Koha, a library has the ability to customize the fields that a patron must fill in and also other fields that can be optional. The purchase suggestion is linked to the patron once that suggestion has been submitted. This purchase suggestion functionality ties into the Acquisitions workflow, allowing for suggested items to be approved and automatically be placed on order from the purchase suggestion. Emails will be generated automatically to patrons when a purchase suggestion has been approved, ordered and even arrived at the library.

When using the Koha Purchase Suggestion feature in Aspen, Aspen will pull in the required fields as specified in your system preferences and display the form within Aspen. Aspen Discovery allows libraries to add an optional message to the form displayed in Aspen in the “New Request Summary” text editor. This will display above the form fields and can be used to inform your patrons of any restrictions or other helpful information. If a library has been using an external link or another online form for purchase suggestion, this can be done through the Aspen Discovery layer. Regardless of the method the library chooses, patrons can always find a link to submit requests at the bottom of search results in Aspen. This will either take them to a form to complete, or to the external link you’ve specified in the settings. When filling out a form, you can specify which fields are required in order to submit the form - other fields will be optional. Mandatory fields will be marked with a Required label. After filling out the form and submitting with at least all the required fields, patrons will see a success screen confirming their submitted request, along with how many requests they’ve used or have in progress (if applicable). If either the Aspen or ILS request options are enabled, patrons will also be able to access a link to submit requests from within their account, as well as view and manage their requests. Patrons can click their username, then click Materials Requests to see this information. They’ll be able to filter whether they see only open requests or all requests, check on the status of their requests, and cancel a request if the item is no longer needed. Clicking the “Details” button will show them all the information they supplied when filling out the form. They will not be able to edit this information, but they can cancel and resubmit if there are errors. If you have multiple libraries within Aspen that have unique scoped catalogs, each library can set up their own versions of the materials request module with their desired form fields, requestable formats, and statuses. However, this means that permissions for the materials request module are ultimately tied to the admin user’s Home Library.

Another way to do patron driven purchases is directly in Aspen Discovery. Once the Materials Request is enabled, the library will configure the initial setup for the Materials Request form that patrons fill out, and specify which formats can be requested. Within the settings, a library can also specify the Max Requests Per Year and Max Open Requests. The default is 60 per year and 5 requests open at a time, but you can input whatever works best for your library. Within the New Request Summary text editor, you can specify any message you’d like to appear above the request form. Some libraries choose to clarify what can or can’t be requested, how old an item has to be before requesting, etc. For Delete Closed Requests Older Than (days), specify the number of days closed requests should remain accessible in the system. If left at 0, all closed requests will be preserved indefinitely.In the next section, you’ll get to specify the fields that display within the Manage Requests screen and determine what formats are allowed to be filled out. Under the Special Fields for Format column, you can select whether the form asks for additional information if they’ve selected that format for their request.

Within Aspen Discovery, a library can access a summary report of all requests by clicking Summary Report in the Materials Request module. A date range can be specified for the report and see how many requests were created and how many are still pending from the specific time period. A library can also access numbers for individual users in the Report By User section. A library can see an overview of users with pending requests, filter user requests by specific statuses with Filters, or export the data to Excel.

More information about the integration for purchase suggestions with Koha and Aspen Discovery can be found here: https://help.aspendiscovery.org/help/users/materialsrequest

13. Describe capabilities and the access patrons have in their My Account feature.

Patrons have access to Account Information Directly in Aspen Discovery called My Account. My Account lets the patron view physical checkouts and holds, econtent checkouts and holds and make renewals as they become available. They have access to their Reading History and the option to opt in, depending on the library's chosen policy. Patrons can make payments for fines and fees using PayPal integration, or integration with an outside ecommerce site. They can make purchase suggestions using the materials request feature letting the library know about titles they want to read, listen or watch! Aspen Discovery will allow patrons to rate titles using a 1 - 5 star rating system, once they start rating, Aspen will even provide recommendations for further reading!

In the Titles on Hold section, patrons are able to see a combined view of titles on hold or click on each format individually. This section is also split into holds that are ready for pickup and holds that are pending. The holds that are ready for pickup can be canceled and the holds that are pending have the option to be frozen or canceled as well and for physical material, you have the option to change the pickup location. You are also able to see similar items based on those titles while you wait. Patrons have the option to create their own lists. These lists can be sorted and covers can be hidden. At the bottom of the page, you can export this list to excel.

Within the patrons Account Settings, they have access to their digital library card, customizing the types of notifications they receive, email, sms, etc. They can customize their preferences for the language they want displayed, their home library and pickup location and even alternates. They can modify their contact information if a phone number or email address has changed, for example. They can reset a pin or password, view search history, and even create their own personal and customized lists to track titles they want to read, topics they are interested in, or a fun thing they've read, etc. Patrons can set up linked accounts which allow them to easily maintain multiple accounts for the library so they can see all of their information in one place. Information from linked accounts will appear when they view their checkouts, holds, etc in the main account.

14. Describe how the discovery system utilized optimized relevancy ranking.

When a patron is searching, Aspen uses specific 'boosting' criteria when looking at the different types of searches that you or your patrons are doing in your catalog search.

Keyword Search Relevancy:
The Aspen Discovery code will examine the input of a search and depending on where in the record that search matches it will apply a 'boost' which is a number associated with the records relevancy. The higher a boost is, the more applicable, or relevant, a title is. When using Keyword search, if the keyword input exactly matches the title of a record, then that record will get a huge boost (10000). If the search term matches the beginning of the title it will get a boost (8000). As the title match is less exact, the relevancy will decrease accordingly.

If the search in keyword exactly matches an author field, then we get a boost of 2000. If the search matches the beginning of the author, it gets a boost of 1000 and if the search hits other parts of the author it does take that into account for relevancy but much smaller (from 50-200 depending on what parts of the author it hits). Aspen will also check to see if the input in the keyword search matches the barcode, issn, isbn, and call numbers. For the call number, Aspen will boost an exact match on call number with a boost of 400 and if the call number only matches the beginning it will boost it with a boost of 300. If the search matches the series information, it will boost the record if its series exactly matches with a boost of 1500. If it matches on part of a series name it will boost some but less (30-1500). Finally, Aspen will check to see if the search put into the keyword search lives in the table of contents, subject, topic, geographic region, genre, era, keywords, description, target audience, and literary form (nonfiction/fiction).

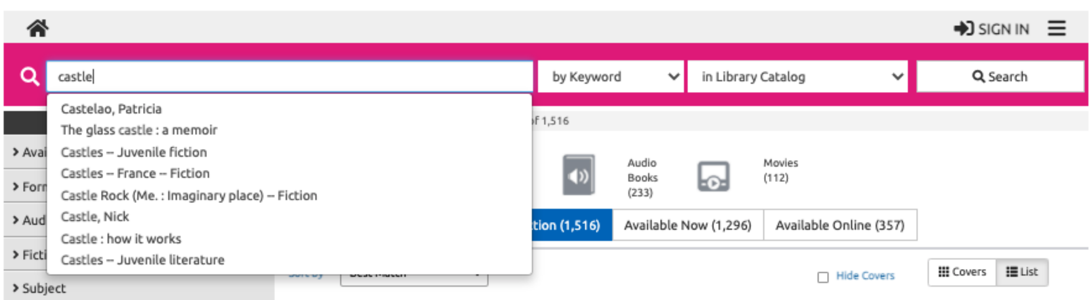
Circulation:
Aspen Discovery also considers the number of checkouts on items and titles. As patrons use a title more, Aspen Discovery will increase the relevancy of that title. The system does this because most likely if a title is very popular and being checked out often, it is a title other patrons would be expecting to see when doing a search. We can use the data in Koha and it will take into account how recently the title was checked out too. This is useful because if something was popular a few years ago it won't be shown as highly as something popular now. We also boost based on the number of holds for a title if that data is available. This allows us to show something that a lot of people want to check out right now higher in the results. For some eContent sources (like OverDrive) we consider the number of checkouts as well.

Number of Holdings:
In the Catalog / Grouped Works section of the Administration menu, if a staff member clicks into a specific 'Grouped Work Display' setting there is a checkbox option that says 'Apply Number Of Holdings Boost'. We generally recommend turning this on, as this will add boosting or relevancy to title records that have a lot of items attached. The thought here is that you are most likely buying a lot of copies of popular titles but maybe not as many of the unpopular titles. If a title record has 20 items attached it may show higher in search results than a title with one item attached.

A library can also manipulate relevancy for their specific patrons and their needs. You can actually self-assign boosting to your formats. The scale for this is low, medium, high, and very high. low being less relevant and very high is very relevant. For example, if a library wants to make sure Books or DVDs are showing higher in relevancy, therefore higher in a patron's search results than Microfilm then a library can assign a Book format a relevancy of very high and microfilm low.

15. Describe how the discovery system provides suggestions as search terms are entered.

Aspen Discovery provides a dropdown to work with the search term being entered. If a patron entered in 'Castle", Aspen might suggest :



The patron can still search the word castle directly, or opt to choose one of the options from the dropdown.

Aspen also has the ability to spell check what patrons are putting in the search box. If a patron search "couragus" attempting to spell courageous, Aspen will provide the results for the correct spelling however, still give the patron the option to search the original word that was entered into the search box.

Staff Experience

Circulation and Patron Management

1. Provide an overview of the circulation system.

The circulation module of Koha was designed by librarians for librarians and has both workflow and intuitive layouts which demonstrate this fact. Any time during a staff member's duties, they can easily check in or out a book, then go back to their previous work with ease. The circulation module can be configured to include sounds, as well as have patron images and much more.

Koha's circulation functionality complies with standard traditional ILS core functionality – including advanced loan period management, holds routing, hourly loans, customizable slips and overdue-notices, and complete access to any circulation statistic the library desires.
Koha's Circulation module has the ability to interface with multiple vendors for patron validation, RFID/self- checkout functions, and other third party applications via SIP, SIP2 or LDAP connections at no additional charge. Limits for checkouts, fine blocking, and many other configurable triggers and notices can be set per library.

Patron records within the circulation module are completely customizable by the library and can include multiple address fields as well as additional custom patron attributes that are configurable by the library. Library Staff can search for a patron using many different identifiers such as first or last name, card number, physical address, phone number, or email address. Staff also have the ability to print any screen in the patron detail page, or for that matter, the entire system using the Firefox browser's print functionality. When entering a patron, ByWater can configure your settings to autofill certain fields within the new patron record such as barcode, zip code (multiple zip codes can be located in a pulldown as well) city and state. Koha also has the ability to link family members' cards and designate a responsible party for juvenile cards

Payments and fines are clearly displayed in the patron detail page. From the fines detail page, staff and patrons can see the fines history, which includes details as to what the fines were for as well as the amount of payments made. Staff with the proper permissions have the ability to undo or void charges within the fines detail page. ByWater Solutions has experience in dealing with Unique Management for debt collection services and will provide them with the necessary information on a monthly basis or as requested. Koha also has "claims returned" functionality that library staff can manage and modify.

If a staff member has the appropriate permissions, they can also override many blocks and messages within Koha. When a block on a patron account exists, or any message alerts staff to something, a larger orange box appears with the details of the alert, along with a sound. Sounds exist in Koha for many functions including check in, checkout, and alerts. Koha also allows for the application of age restriction to DVD items. For example, if a child (with a birthdate that makes them under the age of 13) checks out a PG13 DVD, Koha can alert the staff member to the fact that the child is under the age of 13, and will ask if they would like to check the DVD out regardless. Koha also allows for links to family member's cards, and staff have easy access to view any relative's current checkouts from the parent or child detail page.

Koha's circulation and fines matrix allows for granular control over all aspects of circulation, holds and fines. Each library in the system can set circulation and fines rules in patron and item type combinations making it very easy, for example, to allow your resident patrons more freedoms than your non resident, or your adults more DVDs than your children. You also have the ability to limit holds and circulation across the system should you choose and set specific types of items to float throughout your branches.

2. Describe how hold requests are managed in the system.

The holds functionality in the circulation interface of Koha is fully featured and allows for a wide variety of granularity between branches. Koha has the ability to automatically expire holds based on library determined criteria, generate hold pickup notifications, print vertical holds slips for patron pickup, and staff have the ability to modify hold suspensions. Koha also contains a transport cost matrix which allows libraries to create a matrix to rank which items get sent to which library in what order. Other holds features include placing holds from the OPAC, placing multiple holds at once, the ability to suspend holds for a certain amount of time, and choose a "hold not needed after" date. Staff can also use Koha's "search to hold" feature to find items within the catalog from the patron detail page while still "remembering" that patron to easily place a hold for them. The ability to automate basic transactions for each individual library, such as auto-renewal of all checked out items that are eligible for renewal is also included in the base Koha functionality.

Koha allows a lot of customization and flexibility within the hold to fill process. The Koha Holds Queue will run in the background via a cron for the library and determine from a few system preferences set up by the library on how the holds will be filled. A few system preferences control how this cron job determines what goes on what library's holds reports. These would include, what branches participate, in what order or if randomized, if the library is open/closed. In addition to the Holds Queue process, a library can also customize their holds using a Transport Cost Matrix. A transport cost matrix allows libraries to configure which branches come up first in the holds queue based on parameters determined by the library staff. Library systems can determine what library branches are participating in this Holds Queue report. If you do not want all of your libraries to participate in the on-shelf holds fulfillment process, you should list the libraries that *do* participate in the process here by inputting all the participating library's branch codes within the system preference.

A report lives within the circulation module that each library can see their "holds awaiting pickup report". Alternatively, this report can be run for all the branches if necessary. The structure of this report can be configured to remove columns, but includes, waiting since date, date hold placed, title (which is clickable to view the entire record), patron information (also clickable), home library of item, current location of item, shelving location, copy number, and enumeration. Each of these columns can be clicked to reorganize the results by that specific column. There is also a button on each hold that could easily cancel that hold. This entire report is printable and exportable to excel or csv. Koha has the ability to automatically cancel expired holds (holds that have been waiting past the allotted time a library has determined to hold a hold) or the library can do this manually. If this is done manually, this report is connected to the Holds Awaiting Pick up report with the holds in a separate tab indicating holds over expiration date.
By default, Koha has a built-in Holds Ratio report that a staff member can run. These ratios can be manipulated, customized and configured through the reports module within Koha. A library can customize any aspect of this report for example, this report may include on-order records if a library would like to include that. The ratio can include or exclude specific item types you specify in the report. In addition to this report, Koha's report module can be used to create reports that would be desired by the library, if a library would like to see the number of checkouts of items that were ordered by a specific vendor during a time period, this can be created and stored in the library's Koha report library.

Koha's circulation matrix allows libraries to configure the hold policies by library (branch) and by the specific item type. Here is a screenshot of the Holds Policy that can be filled out by every branch within the system:

Default holds policy by item type

For this library, you can edit rules for given itemtypes, regardless of the patron's category.

Currently, this means hold policies. The various policies have the following effects:

- **From any library:** Patrons from any library may put this item on hold. *(default if none is defined)*
- **From local hold group:** Only patrons from libraries in the same item's home library hold groups may put this book on hold.
- **From home library:** Only patrons from the item's home library may put this book on hold.
- **No holds allowed:** No patron may put this book on hold.

Note: If the system preference 'AllowHoldPolicyOverride' is enabled, these policies can be overridden by your circulation staff.

Important:

- The hold policies are applied based on the ReservesControlBranch system preference which is set to ItemHomeLibrary.
- The return policy is applied based on the CircControlReturnsBranch system preference which is set to ItemHomeLibrary.

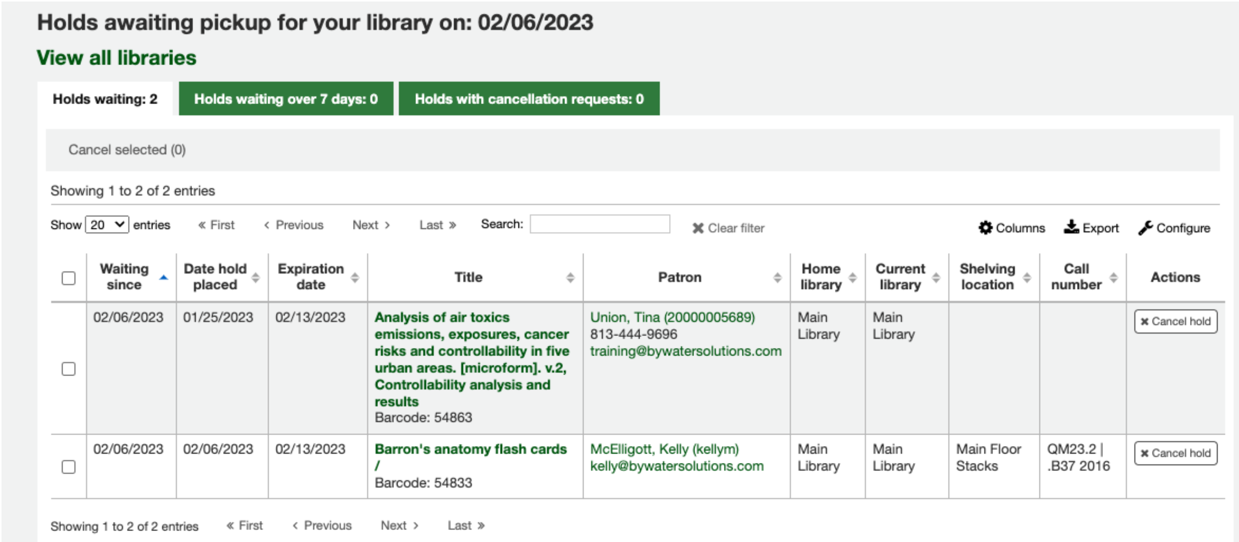
Item type	Hold policy	Hold pickup library match	Return policy	
Book	From any library	any library	Item returns home	Delete
Periodical	From any library	any library	Item floats	Delete
Reserves	From home library	item's holding library	Item returns home	Delete
Book	From any library	any library	Item returns home	+ Add

Each item type can be identified in this chart to what Hold Policy, Hold Pick up Library Match and Return Policy should be followed. Included in this matrix, are the options each item type can be used, such as, should the Hold Pick up match the item's home library, patron's hold group, item's hold group, or any library. Koha has both Home Library, Holding Library designation, but also Library Groups. Library groups allow specific libraries to come together and organize their rules similarly such as Hold Pick up rules but also more details for patron access, staff searches and OPAC searches.

In addition to this matrix, there is a Default Hold Policy that can be specific to a library that would indicate this Hold Policy rule applies to all the items instead of getting granular to the item type. Koha also has a very configurable and flexible holds system which includes a transport cost matrix that allows libraries to configure which branches come up first in a holds queue based on parameters determined by the library staff.

3. Explain how daily holds lists are managed.

There are a few ways that staff can manage and expedite their holds. Within the circulation module, there is a report that can be run to see what on the shelf needs to be pulled and triggered to capture the patron's hold, this is called the Holds Queue report, this is updated hourly and can be accessed at any time. The Holds Queue report can be run by different parameters, by item type, shelving location or collection code. This allows libraries to easily grab items on the shelf by material type or by location in the library. There is also the Holds Awaiting Pick up Report to see all the holds that are awaiting pickup, the patron has been notified of the hold waiting.



Holds awaiting pickup for your library on: 02/06/2023

View all libraries

Holds waiting: 2 | Holds waiting over 7 days: 0 | Holds with cancellation requests: 0

Cancel selected (0)

Showing 1 to 2 of 2 entries

Show 20 entries « First ‹ Previous Next › Last » Search: Clear filter Columns Export Configure

	Waiting since	Date hold placed	Expiration date	Title	Patron	Home library	Current library	Shelving location	Call number	Actions
☐	02/06/2023	01/25/2023	02/13/2023	**Analysis of air toxics emissions, exposures, cancer risks and controllability in five urban areas. [microform]. v.2, Controllability analysis and results** Barcode: 54863	Union, Tina (20000005689) 813-444-9696 training@bywatersolutions.com	Main Library	Main Library			Cancel hold
☐	02/06/2023	02/06/2023	02/13/2023	**Barron's anatomy flash cards /** Barcode: 54833	McElligott, Kelly (kellym) kelly@bywatersolutions.com	Main Library	Main Library	Main Floor Stacks	QM23.2 | .B37 2016	Cancel hold

Showing 1 to 2 of 2 entries « First ‹ Previous Next › Last »

The Holds Queue report and Holds Awaiting Pickup Report can be configured to remove columns if desired. In addition, the report can be reorganized by any of the columns depending on the order the library would like to view their results in.

4. Describe how patron relationships are created and managed (e.g., family relationships).

Patron relationships can be created in Koha from the patron account page. The patron can be linked to an existing patron account in the system, or staff can create a new patron to link, additionally staff can even add a name without it being in the database. Koha allows a library to include the type of relationship. This relationship option allows for libraries to have options on what connection exists between the two accounts: father, mother, guardian, grandparent, etc. Libraries can customize this relationship by system preferences, such as if family accounts can borrow if patrons within the relationship owe money, and what fields are pre-populated when creating a relationship. When patrons are linked, the links are visible from each linked account, and clickable for easy retrieval.

5. Describe how patron categories are created and managed (e.g., limited borrowing privileges, signed waivers, etc.).

Koha allows for an unlimited number of patron categories within the system. These categories can determine type - whether they can be combined (linked) with other categories such as an Adult/Child or Organizational/Professional. Each category can be identified by age, enrollment period, registration fee, whether or not they receive overdue notices, messaging preferences (by default) they would be signed up for, library branch limitation, default privacy option, password change/reset, and if they are blocked when expired. Patron categories are also a part of the circulation matrix, so when a patron is of a specific category, this can in addition to item type, circulation rules can be specific to checkout/hold periods. Permissions can be attached to specific patrons within your library system regardless of their patron category.

These are just a few of the ways a library can individualize the type of patron categories the library needs. Any patron within Koha can be given staff permissions. Patron Permissions are used to allow staff members access to the staff client. Once the patron or staff member is loaded, you can configure that member's permissions according to their use of the system. Koha has a batch patron modification tool in addition to a batch patron deletion/anonymization tool. Libraries can create a list of patrons, create a report of patrons or use a file of card numbers to enter into this tool. The tool will provide the patron fields to allow for editing and removing specific fields in bulk. To import a file of patrons/users, a starter .csv file is provided by Koha in the Patron Import Tool to easily separate all the patron information into the fields needed for import. This file provides all the fields that can be added into Koha for the patrons. In addition to this .csv, default values can also be used for fields that all the patrons in this file will be using. Examples for default values- if this file was all the same category code of patrons, the .csv file would not need this column, the value could be included in the default fields. Koha's reporting module will allow libraries to create patron files to export out of Koha and import into other sources. Library staff have the option to post both internal and external notes on a patron record. Internal notes can only be viewed by staff while external notes (highlighted in red in the system) can be seen by the patron. Notes are custom fields that can be filled in with any text. Koha allows libraries to store additional information to the patron, which are called Patron Attributes. A patron attribute can be customized to apply to a specific patron category or library branch. Also, this patron attribute can be a free text or have a dropdown option, such as Yes/No. Libraries have used patron attributes for a number of reasons such as subscribing to library newsletter, signing a waiver, pronouns, counties, etc. Here is a blog post and tutorial video on Patron Attributes which are very customizable to usable in so many ways:https://bywatersolutions.com/education/monday-minutes-patron-attibutes

Koha also allows for files to be attached to a patron record. These files can be any document type, csv, pdf, jpeg etc. Libraries use this option to include waivers or digital copies of registration forms .

6. Describe how the system allows the library to interact with patrons, including automated notices.

Koha allows for the customization of both patron receipts, as well as various notices by branch location. Koha sends notices via print, email, SMS, and integrates with i-tiva (formerly Talking Tech), Twilio, Shoutbomb and Unique for telephone notifications. Notice triggers include overdues, advance notices, item checkouts, holds filled, hold reminder, item due, and item check in. If the library allows, patrons can configure these notices from their account in Aspen and choose which notices (with the exception of overdues) to receive when, and by what medium. In addition, notice history is logged and clearly displayed in each patron record in the staff interface. Koha has three built-in overdue notice triggers. Libraries can set up overdue notices by patron category and by number of days overdue. If a library would like to send more than the three, Koha allows for customized notices to be created and run by a report.

7. Explain how the patron account differentiates changes made by the patron from those made by library staff.

Koha keeps a log of actions performed in Koha. These logs include authentication, cataloging, authorities, patron, acquisitions, serials, holds, ILL, circulation, claims, fines, system preferences, cron jobs, reports, notices and news. A staff member with the correct permissions can access these logs and choose all actions performed or a specific action. By default, the logs are kept for 180 days, but this can be altered if needed by the library.

When run, the log will show the date of the action, the staff member logged in, the module, the information (such as what was altered) and where it was altered- staff or OPAC. Some logs have the functionality of viewing changes side by side to compare the changes, specifically reports and News.

Additionally, a library can allow patrons to make changes to their account from Aspen Discovery. When a patron makes updates to their account such as a new phone number, address, email, this will be sent to Koha. These changes will be approved/denied by staff. Once approved, these changes will be automatically applied to the patrons account. This screenshot is from the Koha staff interface which will tell the staff what the change was, what the information was before, and links to the patron account.

8. Describe methods to capture incidents with patrons at the library.

Library staff have the option to post both internal and external notes/messages on a patron record. Internal notes can only be viewed by staff while external notes (highlighted in red in the system) can be seen by the patron. Notes can free text or allow for a customized drop down value of options.

9. Describe how the system supports paperless workflows for patron registration and account designation.

Aspen will use Koha's system preferences that are dedicated to self registration. The library can determine the mandatory fields that a patron needs to fill out and also can determine which fields should not be shown in this form. The library will also decide what category the self registration patron will be created in. This allows the library to create circulation rules for this specific self registered patron category. Self registration can also be done for only specific branches. Working together with Koha, Koha can also make sure there is not an email already in the system prior to successfully creating a new account. Koha can remove any patron self registrations that have been created after a specific amount of time. Here is a great blog post on the process of Self Registration with Koha and Aspen Discovery: https://bywatersolutions.com/education/setting-up-self-registration-with-koha-and-aspen-discovery
Allowing your patrons to register online, will eliminate the need for paper forms!

10. Describe how a single patron account can accommodate multiple active and inactive barcodes.

The patron database fields can be found in our schema, https://schema.koha-community.org/22_11/tables/borrowers.html which shows all the possible fields to store data in for the patrons, including name, last name, 3 phone number fields, 2 email fields, multiple addresses, etc. In addition, Koha allows libraries to store more information to the patron- information can be stored in two different Sort fields or a Patron Attribute field. The sort fields are a great place to include inactive barcodes assigned to patrons, as this field in addition to many others is searchable by default in Koha.

11. Describe how your system encourages increased library use.

With trends in technology quickly evolving library patrons expect much more from the websites that they interact with:

- They are used to Googling content and finding the information they expect on the first page.
- They are used to shopping sites like Amazon where they can find the products they want regardless of whether or not they are supplied by Amazon or a third party provider.
- They are used to sites like Netflix providing suggestions of what to watch based on their ratings and past activity.
- They expect a site to be easy to use and to work well on all of their devices.

The catalog search that comes bundled with an ILS is meant to support library staff first and foremost. In most cases, library staff and patrons have very different goals and needs. Good Discovery systems recognize these differences and work to make sure that the needs of our patrons are met first.

Let’s think about some of the patron expectations that we outlined prior. The first expectation for patrons is that the most relevant content appears first within search results. A traditional ILS (and many Discovery systems) will push content that was added to the catalog most recently to the top of the search results. This leads to searches for 'Harry Potter' returning movie tie-ins, cookbooks, foreign language materials, and other content before returning the books or movies in the core series.

With Aspen Discovery, we feel this is a major usability issue for patrons. After all, patrons can easily assume that if the library doesn’t even have Harry Potter, they probably don’t have other books and movies that they want to read. We’ve worked hard to ensure that Aspen returns materials correctly based on the searches that patrons are doing.

While it is important for staff to view each edition and format of a title independently within search results, most patrons want to know all the different formats that are available to them without needing to scroll through pages and pages of results.

Some of our libraries have extensive video game collections so it’s important to make sure that all of the different versions are grouped together so patrons don’t have to scroll through pages of results to determine whether or not the library has a copy of the game for their chosen console.

Patrons also expect to be able to learn about all of the resources that a library gives them access to without having to look at multiple sites. At many libraries, a patron may have to search:

- The catalog to find books and movies the library loans
- OverDrive for eBooks, eAudiobooks, Magazines
- Hoopla for eComics, eBooks, eAudiobooks, Movies
- Kanopy for more movies
- An events site to find information about events provided by the library
- The library site to find information about the library itself
- The library site (or external sites) for online resources such as Consumer Reports, Linked In Learning, Gale Databases, EBSCO articles, etc.
- External sites to find obituaries, local history information, and digitized materials.

The list of locations a patron might have to search to find what they want goes on and on. With the number of possible search locations, most patrons won’t know about many resources that are provided unless they ask a staff member or do a lot of in depth research on their own. We hear from libraries all the time that they have expensive resources that they subscribe to that are mostly unused because they are too hard to find.

With Aspen Discovery we have a core goal of making these materials easy for patrons to find no matter what system they are hosted in. There are several different avenues we have to include resources. We integrate with major eBook vendors to include eBooks, eAudiobooks, Magazines, Movies, eComics, etc. directly within catalog search results and allow patrons to check them in and out directly within Aspen Discovery to decrease access barriers for patrons. If a vendor does not allow direct integration, we can easily load MARC records or provide links to their sites to ensure that patrons know about the content.

Suggestions are also very important to patrons. Because library catalogs generally contain hundreds of thousands or even millions of titles, patrons need help to determine what they will find most interesting. Using techniques similar to sites like Netflix and Amazon, Aspen offers several methods of recommending information to patrons. The homepage can be completely customized to display searches and lists based on the season, titles that are new to the library, personalized recommendations for patrons, and more.

Some of our libraries have seen 150-200% increases in number of holds since implementing Aspen Discovery and recommending titles to patrons so we know that recommendations really work!

Some of the other ways that Aspen can recommend titles to patrons include:

- Personalized recommendations based on titles a patron has rated
- While You Wait suggestions that recommend available titles when patrons place holds
- Placards for similar title suggestions generated by library staff
- Curated lists of read alikes

Finally, patrons expect Discovery Systems to be easy to use and to work well on all devices. Aspen is fully responsive so it works on any device that a patron has. We've also done numerous usability tests to ensure that patrons can easily navigate the site and interact with library resources.

Providing a great Discovery experience to your patrons is an important step in making your resources more accessible to patrons, increasing their understanding of the full breadth of your offerings, and maximizing their engagement with the library.

12. Describe how expiring accounts are tracked by patrons and staff.

Within the Koha Reports module, a library can run a report to find any expired or upcoming expiring patrons. This report can be run daily, weekly, monthly automatically and emailed directly to the library, if this works for the library's workflow. Within 30 days of the patron's expiration date, a message will appear on the Koha staff interface under that patron's account to let staff know. In addition, Koha can email the patrons that their account will be expiring if the library would like.

13. Describe how the system integrates with automated materials handling systems, self check machines, off site storage and pick up lockers, etc.

Koha's Circulation module has the ability to interface with multiple vendors for patron validation, RFID/self- checkout functions, and other third party applications via SIP, SIP2 or LDAP connections at no additional charge. Limits for checkouts, fine blocking, and many other configurable triggers and notices can be set per library. Any AMH systems, self check machines, off site storage, pick up lockers if connected to SIP will integrate with Koha. A member of our systems team will work with the library and the third party vendor to set any and all connections for the library. Koha can connect to self-check machines, gates, RFID, kiosk, and more.

- bibliotecha
- Librarica (Cassie)
- Envisionware
- FE Technologies
- meeScan
- mk Solutions
- Tech Logic

14. Describe how the system integrates with RFID security systems.

There are many ways that RFID can connect to Koha. RFID can be connected to the Koha Self Checkout Module, allowing patrons to place their items on the RFID pad during checkout. In addition, staff can use RFID during checkout, batch checkout (allowing multiple items to be checked out in Koha and also applied in the RFID process), and during check in. The process connects seamlessly with Koha.

Cataloging and Collection Management

1. Provide an overview of the cataloging capabilities.

Koha's cataloging module allows for cataloging of MARC records using either a basic or an advanced cataloging interface. Using these interfaces librarians can perform original, copy and imported cataloging. Both editors can handle the addition of any fields, including new fields for RDA and expanded fields for OCLC numbers. The basic editor offers clear labels to new catalogers, simple validation such as checking for non repeatable and/or missing required fields and built in help links for each field and subfield. The advanced editor allows for the use of macros to automate the addition and population of commonly used fields, keyboard shortcuts to prevent the need for a mouse and simple validation such as checking for non repeatable and/or missing required fields. MARC records can be brought into Koha in many ways. Koha does support the OCLC Connexion Gateway which allows catalogers to click export in Connexion and automatically send the record to their Koha system. You can also import batches of MARC records from OCLC, book vendors or any other source and Koha will use matching rules that you have defined to prevent the addition of duplicate records. The import process includes the option to manipulate the records upon import, whether that is creating items, adding, moving, copying or deleting fields. In addition, Koha allows for importing profiles to be created, which allows librarians to apply the same procedures to a batch of records when needed.

Koha offers built-in Z39.50 searching for copy cataloging and allows the library to open up their Z39.50 port should they wish to share records with other libraries. Finally the library can originally catalog records using Koha's cataloging module. All of the above functions will offer prompts to prevent the addition of duplicate records using rules set by the library. These records can be suppressed (or shadowed) on the bibliographic and/or item level.

Koha allows the library to define any number of material/item types. This means that a library's collection can easily be made up of (and searched by) digital resources, print materials, videos, audio discs and much more. For digital resources, user-friendly links will appear on both the search results and the bibliographic detail page making it clear that the item is electronic and making it easy to access.

The label creator in Koha allows the library to define custom templates and layouts to allow for the printing of spine, bookplate and barcode labels. This can be done in batches or one by one via the bibliographic detail page.Should edits need to be made, in addition to individual editing capabilities, Koha allows for the batch modification (and deletion) of items and bibliographic records. Bibliographic records can also be merged together should duplication occur. Merged records retain all holds (ordered by date of hold) and circulation history from both records and items. Koha does offer a searchable authority file. Authorities can be added by batch import, via original cataloging or by importing records using Z39.50. Koha's authority linker will maintain links between bibliographic and authority records.

2. Describe how collection management (including weeding and inventory) is accomplished.

Koha has a built-in inventory control module. The library can inventory an individual collection or a branch/location combination, as well as the entire collection. Koha has many reports which would assist your Library following an inventory including: missing items, lost items, shelf reports and items currently on loan. We can also write custom reports upon request as part of our support offering such as items missing barcodes. Because Koha is web-based, conducting inventory can be a very mobile experience. All that is needed is a wireless laptop with a USB barcode scanner and a book cart. Koha's Inventory Tool can be used in one of two ways: you have the option of printing out a shelf list that you can then mark items off on, or you can upload a text file of barcodes gathered by a portable scanner. A tablet or Smartphone with a camera can also be used to perform this function provided the camera has barcode reading capabilities. The Koha Inventory module also flags items currently checked out as inventoried. Collection development and statistical reports are built into cataloging, reporting, and circulation. All data that is recorded in the system is easily accessed and any report that is needed can be custom written and designed by ByWater Solutions staff (all reports are included in our support cost and there is no limit to the number of reports we will create for your library) or your library using SQL. Reports can be generated on any circulation material, borrower data (including item use), most requested books, recent additions and withdrawals by branch, historical data on circulation, item holdings, overdues, items added or deleted with a granularity of one day and many more. Librarians with the appropriate credentials can easily generate patron, item, and bibliographic lists as well as record counts.

3. Explain how the system automates the process of adding and removing items from temporary shelves (e.g., new books, holiday collections, etc.).

Koha has a tool, Automatic Item Modification by Age, which allows libraries to assign a location to an item, but Koha will automatically move that item once it hits the time allotted set up in the tool. Location is just one option that this tool includes, an item can be updated to. In addition, Koha has a process called, Cart to Shelf, which will set the item when it is originally checked in to a Cart location, for a specific allotted time. This allows the library ample time to shelve the book and at all times, patrons have the ability to find it. Koha records both permanent and temporary shelving locations for items within the system. Staff can mark items in bulk as shelved on a temporary location using the bulk item modification tool, and when the item is checked in it staff can choose to send the item back to the permanent location. Reports can be run to check the accuracy of a location at any given time.

4. Describe how library items can be shared easily and equitably by any branch in the system (e.g., including floating collections).

Koha's circulation and fines matrix allows for granular control over all aspects of circulation, holds and fines. There is no limit to the number of loan periods that may be used. The library can set circulation and fines rules in patron and item type combinations making it very easy, for example, to allow your teacher patrons more freedom than your students, or your adults more DVDs than your children. A library can also have the ability to limit holds and circulation across the system should you choose and set specific types of items to float throughout your branches. In the circulation and fine rule matrix, there also exists the ability to define “default checkout, hold and return policy”. This can be set up per library and allows libraries to define what the default return policy is: item returns home, item returns to issuing library or item floats. This will be used if the item type is not defined by the “default holds policy by item type”. This is an additional way for libraries to identify what material type specifically is allowed for hold and return.

5. Describe how the system facilitates the efficient rotating, weeding, repair, and/or cleaning of items.

Koha has a robust reporting system which can allow libraries to create reports and schedule these reports to be run at a specific frequency and emailed the results to an email or multiple emails. These reports can be catered to the library’s needs to find all items marked “cleaning” each week or for items that are marked damaged/withdrawn. Our implementation team will work with the library on their specific workflows to ensure reports and processes are mapped out to be effective and also efficiently for the library staff.

6. Describe the authority clean up/maintenance process.

The authority module in Koha allows users to add, update, edit or delete authority records at any time. There is a cron job (script) that can be run nightly or when the library specifies. It updates bibliographic data with changes to authorities records and makes changes to bib records accordingly.

Because Authority records are not required, Koha provides system preferences to allow the staff to create authority records as needed. There are two preferences that control how authorities are created. If the cataloger selects an existing authority or creates a new authority record, the authority and bibliographic record will be linked (via the $9 tag). You never have to find the authid to populate the $9 subfield. If the cataloger enters 'free text' in the authority driven tag, the bibliographic record MAY get linked to an authority record when the link_bibs_to_authority.pl cron job runs. It will only be linked if an authority record exists for the value entered by the cataloger.

Koha allows for the flexibility with authority control of having machine generated records, local records, and records from your favorite controlled source. Koha can prevent users from entering random authorities, force staff to choose from an existing authority and/or you can import from your trusted source via z39.50 or via a file. A report can be created for authority records to identify which authorities within the system have 1 or no bibliographic records attached. While cataloging, Koha can prevent staff from creating authority records via free text. The option to create an authority record will be to search the Authority Database within the Koha system or search via z39.50 for a new authority.

If or when the library works with Marcive or Backstage for Authority updates/cleanup, our data specialists at ByWater Solutions will be able to provide support and assistance to the library when an update or adding new authority records.

7. Describe the process of importing and loading bibliographic records.

Koha allows for the importing of both single import and multiple bibliographic records. Librarians can import multiple bibliographic records through the Stage MARC records for import tool, you can import both bibliographic and authority records that are saved in MARC format. Importing records into Koha includes two steps. The first is to stage records for import. This temporarily places them in the reservoir, giving you the opportunity to look for a match or duplicate in the system and or apply a MARC modification template to the record. The MARC Modification Template system gives Koha users the power to make alterations to MARC records automatically while staging MARC records for import. This tool is useful for altering MARC records from various vendors and sources that work with your MARC frameworks. The system essentially walks users through creating a basic script using actions to Copy, Move, Add, Update and Delete fields. Koha gives the user the ability to view matches found during the import side by side before deciding on importing the records. Once you have staged your records for import you can complete the import using this tool, which brings them into the system indexing them and making them available to search on both the OPAC and staff side.

Librarians can import a single record into the system through the advanced cataloging module. This will allow a librarian to upload an existing file from the computer to import into Koha. Clicking 'Import' will bring the record into the editor where you can perform your edits.

Koha does support the OCLC Connexion Gateway which allows catalogers to click export in Connexion and automatically send the record to their Koha system. You can also import batches of MARC records from OCLC, book vendors or any other source and Koha will use matching rules that you have defined to prevent the addition of duplicate records. The import process includes the option to manipulate the records upon import, whether that is creating items, adding, moving, copying or deleting fields. In addition, Koha allows for importing profiles to be created, which allows librarians to apply the same procedures to a batch of records when needed.

Acquisitions and Serials

1. Provide an overview of the acquisitions system.

There are several key areas of the Acquisitions Module in Koha, Vendors, Budgets/Funds and Orders. Vendors within Koha can include complete contact information, account information, as well as a specific tax rate, discounts and average delivery time. Budgets are entered into Koha via administration and can be made as granular as the library chooses. Each budget has at least one fund and then funds can be broken down further into sub funds if needed/wanted. Budgets and funds can be branch specific if the library system so chooses. Koha will track all expenditures and encumbrances against these budgets as orders are placed in the acquisitions module. Budgets and funds can be adjusted as needed throughout the fiscal year. At the end of the year a budget can be duplicated to easily create the same breakdown for the following year.

Koha's acquisitions module allows for creating orders in many different ways. All orders are put into 'baskets' where library staff can choose to load in MARC records in batches from vendors, to use a purchase suggestion from a patron, to order from an existing record in your catalog, to enter in a brief record or to search another library via Z39.50 to find a full record. Baskets can also be made as Standing Orders, allowing the basket to remain open when items are received. Depending on the library's wishes, on-order items can be created at the time of acquisitions to allow holds to be placed both by staff and patrons. Ordering and Invoicing using EDI functionality is available for various vendors including Baker & Taylor, BroDart, Ingram, Midwest Tapes, and Gobi.

Koha can also work with your acquisitions vendor to identify local fields for auto-population once items are brought into the acquisitions module using a 9XX field. This will allow the option to obtain item information from order files . The item information found in the 9xx field from the vendor records automatically generates items in Koha with populated information based on a 9XX field and subfield.

Koha's reporting module allows for complete access to any data stored in the system; as long as the data is stored a report can be written. This means that the library can generate any number of custom reports including, but not limited to, lists of items not received, orders that are late and/or outstanding, vendor payment history and orders based on funds (including special funds). Reports can also be used to keep track of monies spent with each vendor, encumbered with each vendor and still outstanding in each budget or fund.

2. Provide an overview of the serial system.

Subscriptions in Koha are defined in the Serials module. First the library enters in a bibliographic record for the title and then attaches a subscription to it. The subscription defines the prediction pattern (which is completely customizable) for this particular serial, allows the library to link the serial to a purchasing agency, includes a grace period before the item is assumed late or missing, and allows for the automatic prediction and generation of future issues.

Once subscriptions are entered they can be searched by title and ISSN from the serials page and by bibliographic number (and many more fields) via the catalog search. All issues can be received at once by clicking 'Receive Serial' on the search results. If your library chooses to attach barcodes to serials at receipt Koha will generate an item record with pre-filled values based on the subscription.

A claims report can be run at any time to pull up all missing and late issues and will allow your library to generate emails to the appropriate vendors. The staff member who is processing the claim can also be automatically cc'd on this email. If the library chooses to, they can also download the claim and email that notice to the desired vendor. This claims report can be automated to run daily, weekly or monthly.

Every serial subscription is attached to a bibliographic record and each subscription can be linked to a vendor. One bibliographic record can have multiple subscriptions attached for different vendors and/or libraries. Koha comes with some common publication patterns programmed in, but the library has complete control to add additional patterns on an as needed basis.

Koha has a Mana Knowledge Base built into both the Serials and Reporting Module which allows librarians to search other libraries for already created prediction patterns. The Mana Knowledge base will streamline the process of creating new serials within Koha, by importing an already existing prediction pattern directly into the library's Koha system.

3. Describe how the system supports EDI ordering.

Koha uses the EDIFACT standard not the X12 standard for electronic ordering. Koha EDI ordering works with Baker & Taylor, Brodart, EBSCO, Emery Pratt, findaway, GOBI, harrassowitz, Ingram, LSC, Midwest Tape, Midwest Library Services
Koha's EDIFACT module supports order records that have a quantity field. In a typical workflow, a librarian will stage an order including the number of copies from the vendor's side and download an order file. Koha then accepts this order file and creates the needed records and items in Koha. The order is finalized with an EDIFACT order message that transmits any necessary item data back to the vendor. With EDIfact ordering a staff member will download the MARC records from the vendor. This file will be loaded into the basket that the staff member has created with Acquisitions. Once this file has been uploaded and the basket is complete, the staff member will submit the EDIfact order. This will FTP the order to the vendor. The vendor will receive the files via FTP. Koha has a cron job that will run in the background, and sends the receival message back to Koha. Koha will also receive an EDI invoice from the vendor when the items have shipped and potentially another file of records to the staff member .Koha is generating the invoice in the database, it will also set the shipping cost for the invoice, update the related suggestions if it exists, decrement the order line quantity by the quantity received , and split the order line if not fully received. This process can also mark items as received and update the fund automatically. In addition, the item's price, replacement price and replacement price date, not for loan status are all things that this process can also do- depending on the library's needs. The EDIfact cron will run every 15 mins by default and find any files to process. Generally the file suffixes for this process include Order files will be .ord and Invoice files will be .inv. To receive orders staff will search either by vendor, order number, order line or invoice. From the search results simply click the 'Receive shipment' button and enter in the necessary information about the invoice (shipping, invoice number, billing date). When receiving orders staff can easily cancel/delete order lines that have been canceled on the invoice which will automatically refund the money to the related fund. Once received invoices can be searched at any time. Additionally, if you have entered in an email address for the vendors in your system you can either send them claim emails when an order is late or download the late orders for direct email.

4. Describe how the system measures the library's requests from patrons.

Koha has purchase suggestion functionality built into Aspen and Koha Staff Interface. A library has the ability to customize the fields that a patron must fill in and also other fields that can be optional. The purchase suggestion is linked to the patron once that suggestion has been submitted. This purchase suggestion functionality ties into the Acquisitions workflow, allowing for suggested items to be approved and automatically be placed on order from the purchase suggestion. Emails will be generated automatically to patrons when a purchase suggestion has been approved, ordered and even arrived at the library.

Purchase suggestions can be generated in one of two ways. You can create suggestions via the staff client either for the library or on the patron's behalf from their record.When a suggestion is waiting for library review, it will appear on the Acquisitions home page next to the vendor search. Clicking 'Manage suggestions' will take you to the suggestion management tool.The suggestions will be sorted into several tabs: Accepted, Pending, Checked, Ordered and/or Rejected. Each accepted or rejected suggestion will show the name of the librarian who managed the suggestion and the reason they gave for accepting or rejecting it (found under 'Status'). When placing orders through the Acquisitions Module, a library can place orders from those suggestions. Koha can send an email to the patron when the purchase suggestion has been accepted, ordered and also received. Koha has a system preferences that limit the number of purchase suggestions that a patron can place at one time.

5. Describe how donations given to the library are processed and tracked.

Libraries have a few options when deciding on adding donations into Koha. A library can catalog this donation within the Koha system and add notes to the item itself or add a MARC field noting the name of the person making the donation. Both of these notes can be searched using Koha's item search, making it easy to find all the items a specific patron donated to the library. Another way a library can track donations is through the Acquisitions Module. Records can be 'ordered' and received through the Acquisitions Module and tracked for other purposes. Here is a helpful blog post ByWater created for tracking donations within the Acquisitions Module:
https://bywatersolutions.com/education/monday-minutes-donations

In another vein of donations, Aspen Discovery will allow donations to be made by patrons. Here is an Aspen Weekly that breaks down this process:
https://bywatersolutions.com/education/aspen-weekly-volume-54

6. Describe how the system facilitates the ordering and receipt of serial subscriptions.

In Koha a library can use the Acquisitions module to order and receive serial subscriptions as it does with other material. When a library places an order for a serial subscription, the option will bring the user to find that subscription directly in the Serials module. A vendor within the Acquisitions module can be connected to a serial or multiple serials which will allow libraries to directly contact this vendor about late issues as well as create a link to the serial subscriptions attached to the vendor.

7. Describe how the system closes out and rolls over orders at the end of the fiscal year.

In Koha, a library can close out a budget at any point. When closing the budget, Koha will give the option to move or roll over unreceived orders. Additionally, the option to move any unspent funds to the new budget is an option. A library can easily duplicate the previous budget and create the next year's budget. When duplicating the budget, Koha will give options if the budget should stay the same or need to have an adjustment (positive or negative). Once you have a new budget, this will allow you to roll over your unreceived orders or funds. A new budget has been created for the next fiscal year, you can close your budget and move unspent funds and unreceived orders. For a fuller description, see our helpful blog post on this process: https://bywatersolutions.com/education/closing-out-your-budget-in-koha-acquisitions

Reporting & Data Migration

1. Provide an overview of the data migration process, including what exactly is migrated from our current system.

ByWater has extensive experience in migrating libraries from SirsiDynix Symphony and has detailed, custom written scripts that enable the migration team to accurately and effectively migrate data from that system into Koha. ByWater has performed over 200 migrations from Symphony to Koha. The ByWater migration team has extensive experience in migrating multi-site libraries and is intimately familiar with the processes needed to effectively transition these institutions.

Skilled manipulation of library data is the key to a successful migration. Because it is the most important representation of a library's collection, we take the time to proficiently manage your data prior to your go live. Our Installation and Migration fee includes but is not limited to:

- Creation of test system for training and testing
- Transfer of all data from legacy ILS to Koha
- Data cleanup that contains if/then statements (for example, if an item has no bib record attached, then delete it)
- Installation and customization of staff and public interfaces
- Administrative configuration and consultation on system preferences setup
- Creation of requested custom reports prior to go live
- Import of patron data, fines, fees, checkouts, holds, lists, and any other data that is provided
- Assistance with the import/configuration of authority records
- External device setup such as those using SIP2, NCIP and LDAP connections
- Assistance with exporting data from legacy ILS when possible

All services listed above are included in one low implementation cost as quoted in the pricing section of this RFP. We look at the implementation of Koha as your first impression of us and take this part of the relationship very seriously.

ByWater Solutions also offers customizations that can be written in javascript, and perl. In addition to application scripting ByWater also offers customized report scripting written in SQL. All of these services are provided without additional cost to the library.

ByWater Solutions' Koha implementation involves a two step data migration process that allows your library staff to test the system with your own data before final implementation. The first data extraction and delivery is installed onto a test system for the library to screen and sign off on before the final production transfer takes place. This will contain any data brought over from the current system. This is the system your libraries will be trained on and will conduct subsequent pre go live testing on. The second data dump is conducted directly before the proposed go-live date so as to bring over any changes in database content that were added since our initial test load. The ultimate goal in conducting this process is to avoid the need to run dual systems during your migration, and to minimize downtime. The final changeover is completed by our staff during hours in which your libraries will be closed so as not to disrupt any day to day activities. Providing your libraries with a test system also allows for testing and training refreshers throughout the migration process so that your staff will be comfortable and confident with your new system on the day of your go-live. During this process, all integration with third party services, as well as SIP2 and LDAP connections will be completed and maintained as part of the implementation fee. The migration includes the administrative configuration within the system according to the parameters given to us during training. Upon request, ByWater can also provide data clean up services free of charge. These services must fall under a command line capability and have an “if/then” statement. An example would be: “If a bibliographic record does not have an item attached, then delete it”. Documentation available to customers includes the following:

- ByWater Solutions Migration Handbook (PDF)
- Koha Manual:https://koha-community.org/manual/latest/en/html/index.html (viewable online or via PDF download)
- ByWater Solutions Tutorial Training Videos/Blog Posts: http://koha.bywatersolutions.com/
- Release notes for updates and upgrades- most recent for an example: https://bywatersolutions.com/education/koha-2205-upgrades-hub
- Live Upgrade Webinars (link to most recent:
  https://bywatersolutions.com/education/koha-2205-upgrades-hub

2. Provide an overview of the standard reports included in the system.

Koha has reports built into several modules where a staff member can easily run a report without leaving that module. Column configuration is available for these reports, meaning, the library can pick and choose which data is viewed when running them. Each report that is listed below is built into the module, however any report is customizable through the Reports module, so if the report needs to be customized, that can be done for the library. These reports include:

Circulation Module:
- Holds Queue- defaults to logged in branch, but can be used to see all branches
- Holds to Pull- can be sorted by specific column and date range can be altered
- Holds Awaiting Pickup- defaults to logged in branch, but can be used to see all branches
- Holds Ratio- this can be limited by the specific hold ratio, date range, include/don’t include ordered or suspended.
- Overdues- this has the ability to be limited by date range, patron category, item type, specific patron, specific item home library, checked out items only, specific patron flags and library of the patron.
- Overdues with Fines -can be limited by shelving locations

Acquisitions
- Acquisitions Statistic Wizard- customizable to look at data specific by vendor, title, fund, item types, home library, collection code, date range for order placed and received.
- Orders by Fund- can be used to look at all funds or a specific fund.

Serials
- Claims- by specific vendor
- Check Expiration date- enter in date range
- Serials Statistical Wizard- customizable to look at data specific to vendor, library, and expired serials.

Reports Module
- Built in Statistic Wizards for the following modules, Acquisitions, Patrons, Cataloging, Circulation, Serials, Cash Register, Holds.
- Patrons with the Most Checkouts
- Most Circulated Items
- Patrons who haven’t checked out
- Items with No Checkouts
- Items Lost
- Orders by Fund
- Catalog by Item Type

- Average Loan Time

ByWater creates about 49 predefined Saved reports into the Reports Module when creating the library's Koha site. All of these reports are customizable and organized by module within the Saved Reports Module.

Patrons: New Patrons by Category in a Date Range, Count of Patrons whose card will Expire after specific date grouped by category, Patrons with Overdue Notices triggered today, Patrons expiring after a given date, and Patrons with last activity before a given date
Accounting: Fines with Patron and Item Information included, Total Fines Paid Today, Account Types with Examples, List of Accountlines in a given type and date range.
Acquisitions: Titles ordered in a Specific Fund, Items Ordered vs Received
Catalog: Count of Items by Branch and Item Type, Count of New Bibs Records between date range, Count of New Items added to catalog, Bibliographic Records with No Items, Duplicate ISBNs, List of New Items added to Catalog, Bibliographic Records that are Suppressed, Shelf List by CallNumber Range, Deleted Items by Date Range, New Items added in Last 30 Days
Circulation: Checkouts and Renewals in a Date Range, Previous Day's Circ Stats, Previous Month's Circ Stats, Monthly Circulation Report, Overdue Notices Sent, Course Reserve Usage, Overdues with Holds Waiting, Holds that Cannot Be Filled, All Items with a Lost Status, Circ Counts by Hour.
Serials: Latest Issues
Collection Development: Circulation Counts by collection code in a date range, Circulations in a Date Range by Dewey Segment, Relative Use by Collection with Turnover,Never Circulated Items for Weeding, Lifetime checkouts, Turnover Rate by Collection in Date Range

3. Describe how staff can set parameters and schedule reports for standard report templates.

Reports can be generated on any circulation material, borrower data (including item use), most requested books, recent additions and withdrawals by branch, historical data on circulation, item holdings, overdues, items added or deleted with a granularity of one day and many more. Librarians with the appropriate credentials can easily generate patron, item, and bibliographic lists as well as record counts. Koha's reporting tool allows for libraries to run and create any report they need at any time throughout the day on all functions including but not limited to circulation, cataloging, acquisitions, and ILL.

Koha's reporting allows for the capacity to track and reconcile accounting by payment library, bill reason, and payment type (cash, check, credit) and has the ability to produce cataloging and database statistics including counts of records modified, added, or deleted by cataloger login.

Available outputs for statistical data include home library, location, item type, time of day, and many more. Literally any information contained in Koha is retrievable through reports. The Koha reporting module also has the capability to produce real-time statistics online, allowing librarians to print or email these reports as needed. ByWater will also migrate any historical data imported from the previous ILS that is provided.

Reports can be run by using the built in report wizard or by writing an SQL query. In most cases, Koha allows for the ability to run reports while libraries are open and without degrading response time. Custom report generation is part of the ByWater Solutions support package, but there is a very substantial online database of written SQL reports that has been created by other librarians using Koha. This collaborative database can be viewed here: http://wiki.koha-community.org/wiki/SQL_Reports_Library Any report in the Library's report library can be duplicated and edited to adjust as necessary. There are built in parameters to easily add drop down menus to any report, such as by branch, item type, collection code etc. For more information about parameters and a visual of the report module, see this helpful blog post: https://bywatersolutions.com/education/monday-minutes-adding-a-dropdown-option-in-reports

Collection development and statistical reports are built into cataloging, reporting, and circulation. All data that is recorded in the system is easily accessed and any report that is needed can be custom written and designed by ByWater Solutions staff or your library using SQL. The reporting module, like all Koha modules has permissions attached to it, staff members can have access to only running reports, creating reports and/or deleting reports. Any report that is created in the system will be attached to the staff member's name that created it.

Koha reports can be displayed on the screen as a table or a chart (pie, bar, line). Reports can be downloaded as a CSV which can then be opened in a spreadsheet application of your choice (XLs, XLSX etc..). Charts can be downloaded as a .svg file.

Any report in the library's report library can be scheduled to run automatically by a specific frequency (1st of the month, end of the month, every 2 weeks, etc) and emailed to an email address or multiple email addresses.

4. Describe how staff can create their own custom reports, including the level of customization and specificity that can be achieved (eg, can specific MARC fields be utilized in custom reports).

Koha has a few valuable resources that would help a library create reports. The first resource is the Guided Report Wizard, which will walk staff through creating a report with simple questions. After these questions are answered, Koha will provide the SQL language, and all the staff member needs is to run it. The second resource within the Reporting Module, is the Community Report Library which allows libraries to use curated reports by other librarians around the world. A simple copy and paste will grab that report and add it to the library's own report collection. The third resource is the Koha Mana Knowledge base that also will allow libraries to browse existing reports and easily import them straight into their Koha system. The fourth and most convenient resource is that any report that is needed can be custom written and designed by ByWater Solutions staff. The database schema is available here, https://schema.koha-community.org/22_11/, which allows librarians to see all database tables and fields that can be included in reports. Any MARC field in a MARC record is reportable as well as any reports can be customized to include additional fields or drop down options to have various ways to run the same report. For example, a report can be created to show all new patrons created in the past 30 days, when choosing to run this report, a dropdown option of both libraries, Cedar Falls and Waterloo will appear, allowing just Cedar Falls to run the report for new patrons registered at their branch. Additionally, an option for ALL can be added, allowing the report to capture both branches information when running the report.

5. Describe how system reports allow staff to make timely, data-driven decisions.

Within the Koha Reports Module, available outputs for statistical data include home library, location, item type, time of day, and many more. Any information contained in Koha is retrievable through reports. Part of the implementation process, our Koha Educator will work with your library to ensure the reports needed are created in Koha. At any time, our ByWater Solutions team will work with the library to create any reports to help the library make the decisions they need to make with the data found in Koha. The Koha reporting module also has the capability to produce real-time statistics online, allowing librarians to print or email these reports as needed. ByWater will also migrate any historical data imported from the previous ILS that is provided.

6. Share unique reports your system is capable of.

All data that is stored in Koha is reportable. Therefore any question a library has about its data can be run and also visualized. The ability to look at circulation statistics can be done in a number of different ways in Koha. For example, a library knows how many items were checked out yesterday, but what other key data points would be useful for future collection development? What about looking to see what percentage of items are currently checked out by Collection Code? Collection Code is cataloged in the item, and can help libraries further organize their collection. Koha has item type- which is material type, shelving location- which is where the item lives in the library, and also collection code- which is another way to put similar items together. Here is a report that shows a library what percentage of items in that collection are currently checked out:

Report SQL:

```
SELECT ccode,
    count(itemnumber) as item_count,
    sum(if(onloan is not null,1,0)) as checked_out_count,
    round((sum(if(onloan is not null,1,0)) / count(itemnumber)*100),2) as checked_out_percentage
FROM items
WHERE ccode not like ''
GROUP BY ccode
```

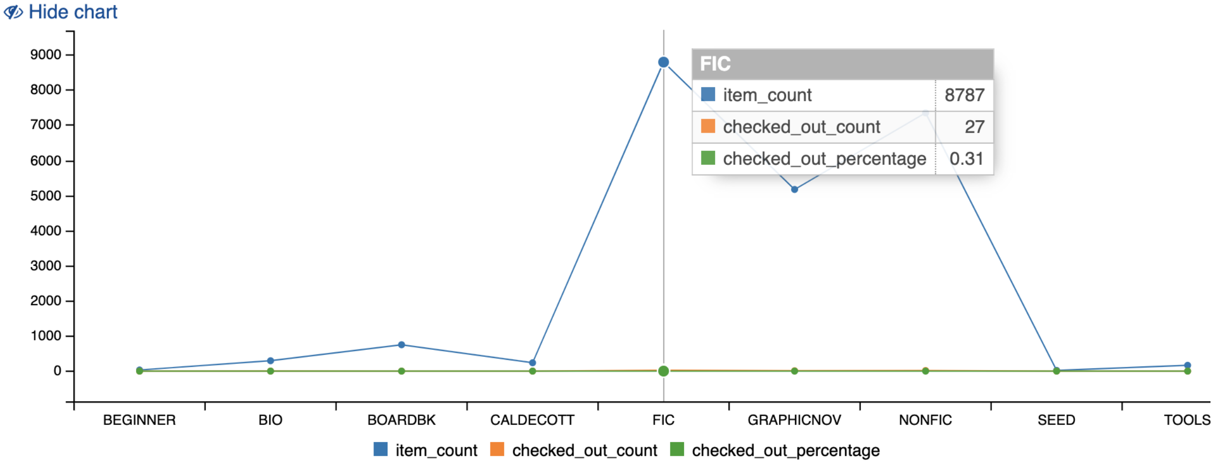
Results:

Sadly, we are using a test site, so our circulation counts are lacking.

percentage of items in each collection checked out Report ID: **488**

Total number of results: 9

Hide chart



ccode	item_count	checked_out_count	checked_out_percentage
BEGINNER	32	0	0.00
BIO	295	1	0.34
BOARDBK	750	0	0.00
CALDECOTT	237	0	0.00
FIC	8787	27	0.31
GRAPHICNOV	5166	10	0.19

A super unique report that a fellow ByWater team member made was to look at checkouts by zip code and narrow those checkouts to specifically Batman and Superman subject material. This report was looking at the MARC 650$a for the keywords, Batman and Superman. The completed run report would show zip codes and the total number of Batman books checked out and the number of Superman books checked out. However, this may be relevant to a library, comparing other subject books would be more ideal- like comparing Mystery to Romance.

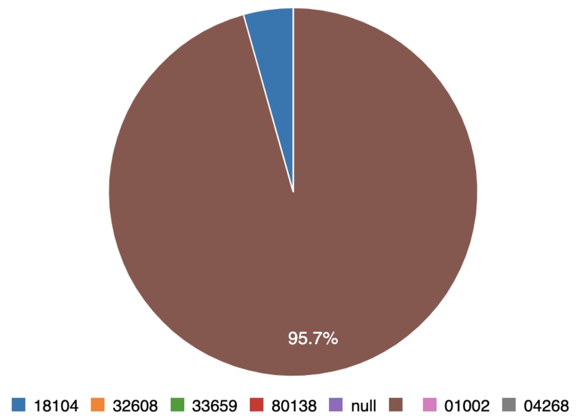
Mystery v Romance Report ID: **486**

Total number of results: 8

Report SQL:

```
select left(zipcode,5) as zip, ifnull(sum(mystery),0) as mystery_total, ifnull(sum(romance),0) as
romance_total
from old_issues left join borrowers using (borrowernumber) left join items using (itemnumber)
left join (select biblionumber, if(extractvalue(metadata,'//datafield[@tag=650]/subfield[@code="a"]')
like '%mystery%',1,0) as mystery, if(extractvalue(metadata,'//datafield[@tag=650]/subfield[@code="a"]')
like '%sromance%',1,0) as romance from biblio_metadata having mystery=1 or romance=1) bs using
(biblionumber)
where issuedate >= date_sub(curdate(),interval 1 year)
group by zip
```

Again, our data set is not ideal. A lot of patrons don't have zip codes, but here are the results:



zip	mystery_total	romance_total
	0	0
	22	0
01002	0	0
04268	0	0
18104	1	0
32608	0	0
33659	0	0
80138	0	0

Summer Reading statistics are always something that libraries would like to dive deeper into, but the questions they are asking could be specific to their library, for example, a library could want to see enrollment increase during this period. The ByWater Solutions tutorial series, Monday Minutes, met with a partner in Canada to discuss how they used the Patron Clubs module, the Koha reports module and got some great statistics: https://bywatersolutions.com/education/monday-minutes-using-patron-clubs

Another report on collection development could be looking at the Age of the library's collection, how many checkouts and when the item was last borrowed. Here is a report:

```
SELECT i.itemcallnumber, b.title, b.author, i.barcode, i.holdingbranch, b.copyrightdate, i.withdrawn,
IFNULL(s.checkoutcount, 0) AS 'checkoutcount', COALESCE(s.beforeafterdate, i.datelastborrowed, 'N/A') AS
'before_after_date'
FROM items i
    LEFT JOIN biblio b ON (i.biblionumber = b.biblionumber)
    LEFT JOIN (
        SELECT itemnumber, COUNT(*) AS checkoutcount, MAX(datetime) AS beforeafterdate
        FROM statistics
        WHERE type = 'issue'
        GROUP BY itemnumber
        ) s ON (i.itemnumber = s.itemnumber)
WHERE year(curdate()) - copyrightdate >= <<This many years old or older>>
AND ccode =  <<Collection|CCODE>>
ORDER BY holdingbranch, cn_sort
```

The parameters to be entered:

Enter parameters for report Items by Age and Collection:

This many years old or older:

Collection: Beginner Reader

Run the report

And the results:

Items by Age and Collection

Report ID: 489

Total number of results: 4039 (20 shown)

Rows per page: 20

<< < 1 2 3 4 ... 202 > >>

itemcallnumber	title	author	barcode	holdingbranch	copyrightdate	withdrawn	checkoutcount	before_after_date
497.3	Grammar of the language of the Lenni Lenape or Delaware Indians.	Zeisberger, David,	22358436	E	1980	0	1	2022-02-24 08:10:27
599.5 PYE	Spying on whales :	Pyenson, Nick,	324938	E	2018	0	1	2021-10-22 08:34:12
612.82 AME	Feel better fast and make it last :	Amen, Daniel G,	327824	E	2018	0	2	2021-11-23 15:46:44
614.47083 HOT	Vaccines did not cause Rachel's autism :	Hotez, Peter J.,	328521	E	2018	0	1	2021-10-19 09:07:23
616.85/21206	The body keeps the score	Van der Kolk, Bessel A.,	31000003681921	E	2015	0	0	N/A

7. Describe how the system measures the library's continuing success.

The reports module allows staff to run a turnover rate which analyzes the purchase cost of the item in relation to the number of times the item circulated. This report can be run in various ways to identify titles or collections that lack value or specifically cost per use. Koha can run reports on collection development. This can and does include spending, spending from a specific fund, or vendor. Date can be a filtered option to a report. In addition, item cost can be used to identify purchased resources. Any report can be manually run or scheduled and delivered to the appropriate people or team to recognize those individuals who made the donation. In addition, circulation and patron activity can also be tracked and reported within Koha. The data found in Koha can be exported in various ways to measure and continually measure the library's success, whether that is through patron use, circulation use, turnover, or collection development.

8. Describe how reports are output and shared.

Data can be exported out of Koha through a report and used with another software, such as Tableau, Matomo, or Metabase to include data points from other sources. Metabase allows staff to explore data with simple, spreadsheet-like controls for common actions like sorting, filtering, and summarizing. Through custom reports, staff can create graphs and charts to analyze data and visualize what works for their library. ByWater Solutions supports Metabase, an open source data analytics tool. Read-only ODBC connections can be supported - additionally, Koha has a REST API in active development that provides real time access to data. Koha has a reports api which allows access to JSON results from predefined SQL queries.

We have included an itemized list of services and also optional services in the pricing section.

Consortium Support

Koha allows for complete configuration flexibility at multiple levels. Levels will be configured in Administration where libraries and branches can be defined, circulation and fine rules can be set, and resource sharing can be customized. For example, all libraries can have flexibility when setting up patron categories, item types, shelving locations, collection codes. A great deal of the Administration module will allow libraries to individualize these areas. On the other hand, there might be a group of libraries that use the same shelving locations or patron categories, this can be set up too. So if a library is creating a patron, they will see only patron categories set up for that library, as well as shelving locations and other controlled fields. You can view all administrative settings through the Koha Community Manual at https://koha-community.org/manual/latest/en/html/administration.html Circulation rules are also an area where each branch can have their own lending rules, what items can be checked out to what patron and for how long. There can also be a set of default rules, which for a group of libraries, they all use these specific default rules. On a higher level of settings within Koha, these are called Global System Preferences. Global Systems Preferences are rules that are set at the system level, meaning, this set rule, all libraries will follow. For example, Koha has a global system preference that is called, Record Local Use. This can be turned on or off. If it is turned on, then all libraries will be recording local use of an item when an item is checked in which isn't currently checked out. Here is a consortium Checklist that defines what needs to be globally decided on and what can be done at the branch level. You can view the checklist here: https://bywater.solutions/9 So for a library system as a group, the global system preferences would need to be decided upon. At any time, these global system preferences can be changed in Koha. For individual libraries or library groups, individual circulation rules, setting up branch specific notices, branch specific patron categories, etc, will be done by the library itself. This is dependent on how individualized or unique the library is. All this is covered during the implementation process and making a decision on how the libraries and the library system will decide.

For Aspen Discovery, a multi-site library system has a few options on how the Discovery layer is configured. The library could have one discovery layer where Aspen displays all of the eContent records, all of the Koha records, and any other integration all at one URL in one catalog. Alternatively, each branch can have their own personalized catalog, then the library can pick and choose what is shown in each separate catalog. A library can have a separate URL pointing to each branch's customized discovery layer and using the Aspen configuration, to have the option to choose only branch specific items - the items that branch currently holds (eContent and physical) or the library can choose to show the specific branch records and all of the records for all of the other branches as well! If we choose to show everyone's records in a customized branch specific catalog, Aspen uses language in the catalog to ensure the patron knows what is owned by that branch versus what they would need to get elsewhere.

Another option, a library can still have each branch using their specific customized site but also wants Aspen to only show the patrons materials for nearby locations. We can accommodate this! Aspen Discovery has the ability to distinguish the library's owned local materials and to display only specific branches you want to show within the search results.

In addition to scoping for branches, picking and choosing what Koha records show for your patrons we can also scope eContent per branch. We are able to do this for Overdrive, Overdrive advantage collections, Axis360, Hoopla, and Cloud Library. We are able to show each branches' specific collections and those of the branches included in each catalog. We can also scope sideloads. Sideloads give us the ability to load eContent records directly into Aspen Discovery when there are no APIs for us to connect to. In addition to eContent collection scoping, a library can now scope Open Archives' collections. This means if a single branch wants to include a specific local collection through open archives, they can have those results shown in their specific catalog and no one else's. For more information about customizing Aspen for a consortium or multi-branch system, see this helpful blog post: https://bywatersolutions.com/education/aspen-weekly-volume-8 Also, this blog post has some great examples of libraries using Aspen with multi-sites and the various options available: https://bywatersolutions.com/education/what-we-love-about-consortiums

Future Development

Open Source technologies are typically at the forefront of innovation in all technology environments. Examples include Mozilla Firefox, Google Chrome, LibreOffice, Drupal and many others. Having an open development model that is user driven inherently breeds innovation because of the lack of barriers presented to those who want to add new features or technologies to a given product. Koha is no different in this respect and has been quietly leading the innovation in the library market for over 20 years. Examples include being ahead of the web based movement by over 15 years, early integration with third party vendors, and providing open APIs. These are principles and features that are just starting to be adopted on a larger scale as proprietary companies are forced to be more competitive because of the cost effective, highly functional solution that Koha provides. As new technologies become a reality, Koha will continue to lead the pack.

We saw this become a reality with Aspen Discovery in 2019. Aspen is one of the leading Open Source solutions for Discovery in Libraries. With its innovative aggregation capabilities, connectivity to major electronic content providers and seamless integration with 3rd party enrichment providers.

As Koha and Aspen Discovery continue to develop over the next five years and beyond, we will continue to ensure that they are the most flexible Open Source options in the world. Already, Koha and Aspen Discovery can interface with more third party products on the market, and these products are vendor agnostic, meaning that there is no limit to who you can work with and no extra cost for interfacing with third party products.

As we see larger institutions in the library world heavily investing in Open Source technologies, we predict that more and more libraries will become educated regarding the realities of Open Source and the enormous benefits both their organizations and patrons will gain from adopting Koha and Aspen Discovery. This is also backed up by the long standing trends toward Open Source that are evident in the larger worldwide software community.

Koha Road Map

In traditional software development shops, a development roadmap is designed by the Product Manager and involves input from sales and marketing teams to identify features while the devops team identifies useful or needed technologies to include in the software. Working in an Open Source software project affords ByWater Solutions the opportunity to think differently about how our roadmap is built.

Community Focus

The first objective in our roadmap is to support the initiatives in the Koha community. The Koha community's Roadmap is set in two ways. The first way is through suggestions from the larger Koha community for new features, enhancements and bug fixes. The second way is through the work of the current Release Manager. You can find information about our current Release team and their focus on the

Koha community wiki page. These two paths, in turn, become areas that we know we can focus on with our work in the community and that work will have benefits for the greater community at large.

If you're interested in participating in the community here are some helpful links. Bugzilla - Set up an account in the Koha community ticketing system to suggest new features, comment on other's suggestions, and vote for your favorite enhancements/features. Community Dashboard A high-level view of work happening now in the community. Koha Community The following link is to the Koha community where you can find information on upcoming meetings (calendar), how to get involved, IRC information, and much more. Mailing List If you like email list-serves, here is information on how to sign up for the Mailing Lists available.

ByWater Solutions Koha Development Roadmap

Now that our primary focus is identified we can talk about the work that we would like to see incorporated into Koha. We break out our roadmap into two parts: Architecture and Feature developments.

Architecture

Typically the architectural work we propose is funded internally and is designed to compliment the work that other developers in the Koha community have committed to working on or have identified as work needed. The architectural work is listed below with high level descriptions. If you are interested in any of these topics and are interested in learning more about the specific details or technical specifications, please let us know.

- API all the things: Write APIs that we need but don't have, i.e. Search API
- Plugin versioning and unit testing
- Additional Integration with Student Information Systems, Financial Systems, and Educational Platforms,
- Speed - Break down our speed goals by area (caching, code, db query deduplication, etc).
- Task Manager for workflow analysis in Koha

Koha Features

Nearly 100% of the features and enhancements that we develop and submit to the Koha community come from YOU, our partners, who suggest these options and fund them wholly or in part. We do not rely on a sales or marketing team to provide us with a list of features to include, although they have given us some good ideas! The features we develop for Koha are provided by library staff who are using Koha and have first hand knowledge of what features will make it even better and useful. The feature list below is not an exhaustive list of the developments we have in process now. But it is a fair representation of features and enhancements you may be looking forward to in the next release of Koha. Every development project you suggest and we undertake is submitted back to the community for inclusion into the code.

- Place holds for a patron who placed the order suggestion
- Multi receipt of orders in Acquisitions
- API Updates
- Frequent SIP developments to accommodate 'standards'
- Add FRBRized View to OPAC Results
- Batch Check-In Module
- Ability to split a single order over multiple funds

We have a web page, https://devs.bywatersolutions.com/, that will list our current developments with links to the Bugzilla ticket to make it easier for our partners to see what new features we are working on and when they can expect to see these features in future releases. We are excited about this initiative and look forward to sharing the work that our development staff is doing. We're hopeful it provides you all with a more complete picture of the Koha features under development by ByWater.

Aspen Developments

Aspen Discovery developments are community driven with the team working closely with the community for suggestions on what the community would like to see added. Staff have multiple opportunities to share ideas and see how other libraries are using Aspen's many features. The best part is that when a new development is put out, everyone has access to it, for free! Enhancements for Aspen Discovery are deployed to your system monthly. In addition, when submitting a support ticket, you can let us know what development you'd like to see, and we'll put it in our development queue. Once you submit your request, you can prioritize it as you wish. You can then track the request as it moves forward.

Aspen Discovery is undergoing constant development to meet and exceed the demands of library patrons and staff. Development is community-driven so it is based on actual library usability testing and real-world situations. Decisions are being made at the front-lines in order to best serve library users.

In order to gain this feedback, we talk to our partners- A LOT. From onboarding to implementation to training and beyond; we look for opportunities to connect to partners through Zoom, chatting on Slack, emailing, and over the ticketing system.

Our Aspen Team is made up of library lovers and former library staff. Community feedback combined with our own experiences in public service and customer support are used to drive development.

Currently, Aspen Discovery is on a monthly update schedule. When we put out a release, we have a short, interactive session to go over major enhancements that affect patrons and staff. We hold these at our Aspen Gatherings.

System Requirements

Bywater has found that the most simple cable internet provides the bandwidth required which comes down to about 2 megabits per device. ByWater can also assist in helping libraries understand what bandwidth is needed for the library to work online with Koha and the bandwidth can always increase. Koha is a browser-based ILS, no client is needed to run Koha. There is no delay in transactions that take place in Koha. There is about a 5 minute delay in sending emails, text messages to the patron once the checkout / checkin has been made. The Koha community doesn't support Internet Explorer for the staff interface. If your organization only allows Microsoft products, use Edge instead of Internet Explorer.

Data Backup & Security

Koha Backup and Security

Server and Backup Plan

ByWater Solutions is committed to keeping your library running smoothly. It is our policy to enact several layers of safeguards to protect your library's important data. We perform a daily backup of all system data stored, in addition to retaining logs of transactional data that allow us to perform up-to-the-moment restores of data, should a disaster strike. The backups are stored in different SAN arrays within our infrastructure, and archival copies are kept in multiple, geographically separate data centers within the originating sovereign zone. ByWater Solutions maintains archival backups as follows: daily backups for the last three days, weekly backups for one month, and bi-monthly backups for a year.

In addition to the daily data backups listed above, all of ByWater's public code is available on GitHub, and backed up to multiple geographically separate data centers. Should your Koha require code that is private, we are fully able to support that as well.

In the event of a disaster that necessitates a redeployment of your Koha, we will work the problem until it is resolved to your satisfaction. Depending on the scope of the disaster, recovery times can vary. During the recovery period, we will work closely with you to keep you apprised of the expected timeline to full recovery.

ByWater servers are cloud-based Virtual Machines. Access to the Koha application by library staff and patrons is entirely web-based, so security for patrons and at the library can be as simple or complex as is required by your security policies and procedures.

Server Restoration Plan

In the event of a failure within our infrastructure ByWater will do everything we can to keep data loss and downtime to a minimum.

When a problem is detected:
Upon observation or notification of a potential disaster, a member of the ByWater team will contact the Library. During this time, the Systems team will conduct a detailed assessment of the server(s), contact any upstream service providers as required, and proceed with an appropriate course of action with data preservation being the foremost important goal, followed by restoration of normal services.

During an outage:

1. Once a disaster has been declared, the Systems team will notify the Support and Outreach teams, who will contact you to keep you updated on the progress. ByWater also communicates with our partners Slack channel with updates. We will update you every 30 minutes for the first hour of any outage, and every hour thereafter.
2. The Systems team will then proceed to perform any actions required to restore service to the system and ensure data integrity.

3. Once the server is up, the Systems team will notify the Migration and Development teams to do their checks. Those teams will do any required work to restore the database to the closest point of the failure possible.
4. Once the Koha instance for that library has been restored, the indexes will be rebuilt, if required.
5. Once service restoration is imminent, the Support Leads and Outreach teams will notify the library. Depending on the size of the library's database and configuration, rebuilding indexes can take anywhere from 1 – 48 hours
6. Once all functions are back up and tested, ByWater will declare access restored and the library will be notified that service has been fully restored.

Security Overview

ByWater Solutions understands the importance of keeping your data secure. The following outlines some additional information about the security measures we employ.

Direct command line access to the Koha server is through encrypted, key authenticated SSH. This access is limited to connections coming from ByWater gateway servers, and is limited to ByWater staff only using secure private keys. ByWater staff with appropriate role-based permissions have accounts on the servers, and must login as themselves. All actions are logged. Remote access by the root account is not allowed. When passwords need to be generated for Koha usage, they are generally a minimum of 12-16 characters in length, and include letters, numbers and special characters.

ByWater provides free encryption using TLS (i.e. https) for all catalog and staff clients hosted by ByWater. If you wish to provide your own purchased certificate, we are happy to install it for you.

ByWater servers are protected by industry standard firewall protections, unneeded ports are not opened. We are happy to configure your Koha to be IP restricted to your library, should you require that.

All patron data, bibliographic records, and transactions are stored in Koha's MySQL database and encrypted at rest. Unless specifically requested otherwise, the MySQL database is accessible only to the Koha application. Attempts to directly login to MySQL remotely are not allowed. If ODBC access is required to the database (e.g. for reports not provided by Koha), those accounts are read-only and are limited to specific IP addresses.

The Koha Community guidelines for programmers specify that all code must abide by set standards to prevent SQL injection attacks. See: (http://wiki.koha-community.org/wiki/coding_Guidelines#SQL10:_Placeholders).

Within the Koha ILS itself, patrons can only view their own data, and only after logging in to the catalog using username/password. The Koha catalog can also be used in a read-only mode, where patron logins are disallowed.

Library staff with the proper credentials and permissions can see all patron records in the Staff Interface. Care should be taken in assigning permissions to staff accounts, and in the choice of passwords for those accounts. We're happy to assist with the creation of complex passwords/phrases should you require it.

In the case of a security breach, ByWater will promptly notify the library of any incident that takes place within 24 hours of discovery. ByWater will take all actions reasonable and necessary to remedy any security breaches, to the best of our ability and as the technology allows. ByWater will take all reasonable action to assess and shut down any exposed vulnerabilities regarding access to data and provide a detailed report outlining the following:

- The nature and cause of the incident
- Any customer data that was compromised as a result of the incident
- Steps taken by ByWater to address the vulnerability, stop its progression and report the offense to the appropriate authorities
- Provide any other data related to the incident contained in the Koha logs that does not further compromise the security of the system
- Identify steps for affected individuals to take based on the nature of the incident

ByWater Solutions reviews and updates its incident response plan on an annual basis.

ByWater and Rackspace will conform to the Minnesota Government Data Practices Act and the breach notification laws of the fifty states

ByWater Solutions is currently provisionally TXRAMP certified and is in the process of applying for full assessment for TXRAMP level 1.

At any time, upon request, our partners have the right to review and comment on this backup plan, and such comments will be taken into consideration to the best of our ability, and within technological constraints.

The following page contains all of the security features employed by our hosting provider, Rackspace:

RACKSPACE® SECURITY

Triple-strength Security Backed by Fanatical Support®

Rackspace Hosting Security is a powerful, fully integrated portfolio of services, managed devices and best practices — all designed to ensure the highest levels of security for customer data.

Our portfolio covers all three critical security areas: physical security; operational security; and system security. Physical security includes locking down and logging all physical access to servers at our data center. Operational security involves creating business processes that follow security best practices to limit access to confidential information and maintain tight security over time. System security involves locking down customer systems from the inside, starting with hardened operating systems and up-to-date patching. Rackspace offers a full range of options to take system security to the next level.

As with all Rackspace offerings, our promise of Fanatical Support stands behind our security solutions. We will do whatever it takes to ensure that all our customers are satisfied.

Rackspace Security supports all three areas of data security, ensuring maximum protection for customer data.

RACKSPACE SECURITY AT A GLANCE

Physical Security

- Data center access limited to Rackspace data center technicians
- Biometric scanning for controlled data center access
- Security camera monitoring at all data center locations
- 24x7 onsite staff provides additional protection against unauthorized entry
- Unmarked facilities to help maintain low profile
- Physical security audited by an independent firm

System Security

- System installation using hardened, patched OS
- System patching configured by Rackspace to provide ongoing protection from exploits
- Dedicated firewall and VPN services to help block unauthorized system access
- Data protection with Rackspace managed backup solutions
- Optional, dedicated intrusion detection devices to provide an additional layer of protection against unauthorized system access
- Distributed Denial of Service (DDoS) mitigation services based on our proprietary Rackspace PrevenTier™ system
- Risk assessment and security consultation by Rackspace professional services teams

Operational Security – *the Rackspace Infrastructure*

- ISO17799-based policies and procedures, regularly reviewed as part of our SAS70 Type II audit process
- All employees trained on documented information security and privacy procedures
- Access to confidential information restricted to authorized personnel only, according to documented processes
- Systems access logged and tracked for auditing purposes
- Secure document-destruction policies for all sensitive information
- Fully documented change-management procedures
- Independently audited disaster recovery and business continuity plans in place for Rackspace headquarters and support services

Operational Security – *Customer's Application Environment*

- Best practices used in the random generation of initial passwords
- All passwords encrypted during transmission and while in storage at Rackspace
- Secure media handling and destruction procedures for all customer data
- Support-ticket history available for review via the MyRackspace® customer portal
- Help available from Rackspace in configuring system logging to create a system audit trail
- Rackspace Security Services can provide guidance in developing security processes for compliance programs

experience ***fanatical support***®

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rackspace®

Our backups are on a daily, weekly and monthly schedule. Koha does log actions throughout the day. These logs will record all actions done on the data within the system. These logs are retained by default for 180 days.

Aspen Backup and Security

Security and Backup Plan

Backups:

ByWater Solutions plans and prepares for the worst by taking the following precautions and installing the following safeguards to protect your data. We perform a daily backup of all system data stored on the cloud. This information is saved within the google cloud, and consists of all of the system data, and all other information found on the main server.

Google guarantees 99.5% uptime for their servers, but in the event that the entire cloud server fails or a region within the cloud shuts down, we can have your system replicated on a new server, and up and running within a matter of hours. ByWater Solutions maintains archival backups as follows: daily backups for the last seven days.

1. Systems Management

   4.1 Monitoring. ByWater will monitor and maintain the Systems in working order each day (24 x 7). ByWater will proactively manage and monitor all application server hardware devices and software to ensure optimal performance and reliability as well as to detect abnormal events or exceed utilization or performance thresholds.

   4.2 Maintenance. ByWater will operate, monitor and administer all servers, and applications supporting the ByWater Services. In order to provide such coverage, ByWater may utilize a mixture of on-call support staff, automated server monitoring and automated paging technology.

   4.3 Change Control. ByWater will install new equipment, software, releases, upgrades, fixes, patches and other items necessary to maintain the Systems to industry standards. ByWater will proactively gather information from appropriate server, peripheral, operating system or database vendors regarding upgrades, defect patches or fixes.

ByWater servers are cloud-based Virtual Machines. Access to the Aspen Discovery application by library staff and patrons is entirely web-based, so no additional local security devices or controls are required.

SERVER RESTORATION PLAN

In the event of a hardware failure, ByWater will try to keep the data loss to as little as possible. If the hardware failure occurs during business hours, any transactions between the time of incident and the last backup will be lost.

Notification of incident affecting the site

If during or outside working hours:

Upon observation or notification of a potentially serious situation a member of the ByWater team will notify the Library of the outage/server failure, and then notify the library of the outage. The System Administrator will conduct a detailed damage assessment of the server and proceed with an appropriate course of action.

Server Failure - Conduct detailed damage assessment (This may also be performed prior to declaring a disaster)

Within the first 1 hour of the reported outage
1) System Administrator will establish if the server is 'dead' and can not be restored due to a cloud failure
2) Once a failure has been declared, the System Administrator will notify the Aspen team who will begin to contact the libraries impacted by the failure and keep them updated on the progress.
3) The System Administrator will provision a new server (within the same data center if the data center is operational). If the data center is not operational the System Administrator will establish a connection to the next geographic data center within the same provider network.

Within the first 2 hours of the reported outage
1) After the a new server has been established, the System Administrator will begin to configure and install individual instances on the server with an OS, the System Administrator will re- assign the IP address to the new instance(s) working through all the libraries impacted on that cluster server.
2) As soon as an instance has been created, the Assistant System Administrator will begin to install Aspen.
3) Once Aspen has been installed, the Assistant System Administrator will notify the Aspen team and those teams will restore the database from a most recent backup for that instance.

Within the first 4 hours of the reported outage
1) Once the Aspen instance for that library has been restored the Aspen team will rebuild the indexes and notify the Aspen team that the library instance is up and a re-index is occurring.
2) The Aspen team, once notified that the re-index is occurring, will notify that library with a status update. (depending on the size of the library's database the rebuilding of indexes can take anywhere from 1–24 hours)
3) Access will be restored and the library notified that their system is back up and functional.

SECURITY OVERVIEW:

ByWater Solutions takes security very seriously on behalf of our partners. The following outlines some additional information about the security measures we employ.

Direct access (i.e. command line) to the Aspen server is by SSH (so all traffic to and from the server is encrypted). SSH access is limited to ByWater staff only. The Aspen Team and Systems Team staff have accounts on the server, and must login as themselves (i.e. no access using a shared account). Remote access by the root account is not allowed.

ByWater provides free encryption using SSL (i.e. HTTPS) for all catalog and staff clients hosted by ByWater.

ByWater employs firewall rules on all instances. All ports are blocked by default except for HTTP and HTTPS traffic (ports 80 and 443). All HTTP traffic is redirected to HTTPS to ensure that all traffic is encrypted.

Minimal patron data is stored in Aspen's MySQL database. The MySQL database server only listens for connections coming from the localhost, so attempts to directly login to MySQL remotely are not possible. All PPI for patrons is encrypted at rest within the database.

Within Aspen itself, patrons can only view their own data. Library staff with the proper credentials can masquerade as patron's to see some patron data. This functionality can be disabled by the library. Care should be taken in assigning permissions to staff accounts, and in the choice of passwords for those accounts.

In the case of a security breach ByWater will promptly notify the library of any incident that takes place within 24 hours of discovery. ByWater will take all actions reasonable and necessary to remedy any security breaches, to the best of our ability and the technology allows.ByWater will take all reasonable action to assess and shut down any exposed vulnerabilities regarding access to data and provide a detailed report outlining the following:

• The nature and cause of the incident
• Any customer data that was compromised as a result of the incident
• Steps taken by ByWater to address the vulnerability, stop its progression and report the offense tO appropriate authorities
• Provide any other data related to the incident contained in the Aspen logs that does not further compromise the security of the system
• Identify steps for affected individuals to take based on the nature of the incident ByWater Solutions regularly reviews and updates its incident response plan on an annual basis.

At any time, upon request, our partners have the right to review and comment on the ByWater IRP, and such comments will be taken into consideration to the best of our ability, and within technological constraints..

Tech Support

ByWater Solutions Support

Quality of support is the most important focus of our company and we pride ourselves on the implementation of this key feature. Our number goal is happy partners. ByWater Solutions has the lowest customer to support personnel ratio in the business. Our 24/7 support package is included at no additional cost for all partners.

Methods of interface for our support include:

-24/7 toll free calling
-24/7 Ticketing system
-Live chat during business hours via SLACK
-Access to administrative contact information for escalation of support issues

ByWater Solutions' method for support includes the following: for any support issues our partners may fill out an online ticket through RT Request Tracker, and will receive a response by email (standard) or phone (for more critical issues) within twenty minutes. ByWater Solutions has a monitoring system in place that alerts us to any internal system issues with regard to connectivity and performance for our hosted customers. The ticketing system will be the library's main point of contact for all support needs. For all other issues, partners may access our toll free number 24/7, as well as direct email contact with key support project leaders. We can be reached by a phone call, email, submitting a ticket or jumping on instant messaging, via SLACK, to ask a question at any time.

Our support package includes, but is not limited to:

-24/7 monitoring of your hosted server including a free SSL certificate
-Triple redundancy nightly backups
-Technical consulting and problem solving
-Training, education and workflow analysis questions
-Consultation with network configuration specialists
-Customizations and "tweaking" to the Discovery and staff side interfaces
-Unlimited custom Koha report generation
-Monthly updates to your Aspen system as new functionality becomes available
-Regular updates to your Koha system as new functionality becomes available,
-Training for all major updates to Koha and Aspen's functionality via webinar at no additional cost.
-Maintenance of 3rd Party connections within Koha and Aspen Discovery at no additional cost
-Z39/SRU,SIP, ILS-DI, NCIP, OAI-PMH and API connection set up at no additional cost.

ByWater Solutions staff will make every effort to respond quickly to your issue. Clear communication is key to successful completion of your library's issue. However, the time it takes to fix an issue completely depends on the severity and complexity of that issue. Regardless of the time it takes to fix a particular issue, your staff will be updated and informed about the progress of its resolution. Our rigorous update schedule ensures all fixes and enhancements will be applied to your system on a regular basis.

During your library's initial kick-off meeting we will determine which type of communication support works best for your library and also who the library would like to have included in the communication for support.

What sets us apart from our competitors is our comprehensive support package. As our partner, your library has access to all ByWater Staff experts. Each member of the ByWeater team is a part of our daily support, giving you access to over 40+ skilled individuals. Our team members are spread throughout the United States, covering all time zones.

Pricing and Terms

ILS & Discovery Services	Year 1	Year 2	Year 3	Year 4	Year 5
Koha ILS					
Migration & Implementation	$22,600	0	0	0	0
Annual Support & Hosting	$16,560	$16,560	$16,560	$16,560	$16,560
Onsite Training	$4,600	0	0	0	0
Aspen Discovery					
Implementation	$10,000	0	0	0	0
Annual Support & Hosting	$7,500	$7,500	$7,500	$7,500	$7,500
Webinar Training	$2,600				
Total	$63,860	$24,060	$24,060	$24,060	$24,060
Optional Services					
Test Server-Koha	$2,000	$2,000	$2,000	$2,000	$2,000
Test Server-Aspen	$2,000	$2,000	$2,000	$2,000	$2,000
Metabase (Data Analytics)	$5,500	$2,000	$2,000	$2,000	$2,000
Total-Optional Services	$9,500	$6,000	$6,000	$6,000	$6,000
Grand Total with Optional Services	$73,360	$30,060	$30,060	$30,060	$30,060

Locked in Annual Support & Hosting costs require a 5 year commitment. Flexibility is available in payment term options for implementation services. ByWater Solutions is always open to discussions regarding the negotiation of pricing. Invoicing for multiple entities is not an issue for ByWater Solutions.

References

ByWater Solutions successfully migrated the Pioneer Library Consortium from Liblime to Koha in January 2022. The Pioneer Library Consortium also implemented Aspen Discovery, supported by ByWater Solutions at the same time. They migrated 350,000 bibliographic records and have a total of 16 libraries within their consortium

Robin Quinn
Library Director
Hastings Memorial Library
505 Central Ave. ~ PO Box 786
Grant, NE 69140
(308) 352-4894
hml@gpcom.net
http://libraries.ne.gov/grant

ByWater Solutions successfully migrated Carnegie Stout Public Library from Horizon to Koha in June 2014. We migrated 165,000 bibliographic records. In June 2021, Carnegie Stout Public Library implemented Aspen Discovery.

Deb Stephenson
Relations Manager
Carnegie Stout Public Library
360 W 11th St
Dubuque, IA 52001
563-589-4243
DStephen@dubuque.lib.ia.us
https://carnegiestout.org/

ByWater Solutions successfully migrated Dubuque County Library District to both Koha and Aspen from Library.Solution in May 2021. Dubuque County Library District migrated five branches and 171,000 bibliographic records.

Amanda Vazquez
Director
5290 Grand Meadow Dr.
Asbury, IA 52002
563-582-0008
amandav@dubcolib.org

Anything not previously covered

ByWater Solutions Staff

ByWater Solutions currently employs over 40 full time employees located throughout the United States. We have staff located in all time zones. States containing ByWater staff include Alabama, California, Colorado, Connecticut, Florida, Georgia, Illinois, Kansas, Kentucky, Maryland, Massachusetts, Maine, Michigan, Missouri, Nevada, New Hampshire, New Mexico, Ohio, Oregon, Pennsylvania, South Carolina, Texas, Utah, Vermont, Washington and Washington, DC. All members of the ByWater team take part in the daily support of our partners.

The following document illustrates an organizational chart listing the various roles and hierarchies of our company: https://bywater.solutions/org-chart

80% of ByWater staff carry MLS or MLIS degrees. Other certifications held by members of the ByWater team include:

- Advanced Koha implementation certifications as well as listing on Koha-Community.org as an official Koha provider
- Certificate in Digital Content Management (metadata, information architecture, information retrieval, digital libraries)
- Elastic Search, Logstash and Kibana certificate of completion
- Core Elasticsearch: Operations and Development Operations certification
- Sunshine State Library Leadership Institute
- Leadership and Management Spectrum
- JD and a professional Accounting Certificate
- Certificate in Archives and Cultural Heritage Resources and Services
- SSLLI Mentor Hall of Fame inductee

Brendan Gallagher, Owner, CEO: Brendan is an MLS Librarian and an expert on installation, data migration, and customization of many open source platforms. Brendan was a member of the first class of ALA Emerging Leaders where he focused on ways those in the library profession could rebrand themselves in the digital world. He was honored as Alumni of the Year for the Southern Connecticut State University in 2011.

Nathan Curulla, Owner, CRO: Nate has worked in the library automation field since March of 2009 when he co-founded ByWater Solutions. Nathan has over 10 years of experience in sales and project management, and has worked in both national and international forums, in business environments from retail to corporate. Curulla has extensive experience in seeing the big picture and identifying possible problems before they occur.

Cindy Norman, Business Manager: Cindy is a mom of 2 awesome teens. She graduated from UCSB with a degree in Philosophy and a professional accounting certificate. Cindy also holds a Juris Doctorate from Santa Barbara College of Law and has worked in accounting and Human resources for 25+ years.

Sarah Maseto, Asst. Business Manager: Sarah studied business management at Southern Connecticut State University and has over 10 years of experience in working closely with customers in many different support-centric business environments. Sarah brings her impressive organizational skills and operations experience to the table while maintaining healthy communication with ByWater partners regarding contracts, renewals, and billing questions.

Joy Nelson, President, Koha Division: Joy completed her M.I.S. from the University of North Texas and her undergraduate degree from the University of Virginia. She has worked in libraries over the years starting as a library page in the UVA Medical School Library and most recently, as a cataloger for the Modern Art Museum of Fort Worth. Joy's IT work experience involves work in software testing, quality assurance and database maintenance. At ByWater, Joy combines her love of data with her love of libraries to help clients migrate their data to Koha with a minimum amount of disruption to them and their patrons.

Jessie Zairo, Director of Library Sales and Outreach: Jessie has both graduate and undergraduate degrees in Library Science. She received her MLIS from the University of South Florida. She has worked as a Law Librarian and as Member Services Coordinator for an 18 county library consortium in Florida. She has worked and trained with libraries of all sizes and types. Her primary professional interests are advocacy, outreach and training library staff on everything from technology to project management and customer service techniques.

Kyle Hall, Lead Developer: Kyle received his M.S. in Information Technology from Edinboro University of PA. He has been fulfilling the IT needs of librarians for over a decade at the Crawford County Federated Library System, where his department secured sponsorship for the integration of Zebra into Koha. His work not only included enhancing Koha itself, but also authorship of the Koha offline circulation tool and the maintenance of the Koha Virtual Appliance

Nick Clemens, Development Support: Nick received his M.L.I.S. from the Palmer School and his B.A. from NYU. He has served in many roles in libraries in Vermont, coordinating a four library system within a 59 library consortium and providing support to the consortium at large.

Lucas Gass, Developer: Lucas received his MLIS from San Jose State University. He spent 7 years working in public libraries and 4 as a systems librarian. In his free time, Lucas loves skiing, mountain biking, and anything outdoors.

Laura Escamilla, Koha Developer: Laura received her BA in Psychology from the University of South Florida and she attended the same university for her Masters in Library and Information Sciences. She has worked for several public library systems, but it was in her role as a Teen Services Librarian that she developed her passion for software development. From creating viral virtual escape rooms to interactive websites, her excitement for tinkering with software led her to her career as a developer for ByWater Solutions. In her free time, Laura enjoys spending time with her son, playing video games, and reading

Liz Rea, Systems: From Polytech academic libraries, public libraries large and small, brewery libraries, and everything in between, Liz has helped Koha libraries succeed for over 10 years. Avid open source fanatic and general doer of things for the Koha community, she loves libraries and fights fiercely for security, privacy, usability, and freedom for Koha users.

Jesse Maseto, Systems: Jesse uses his over ten years of experience in customer support and client relations to streamline Koha support services at ByWater Solutions. He has worked in many different business forums throughout the United States and is perfectly suited to bring the levels of support and service we are known for to our Koha partners.

Evelyn Hartline, Systems: Evelyn has a bachelor's in Computer Science from Troy University and a love for building (and breaking) things. When not working, they can be found spending time with her dog, cat, and partner- probably playing Dungeons and Dragons.

Kendra Little, Systems Team Kendra originally went to school with dreams of becoming a doctor, although she has always had a deep love for computers and everything technology. After an unlikely encounter, while completing her B.S. in Sports Medicine at Howard University, she decided to alter her career path and learn about Linux. Following graduation, she landed her first job in IT as a software administrator. Since then, she has had two Linux Systems Administrator positions before joining ByWater Solutions. She hopes that she can apply her technical skills to assist ByWater Solutions with its continuous growth. Originally from Long Island, NY Kendra has been a resident of the District of Columbia for over 10 years. In her free time, she enjoys riding her bike around the national mall, attending sporting events, reading, and serving her community.

Jessica Beno, Data Migration Librarian: Jessica received her BA from St. Xavier University and her MLIS from Dominican University’s School of Library and Information Science. She has worked for historical societies, museums, and archives across Chicagoland, but it was in her role as a corporate digital asset management associate where she developed her passion for data organization. It was with this passion and her love of libraries that she decided to continue her career as a migration librarian for ByWater Solutions.

Enica Davis, Data Migrations Lead: Enica was born and raised in the Philippines, where public libraries are not well-known. Twelve years after moving to the U.S., she was able to fulfill a dream of working as an Emerging Technologies Librarian. Enica holds a Bachelor’s degree in Information Technology

Management, and now, as part of the Migrations team at ByWater, she gets to work with three of the things she is most passionate about: data, technology, and libraries.

Valerie Burnett, Data Migration Librarian: Valerie Burnett holds an MLIS from the University of Washington. After ten years in medical and school libraries, Valerie spent fifteen years at the academic library of Westminster College. As a Systems Librarian, Valerie led the migration to Koha and honed her problem-solving skills daily. She also established and managed the library's 3d print program. Outside of work, her passions include knitting, sewing, rambling on foot, cosplay, plant-based cuisine, and cats.

Mark Miller, Implementation Support: Mark developed his love for libraries doing research for his BA in music from the University of Wisconsin-Whitewater. Since then, he has received his MLIS from the University of Illinois at Urbana-Champaign and worked in libraries in the Chicago area before finding a way to combine his love of libraries and technology at Bywater. In his spare time he enjoys making music, playing games, and petting his dog.

Donna Bachowski, Koha Educator / Partner Success: Donna decided in 8th grade that she wanted to be a librarian, and that is exactly what she did. She earned a BA in Library Science from the University of Southern Mississippi and a MLS from the University of South Florida. She has worked in public libraries for more than 23 years, focusing on Adult Services. She currently resides in Kentucky with her husband of 20 years, who she met in a library.

Sara Brown, Koha Educator: Sara received her MLS from the University at Buffalo and her BA from Goucher College. As a public librarian for the past five years, she spent many hours focused on digital equity, privacy, and access to information. Her favorite parts of the job were teaching technology classes, privacy advocacy and training for colleagues and patrons, and the chance to meet and learn from so many smart and talented people. Outside of work, she spends time with friends and family, explores on foot or bike, and weaves.

Catrina Berka, Koha Educator. Catrina earned her MLS from the University of North Texas and BBA in Marketing from the University of Wisconsin - Madison. Whether it has been training colleagues corporately, leading bible studies, teaching English, or facilitating small groups, she has been teaching adults for 20 years. Catrina has work and volunteer experience in school and public libraries and is passionate about issues of intellectual freedom, censorship, and DEI. Originally from Wisconsin, Catrina now lives in North Texas with her husband, son, and two stepsons. She is an avid reader, runner, hiker, and community volunteer.

Hebah Amin-Headley, Implementation Support: Hebah spent a large portion of her formative years in libraries but took a few years after college to realize that's where she belonged in her professional career. She received her MLIS from the University of Missouri and has spent the last nearly 10 years in public libraries. When not working, she shares her life with one spouse, one future reader, and two spoiled cats. Her hobbies include knitting, crocheting, spinning her own yarn, reading, writing, and gaming.

Sara Porter, Implementation Support: Sara didn't originally intend to pursue a career in libraries, but she fell in love with the field while working part-time at her local public library during college. Over the past five years she has worked various roles in public libraries, all the while developing a particular interest in library data and technology. She earned her BA in Sociology from California State University, Fullerton, and she is currently pursuing an MS in Information Science from the University of North Texas. Originally from Southern California, Sara currently lives in Kansas and enjoys spending her free time with her friends and family, including her very spoiled dog and cat. Her hobbies include reading, knitting, and playing video games.

Julie Wilson, Support Lead: Julie has a MLS from Texas Woman's University and has worked in special libraries in the field of print journalism. She stepped away from libraries to raise her daughter and has come back into the field to work at ByWater. She has had a lifetime love for libraries and currently lives in central Texas.

Todd Goatley-Seals, Koha Evangelist and Support: Todd hails from the Washoe County Library System in Reno/Tahoe, NV. It's a large and wonderful library system nestled in the incredible Sierra Mountain Range. He came to Reno/Tahoe via Southeast Florida, a move that changed his life in many ways. He enjoys running, biking, skiing, traveling and sharing time with family and attending community events.

Laura O'Neil, Support Lead: Laura was born and raised in Ohio, where she earned a BFA in Photography from Ohio University and an MLIS from Kent State University. After meandering down a career path that wound through AmeriCorps, the local tourism bureau, a couple of restaurants, a granite shop, and the Habitat for Humanity ReStore, she landed in the outreach department at the Athens County Public Libraries, where her greatest joy was getting to drive the bookmobile. Laura still lives in Ohio, where she enjoys reading, tiling, and visiting the thrift store.

Elise Konya, Support Lead: Elise Konya started her career at the St. Louis County Library in Missouri but has been a library fan since childhood. At ByWater, she works as part of the support team to assist libraries in whatever ways they need (and to absorb as much about Koha as she can!). Elise and her partner live in central Illinois, and between them they wrangle one kid and two cats. In her free time, Elise enjoys reading, writing, playing games, and browsing for new pens and notebooks.

Margaret Hade, Project Manager: Margaret's love affair with libraries began as a volunteer at her local public library when she was thirteen. Since then she's worked in public, academic, and specialty libraries; interacting with library users and library software of all kinds. She earned her M.L.I.S. at the University of Denver and has a B.A. in History, minor in Chinese language and culture, from The College of New Jersey. As a support lead, Margaret nurtures ByWater Solutions' partnerships.

Kelly McElligott, Library Accounts Coordinator: Kelly received her MLIS from the University of Arizona and her BA from Mercyhurst University. She has worked as a librarian in the public library sector as a cataloger, systems and adult programming. As an educator with Bywater, her focus is to help, educate, and manage change for libraries and librarians around the globe.

Adam Brooks, Koha Sales Consultant: Adam has an M.L.I.S. and a BA in Psychology from Kent State University. He worked in public libraries for over 15 years, working up from reference to director. He has worked in both rural and major urban libraries. During his library career, he migrated 2 different libraries to Koha, and encouraged several others to do the same. Prior to his career as a librarian, Adam worked jobs ranging from busboy to labor market analyst. In his free time, he enjoys running and triathlons, fishing, camping and the Incredible Hulk.

Elise Aiello, Partner Engagement Specialist: Elise holds an MLIS from the University of South Florida and a Bachelor's degree in American Studies from Eckerd College. With a decade of public library experience, Elise has previously worked for the Palm Harbor Library, Tampa-Hillsborough Public Library, the Tampa Bay Library Consortium, and Pasco County Libraries. Her professional interests include library outreach, social media content creation, and nontraditional library services. Her personal interests include hanging out with her husband, friends, family, and two dogs--a mini poodle and Goldendoodle! She loves hunting for treasures in thrift stores, trying new coffee shops, gardening, and jewelry making. She also thoroughly enjoys binge-watching Gilmore Girls and Golden Girls reruns and reading multiple books at the same time.

Ian Walls, FOLIO Implementation Lead: Ian earned his MLIS and MS in Computer Science from the University of Rhode Island in 2008. He joined ByWater Solutions in 2010, supporting hundreds of libraries, developed new features for Koha, and provided on-site training for several of the company's partners. After a few years working as the Web Services and Emerging Technologies Librarian at the University of Massachusetts Amherst, Ian has returned to ByWater to lead the FOLIO Division and support partners on this exciting new open source Library Service Platform.

Mark Noble, Aspen Discovery Architect: Mark graduated with a degree in Architectural Engineering, but moved immediately into software development. More than half his career has been spent building software for libraries with the majority of the time spent working on Discovery software. He enjoys creating innovative new functionality to make library software work better for patrons and staff.

Mark's number one goal with Aspen Discovery is to make sure patrons know all the amazing things that libraries provide. He created Aspen Discovery with this mission and mindset as the focal point of all developments. And, the beauty of Aspen Discovery, is that as library offerings grow and change, so can the customization of your library OPAC.

Kirstien Kroeger, Aspen Discovery Developer: Kirstien holds a BS in Computer Science from Fort Hays State University, an AAS in Graphic Design from Salina Area Technical College, and is finishing up a MPS in UX Design from Maryland Institute College of Art. She came into the library world on a whim, but fell in love with being able to find ways to help people access information and resources by creating human-centered digital experiences that advocate for real users.

Kirstein worked as a Technical Librarian at Salina Public Library, working directly with the Technology Department Head to implement Aspen Discovery in 2020. She was a valuable member of the implementation and worked directly with ByWater Solutions through the process. Kirstein joined the ByWater Team in 2021 to focus on development, UX enhancements and customizations for Aspen Discovery. Kirstein is the primary developer for LiDA, Aspen Discovery's App. She also works closely with the implementation team to bring a library up on Aspen Discovery.

Morgan Daigneault, Aspen Implementation Specialist: Morgan began her journey as a public library volunteer while studying graphic design but eventually realized her heart belonged to the library world and couldn't imagine doing anything else. She received her MLIS from the University of Missouri. As a librarian, she has experience with teaching technology classes for adults, leading staff development workshops, and having a blast in youth services. Morgan is excited to bring her enthusiasm for teaching and technology to ByWater's library partners! Originally from Kansas City, Morgan now lives in Georgia with her tiny dog and large cats.

Kalleen Marquise, Aspen Implementation Specialist: Kalleen holds an MLIS from the University of South Florida and a BA in English from the University of Florida. She has over seven years of experience working in public service in public and academic libraries. Kalleen is passionate about providing outstanding customer service and getting to know library partners far and wide. Kallen focuses on implementations, marketing, outreach, and content creation for Aspen Discovery. She is the editor of Aspen Weekly and collaborates directly with partners to build content. Kalleen's past experience in public libraries has brought so much knowledge to the Aspen Discovery team for patron engagement and outreach.

Jordan Fields, Aspen Product Librarian: Jordan holds an MSLIS and a CAS in Digital Libraries from Syracuse University as well as a BA in Comparative Literature from Indiana University. She spent the first phase of her career working in technology management for public libraries from a large urban public library to a smaller rural library system and even a mixed-type library consortium. Frustrated by the lack of good software options for libraries, she turned her attention to product management and support where she has spent the past several years working on patron-facing offerings including library discovery, archives, and marketing platforms. There's nothing she enjoys more than talking to librarians and dreaming up the future for their communities.

William Kessler, Aspen Discovery Sales Consultant: Bill has a degree in Management Information Systems from the University of Alabama in Huntsville. He has extensive sales, innovative marketing and outreach, and customer relationship experience. Bill has been working with libraries since 2001. In his spare time, he enjoys running, hiking, traveling, and spending time with family.Bill works closely with the Aspen Discovery team, attending daily standups, providing valuable feedback, and demonstrating what features are wanted from potential library partners. Bill will be the main point of contact for the library during the sales process and will field any issues sent to him with the rest of the team during the implementation process.

Kodi Lein, Aspen Developer: Kodi started her career by first pursuing Dietetics/Nutrition, but decided to shift her goals towards software development due to her passion for video games. She went on to earn her BS in software development from Champlain College and discovered that she loves programming and UI/UX design even outside of game development. Her work in healthcare, as well as other customer service-based positions, bolstered her skills in communication and problem-solving and she is excited to combine those skills and experiences with her technical skills to assist ByWater's library partners!

Myranda Fuentes, Aspen Support and Quality Assurance Myranda is a lifelong public library enthusiast whose experiences in the world of library technology date back to her teen years as a volunteer. After graduating from Columbia University with a B.A. in English Literature, she began her career as a library worker in archives and special collections. At ByWater, Myranda seeks to leverage her passion for libraries, open-source software, discovery tools, and tech troubleshooting to provide the best support for our library partners. Born and raised in Rhode Island, Myranda currently resides in New Hampshire with her sister and pampered cat. When left to her own devices, Myranda can be found maintaining her personal websites, browsing the yesterweb, playing video games, reading stacks of manga, and trying her hand at hardware repair.

Upgrade Process

ByWater Solutions believes that one of the greatest benefits to adopting an open source LSP is the ever growing functionality of the software. Koha is an LSP that will never become outdated because of the constant development and innovation that goes into the project. As your support company, it is our job to ensure that you get the most out of this benefit by ensuring your libraries are running the most current release of Koha. Customers who sponsor custom development will be actively involved in the testing of their code. Many ByWater customers are very involved in the community and are thus more active when it comes to testing patches and bug fixes. Upon request, ByWater will set up a test installation of Koha on a locally hosted system free of charge. A particular library's involvement is entirely up to them.

The only required maintenance activities performed on your server include updates and upgrades to your Koha system, all of which occur during off hours. Updates are conducted directly in line with the current community release schedule. Minor Koha releases are applied to customer servers automatically on a monthly basis. These updates typically contain minor functionality enhancements and bug fixes to existing functionality. Major releases occur twice per year and contain new modules or interfaces, as well as major structural improvements. Major upgrades are scheduled with customers and are applied to their system during off hours. Updates and upgrades are applied free of charge, and operating system upgrades to the server will be conducted by ByWater staff as needed. Hardware maintenance is the responsibility of the library for all self hosted installations of Koha.

Updates are conducted directly in line with the current global open source community release schedule. All new development, bug fixes and patches written by ByWater or other community members are submitted to the community for QA testing and are incorporated into the next release. Minor Koha releases are applied to customer servers automatically on a monthly basis. These updates typically contain minor functionality enhancements and bug fixes to existing functionality. Major releases occur twice per year and contain new modules or interfaces, as well as major structural improvements. Updates and upgrades to both the staff and discovery interfaces are scheduled with customers and are applied to their system during off hours, resulting in zero downtime for their system. Updates and upgrades are applied free of charge. A significant benefit to adopting open source software is that the product has no shelf life and will never become obsolete or outdated because of the frequency of releases. Operating system upgrades are not necessary because Koha is a web based application.

The ByWater Solutions Education team prepares live webinars to train all staff on any new updates, changes or enhancements in the release. In addition, the Education Team provides step by step instructions and tutorial videos for large features and enhancements in the upgrade.The systems and support team will work together to alert all libraries of when the upgrade will take place on your system. All training is recorded and made available on demand through the ByWater Solutions website https://koha.bywatersolutions.com/ and ByWater Solutions YouTube Channel https://www.youtube.com/user/bywatersolutions allowing staff to watch at any time.

For our Aspen upgrades which occur monthly, ByWater Solutions communicates through the email list, posts in the Aspen Slack channel for library partners, a downloadable/printable release calendar and event schedule, and we preview the upcoming releases at our monthly Aspen Gathering.

If there are any changes that might impact specific ILSs or integrations, we offer suggestions of what to check in the release notes, which can be accessed through the Support section of Aspen Administration. You can see what that looks like here: https://aspen-test.bywatersolutions.com/Admin/ReleaseNotes

Koha Training Process

During the testing and pre go-live time frame, all staff can have access to the test site. This access to the test site will give them hands-on training to start testing and working within Koha and seeing the library's own data. For this testing, we provide training materials in the form of self-directed tutorial videos and step-by-step processes documented for areas of need for each librarian. For example, we have a tutorial video made specifically for libraries that are in the process of testing. We give examples on what to look for, explore the different modules and make sure the staff are getting involved in the system. These training materials will be available to all staff before, during, and after the implementation. Our online resources include many hours of recorded topic-specific training, on focused subjects, that are freely accessible by libraries on an on-demand basis. Our education resource website, koha.bywatersolutions.com is broken down into modules and also self- paced tutorials. We will sign up any of your library staff to our Partner Slack channel and newsletter which will provide more resources.

Following your go live, your library staff still have access to the entire ByWater Solutions staff! You can continue to use the ticketing system to ensure your questions, concerns, and development requests get sent to the proper representative to quickly resolve those questions.

ByWater Solutions requires onsite training for all new Koha implementations. ByWater Solutions' training prices are the lowest in the industry and its staff is the most qualified of all Koha providers in the United States. Training typically takes place over the course of three days and the schedule is made according to your staffing needs. Below is a sample training schedule for your review:

Day 1:

• Staff Interface
• Patron Management
• Circulation
• Related Tools

Day 2:
• Cataloging
• Serials
• Acquisitions
Related Tools

Day 3:
• Reports
• Administration
• Related Tools

The day to day breakdown will be as follows:
• Administration/Parameters and Preferences 1-2 hours -- Managers only
• Cataloging 1.5-3 hours -- Tech Services
• Serials 1-2 hours -- Tech Services
• OPAC 1.5 hours -- Everyone
• Circulation/Patrons 3-4 hours -- Everyone
• Acquisitions 1.5-2.5 hours -- Tech Services
• Reporting 1-2 hours -- Managers only
• Additional tools 3-5 hours -- Managers only, and other staff as needed

The pre-go live training takes place on a test server which will be populated with your Library's own data and configuration to ensure greater familiarity and comfort with your new system.

Ongoing training occurs with the release of major upgrades and is done via webinar. Training refreshers for existing or new staff can also be scheduled on a one on one webinar basis upon request at no additional cost.

Educational Resources
ByWater Solutions uses our website, https://bywatersolutions.com/, as a resource to our partners. We have both a dedicated Koha and Aspen website to assist users in learning more about both of these systems as well as search for related articles.
https://koha.bywatersolutions.com/
https://aspen.bywatersolutions.com/
https://www.youtube.com/user/bywatersolutions

Each library migrating to Koha and Aspen Discovery will be provided with an Implementation Guide, which will break down each product, provide resources, testing plans, recommendations, and more. Here is an example of Implementation Guide:
https://sites.google.com/bywatersolutions.com/implementation-template/home

Additionally the library will be provided with an Implementation plan (Aspen and Koha) combining several components of the migration plan. In this plan, objectives are listed per meeting as well as key players for the ByWater Implementation team as well as staff from the migrating library. In the plan, it is outlined the entire timeline broken down into meetings and also areas of migration that are vital to the success of the migration. The implementation plan will be altered to include ByWater team names, dates of the meetings, zoomlinks and also helpful resources for the migrating libraries in addition to possible homework assignments.

Aspen Training Process

For the Aspen Discovery Implementation process, it is broken down into three different phases.

Phase One - Kickoff: Your Aspen Discovery implementation project will get underway with a “kick-off meeting.” This meeting usually lasts anywhere from 30 minutes to an hour. Usually, this will be a Zoom call involving your staff and your sales representative and a Aspen Discovery Implementation Lead from ByWater Solutions. Other ByWater staff may be involved, depending on availability, the specifications and/or timing of your project. It's mostly a chance to get acquainted, put voices with names, and get an initial sense for the scope and complexity of your project. The library will want some of the key staff to attend. Anyone that will be involved in the implementation process at your library can attend. Typically, we meet with: Technical Services Representatives, Public Service Representatives, Key technical resources on your current Discovery layer (if applicable), Systems Librarian.

Phase Two - Admin Training, Configuration and Setup: The majority of the work we have to complete to have your Aspen Discovery ready for patron use is setting up connections, customizing the site, and making decisions on settings. We call this time ‘Admin training’ which is essentially the time we spend together making these decisions and it allows you and staff to know how to change these settings in the future. We love to empower our partners! Prior to and during admin training your implementor will set up the connections to any vendors you utilize with API connections and input credentials for other third party enrichment resources. Additionally, any vendors we cannot connect to directly through Aspen Discovery, your implementor will explore the options we have to ensure patrons are informed of all your resources and can easily access those resources. Aspen Discovery has many different solutions for highlighting and ensuring visibility of resources.In addition to setting up connections and highlighting resources and vendors your patrons have access to, we will help you customize your catalog. This customization includes so many things, like the theming of your catalog, the facets your patrons can choose from and how those facets are displayed/used, the home landing page and the collections you choose to promote there, the way your patrons can interact with their account, and the way records are displayed in searches. Finally, during admin training we make decisions on the functionalities Aspen Discovery offers - we can make decisions on holds workflows and the kind of information patrons see there; we can decide if staff can ‘masquerade’ as a patron to troubleshoot their issue over the phone; we can decide what changes patrons can make to their account; we can decide what sorts of open source enrichment we show in searches and the types of searches patrons can do. There are so many incredible settings we can play with that are always growing to allow Aspen Discovery to be the best catalog for your library and your patrons. We can go through admin training in any format that works for you and those making these decisions. We recommend at least six hours of meetings with your implementor to discuss these decisions and talk about your workflows. Prior to the start of these meetings, your implementor will send you material and coursework for review. You may get a list of videos on the topics you need to watch prior to your meeting, so you can use your time with your implementor on questions you have or making decisions. You may leave these meetings with homework to complete prior to the next meeting. We have included a template admin training schedule. Remember we customize each implementation to your library and your patrons so this is only meant to be a template. The configuration/admin training can be modeled for whatever works best for you and your team. You will receive a customized admin training schedule from your implementor after your kick off call. You will want some of your key staff to attend. Anyone that will be involved in the decisions of how you want Aspen Discovery configured and customized should attend. Staff who are good decision makers should be a part of these meetings. Typically, we meet with: Technical Services Representatives, Public Service Representatives, Key technical resources on your current Discovery layer (if applicable), Systems Librarian. Additionally, we have a ‘cataloging’ in Aspen day during your admin training. We recommend your catalogers come to this training session.

After your Aspen Discovery catalog is customized, your API connections confirmed, enrichment resources turned on, and most of the site is nearly finalized we will have staff training. This is an opportunity for an Aspen Discovery implementation specialist to meet with your staff and give them a full tour of Aspen Discovery. It is best for the site to be customized at this point, so your staff can become familiar with the catalog you will be rolling out to patrons.

We will also have Administration Training. This training is for any staff who plan to be involved with high-level administrative settings within Aspen. Learn how to add and customize admin roles, view site statistics, edit location information, and more.

In addition, we will have catalog training for your staff that work with the records within the system. This will discuss and make decisions about how records appear in your catalog. Staff will also learn how to customize search facets, hide or display information, and manipulate records.

We also do a 'Patron Experience' training. This is an opportunity for your staff to see all the hard work you have put into your new Aspen Discovery. It will be a time for your hard work to shine! We'll give your staff the full tour of Aspen from the patron's perspective. The training is meant to be an opportunity for the staff to become comfortable with Aspen, see all of the amazing functionality and learn how patrons will be searching. You will want all staff to attend. Particularly staff who interact with patrons often should attend this training. We make sure there's time to answer questions.

Phase Three - Go Live: The Go Live process for Aspen Discovery is incredibly easy! The whole implementation project is building to the day you go live. If you are a library who is setting up Aspen Discovery from scratch and is not migrating data from a historical discovery layer, then 'go live' is only a matter of promoting your catalog to your patrons. If we are migrating data from a discovery layer, the migration of that data will occur and then you can promote your site. All of the configuration and setup that occurs during admin training and configuration will remain on your Aspen Discovery site. Phase Four - Go Live and After: Following your go live, you still have access to the entire Aspen Discovery team in addition to the whole ByWater Solutions staff! You can continue to use the ticketing system to ensure your questions, concerns, and development requests get sent to the proper representative to quickly resolve those questions. Some important resources to find Aspen Discovery information beyond implementation information is the ByWater Solutions Aspen Discovery listserv and newsletter, which you will be added to during the implementation process, the Aspen Discovery website https://aspen.bywatersolutions.com/, and the Aspen Discovery Youtube playlist on the ByWater Solutions channel.

Open Source Community

Koha Community/User Groups

The Koha community is made up of thousands of librarians worldwide who collaborate and communicate through community sponsored channels such as live chat rooms, mailing lists and community Wikis. There is a US based Koha users group (koha-US), https://koha-us.org/, which meets annually in different parts of the US, as well as regional users groups. The koha-us group includes Special Interest Groups dedicated to areas in Koha, such as Cataloging, Development, Web Design, User Experience, Consortiums, and more. Once per year, Koha users and developers worldwide convene at the annual KohaCon conference which is held in a different country each year. ByWater Solutions plays an active role in the sponsorship and participation of these conferences but ultimately they are run by Koha users, not Koha vendors. ByWater Solutions also hosts a mailing list which serves as a way for ByWater Koha customers to communicate, however we strongly encourage participation on a global level so as to experience the true collaborative advantages of adopting an Open Source solution. Both the Koha user group and the ByWater user groups collaborate globally for group sponsorships of new functionality so as to cut the cost of a new feature's total development fee drastically. Additionally, ByWater Solutions has a partner SLACK channel which allows librarians using Koha to talk with each other through this communication channel.

The Koha community, https://koha-community.org/, is among the largest and most stable Open Source communities in the world. The processes and system of governance have been active for over twenty years, and the developer base of contributors is made up of over 500 individuals. The number of librarians who make up the actual user group is in the thousands, all of whom contribute and collaborate to make Koha more advanced with every new release. For this reason, Koha is the most used ILS in the world.

The governing body of Koha is made up of elected contributors who are responsible for the maintenance, upkeep and security of the system. Positions in the community include:

- Release Manager: Responsible for final sign off on all new code accepted into Koha
- Release Maintainer: Responsible for ensuring new functionality does not break any existing features
- Translation Manager: Responsible for ensuring code is usable worldwide
- QA Manager: Responsible for final QA before submittal to Release Manager
- Documentation Manager: Responsible for creation and maintenance of the Koha manual
- Bug Wranglers: Responsible for fixing and patching bugs identified by community members and other Koha users

ByWater Solutions is a significant contributor to the Koha community, both in the way of sponsored development as well as in the governance of Koha by volunteering many of our team members for various positions within the community. Offices that have been held by ByWater team members include Release Manager, QA Manager, Documentation Manager, and Bug Wranglers. ByWater Solutions believes education and documentation will support, advance and build confidence in Koha community users. We release a tutorial video with a blog post weekly called, Monday Minutes: https://koha.bywatersolutions.com/project/monday-minutes , where one Koha topic is broken down into easy steps in less than 9 minutes. In addition to this, we have a weekly blog post dedicated to commonly asked questions in Koha. More information about the Koha Community, along with mailing lists and IRC connection information can be found here:

Mailing list information: http://koha-community.org/support/koha-mailing-lists/
Getting Involved: http://koha-community.org/get-involved/

Aspen Community/User Groups

Community Building

One of the most unique and meaningful things about Open Source is the community component. Being part of the community means that you not only have a say in what goes into the development of Aspen Discovery, but you also have the greater community at large available to help you with questions or to help you brainstorm a better way of using what is already available in Aspen. Here are a few ways that

Aspen users can get involved and learn more about the Aspen Discovery community: https://help.aspendiscovery.org/community.

Aspen Gatherings: The Aspen Discovery team holds monthly virtual community meetings to discuss Aspen features, upcoming releases, and how libraries are leveraging Aspen. These will take place the first Thursday of the month at 2pm ET. The first 15 minutes will contain "Aspen Updates in an Instant" to demo new release features.This is a low-stress environment that will last about 15 minutes where any and all questions can be asked and answered! It is open to everyone using or just interested in Aspen. As we've already seen at the Aspen Gatherings, partners drive the development of Aspen in various ways.

Aspen Community Meetings: These meetings differ from the Aspen Gatherings as they will be driven by Aspen library users to discuss community organizing, ILS specific needs and development priorities. A representative from the ByWater Aspen Team will be there and we have set up the Zoom on the community's behalf.

Connecting via Slack: A great way to connect with other Aspen libraries is using the Aspen-Discovery Slack Workspace, a chat space devoted to the development, documentation, and general Aspen-related discussion. This is a place to reach out to other libraries to see what functions they are currently using, what issues they might be having, to get to know others who use Aspen Discovery or just to watch and keep an eye on up-to-the-minute updates on Aspen. ByWater Solutions staff are also available to answer questions, brainstorm, and troubleshoot with you.

Aspen Weekly: The Aspen Discovery team publishes a weekly digital magazine that focuses on information about the amazing features of Aspen Discovery, what's happening in the Aspen Community, and what exciting developments are on the horizon. The following link will take you to previous editions of Aspen weekly for your review: https://bywatersolutions.com/education/category/aspen-discovery

Explore Koha and Aspen Discovery

Here is a login on our demo site that you and your colleagues can access and test out:

Username: librarytest
Password: Libr@ryRules!

https://staff-sales01.bywatersolutions.com/

https://aspen-sales01.bywatersolutions.com/

Exceptions

We would like to request that section 6.2. Be changed to within 30 days after notification by the City.

> Contractor represents and warrants that products delivered as part of the Scope of Services, including each component, shall be free of defects and conform to the quality standards of the applicable industry and shall meet in all respects the requirements of the Scope of Services. If any defect or sign of deterioration is identified by the City within one year after delivery which is not due to the acts or omissions of the City, Contractor shall, within 15 days after notification by the City, at Contractor's expense, repair, adjust or replace such items to the complete satisfaction of the City.

We would like to have the following stricken from section 1.3. "as approved by the City. " ByWater Solutions will make the final approval.

> Contractor shall assign qualified and experienced personnel to perform the Services, and Contractor hereby warrants to the City that Contractor has sufficient experience and financial resources to complete the Services required by this Agreement. Where the Scope of Services identifies particular personnel who shall perform the Services, such personnel shall remain assigned to provide the Services throughout the term of this Agreement, unless otherwise approved in writing by the City. In the event that such particular personnel must be replaced, the Contractor agrees to replace such particular personnel with persons of equivalent or better qualifications, as approved by the City.

Implementation Plan

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Waterloo and Cedar Falls
Implementation Schedule for
Koha and Aspen Discovery (*DRAFT*)

Key Dates *-to be finalized once the contract has been signed and received. These dates may change depending on the exact go-live date.*

Initial Extract: August 2023

Training: January 2024

Final Extract: February 23, 2024

Go Live: February 26, 2024

This template provides an overview of the implementation process for your library to transition to Koha and Aspen Discovery. A finalized copy of your implementation schedule will be provided once a contract has been received by ByWater Solutions and a kick- call has been completed.

Project Planning - Week 1 August 7, 2023

Zoom link:

This meeting is to:

- Review the timeline and set meeting dates
- Discuss the initial data extract

Suggested Library attendees: Core team (those staff members who will be making decisions/be able to explain processes and policies from Circulation, Public Services, Technical Services, etc)

ByWater staff: First Last (Koha Educator), Margaret Hade (Support), First Last (Koha Migration Specialist)

Duration: 30 minutes

Library followup: Data extract uploaded by August 2023. See Ticket for link.

Meeting 1: Week 3 August 21, 2023

Zoom link:

This week's meeting will be to discuss:

- Branch Codes
- Patrons Categories and password structure
- Confirm Training Dates - week of Month Day

Suggested Library attendees: Core team, Circulation representative
ByWater staff: educator, Margaret, data
Duration: one hour
Library followup: Map branch codes and patron categories on Mapping Documents

Meeting 2: Week 4 August 28, 2023

Zoom link:
This week's meeting will be to discuss:

- Item Types, Shelving Locations and Collection codes
    - Tutorial Video
    - PDF
- Other item subfield data
    - https://wiki.koha-community.org/wiki/Holdings_data_fields_(9xx)

Suggested Library attendees: Core team, Circulation representative
ByWater staff: educator, Margaret, data
Duration: one hour
Library followup: Map item types, shelving locations, and collection codes on Mapping Documents

Meeting 3: Week 6 September 11, 2023

Zoom link:
This week's meeting will be to discuss finer points about:

- Patron Mapping and Passwords
- Patron Attributes and Debarments
- Patron Fines/Fees

Suggested Library attendees: Core team, Circulation representative
ByWater staff: educator, Margaret, data
Duration: one hour
Library followup: update Mapping Documents as needed

Meeting 4: Week 8 September 25, 2023

Zoom link:
This week's meeting will be to discuss:

- Item Statuses in Koha/what should or should not be visible in OPAC
    - Helpful Blog Post

Suggested Library attendees: Core team, Circulation representative
ByWater staff: educator, Margaret, data
Duration: one hour
Library followup: Map item statuses in Mapping Documents

Meeting 5: Week 10 October 9, 2023

Zoom link:
This week's meeting will be to discuss:

- Circulation Rules (including fines/fees)
- Holds

- Notices
    - Helpful PDF

Suggested Library attendees: Core team, Circulation representative
ByWater staff: educator, Margaret, data
Duration: one hour
Library followup:

- Review/consolidate Circ Rules and create document to share with ByWater
- Identify Overdue rules/triggers
- Gather/create notice content (Overdues, Advance Due, Holds, etc)

Meeting 6: Week 12 October 23, 2023

Zoom link:
This week's meeting will be to discuss:

- Serials

Suggested Library attendees: Core team, Technical Services Team
ByWater staff: educator, Margaret, data
Duration: one hour

Meeting 7: Week 14 November 7, 2023

Zoom link:
This week's meeting will be to discuss:

- Acquisitions processes
- Reports Ticket

Suggested Library attendees: Core team, Technical Services Team
ByWater staff: educator, Margaret, data
Duration: one hour
Library followup:

- gather Acquisitions/EDI/Vendor/Budget information for setup
- Start gathering reports needed for go-live and after go-live

Next steps

Test server is up! (December 2023)

This is when you will want a few staff to start looking at the site. Don't worry that you haven't had training yet! Have one or two people from each area (Circulation, Public Services, Collections, Tech Services, etc.) log in and start poking around. There are resources to help you check the data:

Data testing
Using your test site

At this point, focus on making sure the data shows where you expect it to, and that you can do some basic searching. It's really important to make sure you write down any questions you have, and to bring up any issues you see - screenshots are perfect for this!

Meeting 8: Week 16 November 27, 2023

Zoom link:

This week's meeting will be to discuss:

- Policy Call scheduling
- Prepping for training
- Systems Tickets (we will be discussing any system configuration issues/needs, such as cron jobs, SIP2, NCIP, etc)
- What to do once you have access to the test site

Suggested Library attendees: Core team, Training representative

ByWater staff: educator, Margaret, data, Systems

Duration: one hour

Library followup: get ready to test the site!

Aspen Discovery Implementation

Aspen Meeting 1 : Week of October 2, 2023

Planning and Setup

We will discuss the two questionnaires we had the library fill out, Site Setup and Scoping & Data.Your implementation specialist will use these answers to configure your site settings and go over any questions you have.

Suggested Library attendees: this could be a mix of key staff (director, librarians, catalogers, etc) or Library Systems Manager, Consortia administrator(s), Head Librarians

Aspen Meeting 2: October 16, 2023

Admin Training

In this session, we will learn how to add and customize admin roles, view site statistics, edit location information, and more.

- Suggested Library attendees: : Library Systems Manager, Consortia administrator(s), Head Librarians
- Follow-up Library Configuration, System Admin tasks, and Language and Translations

Aspen Meeting 3: October 30, 2023

Catalog Training

In this session, we will learn how to customize search facets, hide or display information, and manipulate records.

- Suggested Library attendees: this could be a mix of key staff director, technical services librarians and key staff members
- Followup-Start customizing grouped works, upload any marc files for Side Loading and more.

Aspen Meeting 4: Week of November 13, 2023

Customizations
In this session, we will learn how to adjust your theme, customize notices and messages, and showcase your collection, resources, and events.

- Suggested Library attendees: : Library Systems Manager, Consortia administrator(s), Head Librarians Library
- Follow-up: Work on Browse Categories, Lists, System Messages and Placards

Aspen Meeting 5: Week of December 4, 2023

Patron Experience Training
In this session, We'll give your staff the full tour of Aspen from the patron's perspective. We make sure there's time to answer questions.

- Suggested Library attendees- all staff

Library Follow-up- Let the staff continue to explore the Aspen Discovery site!

Aspen Meeting 6: Week of December 18, 2023

Web Building
This training can take place before or after you go live, because we're flexible like that. Learn about the Web Builder, custom forms, collection spotlights, and more.

- Suggested Library attendees: Library Systems Manager, Consortia administrator(s), Head Librarians

Time commitment: two to three hours

Koha Onsite Training January 2024

Three fun-filled days of learning all things Koha and discussing workflows!

Your Educator will walk you through each module of Koha, using your test site and data, to discuss workflows and answer all your questions. Training will include setting up circ rules, staff accounts and permissions, and system preferences.

Time commitment: 24 hours over three days if attending all sessions

After training

This is the time when every single staff member needs to be logging in to Koha and practicing. Since it is a closed database, staff do not have to worry about “messing” anything up. Mark items lost, pay fines, forgive fines, catalog books, withdraw materials, etc. We have a Training Review to help staff practice:
Koha Training Review
The goal is to make sure staff know how to do everything they need to do in Koha in order to do their job. You know your data better than anyone else, so it’s vital that staff are involved in this, trying out processes and procedures. Enter tickets for questions or issues, including specific examples or screenshots, and what the desired behavior/display is.

Time commitment: depending on the staff role and responsibilities, anywhere from 4-24 hours. For planning purposes, “essential” training (circ basics, patron basics, searching basics) can typically be completed in approximately 4 hours.

Process specific meetings - between training and go-live

We suggest scheduling a few meetings to go over questions that come up about processes/workflows/how-do-I that arise after staff have been trained and have spent some time practicing in Koha. For instance, a meeting for Circ questions, one for Acquisitions/Technical Services questions, one for Public Service questions, one meeting for Core Team to answer Admin questions, etc.

Time commitment: one hour per meeting

Pre Go-live call week of February 19, 2024

This will be a session to go over any open implementation questions and review the timeline for Go live weekend. This will be scheduled for approximately the week before Go live.

Migration Weekend February 23, 2024

We will need a fresh copy of data for the final migration. This data extraction will be done over the course of two days. On Thursday we will need an extract of bibs and item data. At the close of business on Friday we will need all other data (patrons, circ, etc). It is very important that the final data extract is done exactly the same way it was for the initial data extract you sent.

Go live February 26, 2024

Your new Koha ILS and Aspen Discovery will be up and running! We will be on hand to address any problems or questions that arise on Go live.

innovative
Part of Clarivate

Cedar Falls and Waterloo (Iowa) Public Libraries

Request for Proposal for a Library Management/Integrated Library System

Confidential Cost Proposal

February 21, 2023

3133 W. Frye Road, Suite 400
Chandler, AZ 85226
+1 510 655 6200
www.iii.com

Table of Contents

World Headquarters • 3133 W. Frye Road, Suite 400 • Chandler, AZ 85226 • +1 510 655 6200 • www.iii.com

Polaris Success Bundle for CFPL/WPL

The Polaris Success Bundle includes the following:

- ✓ Acquisitions with EDI ordering
    - Includes Titles to Go
- ✓ Cataloging with Authority Control
    - Export Express
- ✓ ZMARC Automatic Authority Control
- ✓ Circulation including classic Inventory
    - ILL
    - Collection Agency
    - Offline Circulation
    - SMS Alerts
    - Patron Images
    - SIP 2 – 10 licenses
    - Outreach Services (Homebound)
- ✓ eContent Integration (Overdrive, Axis 360, Cloud Library, RB Digital)
- ✓ Serials Control
- ✓ Polaris Simply Reports Web-based reporting with Export Express
- ✓ MSSQL reporting
- ✓ Polaris API (PAPI)
- ✓ Multi-Tenant Cloud Hosting for Production
- ✓ Vega Discover Consortia
- ✓ 50 Staff User Licenses
- ✓ Modern Circulation Notices

Polaris Success Bundle Services Description

The Scope of the project includes the following set of professional services:

- ***Setup the software and hosting environment***
- ***Project Management Services.***

  SOW covers:
  - Up to 2 days of profiling services onsite or online (travel costs not included)
- ***Software Configuration***
- ***Data Migration Services*** to migrate the client's data from their existing ILS into the Polaris ILS. These services include analysis, mapping and loading of data into the Polaris Test Database. Revisions to the Polaris Test Database will be made, when possible, as issues are reported during the evaluation period. Includes Consulting, Profiling, Loading for: Bibliographic, Authority, Item, Patrons, Serials Holdings, Circulation Checkouts, Holds, Fines and Vendor records. Includes up to 2 data loads.
- ***Training Services*** to be delivered through a combination of optional on-site visits and web-based sessions. Training topics will be detailed in the schedule during the preparation phase based on library go-live priorities and target dates.

  SOW covers:
  - Up to 6 days of training, onsite or online. For onsite, travel costs not included.
    - 2 Days of Patron Services Training
    - 2 Days of Acquisitions Training
    - 1 Day of Cataloging Training
    - 1 Day of Serials Training

  - Up to 24 hours of instructor led online training
    - System Administration
    - Simply Reports
    - Outreach Services
    - Export Express
    - ILL
    - EDI
    - Vega Discover Consortia

Quotation for CFPL/WPL

Annual subscription for the Innovative Bundle includes:

Polaris Success Bundle, Multi-Tenant Cloud Hosting, ZMARC Authority, Vega Discover Consortia	**$23,571**
One-time Services (can be spread over 2 years):	**$29,500**
Total Year One Cost:	**$53,071**

Five Year Price (5 year contract term)

Year 2 Price:	**$23,571**
Year 3 Price:	**$23,571**
Year 4 Price:	**$23,571**
Year 5 Price:	**$23,571**

Optional Products:

Vega Promote (Digital Marketing Tool)	$8,000
Vega Program (Event & Program Management)	$8,000
Innovative Mobile	$8,000

Optional Services:

Data Extraction (Estimate Provided by Phoenix10)*****	$10,200*
Authorities Clean-Up (Provided by Backstage)	$4,320
Authority Control Implementation Fee	$0
Vega Promote Implementation	$4,000
Vega Program Implementation	$4,000
Innovative Mobile Application	$4,000

***** If the library chooses to do an authority cleanup project with Backstage, the data extraction cost will decrease to $8,400.

Valid for 60 days

innovative Part of Clarivate

Cedar Falls and Waterloo (Iowa) Public Libraries

Request for Proposal for a Library Management/Integrated Library System

February 21, 2023

Attachment 2 Polaris Reporting

1900 Powell Street, Suite 400
Emeryville, CA 94608
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www.iii.com

Intentionally Blank

Polaris Reporting

Polaris provides a variety of powerful reporting tools to meet the data-gathering needs of libraries of any size and type. Additionally, the options within Polaris provide reporting tools at various skill levels that suit the reporting needs of different users with different requirements.

Library Needs	Reporting Tool
Standard reporting	Polaris Report Manager
Basic data mining	Polaris Find Tool
Basic custom reports without SQL	SimplyReports
Complex data mining	Polaris Find Tool w/ embedded SQL queries Query Analyzer
Complex custom reports	Reporting Services

Polaris Report Manager

The Polaris Report Manager provides reports designed for use by all library staff. They can be displayed onscreen, or exported to PDF, Excel, and other file formats. More than a hundred predefined reports are included with Polaris.

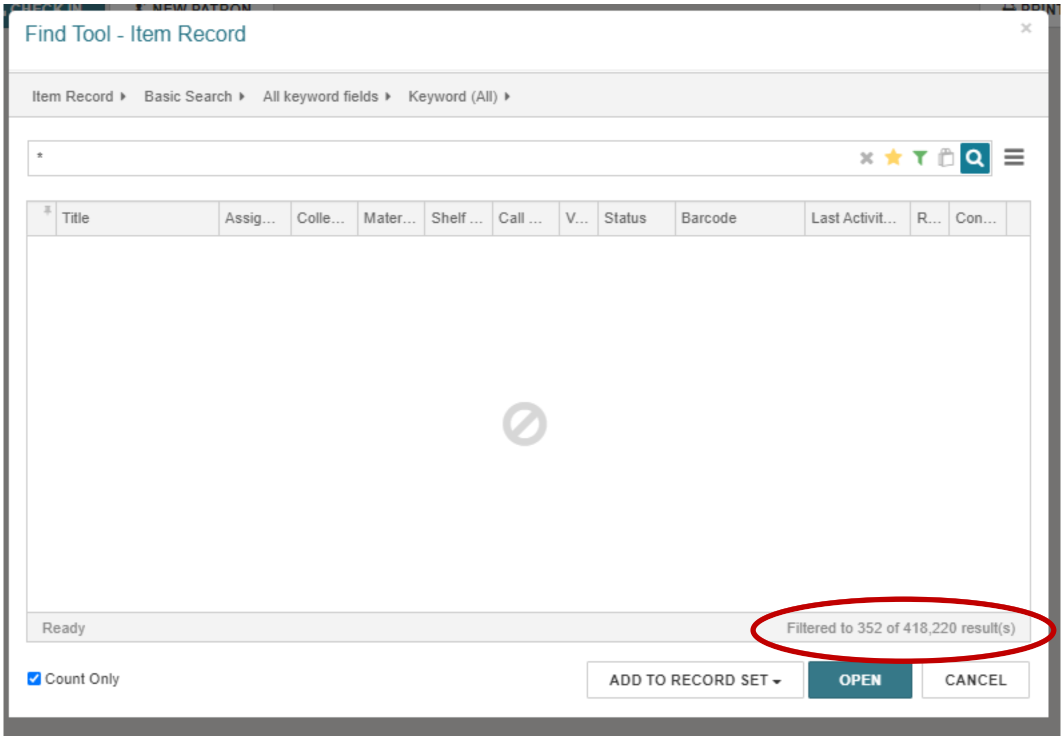
These standard reports run against the live Polaris database, so all data access is real-time. These reports can be customized through the use of tools inherent with reporting in Microsoft SQL Reporting Services. Familiarity with SQL and the Polaris database schema is necessary in order to make changes to the report content.

Polaris uses Microsoft's SQL Reporting Services (described later) to organize and return information in formal, formatted reports. The more than 100 predefined standard reports, organized by subsystem, are available from a browser.

Polaris Find Tool

The Find Tool provides access to a vast amount of data in the Polaris database. The user interface provides for access to all commonly used data without the need for building custom indices, as would be required in some competitor's systems. The Find Tool accesses the live Polaris database, so all data access is in real-time.

The Polaris Find Tool can be used to search for records with a variety of methods and filters. The Find Tool can also be used for quick snapshots of the library's data. For example, if the library simply needs a count of items last circulated in 2020, the user can run this search and set the Find Tool to show only the record count in the search results.

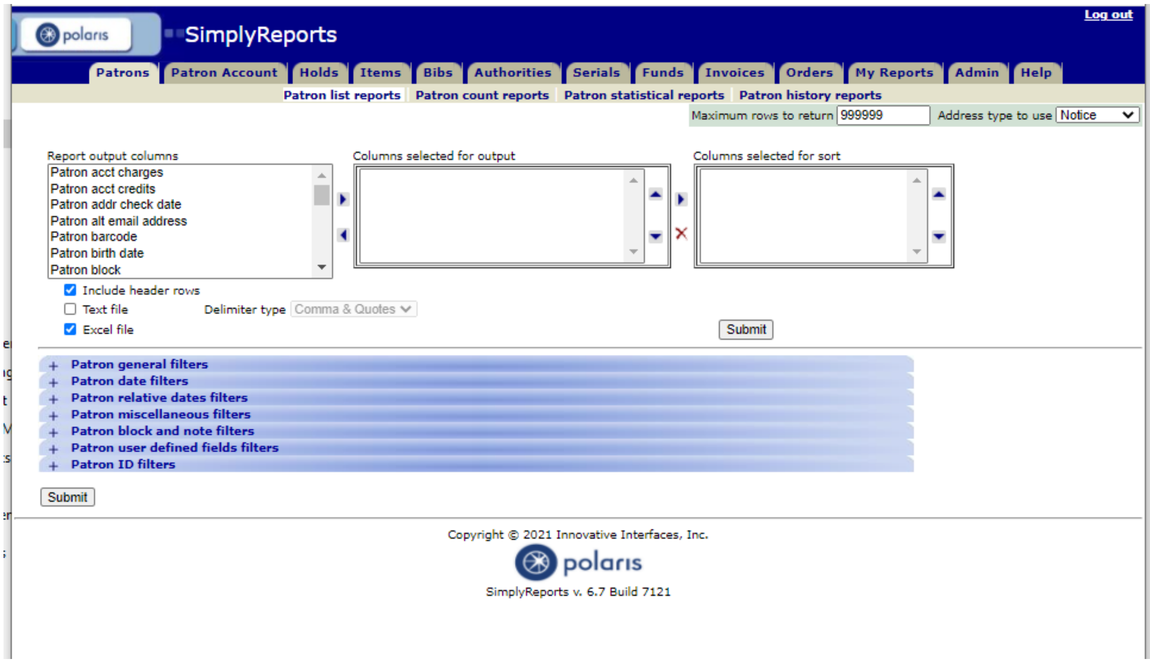


SimplyReports

Polaris SimplyReports opens up the power of the Polaris database management system to all users, regardless of technical skill. Users without knowledge of SQL or Microsoft SQL Reporting Services can create custom reports with a simple Web-based interface. The web-based application can be accessed through any modern web browser.

SimplyReports provides a fixed number of tables and columns that can be accessed, along with appropriate scoping and filtering criteria that can be applied against those data elements. It allows reports to be scheduled for one-time execution, or scheduled execution on a daily, weekly, monthly, or annual basis. Groups of reports can be defined and executed together. Delivery of scheduled reports is limited to storing the resulting report in a network drive as an Excel spreadsheet.

To use SimplyReports, you select list, count, or statistical reports in categories such as patrons, patron accounts, holds, items, bibs, and serials. Then you simply select report output columns, sorting options, and filters for the report. Various combinations can produce close to 60,000 custom reports.



Polaris SimplyReports offers these additional functions:

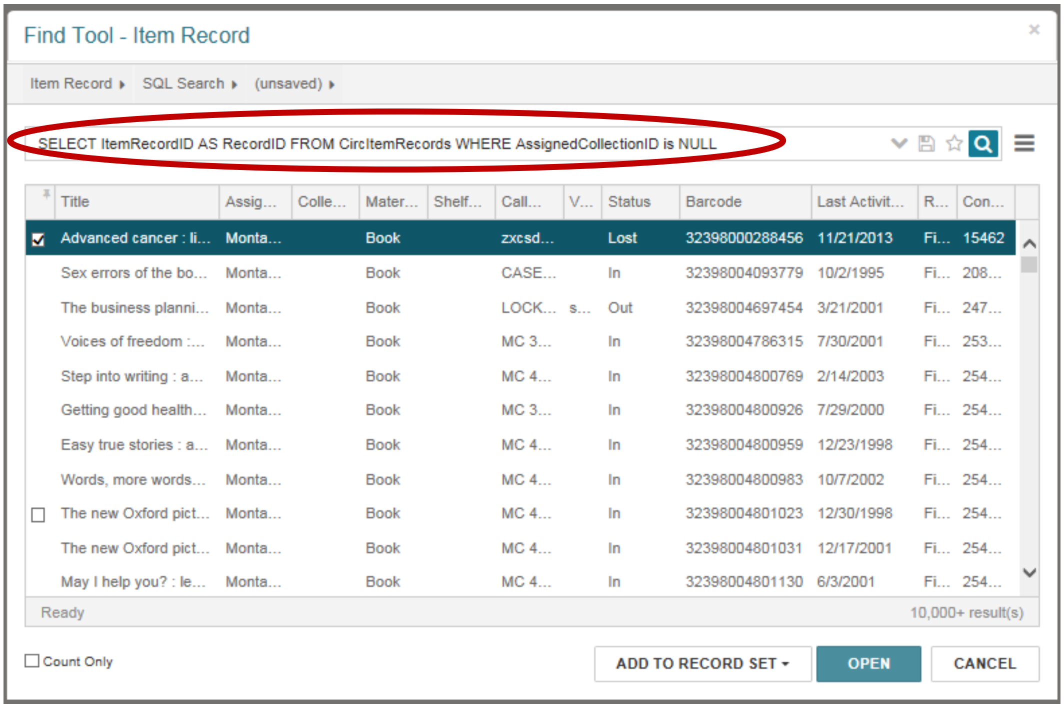
- Save custom report parameters
- Schedule and run reports or groups of reports
- Administer user security and various configuration options
- Manage saved report output files

Custom reports can be added to the suite of standard Polaris-defined reports.

Polaris Find Tool with SQL

This capability is intended for use by technically-oriented Polaris line staff, system administrators, directors, and branch managers who have some training in SQL and a basic understanding of the Polaris database. All output is in the form of the tabular result-set workform that is inherent in Polaris. Access to this tool is through the standard Find Tool interface that is inherent in the Polaris staff client. Use of this functionality requires training in basic SQL, and a basic understanding of the common tables and columns in the Polaris database.

If a quick look at specific data is needed, the user can enter a Structured Query Language (SQL) query directly in the Polaris Find Tool.



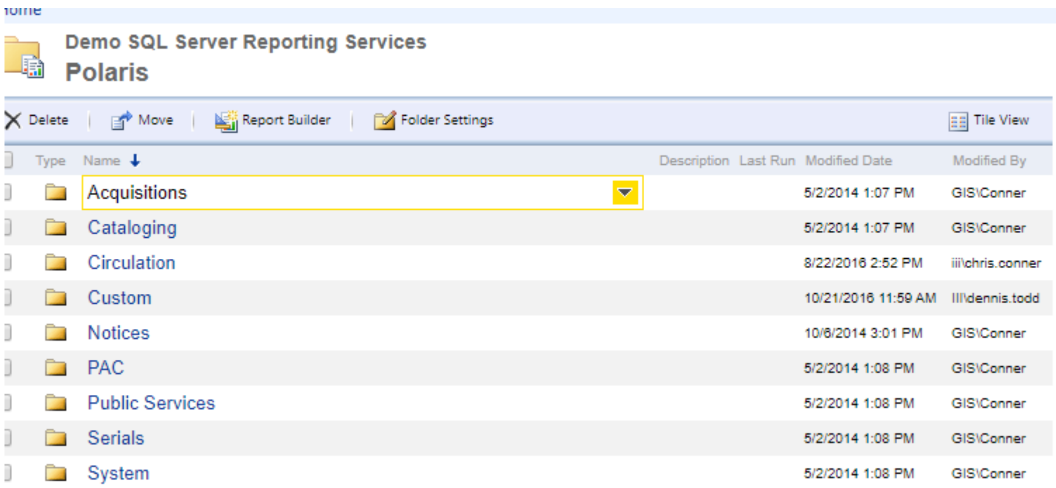
Text can be saved as a rough SQL template. The template can be used as a basis for searching and the search edited without saving the changes to the template. The results of these informal "reports" are displayed in the Find Tool results list, which can be printed. The results can also be saved to a record set. These reports are unformatted but are very convenient if a quick look at specific aspects of the library's database is needed.

Microsoft Reporting Services

Reporting Services is suitable for users who have training in, and are proficient with SQL, and who have been trained with an understanding of the Polaris database schema (structure). This generally means system administrators, as opposed to library line staff, directors, and branch managers. It supports output to SQL tables, flat files, PDF, HTML, Excel, and a wealth of other forms. Reporting Services is not a single application, but rather a technical infrastructure provided by the SQL Server DBMS and the Windows operating system. To access the functions provided through Reporting Services, you must develop reports through the use of a development tool, such as Visual Studio.

Reports can be delivered through a wide range of mechanisms, including email, local or networked storage, presentation in a web browser, and automatic publication to an Intranet or other web server. Reports can be scheduled to run unattended on a fixed schedule. With SQL Server Enterprise, reports can be "data driven". In this mode, the report automatically runs when user-defined data criteria are met, such as "run this report when total outstanding fines and fees exceed $100".

Reporting Services runs against the live database, so all data are accessed in real-time. Because the license to use Reporting Services is already included in SQL Server, the only cost associated with Reporting Services is the purchase of the development tool (typically Visual Studio) used to build custom reports.



Dashboards Using Tableau

As an open system, Polaris Leap lets you use third-party analytics tools like Tableau to generate custom dashboards and reports. Tools like Tableau let you design your required dashboards any way you would like, and provides clean, graphical presentation of your data to your different stakeholders – managers, administrators, executives or even the public. The following is an example of the type of dashboard you can create using a third-party tool like Tableau to show how the library is used by different demographic groups of patrons.

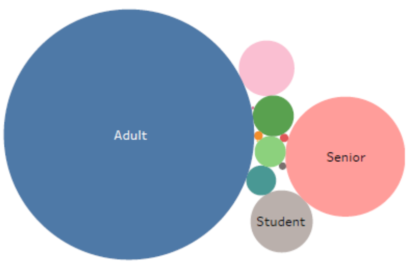
Red Rock PUBLIC LIBRARY

Sample Patron Data Dashboard

Patron Count by Branch and Patron Type

	Patron Code										
Branch Name	Adult	Banned Patron	ILL Agency	Juvenile	Non-Re..	Outreach	Self-Re..	Senior	Staff	Student	Young Adult
Bedford Falls Public Library	8,609			1,420	130	4	2	426		9	228
Pottersville Public Library	5,191			137	7	14	1	1,008	7	5	146
Red Rock Public Library	4,145	3	1	135	1	63	25	713	18	8	282
Tyler Public Library	2,978			44		8	1	780		7	78

Lifetime Circ Count by Patron Type



Hall of Fame Patrons

Patron Full Name	Branch Na..	YTD You Saved Amount
COOPER, SHELDON LEE	Red Rock P..	$26,068.55
Wheaton, Wil	Red Rock P..	$17,693.25
FOWLER, AMY FARRAH	Red Rock P..	$8,503.72
TOMASELLI, ISABELLA C	Montana A..	$4,805.62
FREMONT, PENNY	Red Rock P..	$4,306.74
LAUDE, MARIA	Red Rock P..	$3,608.36
Walowitz, Bernadette Marianne	Red Rock P..	$3,154.57
Good, Mary B.	Montana A..	$2,922.61
WILSON, JAMES	Red Rock P..	$2,778.79
CHAMBERS, DIANE	Red Rock P..	$2,665.50

Polaris Pre-Defined Reports – Descriptions

The Polaris Report Writer Software provides management information capabilities through Microsoft SQL Reporting Services. In addition to the pre-defined reports listed below, this report generator allows libraries to develop their own standard or customized reports, including notices. Additional pre-defined reports are in development and added on an on-going basis.

Acquisitions Reports

Advanced Shipment Container Content

Lists all items found in a specific package or container for which the supplier has sent an EDI ASN file.

Advanced Shipment Containers Not Yet Received

Lists all items found in a package/container for which the supplier has produced an ASN, but which has not yet been received through the ASN workform.

Advanced Shipment Notification Log

Lists all titles received via ASN for a supplier and line item status date range. For each ASN, the report lists the purchase order number, purchase order suffix, title, author, ISBN or UPC, purchase order ID, quantity ordered, quantity sent, quantity received and any notes.

Average Days On Order by Supplier and Material Type

Use this report to see how long your suppliers take to fill orders. For each supplier, it shows the material type, the date ordered, the date received, and the destination library.

Average Material Cost by Supplier

Use this report to compare suppliers by the type of material purchased. It shows the average price of invoiced items for each supplier, according to material type.

Canceled Titles by Supplier

Use this report to identify canceled titles. Each title is listed with its ISBN/ISSN, quantity, amount (price), purchase order number, and line number.

Check In Shelf-Ready Materials

For each branch, the report contains the following information:

- Purchase order line item segment receipt information: Purchase order number and suffix; title and author; purchase order line ID number and Segment ID number; fund; quantity ordered/quantity received.
- Comments: If the line item segment was split because fewer copies were received than were ordered, a note appears in this section.
- Item check in information: The date and time that the item was checked in using the Receive Shipment workform; the workstation name where the check in was done; the user name of the staff member doing the check in; the item's barcode, title, author, ISBN/UPC, item ID, assigned branch abbreviation.

Claims Ready for Cancellation

This report lists items that should be cancelled because the maximum numbers of claims have been generated, and the item still has not been received. The report lists the purchase order number and release date, ISBN/ISSN, the title, the author, the claiming cycle, the number of copies, the discount price, the amount (for all copies), and the reason the item was claimed.

Currency Exchange Rates

Use this report to see updates to the currency exchange rate. For each library organization selected, the report shows the foreign currency, the exchange rate, the last modified date, and the user who last modified the exchange rate for that organization and foreign currency.

Electronic Invoice

For each invoice, this report lists the invoice date, the invoice number, the purchase order number, the currency (if a currency other than the base currency was used), the date shipped and the library account's SAN ID. Under the invoice information are details for each purchase order line item, including the purchase order line ID, the ISBN, the title, the quantity, the discount and retail prices, the line item's purchase order number, and the discount percentage.

Electronic PO Acknowledgment

Use this report to identify the status of titles electronically transmitted in a purchase order. The acknowledgment status codes in the report vary according to supplier. You can also refer to the report to manually adjust a purchase order in Polaris to reflect the current status of on-order titles. The report includes information regarding the sender, receiver, and titles ordered.

Encumbrances and Expenditures by Supplier

This report is used to inform materials suppliers of how much money has been spent (expenditures) and how much money the library plans to spend (encumbrances) for a fiscal year. The report lists suppliers by SAN, and suppliers that share the same SAN are grouped together and listed in alphabetical order. If no SAN is found in the supplier record, the supplier displays individually on the report. The encumbrances and expenditures amounts are sub-totaled for each supplier account, and then totaled for the supplier group. Suppliers are listed on the report if they are linked to:

- Purchase order line items for which amounts have been encumbered in funds linked to the selected fiscal year.
- Invoice line items for which amounts have been expended from funds linked to the selected fiscal year.

Expenditures by Fund and Material Type

This report lists expenditures grouped by funds (linked to the selected fiscal year) that were used to pay for items (items linked to invoice line item segments). Each fund grouping displays the fund's name and alternative name in a heading. Under the fund heading, the report lists the following information in columns from left to right as follows:

- Material type - The material types are sorted alphabetically within the fund group. (This is the item record's current Material Type, not the linked bibliographic record's Type of Material (TOM).) Items are counted unless they have been permanently deleted from the database.
- Purchased - The number of items of each material type that were paid for using the listed fund. The total in the Purchased column shows the total number of items of all material types purchased using the listed fund.
- Check-Outs - The number of check out transactions for each material type. The total in the Check-Outs column shows the total number of check outs for items of all material types purchased using the listed fund.
- Amount paid - The dollar amount paid for the items by material type. The total in the Amount paid column is the total for items of all material types paid for using the listed fund.

Expenditures by Material Type and Fund

This report lists expenditures grouped by material type and then sorted by fund within the material type grouping. Each material type grouping displays the material type heading. Under the material type heading, the report lists the following information in columns from left to right as follows:

- Fund - The funds are sorted alphabetically within the material type group.
- Purchased - The number of items of this material type that were paid for using the fund. The total in the Purchased column shows the total number of items with this material type paid for by any of the listed funds.

- Check-Outs - The number of check out transactions for each fund. The total in the Check-Outs column shows the total number of check outs for items with this material type purchased using any of the listed funds.
- Amount paid - The dollar amount paid for the items by fund. The total in the Amount paid column is the total for items with this material type that were paid using any of the listed funds.

Fund Hierarchy Report

This report lists the funds for the selected fiscal year in a hierarchical view with sub-funds listed under top-level funds. The top of the report displays the fiscal year's total amount budgeted, encumbered, expended, available and the total percentage used.

Fund Summary Report

This report lists your organization's fund activity for the selected fiscal year. The report is grouped by organization (branch) and under each organization, the funds are listed with the budgeted amount, the dollar amount encumbered, the dollar amount expended, the dollar amount available in the fund, and the percentage of the total budgeted amount already encumbered and expended (percentage used).

Fund Transaction Comparisons

This report lists any discrepancies between the amount displayed in the fund balances in the Fund workform and amounts that include manual fund adjustments to encumbrances or expenditures.

Fund Transaction History

This report lists the entire transaction history for a fund.

Funds by Group Name

This report lists the library's fund activity for a certain date range by fund group name.

Invoice Title, Status, and Fund

This report lists funds according to the invoice line item segment status.

Items by Approval Plan

This report lists items purchased using approval plans within a specified date range, including the material type, unit price, and number of copies for each title ordered under an approval plan.

Items by Blanket Plan

This report lists items purchased using blanket plans within a specified date range. It lists the material type, unit price, and number of copies for each title ordered under a blanket plan.

Items by Donor Fund

This report lists items purchased with donor funds within a specified date range, including the material type, unit price, and number of copies for each title ordered under a donor fund.

Items Ordered by Deposit Account Funds

This report lists items purchased with deposit account funds within a specified date range, including the material type, unit price, and number of copies for each title ordered under a deposit account fund.

List of Funds by Fiscal Year

This report lists the fiscal year and fund hierarchy for each library for all open fiscal years and funds. It includes the total amount allocated, the total currently encumbered and expended, the free balance, and the total amount remaining for each fund listed.

List of Suppliers by Owning Branch

This report lists all the suppliers in your library's database. The supplier information includes the supplier SAN, library account number, order address, payment address, and claim address.

Number of Titles by Supplier

This report lists the number of titles that were ordered from a supplier over a specified period of time.

Outstanding Claims by Supplier

This report lists claims made for titles that were ordered but not received.

Outstanding Orders

This report lists purchase orders that have not been paid. For each purchase order listed, the report shows the purchase order number, order type, ordering library, and the total amount of the purchase order. For each title ordered, the report shows the number of copies ordered for each destination/collection.

PO Title, Status, and Fund

This report lists the status of purchase orders.

Preliminary Level Bibliographic Records

This report identifies preliminary bibliographic records created in Acquisitions, so these records can be fully cataloged. The report identifies any bibliographic record with Leader position 17=5, and other details like Title, ISBN, and the number of the linked purchase order.

Shelf Ready Items Not Received in Acquisitions

This report identifies purchase order line items that have not been updated to Received but the linked shelf-ready items have been checked in. The report lists any purchase order line item segment with a status of Pending, Cancelled, Closed, Currently Received or Received that has linked items with a circulation status other than On-Order.

Supplier Performance Report

This report lists the number of items ordered and received, the fill rate, and the number of items canceled and claimed.

Uncataloged Titles with Holds

This report lists titles that had no hold requests at the time they were received, but then hold requests were made later on these received items. The report shows the bibliographic record ID number, the title, author, format, received date, and the number of holds.

Cataloging Reports – Authority

Authority Records Where 4XX matches 1XX

This report identifies authority records where a See reference (4xx field) in one record matches a heading (1xx field) in another record in the database. It also lists situations where the same authority record contains a 1xx and 4xx that match because of normalization.

Authority Records With No Linked Bibs

This report identifies authority records that are not linked to any bibliographic record. They may have links to other authority records.

Macros for Authority Records – All Staff Members

This report identifies the macros created by all staff members who work with authority records. For each macro, the report specifies the macro name, shortcut keys, description of the macro's task, creation date, and staff member who added the macro.

Macros for Authority Records – Single Staff Member

This report identifies the macros added by a specific staff member who works with authority records.

Problem Authority Headings

This report identifies possible duplicate authority headings where the normalized text is the heading of more than one authority record. It lists the normalized heading that matched, the authority record IDs, the actual heading text, and the thesaurus of the authority record.

Unlinked Authority Records

This report identifies all headings not used by any bibliographic record or as a cross-reference for other headings.

Cataloging Reports - Bibliographic

Bibliographic Records No Longer in Database

This report identifies bibliographic records that were purged from the database during a specified period of time.

Bibliographic Records That Do Not Display in PAC

This report identifies titles that do not display when you search the public catalog.

Bibliographic Records With No Format

This report identifies bibliographic records without a Type of Material (TOM) code assigned to them. It lists the bibliographic control number, title, and record owner for each bibliographic record that does not have a TOM associated with it.

Bibliographic Records With No Linked Authority Records

This report identifies bibliographic records that need authority records found or created for them.

Bibliographic Records With No Linked Items

This report identifies bibliographic records for which there are no linked items.

Integrated eContent With All Copies Expired

This report identifies ebook bibliographic records where all the linked item records have a status of Withdrawn.

Macros for Bibliographic Records – All Staff Members

This report identifies the macros created by all staff members who work with bibliographic records. For each macro, the report specifies the macro name, shortcut keys, description of the macro's purpose, creation date, and staff member who added the macro.

Macros for Bibliographic Records – Single Staff Member

This report identifies the macros created by a single staff member who works with bibliographic records.

New Titles Imported

This report identifies the titles that have been added to the library's collection during a specified time period.

Provisional Bibliographic Records

This report identifies all bibliographic records with a status of provisional. A provisional record is an incomplete record that does not appear in the public catalog and cannot be used at check-out.

Subfield 9 Utility Log

This report identifies records where tags used in automatic processing (to create item records or purchase order/selection list line item segments) were deleted automatically by the $9 Cleanup Utility.

Cataloging Reports – Community

New Community Records

Updated Community Records

These reports show the library branch name, record ID, type, modification or creation date, the community organization's name and the community organization's address.

Cataloging Reports – Item

Call Number List

This report is an item record-level listing of call numbers to be used by catalogers who need to assigncall numbers.

Claimed Items

This report tracks missing items that patrons have claimed they returned or never checked out. The Claimed Items report lists all items that have a circulation status of Claim returned or Claim never had, and identifies the last patron known to have borrowed the item.

Collection Disposition by Material Type

This report shows the number and percentage of items currently on the shelf (or otherwise considered available), items out (unavailable but accounted for), or not accounted for (lost, missing). It shows a sum total for each branch and a grand total for all branches selected. If the report is grouped by collection, it is broken down by collection and shows the totals for each collection for all selected branches. The count is broken out by the material type within the collection.

Collection Material Type Analysis

For the selected organizations, or for the whole library system, this report shows items grouped by collection, with a breakdown of material types within the collection. For each collection/material type combination, the report displays the number of items of each material type in the collection, as well as the percentage of the total number of items in the system that this collection/material type combination represents. A t the bottom of each collection group, the report also shows the total number of items of all material types for each collection, and the percentage of the total number of items that this collection represents.

Collection Value by Organization

This report lists the monetary value of the collections for your organization.

In-Transit Items

This report lists item records with a circulation status of In-Transit on a date you select. The items are grouped by the "sent from" branch—the branch listed in the In-Transit/Transferred From field on the item record workform.

Inventory Exception – Incorrect Status

This report lists items in a specified call number range with a status of In that were not accounted for during inventory.

Inventory Exception – Misshelved

This report lists items in a specified call number range that were misshelved at the time of the inventory.

Inventory Shelflist

This report lists items inventoried using the Update Inventory Date view on the Check In workform.

Item Records by Funding Source and Statistical Code

This report lists items added within a certain time frame grouped by fund and then by statistical code.

Item Records That Do Not Display in PAC

This report identifies items that do not display in the public access catalog.

Item Records Without Barcodes

This report identifies items without barcodes for the selected organizations.

Item Status

This report identifies the number of items belonging to the selected organizations that have a certain circulation or hold status. The report is not intended to be an inventory of all items on the shelves. The following item statuses are included in this report:

- Bindery
- Claim Never Had
- Claim Returned
- Held
- In
- In-process
- In-repair
- In-transit
- Lost
- Missing
- On-order
- Out
- Returned – ILL
- Transferred
- Unavailable
- Withdrawn

Lost and Missing Items

This report lists all items with a status of Lost and all items with a status of Missing for the selected organizations. The lost and missing items are listed by assigned branch and the details include the call number, barcode, title, patron's name and phone number, and the last transaction date.

Circulation Reports

Circulation by Collection Material Type Analysis

This report shows a count of circulations by material type within each system-defined collection for a time period you designate. It gathers statistics from the transaction file and will include circulated itemsthat have since been deleted. The report counts checkouts and renewals as separate transactions; if an item is checked out multiple times, each checkout is counted. The report also displays the percentage oftotal items that each collection/material type combination represents.

Circulation by Item's Assigned Branch

For a specified date range, this report lists the number of items from the reporting (item) branch thathave been checked out and renewed at other branches, as well as the reporting branch. You can seehow many items have been shipped from the reporting branch to each loaning branch, and the total circulation for the reporting branch's items.

Circulation by Item's Loaning Branch

For a specified date range, this report lists the number of items from all the branches that have been checked out and renewed at the reporting (loaning) branch. The report also includes total items and total transactions.

Circulation by Postal Code

For a specified date range and organization, reports checkout transactions by postal code.

Circulation by Workstation

For a specified date range, this report lists the number of items that have been checked out and renewed at specified workstations. The report is sorted by organization, workstation, and item statistical class (item stat code), and includes totals by item stat code, totals for each workstation, andtotals for each organization.

Delinquent Patrons

This report identifies patrons (name, phone, barcode) who have system blocks, free-text blocks, or library-defined blocks on their records.

Expired Reserve Items

This report identifies items with a status of On Reserve, but for which the reserve period has expired.

Fiscal Year Turnover Rate

This report offers similar information to the Turnover Rate report, but you can specify a fiscal year and that year's starting month. The report then compares that year's turnover rate information with the current year's statistics.

Floating Items by Assigned Branch

This report counts how many items from the home branch have floated to other branches. The report includes the following information:

- Home branch
- Date range
- Collection
- Float to branches
- Total number of items that have floated

Floating Items by Home Branch

This report counts how many items from other branches have been checked into the receiving branch. The printed report includes the following information:

- Receiving branch
- Date range
- Collection
- Material type
- Previous branch
- Home branch
- Total number of items received

Floating Items Setup

This is a summary report for the home branch showing the branch's floating settings. This report includes the following information for each selected home branch:

- All collections selected for floating
- All material types selected for floating
- All branches selected for receiving
- On-shelf item limit for receiving branches

- Total item limit for receiving branches
- No matching collection allowed (yes/no)
- Blank collection allowed (yes/no)
- Floating enabled (yes/no)

Hourly Circulation Report

This report counts in-library check-out and renewal transactions for a selected date range by day of the week and by hour. (Renewals from Polaris PowerPAC and Mobile PAC are not included.)

In-House Use

This report counts the number of items used in a specified organization, sorted by material type.

Item Circulation by Collection

For a specified date range, this report counts the number of items by collection that have been circulated, the number of check-out transactions, and the number of renewal transactions.

Item Circulation by Item Statistical Code

For a specified date range, this report counts the number of items by statistical code that have been circulated, the number of check-out transactions, and the number of renewal transactions.

Item Circulation Statistics

For a specified date range, this report counts the number of items by material type that have been circulated, the number of check-out transactions, and the number of renewal transactions.

Long Overdue Items

This report lists items that are currently long overdue; includes assigned branch, call number, title, item barcode, check-out date, due date, date of last notice, patron, and patron barcode for each item.

Overdue Items

This report lists items that are currently overdue and long overdue; includes assigned branch, call number, title (with issue designation for serials), item barcode, due date, patron and patron’s branch, and patron’s telephone number for each item.

Overdue Patrons

This report identifies patrons from the reporting library who currently have overdue or long overdue items, including detailed information about the patron and the items.

Overdue Reserve Items

This report lists reserve items with a status of On Reserve or Permanent Reserve that are checked out and overdue. It includes the title, material type and barcode, due date, course, and the borrowing patron's telephone number and registered branch.

Patron Circulation by Statistical Class

This report shows the number of circulation transactions by patron statistical class that occurred during a specified date range for a selected branch or branches. The report is grouped by branch and then by patron statistical class. The following columns appear:

- Patrons – the total number of patrons in the statistical class
- Check-outs – the number of checkout transactions associated with the patrons in this statistical class for the specified time period
- Renewals – the number of renewal transactions associated with the patrons in this statistical class for the specified time period
- Total check-outs + renewals – the total number of checkout and renewal transactions associated with the patrons in this statistical class for the specified time period

Patron Circulation Statistics

For a specified date range, this report lists the number of circulation transactions (check-outs and renewals), according to patron code.

Patron Code Statistics

For a specified date range, this report lists the number of patrons that have done check-outs and renewals, according to patron code and statistical class code.

Patron Cross Borrowing

For a specified date range, this report lists the number of borrowers by patron code who were registered at a library different from the transacting library; includes the number of circulation transactions (check-outs and renewals) done by each patron.

Patron Lost Items by Owning Branch

This report lists lost items assigned to a specific branch, broken down by the registered branches of the patrons who lost the items. It includes item information, patron names, and phone numbers.

Receipt Delivery Failure

This report lists the patron barcode, patron name, carrier name, delivery address, subject, and failure date for receipts that failed to be delivered to patrons.

Remove Patron ID from Circ Transactions Process Log

This report tracks the number of patron IDs purged during a time period you specify.

Reserve Item Records

This report lists all reserve item records by assigned branch, regardless of the reserve status; includes call number, barcode, title, material type, course information, reserve start/end date, and reserve status.

Reserve Shelf List

This report lists reserve items currently on reserve (status of On Reserve or Permanent Reserve). Thereport includes the circulation status of each item, as well as other item and course information.

Reserve Statistics by Course

This report lists reserve items currently on reserve (status of On Reserve or Permanent Reserve) for a course with a status of Active, and the number of times each item has been checked out.

Top Circulating Titles By Collection

This report lists the top circulated titles, organized by selected branch and collection, for a specified date range.

Turnover Rate (by Collection, by Item Statistical Code)

This report counts all item check-out and renewals where the item's assigned branch matches a selected branch or branches and the transaction date is within the selected date range. For each selected branch, the report lists each collection or item statistical code that has had circulation, the total items in the collection or statistical code, the number of circulations for each collection or statistical code, and the corresponding turnover rate (circulated items/total items) expressed as a decimal figure, and the totals of these figures for each branch. If the report includes more than one branch, combined totals for the selected branches are also included.

Uncirculated Items

This report identifies items with little or no circulation since their creation date, to help you remove them from the collection. The report lists all items created before the specified date with a record status of Final that have the specified number or fewer transactions, and includes the total number of circulations and the last circulation date for reference.

Circulation Reports – Holds

Expired Requests

This report lists expired requests with item and patron information.

Held Checklist

This report lists the held items that are awaiting pickup by patrons; includes item and patron information, sorted by organization and call number.

Hold Requests To Fill

This report identifies pending hold requests currently in the request routing sequence.

Hold Requests To Transfer

This report lists held items that need to be transferred to another branch location because the pickup branch was changed.

Holds Alert Reports (by Branch, by Library)

These reports list titles where the number of Active and Pending requests is equal to or greater than a selected number of requests, and count the number of items linked to those titles that might fill the requests. The linked items count includes items with a Final record status, and any circulation status except Claim Never Had, Claim Returned, Lost, Missing, Withdrawn, or Unavailable.

Holds Fiscal Year Analysis

This report shows the system-wide number of patron-placed hold requests per month, staff-placed hold requests per month, total hold requests for the year to date, and total hold requests filled, beginning with today's date and going back to the month you specify. The report also includes the percentage of increase or decrease for each category compared to the same month in the previous year, and shows the grand totals for successive past years as available data permits.

Holds Purchase Alert

This report lists bibliographic records with hold requests on them, the number of requests, and the number of items that can fill the request. The primary Type of Material is included for each bibliographic record.

Local Hold Request and Item Counts by Branch

This report lists Active and Pending requests for each branch where the branch is the pick-up library. The Number of Local Holds column shows the requests. The Number of Local Copies column shows the number of items owned by the branch, including items with a status of In, Out, Held, Transferred, In Transit, On Order, In Repair, and In Process. Items designated as Not Holdable are also included in the count.

Pending Holds Count

This report counts pending requests per day for a selected pick-up branch or branches, and can help you gauge the amount of staff time spent on finding and pulling items that fill requests. The report lists all the holds requests that changed to a status of Pending during the selected date range for the selected pick-up libraries. If the same request went Pending more than once during the specified time period, it is counted only once. The reports also includes the total number of requests for each selected branch and the grand total for all selected branches.

Request Time to Fill

This report shows how many days it took to fill hold requests during a specified time period, from the date the request was placed to the date the item was placed on the hold shelf. The report is organized in 10-day increment columns. A percentage of the total requests filled is also provided for each 10-day increment, as well as an overall average days-to-fill figure.

Unclaimed Checklist

This report lists unclaimed requests with item and patron information.

Circulation Reports – ILL

ILL Held Items

This report lists all the held items obtained through interlibrary loan that are awaiting pickup by patrons; includes information about the items and patrons.

ILL Request Statistics

For a specified date range, this report identifies how many interlibrary loan requests have been created for each patron code.

ILL Request Statistics by Workstation

This report tracks how many interlibrary loan requests were placed at each workstation during aspecified time period.

Unclaimed ILL Items

This report lists the unclaimed ILL items with a HoldTillDate less than the date on which the report is generated.

PAC Reports

E-Source Report

The E-Source report lists the subscription databases the library has set up for searching from the PAC e-sources page, organized by branch. Information about each e-source includes the name, description, connection URL, message, categories/subcategories, restriction data, and connection data.

Public Services Reports – Outreach Services

All ORS Patrons

This report lists all enabled ORS patrons (active and inactive), grouped by branch. It includes the patron's name, ORS status, notes, last service date, next delivery date, route, and mode of delivery

Item Circulation Statistics for ORS

This report shows the number of items checked out to ORS patrons within a specified time period. Items are grouped by material type and organization. The report includes the number of items by material type, checkouts, renewals, and total transactions

ORS Rated Titles

This report includes titles where the title appears on a reading history linked to an ORS patron, the patron's registered branch is a selected branch, the title has an average rating that matches the selected ratings, and at least one item attached to the title appears in the selected patron reading histories and has a rating date within the selected range. The report lists title, author, format (bibliographic format), patrons (the number of patron records where the title appears), number of ratings, average rating, total number of items for the branch, total number of patrons for the branch, and grand totals for items and patrons when multiple branches are selected.

ORS Rated Titles by Patron

This report includes all titles where the patron is an ORS patron, the patron's registered branch is a selected branch, the title has an average rating that matches the selected ratings, and at least one item attached to the title appears in the selected patron reading histories and has a rating date within the selected range. The report lists patron name, titles grouped alphabetically by rating, author, format, number of ratings, and average rating.

ORS Titles Not Rated

This report shows the number of titles with no rating checked out to ORS patrons for a specified date range.

Outreach Service Pick List by Date of Next Service

After you generate pick lists for your outreach services patrons, this report lists detailed item information for each patron due for outreach services deliveries within a specified time period.

Outreach Service Pick List by Delivery Mode

This report lists detailed item information for each patron due for outreach services deliveries by a specified delivery option.

Outreach Service Pick List by Route

This report lists detailed item information for each patron due for outreach services deliveries on a specified delivery route.

Patron Circulation Statistics for ORS

This report lists the number of items checked out and renewed to ORS patrons, grouped by patron code, within a specified time period

Public Services Reports – Patron Financial

Billed Patrons

This report identifies patrons who have received a billing notice. The report includes basic item information and the amount owed by each patron, sorted by organization name and patron name

Collection Agency Detail

This report lists all patron accounts already reported to the collection agency that show account activity within a specified date range. It shows who has been reported during that time period, even though a patron’s standing with regard to the collection agency may have changed after that time period. You can also run it for a time period ending at the current date to get a picture of any patron’s current standing with regard to the collection agency. The report lists details of the account activity for each patron, grouped by organization.

Collection Agency Summary

This report identifies all patrons who have been reported to a collection agency and the amounts they owe, grouped by organization.

Daily Cash Drawer

This report shows the financial transactions completed on a workstation, including the time of each transaction and the operator. The report includes totals for each type of transaction (Payment, Charge, and Waive), totals for all cash taken in and paid out, and the net balance for the specified time period.

Donations – Credit Card Payments

For a specified date range, this report lists donation payments, including details such as the amount, the purpose, whether the donor wants a printed acknowledgement and if so, the donor's address. The report includes subtotals by organization (the branch the donor has designated to receive the gift).

Financial Transaction Summary by Fee Reason

The report lists patron financial transactions, organized by transaction (fee) reason, for a selected transaction date range.

Financial Transaction Summary by Payment Type

This report is similar to the Financial Transaction Summary by Fee Reason report, but lists only payment transactions.

Fines and Fees

This report lists fines and fees transactions according to transaction type (such as payments, waives, refunds, and charges), during a specified time period. The report provides detailed information on each transaction, including the transaction date, reason, and amount; the item barcode and title; the computer workstation and operator; the patron barcode; and totals for each transaction type and library. Charges are listed on the report according to the governing library for fine calculation.

Payments, credits, and waives are listed according to the library where the transaction took place.

Fines and Fees – Credit Card Payments

For a specified date range, this report lists payments for charges, including details such as each patron's total payment credit transaction ID, as well as individual charges, the items associated with charges, and the patron barcode. Declined transactions are also listed. The report includes subtotals by organization (the organization associated with individual charges on the patron's account).

Fines and Fees Summary

For a specified date range, this report lists the total amounts for fines and fees transactions (for example, payments, waives, refunds, and charges), according to transaction type.

Fines By Amount

This report provides basic information about patrons with account charges in a specified range of amounts. Includes the following information for each patron:

- Patron barcode
- Patron name - Last, First Middle, Suffix
- Patron code
- E-mail address
- Postal address
- Phone - Lists all phone numbers and carriers, if appropriate
- Charges - The total amount of charges owed.

Payment Distribution Report

For a specified date range, for all or select branches, reports the money that was taken in at a branch for items belonging to other branches.

Refunds to Credit Card Payments

Helps you track refunds to credit card payments that have been made in the Polaris patron account. Use this report to reconcile refund transactions made in Polaris with transactions in hosted gateways.

Waived Fines

This report lists all waived fines during a specified period, including the staff member and computer workstation responsible for each waive transaction. The report groups the auto-waived fines (fines that are automatically waived at check-in, if any) and regularly waived fines (fines manually waived by staff members). The report also includes an auto-waive total, waive total, and grand total for each patron, as well as a total for each organization

Public Services Reports – Patron Services

Associated Patron Groups

This report lists all patron records that are linked in associations.

Expired Patrons

This report lists information about patrons whose registration has expired before a specified date.

Inactive Patrons

This report lists information about patrons registered during a specified date range whose accounts show no activity since the end date of the range. The report includes the patron's last activity date.

Patron Library Assigned Blocks

Lists patron records with library-assigned blocks.

Patron Register

This report lists the total number of patrons, by patron code, who were registered during a specified time period.

Patrons Registered By Zipcode

This report lists the total number of patrons who were registered, according to postal code, during a specified time period.

Patrons with Messages

This report provides a snapshot of read and unread messages currently in patron accounts where the patron's registered branch matches the selected branch or branches and where the patron record has at least one message, read or unread.

Patrons Without Addresses

This report identifies and lists information about patrons registered before a specified date whose accounts do not include an address.

Verify Patron Data

This report lists patrons who are currently blocked because they have self-registered or they have made account changes through the PAC.

Public Services Reports – Patron Services – Borrow By Mail

Borrow By Mail Circulation Summary

This report is a summary of Borrow by Mail circulation (number of check-outs), including material type, the number of items checked out, the number of patrons transacting, and the total number of check-out transactions.

Borrow By Mail Holds Summary

This report is a summary of Borrow by Mail requests, including the number of requests created, requests filled (requests become held), requests checked out, requests unclaimed, and requests cancelled.

Serials Reports

Issues or Parts Not Received

This report lists the issues or parts that were not received as expected. Only the issues with a status of Expected, Pending Claim or Claimed are listed in this report.

List of Subscriptions by Publisher

This report lists the subscriptions your library is receiving, according to the publisher in the linked bibliographic record's 260 tag, $b.

List of Subscriptions by Subject

This report lists the subscriptions your library is receiving, according to the subject in the linked bibliographic record's 6XX tag.

List of Subscriptions by Supplier

This report lists the subscriptions your library is receiving, according to the supplier linked to the subscription record.

Monthly Check In Statistics

This report lists the number of issues a library has received during a specified time period.

Renewal Reminder

This report identifies the subscriptions due to be renewed within a specified time period.

Serial Holdings Records by Branch

This report lists the serial holdings records for a specific branch.

Subscription Cost Analysis

This report provides a graphical representation of a subscription's cost for the years that your library has tracked the cost in Polaris.

Subscription Expenditure Prediction

This report projects a library's expenditures, based on a specified percentage increase.

Titles Not Automatically Renewed

This report identifies subscriptions that were not automatically renewed, so they can be renewed manually.

System Reports

Affiliated Branches of Staff Members

This report lists the staff members associated with each branch, organized by system, library, and branch.

Hierarchy of Libraries Branches Collections

This report lists all the collections assigned to each branch in the system, organized by system, library, and branch.

Hierarchy of Libraries Branches Workstations

This report lists the workstations assigned to each branch in the system, organized by system, library, and branch, including the computer names and workstation display names.

Staff Member Permission Comparison

This report is used to compare two staff members' permissions by listing the permissions the staff members do not share. Permissions that the staff members have in common do not print on the report.

Staff Member Permissions

This report lists a staff member's permissions. Any permissions granted at the system level only or at the library level only (the selected branch's parent library) are also included on the report.

Statistical Summary

This report provides detailed snapshots of the system, including database record counts, records added and deleted within a specified time period, and system activity within a specified time period.

Notices

Combined Notice Full Page Mailer

Combined Notice Half Page Mailer

Combined Notice Z Fold Mailer

When notification processing identifies a patron as qualifying for more than one notice, Polaris can combine overdue, bill and request notices so that a single notice is sent.

Email Delivery Failure Report

If an email notice is sent but fails due to a poorly formatted email address, the failure is recorded in the notification log. These failures are listed in the Email Delivery Failure Report.

Notification Detail Report

This report provides detailed statistics on the number of notices produced by notification method and notice type, each with a separate county by language.

Notification Summary

This report summarizes the total number of print, email, and telephone notices produced by fiscal year and notification language, and provides comparative statistics for the two previous fiscal years. The report also includes a summary total of all notices produced by language. Success and failure statistics are included for email and telephone notices as well.

Telephony Delivery Failure Report

This report lists failed telephone notices with their failure reasons.

Telephony Summary Report

This report summarizes the number of calls made for each notice with their statuses, including failure reasons, in a specified date range. This report is organized by patron branch.

TXT Delivery Failure Report

For each failure, this report lists the patron’s barcode, branch, and name; the phone carrier and the carrier’s SMS e-mail address; the failure reason and the failure date.

Notices - Acquisitions

Cancellation Notice

This notice lists titles that your library is cancelling from suppliers.

Claim Notice

This notice lists titles that your library is claiming from suppliers because the titles were not received as expected.

Notices – Claims

Missing Part Mailer

This default text for this notice is: An item was returned to the library with parts missing. Please return the part(s) to the library within 48 hours to avoid fines. The following item details are included:

- Title
- Author
- Barcode
- Format
- Due Date
- Check-out Date
- Check-out from [library name]

Notices – Collection Agency

Collection Agency Synchronization

This report identifies patrons currently reported to the collection agency, with their balances.

Notices – Community

Stale Community Records

This notice lets the community organization know that their community record is out of date.

Notices – Course Reserves

Course Reserve Notice Full Page Mailer

This notice summarizes circulation statistics for course reserve materials at the end of each semester. The notice also provides a way for instructors to respond and indicate items to be removed or added.

Notices – Fines

Fines

Fines Half Page Mailer

Fines Z Fold Mailer

Fines Z Fold Mailer Oversized

Fine notices, sometimes called collection notices, are optional in Polaris. They are typically sent to patrons who owe more than a specified amount, to warn them that their account will be referred to a collection agency within a certain period of time. A patron receives a fine notice when the amount owed exceeds the specified amount, excluding fines defined as recent. (Patrons whose accounts are already in collection do not receive fine notices.) The criteria for fine notices are independent of the criteria you specify for overdue and billing notices, although a patron typically receives several overdue notices and bills before receiving a fine notice. Patrons receive only one fine notice, but they may continue to receive overdue notices or bills.

Notices - Holds

Borrow By Mail Notice

Borrow by Mail notices can be enabled as part of Borrow by Mail setup. The text can be customized in Polaris Language Editor (WebAdmin).

Cancelled Hold Requests Full Page Mailer

Cancelled Hold Requests Half Page Mailer

Cancelled Hold Requests Postcard

Cancelled Hold Requests Z Fold Mailer

Cancelled Hold Request notices inform patrons that their request has been cancelled.

Hold Requests Full Page Mailer

Hold Requests Half Page Mailer

Hold Requests Postcard

Hold Requests Z Fold Mailer

Hold Requests Z Fold Mailer Oversized

Request notices inform patrons that an item that fills a hold or ILL request is available for pick-up. When an item is trapped for a hold request and the item's circulation status changes to Held, the item is included in request notice processing. The patron who should receive the notice is identified by the link to the request. The notification library for hold request notices is always the pick-up library. If the pick-up library is changed, a new notice is generated when the item status becomes Held at the new pick-up branch. (If the notice has not been generated for the first pick-up location, the first notice is deleted.) ILL items are also included in holds notice processing. When an item record is created for an ILL request, and the circulation status becomes Held, the item is included in the request notice.

Notices – Overdues

Billing Full Page Mailer

Billing Half Page Mailer

Billing Postcard

Billing Z Fold Mailer

Billing Z Fold Mailer Oversized

Overdue notices can be followed up with a bill. Bills are scheduled for processing at a standard interval from the date and time the item status changed to overdue. An item qualifies for inclusion in a bill when the number of days specified in the interval setting added to the due date of the item falls before midnight on the processing date. Bills may include overdue charges and replacement fees. Settings for free days are not used in the overdue fine calculation, but closed days and dates are included.

Overdues Full Page Mailer

Overdues Half Page Mailer

Overdues Postcard

Overdues Z Fold Mailer

Overdues Z Fold Mailer Oversized

The library can send up to three overdue notices, scheduling the interval between them. Each overdue interval is measured from the date and time the item status changed to overdue, not from the date and time that the previous notice was sent. An item qualifies for inclusion in an overdue notice when the number of days specified in the interval setting added to the due date of the item falls before midnight on the processing date.

Patron Billing Statement (by Organizations, by Patron Barcode)

A Patron Billing Statement details all the outstanding charges on a patron's account.

Notices – Serials

Routing Notice

When the library routes an issue, notices can be sent to the members on the route list letting them know that the issue has been routed to them.

Serial Claim Notice

This notice lists serials issues or parts that the library is claiming from suppliers because they were not received as expected, arrived damaged, or the wrong issue was received.

Receipts, Hold Slips, In-Transit Slips

Check In Receipt

The Check In Receipt can be manually printed from the Check In workform. When a patron's items have been checked in, staff can select one or more items in the list and print a receipt. Check In Receipts include the item barcode, title, author, material type, call number, and patron's limited barcode. The following informational fields are also available for use: author, due date, item's assigned branch, full patron barcode, patron name, status. These options can be set at the system, library, or branch level.

Check Out Receipt

The Check Out Receipt lists the items checked out or renewed for a patron. Check Out Receipts can be printed from the Check Out workform; renewal receipts can be printed from the Check Out workform and from the Patron Status workform. Check Out Receipts always display the library name, date/time, type of receipt, item titles, and due dates. The following information can be added: call number (item), item barcode, item count (total number of items), library phone number, material type, patron barcode (limited – last 5 digits of the patron barcode), patron name, staff record number (unique identification number from the staff member record), web address (library URL defined in the organization record), any user-defined fields from the patron record.

Items Out Receipt

The Items Out Receipt lists all the items a patron currently has checked out. The header always includes the library name and date/time. The library can include the following header data: author, call number, collection, due date, any custom note set for printed receipts, items' assigned branch, item barcode, item count, library phone, material type, limited patron barcode, patron name, renewals left, title, library web address, and user-defined fields.

Fine (Payment) Receipt

Payment Receipts record the fines paid or waived for overdue items, replacement items, and other fees for a patron. They always include the library name, date/time, type of receipt, title, item barcode, reason (from the charge transaction), the amount paid or waived, and total charges.

Hold Slips

Hold Slips are printed automatically when an item's status becomes Held. Polaris System Administration settings control the specific information that appears on the hold slip, and which hold slips are available. Types of Hold Slips available:

- Default Hold Slip – prints automatically when an item's status becomes Held. Libraries typically place the hold slip with the held material for identification purposes.
- Hold Call Slip – For libraries that call their patrons for held items. It includes extended information and is laid out so that the title information is exposed when placed in a book.

Hold Pickup Slip – Horizontal

Hold Pickup Slip – Vertical

Hold Pickup Slip – Tag

When enabled, the hold pickup slip prints automatically when an item's status becomes Held at a circulation transaction. This slip is intended for use in libraries that allow patrons to pick up their own held items. The Hold Pickup Slip is inserted in the book so that the patron's name or barcode in a specified format and the pick-up date are visible on the shelf.

In-Transit Slip

In-Transit Slips are printed automatically when an item's status changes to Transferred (because the item will fill a hold and needs to be sent to the pick-up library) or In-Transit (because the item belongs to another branch), and when you transfer an item for a hold from the Hold Request workform. The library can choose to print an In-Transit Slip only when the item status changes to Transferred because it will fill a hold.

Insignia Software response to Cedar Falls and Waterloo (Iowa) Public Libraries' Request for Proposal for a Library Management/Integrated Library System

Closing Date:
February 21, 2023
5:00pm CST

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Contact
Gina Linden, Library Systems Analyst
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Letter of Interest

February 21, 2023

Jillian Rutledge
Assistant Director
Waterloo Public Library
415 Commercial St.
Waterloo, IA 50701

Kelly Stern
Director
Cedar Falls Public Library
524 Main St.
Cedar Falls, IA 50613

Dear Ms. Rutledge and Ms. Stern,

At **Insignia Software**, it is our experience – as library software developers and administrators, but also as librarians and technology specialists – that libraries want all of the standard modules and functions they've come to expect in any library automation system, but also rich features, logical workflows, and qualified, at-the-ready support. By providing high-quality products and services that make things easier, the ideal integrated library system (ILS) allows libraries to focus on their goals and the needs of their patrons, communities, and stakeholders.

Cedar Falls and Waterloo Public Libraries' Request for Proposal for a Library Management/Integrated Library System indicates that what you require is a well-established ILS that provides easy functionality in all areas of library management, notably cataloging, discovery, patron management (including email and text communication), acquisitions, and inventory. You expect seamless integration with key external systems, stable and secure system architecture, reliable technical support, and straightforward interfaces that patrons and staff can navigate with ease.

The **Insignia Library System** offers a robust library automation tool to not only meet but exceed your expectations. Insignia is user-friendly from both a patron and a staff perspective, allowing for intuitive workflows and the use of multiple features simultaneously. Our Enterprise solution is all-inclusive, providing all modules, including our Cataloging, OPAC with Discovery Layer, Circulation, Patron Manager, and Acquisition Manager. Should fewer modules and features be required, we also offer our Standard solution.

We are pleased to have this opportunity to introduce you to Insignia's products and services. Please feel free to contact me at 866.428.3997 x241, or Gina Linden, Library Systems Analyst, at x252, should you have any questions about Insignia or how we can help.

Warm regards,

PAIGE STEWART, Vice President
INSIGNIA SOFTWARE CORPORATION
paige@insigniasoftware.com | 866.428.3997 x241

Executive Summary

Just as **Cedar Falls and Waterloo Public Libraries (CFWPL)** provides patrons the collections and services to meet their educational, informational, and recreational needs, **Insignia Software** would like to play a part in the CFWPL's important role in its patrons' lives. At Insignia, we treat each new customer as an opportunity to build a long-term business partnership in support of our customers' goals in supporting their patrons.

Our Solution

The **Insignia Library System** is a truly centralized library automation system that has been in use since 2000. The ILS is used in public, academic, corporate, and school libraries around the world. Our biggest customer has over a million bibliographic records, 5+ million items, 350,000 patrons, and an annual circulation of over 4 million.

Insignia is a 100% web-based, cross-platform system that requires only a leading browser. It is fully integrated and comprehensive. Developed in HTML5, Insignia can be accessed on any device, such as a PC, Mac, or Chromebook. Our OPAC with Discovery Layer offers easy navigation for CFWPL patrons, including full integration with such features as Computer Booking/Print Monitoring, Event Scheduler, Room/Study Pod Booking, Point of Sale, and e-Commerce. Our user-friendly Catalog, Circulation, Patron, and Reports modules simplify workflows for library staff.

We offer a Standard Version and an Enterprise Version of the Insignia Library System. Based on the RFP requirements, we are proposing the Enterprise Version for CFWPL as it offers top-tier features and the functionality that CFWPL requires.

Richness of Features

The Insignia Library System is one of the most feature-rich library automation systems on the market. To name just a handful of features:

- Access **multiple features in a single window**, without having to open a new browser to work on a separate task.
- Use **several modules and features simultaneously** – no need to first save what you're working on.
- **Customize interfaces** to suit staff preferences, such as displaying only those features that are relevant to a specific role.
- Answer technical questions at any area of the staff side by clicking the help icon for our 1–6-minute **ShowMe tutorial videos** on the feature that you are currently using.
- Search our **Knowledgebase articles** by keyword for succinct step-by-step instructions.
- Should your internet go down, **Offline Mode** allows staff to continue to check in/out books and create simple patron records and basic catalog records, which are uploaded when connection is restored.
- Enable any number of **alerts**, such as on reserves, patrons, asset transfers, events, and room bookings.

Insignia's features are seemingly endless.

Powerful Interface

Customize interfaces to suit the specific needs of your staff members and patrons. Insignia offers such customizable interface features as the Quick Toolbar, allowing staff to display their preferred features as single-click icons at the top of the page. Set staff-preferred color templates, window sizing, and grid selections. In each module, staff can opt to limit displays to only the features they routinely use by clicking the chevron beside grid tables or by clicking the More button.

The Discovery Layer allows libraries the freedom to create customized carousels and widgets, and place these wherever you like on the OPAC for easy access by patrons. Add CFWPL's unique branding, such as the library's logo and color scheme. Tailor drop-down menus and add such display fields as library hours, contacts, a rotation of quotes, and social media feeds.

In-House Product Development & Compliance

To be proactive to customer needs, Insignia Software develops every feature of Insignia products in-house. Advanced features such as Z39.50 Client and Server, LDAP, EDI, SIP II, SSO, and NCIP compliance are all developed in-house. The backend database for all Insignia products is Microsoft SQL Server 2019+ and the user interface is developed in HTML5 and .net.

Easy Integrations & Robust Partnerships

Insignia has established partnerships with several third-party vendors in order to offer specialized services. These include Syndetics to enable Insignia to provide a content-rich public catalog including cover images and book reviews, Baker & Taylor to allow patrons to explore e-books, and OverDrive to provide patrons digital materials. Insignia also provides access to millions of MARC records via open-source library catalogs using the Z39.50 feature. Insignia is happy to integrate with any other third-party vendor, provided the vendor permits this capability.

Smooth Implementation

Implementations are carried out by Insignia's implementation team, which will work closely with CFWPL to migrate the data to the Insignia Library System. Insignia can migrate CFWPL to Insignia within 8-12 weeks of award depending on whether the Standard Version or the Enterprise Version is being implemented. A rigorous training schedule, including instructor-led sessions ensures library staff are confident using Insignia.

To achieve the milestones outlined in the migration and implementation plan and provide the agreed-upon deliverables in a timely manner, Insignia will allocate all necessary resources to the project. Insignia provides a Project Manager to ensure project milestones are met, and a Product Specialist to work closely with CFWPL to ensure that Insignia thoroughly understands the library's needs and acts as a liaison between CFWPL and Insignia. A structured timeframe with checkpoints for communicating with all stakeholders ensures a smooth transition.

The total cost of implementing the Insignia Library System at CFWPL includes hosting, data conversion, training, and book cover images. Enhancements requested by CFWPL and integration with other third-party systems are also provided as needed at no additional cost.

Eliminating Duplication

The Insignia Library System is unique in the market in that it offers such value-added features as appear in the Asset Manager, Room/Study Pod Booking, and Event Scheduling as part of our Enterprise Version at no additional cost. By offering such capabilities in a single, convenient product, CFWPL may opt out of unnecessary subscription duplication.

Conclusion

Libraries expect their integrated library system to offer utility, convenience, and visual appeal. We look forward to an opportunity to introduce CFWPL to the Insignia Library System and highlight how it delivers on each of these requirements and more. We believe that, should CFWPL entrust us with its library automation needs, we will forge a strong, long-term partnership.

Company Profile

Vendor's Full Company Name: Insignia Software Corporation

Company Headquarters:
204 – 1074 103A St SW
Edmonton, AB T6W 2P6
Canada

URL: www.insigniasoftware.com

Company Information & History:

Insignia Software Corporation is a privately-owned, Canada-based library automation company. Founded in 1999 in Edmonton, Alberta, a small group of likeminded individuals saw an opportunity to develop high-end integrated solutions for library communities without the high-end price tag. By 2000, Insignia was operational, and has been growing ever since.

Our Clients

Insignia has **300 customers, totaling 4,000 sites**, located throughout Canada and in 35 US states, as well as in Guatemala, Kuwait, Pakistan, and China. Customer size ranges from a single branch to 583 sites.

Our diverse clientele is reflective of our flexibility and the customizability of the Insignia Library System. Currently, our customers include:

- **67 public libraries**, including 11 that are multi-branch, the largest of which has six branches
- **10 academic libraries**, seven of which are multi-branch, including one 18-branch library
- **35% of the K-12 market** in Canada
- **Special libraries**, including law libraries, medical libraries, government agencies, district educational agencies, not-for-profits, churches, and banks

Our Products

The **Insignia Library System** provides a robust library automation solution featuring all of the core modules that libraries have come to expect, as well as value-added functionality and features that elevate our users' experience and expectations. In addition to our Standard solution modules, which include Cataloging, Patron Management, Circulation, Reports, and the OPAC with Discovery Layer, we offer Enterprise clients such advanced modules and features as Asset Manager for device management, Serials Manager, Acquisition Manager, Computer/Room/Pod Booking, Event Scheduler, and Point-of-Sale.

Insignia offers a **richness of features** and a **user-friendly interface** that is both **functional and visually appealing** to patrons and staff alike. Insignia offers a truly customizable interface, the ability to use multiple features and modules simultaneously, ample live and self-serve technical support options, and seamless integrations with third-party vendor products.

A Focus on Customer Care

At Insignia, we support our customers well beyond implementation. Live **technical support** is available from 7am-7pm CT and via email from 7am-11pm CT, as well as 24/7 emergency support is provided for critical issues. Reach out to the Insignia support team by **phone, email, and chat**. Customers benefit from:

- Easy access to our **Knowledgebase, featuring 500+ step-by-step instructions** on commonly asked technical questions
- **Self-paced, 1- to 6-minute ShowMe videos** on core functions available at the click of a button directly while using features
- **Live, instructor-led online webinars**, hosted by our knowledgeable technical staff

A Growing Competitor

Insignia is growing.

In 2022, we signed **50 new customers**, including several multi-branch libraries. This represents a **25% increase** over the 40 new customers signed in 2021.

Our **workforce nearly doubled last year**. Now 25 staff members strong, we have an eclectic mix of backgrounds and experience that allows us to best support our customers and enhance our products. We are librarians (3 with an MLIS), library technicians (2 with diplomas), educators (2 BEd degrees), information technologists (5 diplomas), software engineers (4 BSc- and/or MSc-holders), and computer scientists (including one PhD). Around 30% have worked in libraries and 50% have experience in the technology industry. Most importantly, almost the entire Insignia team holds positions that are dedicated to customer care.

In December 2022, Insignia **relocated to a larger, high-tech headquarters** in Edmonton accommodate a growing team and customer base.

A Promising Future

Insignia continually develops **product enhancements**. We encourage candid customer feedback, and we routinely conduct rigorous internal product analysis. We are pleased to present our **confidential roadmap of future developments**, attached.

Finally, **the key to our success is your success**. Insignia understands that our continued growth is dependent on customer satisfaction with our products and services at present. We endeavor to continually not only meet but exceed customer expectations as a priority, both during and after implementation.

Requirements

Non-Questionnaire Requirements

Features

Please list all key features included in the Vendor's core ILS product and features included in any additional modules, add-ons or third-party products that the Vendor would recommend.
Insignia >>> Please see the following appendices for an overview and list of features in the Insignia Library System.

- Appendix D: Insignia Library System Overview
- Appendix E: Insignia Library System Features

As outlined in the Cost Proposal, our core modules, included in our Standard Version, are Cataloging, Patron Management, Circulation, the Online Catalog with Discovery Layer, and Reports. CFWPL would benefit from additional modules included in our Enterprise Version, including Acquisitions, Serials Manager, and Asset Manager for items in each library's Library of Things.

No add-on or third-party product is needed to use the ILS to the fullest. However, should CFWPL require the use of add-ons or third-party products, Insignia is happy to support these at no additional cost. We can integrate with any third-party vendor, provided the vendor allows it.

We expect to have the following areas addressed within the response: Customer Experience (including discovery system/layer), Staff Experience (Circulation and Customer management), Cataloging and Collection Management, Acquisitions and Serials, and Data Migration & Reporting capabilities.

Include an itemized list of what services (maintenance, hosting, training, support, etc.) are included in the pricing and what services come at an additional or optional price. See the attached questionnaire for specific features.

Insignia >>> Please see the Cost Proposal section.

Consortium Support

A key component for CFPL/WPL is the ability to support our unique system sharing. Please detail how the system can best support our situation, as described in the above About section.

Insignia >>> In Insignia, patrons are assigned a home library, but they can search both library collections or limit their search to just one. Patrons and librarians can select which library they would like to assign for reserves, pickups, and ILLs for individual requests.

Future Development

Please detail the Vendor's current development plans, including new features or products planned for release over the next two years as part of its ILS, and plans for continued support of newly implemented features or products. Please also include a product "road map".

Insignia >>> Please see attached Insignia Software's road map of future developments.

System Requirements

If the Vendor's product is cloud-based or otherwise hosted by the Vendor, please detail the minimum and recommended requirements for hardware clients and Internet connectivity.

Insignia >>> The Insignia Library System is 100% web based. Any computer, such as a PC, Mac, or Chromebook, can function as a staff workstation as long as it has any up-to-date leading browser like Microsoft Edge, Firefox, Safari+, or Chrome. The device should also have the following:

1. Ideally 4 GB of RAM or a minimum of 2 GB of RAM.
2. Adobe Reader 10.0 or a plugin.
3. A critical Microsoft update in the last six months.
4. A resolution of 1024 x 800.

As with staff workstations, OPAC workstations can function on any computer, such as a PC, Mac, or Chromebook with any up-to-date leading browser like Microsoft Edge, Firefox, Safari+, or Chrome.

Data Backup & Security

CFPL/WPL requires that updated security protocols be used to protect customer data in accordance with federal, state and local requirements. CFPL/WPL also requires that library transaction data be backed up on an hourly basis at minimum.

Please describe the Vendor's ability to meet these requests.
Insignia >>> Our standard is to complete 10 backups as follows, with backups overwritten every month. Optionally, data can be backed up on an hourly basis.

1. 5 Daily: Monday – Friday
2. 4 Weekly: on Saturday
3. 1 Monthly: on the first of each month

Tech Support

CFPL/WPL prefers that Vendor support be available 24/7 with remote access, phone, and email support. CFPL/WPL also prefers that Vendors use a support ticketing tool to track support requests.

Please describe the Vendor's ability to meet these requests.

Insignia >>> Live, remote technical support is provided by phone, email, and chat, and from within the ILS, during the hours below. We use a ticket system to track requests for support.

1. Email support: M-F 7:00 AM – 11:00 PM (CST)
2. Live support: M-F 7:00 AM – 1:00 AM (CST)
3. 24/7 emergency support is available for critical issues at no additional cost

Please see Appendix B: Customer Care for more details.

Pricing and Terms

Please provide a pricing breakdown for the Vendor's ILS and additional modules as listed in the section above and indicate whether the price is a one-time fee or an annual cost. Also describe if there are levels of service that apply and how those affect overall pricing.

Please provide pricing for any initial installation and migration services.

Please describe any package discounts, discounts based on contract length, or other price reductions from the quoted price above that may be available to CFPL/WPL.

Please confirm if both libraries can be invoiced separately for 50% of the total cost.

Insignia >>> Yes, Insignia will invoice both libraries separately. Please refer to our Cost Proposal.

References

List at least three entities for which similar work is or has been conducted recently and give the name, title and telephone number of persons who may be contacted for reference concerning the services you provided. Give dates and lengths of service.

Insignia >>> Please refer to the References section.

Anything not previously covered

Please use this area to describe services and/or products not already mentioned in the company's proposal that may be of interest to CFPL/WPL.

ILS Features Questionnaire

Customer Experience

1. Provide an overview of the patron user experience (Discovery).
   Insignia >>> The OPAC is visually appealing to users, easy to use, and highly customizable. CFWPL can arrange their respective catalogs to suit the needs of their patrons, both in terms of display and content. See our answer to the next question for details.

   In terms of searching, users easily navigate the simple search bar, as well as the more expansive advanced search. They may narrow options before or after searching by adding extra search terms (e.g., title, keyword, author, ISBN), selecting parameters (e.g., branch location, language, material type, collection type), and filtering results (e.g., selecting some of the previously mentioned parameters, or checking off filters like new books, subject, or format). In the results list or at the item level, patrons may add an item to a shelf list for later reading, reserve the item and select either branch for pickup, or click Locate It to view a map that highlights where the item is physically located in the library.

   Patrons may login to their account on the OPAC to update their profile, view their checkouts and reserves, renew loans, register for events, book rooms, update and share favorite lists with fellow patrons, track their reading history and their progress in reading programs. They may view their loan, fine, and reserve history should administrators opt to retain historical data.

2. Describe the customization and maintenance capabilities of the discovery experience.
   Insignia >>> Customization can be decentralized, allowing Cedar Falls and Waterloo to maintain separate OPACs, all the while ensuring such necessary connections as ILL capability between the two libraries.

   Authorized users simply click the Discovery Layer button at the bottom left of the OPAC to customize to best suit their patrons' needs and to incorporate their respective library's branding. Customize the color scheme, content, links, banner, menus, and the size of windows and grids. Integrate content and tools from other pages, such as the library's social media pages, weather information, and a site visit counter. Add widgets containing such items as e-resource links or a rotating daily quote.

   As data in the OPAC is updated in real time, items appearing in such rotating carousels as recommended titles, most circulated items, or recently added materials, are updated as items are checked out, cataloged, or placed on reserve.

3. Describe how the discovery interface encourages engagement.
   Insignia >>> Insignia's Discovery Layer encourages patron engagement by providing easy access to event, room, and computer bookings, the ability to save items to favourites, and the means to share such lists with other patrons.

   Staff may create rotating carousels to promote library materials, such as a recommended, most circulated, or newly added items that are connected in real-time to checkouts and cataloguing. Librarians may also create recommended lists for patrons as a readers' advisory tool. Such lists may be for an individual patron or a group. Patrons may in turn suggests a book for purchase via their account.

   Finally, CFWPL may enable the Ask a Librarian chat box for quick reference support.

4. Describe how the system recommends materials for patrons.
   Insignia >>> The Discovery Layer can be customized to include carousels containing librarian-recommended items. Librarians may also create recommendation lists for individual patrons or groups in the Patron module. Such lists are visible to patrons when logged in to their accounts.

5. Describe how the system integrates with third party electronic material (e-books) for discovery and borrowing, including but not limited to content provided by Overdrive and Hoopla.
Insignia >>> Insignia can integrate with any third-party vendor if the vendor allows it. We have partnered with OverDrive and Hoopla, as well as such e-book vendors as Baker & Taylor. Most integration are through SIP2, Z39.50, or NCIP.

6. Describe how the system integrates with third party hardware, including but not limited to automated materials handler systems, security gates, self-check machines, etc.
Insignia >>> Insignia can integrate with any third-party hardware that is SIP2 or NCIP compliant.

While Insignia can integrate with self-checkout machines, CFWPL may simply set up a computer with a scanner, login to the self-checkout account in Insignia, and leave it open as a self-checkout station in the library. The self-checkout account can be limited to either check-in or checkout, or both, and it does not display patrons' personal information. Administrators may specify the number of seconds before the checkout screen is cleared after a transaction.

7. Describe how the discovery system integrates enhanced content from third parties, including but not limited to Proquest Syndetics, NoveList/NoveList Plus, etc.
Insignia >>> Insignia has completed integrations with ProQuest and NoveList, and is able to integrate with the latter's Plus version. Insignia can integrate with any electronic database produced by vendors that permit third-party integrations.

See Appendix F: Integration for a non-exhaustive list of our third-party product integrations.

8. Describe how the customer interface allows patrons to customize their library experience.
Insignia >>> Patrons may add items to a favorite lists or create a shelf/wish list, and edit their profile to include reading preferences, such as subjects or specific titles and authors. They can select their default pickup location, preferred system language (English, Spanish, French), and preferred method of notification (email, phone, or text), and they may opt-in to promotional emails from the library. Patrons may also review library materials, which can require administrative authorization before appearing on the OPAC.

9. Describe the online patron registration procedure.
Insignia >>> If permitted, patrons may register for a library account online. Administrators may specify the number of days that accounts created online will remain active before expiring.

10. Describe how patrons can pay fines and fees associated with their account.
Insignia >>> In the Circulation module, click Collect Fines, then search by patron barcode. Select the checkbox beside the overdue item, then click Collect or Ad Hoc Fine and follow the prompts. Fines may be paid in part or in whole, by cash or check, or credit card if e-Commerce is enabled.

Other options include the ability to waive, claim an item as returned (without incurring a fee), add an amount as a deposit, and withdraw a deposited amount.

11. Describe how holds are placed and managed by the patron, including placing holds on either library's collection and selecting a preferred pick up location.
Insignia >>> In the OPAC, patrons click the Reserve button beside the book either from the results page or at the item record level. A pop-up window appears asking patrons to select a pickup location.

12. Describe how a patron would submit a request for an item the library does not have.
Insignia >>> When logged in to their account on the OPAC, a patron would hover over My Account in the top navigation bar, then click Request New Books to suggest a purchase.

13. Describe capabilities and the access patrons have in their My Account feature.
    Insignia >>> Patrons login at top right of the OPAC, then select My Account from a drop-down menu. They may update their profile, such as editing their password, place reserves, renew materials, register for events, book rooms, update and share favorite lists with fellow patrons, and track their reading history and their progress in reading programs.

14. Describe how the discovery system utilized optimized relevancy ranking.
    Insignia >>> Relevancy ranking is configured in the Administration module, which allows administrators to weight such fields as title, author, series title, notes, and subjects.

15. Describe how the discovery system provides suggestions as search terms are entered.
    Insignia >>> As a patron types their search, the system auto-populates matches within the system (e.g., titles, authors, subjects) that are a match for the word(s) being typed.

Staff Experience

Circulation and Patron Management

1. Provide an overview of the circulation system.
   Insignia >>> Perform such basic functions as check-in and checkout quickly and easily. At the Checkout page, simply scan the patron's barcode, then scan the item barcode. At the Check-In page, simply scan the item barcode (or enter other parameters, should the barcode be damaged). You may also upload a text (.txt) file to upload a batch of items simultaneously. For both check-in and check-out, the system confirms the action was successful by sounding a chime and by listing the checked in/out item under the Items on Loan or Books Checked In fields.

   As Insignia provides multiple access points for the same function, a check-out button is available on the Check-In page, and a check-in button is found on the Checkout page.

   Other circulation functions include checking in damaged items, forgiving overdue fines or setting back the check-in date to do the same, collecting or waiving fines, and viewing check-in/out details (e.g., reserves, reserve/loan/fine history, lost/claims returned) for the patron whose account is currently open.

   Circulation functions such as loan limits, maximum renewals, grace periods, renewal periods, hold periods, recall periods, library closures, and fines are defined in the Administration module.

2. Describe how hold requests are managed in the system.
   Insignia >>> On the staff side, users locate the item in the Search module, then click Reserve to reserve any copy of a title or Reserve Copy to select a specific copy. A pop-up prompts for the patron barcode or name. Select the patron from a list, select the pickup location, then click OK.

   In the OPAC, patrons or staff locate the item using the search function, then click Reserve either at the results page or at the item record level. As with the staff side, select the pickup location, then confirm the reserve.

   In either case, patrons receive an email notification confirming the reserve is placed (they will receive another when the item is ready for pick up).

   Administrators set what patron groups may place reserves, and whether they are able to do so on the OPAC.

3. Explain how daily holds lists are managed.
   Insignia >>> Upon login, a reserve list appears in an alert pop-up. Users can re-sort the list as they like with such fields as Pickup At, Patron, Title, Author, Call No., select all or specific books within the list, then click Reserve Slip. Additional options include changing the pickup location, removing from the pickup shelf, suspending/resuming a reserve, transferring a reserve, marking a reserve as missing.

   The default reserve list is for items On Library Shelves Now. Other selections include Cancelled/Expired On Pickup Shelf, View Reserves on Pickup Shelf. For all of these options, the default date is the present day, though users may select a date range if they wish.

4. Describe how patron relationships are created and managed (e.g., family relationships).
   Insignia >>> Patrons each have individual accounts that may be linked to up to two Family Cards. The individuals (typically parents or guardians) with the Family Card checkbox selected on their accounts are able to view all family members' checkouts, and reserve items for each member via the OPAC without having to log out and back in to each card. Family members may pick items up for each other.

5. Describe how patron categories are created and managed (e.g., limited borrowing privileges, signed waivers, etc.).
   Insignia >>> Patron categories are set in Administration > Circulation Types, where permissioned users can create patron groups (e.g., Staff, Adult, Child) and define parameters such as loan limits, loan periods, maximum renewals, renewal, hold, grace, and recall periods. Limits may be placed on fines, lost items, damaged items, overdue items, and annual reserves.

   The setting allowing patrons to reserve from other libraries would be especially relevant to CFWPL, given the nature of your shared collections.

   Documents, such as a signed waiver, can be added to the patron's file in the Document/Family tab.

6. Describe how the system allows the library to interact with patrons, including automated notices.
   Insignia >>> Patrons can receive automated email notifications, such as on items coming up due, renewals, reserves, ILLs ready for pick-up, outstanding fines, and expired cards. For overdue items, patrons can receive any combination of these three notification methods. For example, send an email the day before items are due, send a text when the items are a week overdue, and place an automated phone call at 2 weeks overdue.

7. Explain how the patron account differentiates changes made by the patron from those made by library staff.
   Insignia >>> The patron can only change any personal information on their account, but library staff can change any patron information.

8. Describe methods to capture incidents with patrons at the library.
   Insignia >>> Patron accounts include a Warning Information field and other notes fields wherein such information may be captured.

9. Describe how the system supports paperless workflows for patron registration and account designation.
   Insignia >>> The process for setting up a patron account entirely in the ILS is easy. In Patron > Find/Add Patron > New Patron, staff simply add the patron's details and select such fields as their home library, preferred pickup library, circulation type, and severity group. If permitted, patrons may click Register on the OPAC to create a temporary account that expires in a week. Such accounts appear in the alert pop-up under Registered Patrons.

10. Describe how a single patron account can accommodate multiple active and inactive barcodes.
    Insignia >>> A patron account is limited to a single barcode. Account status can be active, inactive, registered, or expelled. Should there be duplicate patron records, the Clean Up Data feature in the Patron module may be used to merge records.

11. Describe how your system encourages increased library use.
    Insignia >>> Through Insignia, libraries can email patrons on new books that may be of interest, and they can send an engaging newsletter on library news. The Discovery Layer is easily customizable, allowing librarians to promote collection materials and library events, such as by adding a rotating themed books carousel and adding an announcement for a related event. The ILS also makes it easy for patrons to register for events, book a computer, place reserves, and check the status of reserves and loans.

12. Describe how expiring accounts are tracked by patrons and staff.
    Insignia >>> An email may be automatically sent to patrons with accounts that are about to expire. The Expired Message includes parameters that can be selected and that auto-filled by the system (e.g., patron name, expiry date, library name) and the message itself may be customized, such as by adding instruction on the steps to renew an account.

13. Describe how the system integrates with automated materials handling systems, self-check machines, off site storage and pick up lockers, etc.
    Insignia >>> Insignia's Resource Manager, included in our Enterprise solution, supports warehouse-based distribution of library materials, such as an off-site storage facility. When a site is designated as a resource manager in the Administration module's library settings, Resource Manager settings become activated for that site. Administrators may then define such configurations as checkout methods (i.e., delivery or pickup), pickup dates, delivery schedules, shipping labels details, who can place Resource Manager bookings (i.e., patrons or staff only), and routes.

    Insignia can integrate with such systems as a self-checkout machine, a pickup locker system, and an automated materials handling system, provided the third-party vendor permits integration.

    With regard to a self-checkout machine, with Insignia, CFWPL may simply set up a computer with a scanner, login to the self-checkout account in Insignia, and leave it open as a self-checkout station in the library. Limitations on the account can ensure privacy and security are maintained.

14. Describe how the system integrates with RFID security systems.
    Insignia >>> Insignia can integrate with any RFID system that is SIP2 or NCIP compliant.

Cataloging and Collection Management

1. Provide an overview of the cataloging capabilities.
   Insignia >>> Cataloging in Insignia can be completed in four ways. Add a copy to an existing record in your library, clone a record that exists in another branch where your own branch doesn't have a copy, use the Z39.50 to import an open-source record from a participating external library, or create a new record using original cataloguing. Insignia's 9XX ordering feature also allows users to import MARC files from selected vendors. The system is flexible, supporting authorized and unauthorized authorities, and providing simple and expert MARC coding.

2. Describe how collection management (including weeding and inventory) is accomplished.
   Insignia >>> Inventory can be completed on a collection as a whole or in part. It can be completed while the system is live, and over multiple days by multiple staff simultaneously.

   Inventory is a 4-step process. The steps are:

- Initialization (creating parameters for the inventory, such as the call number range, and indicating whether it is books or assets that are being inventoried);
- Scanning barcodes individually or importing barcodes as a .txt file;
- Finalizing inventory (includes changing the status of un-scanned copies and managing mis-shelved items); and
- Deleting missing copies.

Aside from in the inventory process, weeding can be done on individual items or as a batch. Batch weed in the Catalog module by uploading a .txt file. The list appears in a grid with checkboxes beside each item. Select the copies you wish to weed, then click Delete.

3. Explain how the system automates the process of adding and removing items from temporary shelves (e.g., new books, holiday collections, etc.).
   Insignia >>> In the catalog record for the item, users may select a Display Section box and add the Display Location. Librarians can also specify the loan type or location to best match the loan period and display location of a new book/thematic collection.

4. Describe how library items can be shared easily and equitably by any branch in the system (e.g., including floating collections).
   Insignia >>> Administrators may select whether to enable floating collection items that will allow the books to stay at the branch where they are returned. The location of an item can also easily be changed manually.

   The system can be configured to allow patrons to request ILL items from the OPAC, allowing anyone to access any book from any branch.

5. Describe how the system facilitates the efficient rotating, weeding, repair, and/or cleaning of items.
   Insignia >>> Catalog items may be marked as Non-Searchable to exclude them from search results while they're out for repair or cleaning, and while they're in mid-rotation to another area.

   At check-in, when the Check In Damaged Items checkbox is selected, users may change the condition of a book to Damaged or Bindery.

   Use the Batch Weed feature in the Catalog module by uploading a .txt file. The list appears in a grid with checkboxes beside each item. Select the copies you wish to weed, then click Delete. Additionally, individual items may be deleted, and weeding can be a part of the inventory process as described in our response to #2, above.

6. Describe the authority clean up/maintenance process.
   Insignia >>> During the migration process, Insignia can clean up data if requirements are specified, such as by updating incomplete records, and updating matching authority records. Records can be updated monthly from the Library of Congress.

7. Describe the process of importing and loading bibliographic records.
   Insignia >>> Users may use Z39.50 to import bibliographic records from participating external libraries. Similarly, when using the 9XX ordering feature, users may import MARC files to the catalog record connected to an order via select major vendors.

Acquisitions and Serials

1. Provide an overview of the acquisitions system.

Insignia >>> Insignia's Acquisition Manager allows staff to create and manage purchase orders, budgets, and vendor information. The Acquisition Manager is fully integrated with the library catalog, allowing staff to create records, receive full or partial orders, and see which items are on order or in processing.

2. Provide an overview of the serials system.
Insignia >>> Staff can catalog serials and circulate them as they would any other item. Staff can set any publication frequency, allowing the system to predict the next issue, and they may execute a report that sends email notifications about missing issues to vendors. It's possible to catalog chronological and non-chronological serials, and to create routing lists that circulate from patron to patron, or that the library re-routes between patrons. Old issues can be bound into volumes without losing circulation history. Serials can appear in OPAC searches alongside other items for patrons to find and reserve.

3. Describe how the system supports EDI ordering.
Insignia >>> Insignia is EDI compliant. EDI may be enabled for select major vendors to support automated ordering. The Electronic Data Interchange (EDI) Code feature in the Administration module configures the communication between the ILS and vendors' servers when conducting electronic ordering directly through Insignia. Supported fields include Quote, Order, Order Response, and Invoice.

4. Describe how the system measures the library's requests from patrons.
Insignia >>> The ILS offers a number of reports related to patron requests, such as those on item circulation and reserved materials (e.g., Most Circulated Items and Most Reserved Items).

5. Describe how donations given to the library are processed and tracked.
Insignia >>> Users may select the Donated box at the copy level when cataloging donated collection materials, and note the donor name in the Miscellaneous tab.

6. Describe how the system facilitates the ordering and receipt of serial subscriptions.
Insignia >>> The Order Type for serials can be continuous or standing. Issues are received in the Serials area of the Catalog module by selecting the issue and clicking Received. If received in error, simply select the issue and click Un-Receive.

7. Describe how the system closes out and rolls over orders at the end of the fiscal year.
Insignia >>> An unused budget balance can be rolled over to the next fiscal year's budget.

Reporting & Data Migration

1. Provide an overview of the data migration process, including what exactly is migrated from our current system.
Insignia >>> Insignia will import any data provided in ASCII, MARC or csv format. Typically, the following data is imported:
    1. Bibliographic data with holdings (item/copy records)
    2. Patron data
    3. Authority records
    4. Circulation transactions including:
        4.1 Items checked out
        4.2 Items on reserve
        4.3 Outstanding fines
    5. Insignia can also import additional information if it is provided in tab delimited or XML format.

    Insignia will convert data twice. The first conversion is a test to verify the data, which is approved by a designated member of CFWPL. The second conversion is final.

2. Provide an overview of the standard reports included in the system.
   Insignia >>> Insignia provides over 300 predefined reports, as well as requests for additional reports at no cost. It includes user-friendly features, such as date range selection, checkboxes, and drop-down menus, without the need for complex query language.

   Please see a list of our current reports in Appendix G: Insignia Reports.

3. Describe how staff can set parameters and schedule reports for standard report templates.
   Insignia >>> Staff may select such parameters as date range selection, checkboxes, and drop-down menu. For quicker access, users may save their search criteria and/or save a report to My Favourites. Simply click the Schedule button to set such preferences as frequency (i.e., once, daily, weekly, monthly), schedule a start date and time, select a file type (PDF, Excel).

4. Describe how staff can create their own custom reports, including the level of customization and specificity that can be achieved (eg, can specific MARC fields be utilized in custom reports).
   Insignia >>> All reports are customizable by the fields provided (e.g., in Items Overdue, select such fields as local or union catalogs, a due date range, a call number range, collection type, material type, circulation type, patron group, and subset).

   Staff may create a user-defined report by selecting from a large selection of criteria (e.g., author, call number, collection type, data create or modified, item or material type, subject, publisher, etc.).

   Our available reports do not presently include MARC fields as parameters. However, Insignia can add any report upon request at no additional cost.

5. Describe how system reports allow staff to make timely, data-driven decisions.
   Insignia >>> Reports provide real-time data that accurately reflect information in such areas of the ILS as circulation, collections, assets, patrons, and events.

6. Share unique reports your system is capable of.
   Insignia >>> Please see Appendix G: Insignia Reports for a complete list of Insignia's reports, as well the Overdue Items and Long Overdue reports. In addition to pre-defined reports, we offer a user-defined report option, which allows users to customize their own reports based on the available criteria.

7. Describe how the system measures the library's continuing success.
   Insignia >>> ILS reports provide real-time information that may be used as statistical data.

8. Describe how reports are output and shared.
   Insignia >>> Download reports to Excel, PDF, and Word, as well as HTML (.html), PowerPoint, RTF (.rtf), Text (.txt), Data (.csv). Save locally and share by your preferred method. Click More, then Preview, then enter a colleague's email address, and click Send. Simply click the Email button to share patron-facing reports to patrons (e.g., the Fine & Overdue Message). To send a report to colleagues, add their email addresses, separated by semi-colons, in the appropriate field.

References

We have listed references that currently use the Insignia Library System.

Clay County Public Library, FL, USA

Troy Nagle, Information Services Director | 904-278-3771 | troy.nagle@claycountygov.com
Description: Implemented the Insignia Library System, including Discovery Layer, in 6 sites in centralized mode.
Date Implemented: September 2016
Previous System: SirsiDynix Symphony
Architecture: Locally installed
Library Type: Public

Madison County Library System, MS, USA

Tonja Johnson, MCLS Director | 601-761-9064 | tjohnson@mcls.ms
Description: Implemented the Insignia Library System, including Discovery Layer, in 5 sites in centralized mode.
Date Implemented: September 2021
Previous System: SirsiDynix Symphony
Architecture: Locally installed
Library Type: Public

Leon Public Library, IA, USA

John Dunsdon, Library Director | 641-446-6332 | john@leon.lib.ia.us
Description: Implemented the Insignia Library System, including Discovery Layer, in a single site.
Date Implemented: September 2015
Previous System: Infocenter
Architecture: Hosted
Library Type: Public

Cost Proposal

Insignia is proud to offer the most cost effective, full-featured library automation system on the market. Insignia's cost structure is simple: One fixed cost to fully implement the Insignia Library System with the goal of exceeding your expectations.

Insignia does not charge separately for cover images, authority records, conversion, technical support, on-site training, installation, or hosting, nor does Insignia charge for additional features or protocols and add-ons. The cost below covers enhancement requests and integration with third-party vendors during the life of this contract at no additional cost.

Standard Version vs Enterprise Version

Comparison between Insignia's Standard Version and Enterprise Version:

Modules	Standard	Enterprise
Cataloging	✓	✓
Patron Management	✓	✓
Circulation	✓	✓
Reports	✓	✓
Online Catalog w/ Discovery Layer	✓	✓
Asset Manager		✓
Smartphone App		✓
Acquisition Manager		✓
Serials Manager		✓
Patron Traffic		✓
Room Booking		✓
Event Scheduler		✓
Authority Control		✓
Point of Sale		✓

Services offered with all Insignia products

The following services are offered for both the Enterprise Version and the Standard Version of the Insignia Library System:

1. Hosting of the system
2. Data conversion
3. On-site training
4. Toll-free technical support
5. Book cover images
6. Access to authority records from the Library of Congress
7. Access to bibliographic records from the Library of Congress
8. All updates
9. Access to the Insignia Knowledgebase
10. Enhancements requested by CFWPL
11. Sandbox environment

Insignia Software Assurance Annual Fee includes:

1. Hosting of the system on Microsoft Azure servers in the United States
2. Toll-free technical support
3. Book cover images
4. Access to authority records from Library of Congress
5. Access to bibliographic data from the Library of Congress
6. All updates
7. Access to the Insignia Knowledgebase
8. Enhancements requested by CFWPL

Cost Summary

Below is the cost summary for each year for our Standard Version and our Enterprise Version for both libraries.

Hosted on Microsoft Azure	1st Year	2nd Year	3rd Year	4th Year	5th Year
Standard Version	$ 22,000	$ 14,000	$ 14,000	$ 16,000	$ 16,000
Enterprise Version	$ 32,000	$ 18,000	$ 18,000	$ 21,000	$ 21,000

Appendices

Appendix A: Migration and Implementation Plan

Insignia provides project management services in accordance with industry standards to ensure successful implementation of the Insignia Library System. The Project Manager is the main point of contact during this implementation and until CFWPL is satisfied with the project. Thereafter, CFWPL contacts the Insignia Technical Support Team once the project is signed off.

INSIGNIA IMPLEMENTATION TEAM

The project team includes the following roles:

Project Manager

Responsibility: Planning and implementation of the Insignia Library System.
Experience: Extensive experience in project management, library conversions/automation, and training.
The Project Manager is supported by tech support and the development team.

Data Conversion Specialist

Responsibility: Product development and data conversion utilities.
Experience: Design and development of the Insignia Library System and data migration.

Insignia Library System Product Specialist

Responsibility: Liaison between CFWPL and Insignia Software for data conversion and implementation.
Experience: Extensive experience with the Insignia Library System and other library automation products.

The key objectives of the project management team are to define milestones and set timeframes for each milestone. These milestones are:

1. Hardware and software requirements
2. Data conversion
3. Installation
4. Training

ROLES AND RESPONSIBILITIES

CFWPL IT Staff

1. Upload the database or export data from the current system to the Insignia sftp server.
2. Enable daily uploads of patron and staff data to the Insignia sftp server.
3. Enable SSO.

CFWPL Library Administrator(s)

1. Meet with Insignia to set the implementation timeframe and the scope of project.
2. Verify converted data.
3. Work with Insignia's conversion team to configure the system.
4. Attend training.

Insignia

1. Meet with CFWPL to clarify implementation specifications.
2. Convert the data.

3. Install the Insignia Library System.
4. Provide training.
5. Provide ongoing customer support.

Data conversion is the most critical part of any smooth implementation. To minimize unforeseeable data conversion problems after training, data is verified by CFWPL after the initial conversion. Any issues related to conversion are fixed ahead of time and the data is converted again before the training.

Implementation Timeline

Insignia can implement the Insignia Library System within 8-12 weeks of the award depending on whether the Standard Version or the Enterprise Version is being implemented. Implementation includes:

1. Data conversion and verification
2. Installation of the Insignia Library System
3. Training on the Insignia Library System

Below are the steps taken during implementation. Time can vary and will depend on what modules of the Insignia Library System are implemented.

Timeline	Milestones	Responsible Parties / Comments
Week 1	1. Contract is signed 2. Meet the customer to discuss project schedule, roles, and deliverables 3. Secure SFTP site is setup for uploading the data	1. Contract is signed by authorized representatives 2. Insignia / CFWPL 3. Insignia
Week 2	4. Bibliographic and circulation data is provided by CFWPL for test conversion 5. List of third-party integrations is discussed 6. List of unique features required is discussed 7. Checklist is provided about how the system is to be configured	4. CFWPL 5. Insignia / CFWPL 6. Insignia / CFWPL 7. Insignia
Week 3	8. Meeting to finalize the project schedule, roles, and a list of deliverables is provided to all parties 9. Provide a list of reports and labels needed 10. Agree on a URL 11. Determine SSO method 12. Provide documentation for SSO 13. List of third-party integrations is finalized 14. List of unique features required is finalized 15. CFWPL completes the checklist 16. Weekly progress online meeting 17. Training outline is sent to CFWPL	8. Insignia / CFWPL 9. CFWPL 10. Insignia / CFWPL 11. CFWPL 12. Insignia / CFWPL 13. Insignia / CFWPL 14. CFWPL 15. Insignia / CFWPL 16. CFWPL 17. Insignia
Week 4-5	18. Test conversion is done 19. CFWPL staff verifies the data conversion 20. Any changes needed are made and logged for final conversion 21. Insignia Library System is installed for testing 22. Finalized training format 23. Weekly progress online meeting	18. Insignia 19. CFWPL 20. Insignia 21. Insignia 22. Insignia / CFWPL 23. Insignia / CFWPL
Week 5-6	24. Checklist is returned specifying how the system is to be configured 25. Weekly progress online meeting	24. CFWPL 25. Insignia / CFWPL 26. Insignia

	26. System is configured 27. Weekly progress online meeting 28. Provide a video on how to use Insignia for circulation during migration	27. Insignia / CFWPL 28. Insignia
Week 7-8	29. Grace period	29.
Week 9-10	30. Stop using the current system for cataloging 31. Bibliographic data is provided for final conversion 32. Stop using the current system for circulation 33. CFWPL uses the Insignia Circulation During Migration feature 34. Circulation data is provided 35. Final circulation data is imported 36. Cataloger training 37. Administrator training 38. Library staff training 39. Final conversion is done 40. Circulation data in Insignia since last export is uploaded after final conversion 41. Use Insignia for circulation	30. CFWPL 31. CFWPL 32. CFWPL 33. CFWPL 34. CFWPL 35. CFWPL 36. Insignia 37. Insignia / CFWPL 38. Insignia / CFWPL 39. Insignia / CFWPL 40. Insignia / CFWPL 41. CFWPL
Week 11-14	42. Weekly follow-up meetings	42. Insignia / CFWPL

A more detailed plan with a checklist will be provided at the start of the project where every important task will be identified with a timeframe.

IMPORTANT POINTS ON CONVERSION:

1. Bibliographic cataloging should be stopped 1 week before the go-live date.
2. Circulation should be stopped 1 week before the go-live date.
   2.1 CFWPL does not need to be down for circulation at any point during the migration process.
3. Any barcode that scans in notepad will work in Insignia.
4. Insignia will import any data provided in MARC or ASCII format.

DATA MIGRATION:

Insignia will import any data provided in ASCII, MARC or csv format. Typically, the following data is imported:

1. Bibliographic data with holdings (item/copy records)
2. Patron data
3. Authority records
4. Circulation transactions including:
   4.1 Items checked out
   4.2 Items on reserve
   4.3 Outstanding fines
   4.4 Fine history
5. Any other information that CFWPL would like to import

Insignia can also clean up the data if requirements are specified. Some of the things that can be done are:

1. Updating incomplete records
2. Updating and matching authority records

TRAINING

To provide the best experience of Insignia will prefer on-site training. The trainer will be on-site as long it is needed to provide a comprehensive training.

INITIAL TRAINING:
Insignia provides on-site or online training depending on CFWPL's needs. Training is typically from 9:00 AM – 4:00 PM with a lunch break. Training will cover the following topics:

1. Circulation
2. Cataloging
3. Patron management
4. Reports
5. System configuration
6. Discovery Layer

If needed, training is also provided on:

1. Asset Manager
2. Acquisition Manager
3. Serials

Each instructor-led session consists of a combination of a lecture followed by a hands-on session for the attendees. After training, staff are able to perform essential tasks.

TRAINING DOCUMENTATION:
Documentation for the Insignia Library System is provided to CFWPL at no additional cost and includes:

INSIGNIA LIBRARY SYSTEM USER MANUAL:

1. Insignia's User Manual is written in a comprehensive and easy-to-follow format, including screenshots and step-by-step instructions.
2. Insignia can provide coil bound printed copies (one for each library location) if requested by CFWPL.
3. Insignia's User Manual is linked directly to the software and can be accessed at the point of need through Insignia Library System's context-sensitive online help feature.
4. As new features are added to the Insignia Library System based on our user feedback, the User Manual is kept continually updated. An online version is made available as a PDF for downloading and printing.

INSIGNIA LIBRARY SYSTEM TRAINING GUIDES:

1. Each participant in an Insignia training session is provided with a training guide that outlines step-by-step instructions on the content covered by the instructors. This allows participants to watch the lecture and complete hands-on practice without the need to take many notes.
2. If CFWPL chooses to have specialized training sessions (such as a session devoted to cataloging), the training guide will reflect the content covered in that session.

INSIGNIA RELEASE NOTES:

1. As new versions of the Insignia Library System are released, Insignia provides release notes that highlight new features and bug fixes implemented in the latest release. Release Notes are accessible from within Insignia Library System's Help menu and are searchable by version number, module, and keyword.

Ongoing Training

Insignia is pleased to assist CFWPL with ongoing training and support following the initial implementation. Ongoing training options include:

SHOWME VIDEOS:

1. Insignia has recorded ShowMe video tutorials for each window of the Insignia Library System that explain how to use features in each module. When the user has any given module open, they simply click on the icon to play the video tutorial.
2. ShowMe videos are ideal for both self-paced training and as a refresher for existing users.

ONLINE WEBINARS:

1. As new staff are hired at CFWPL's libraries, Insignia is happy to arrange live, online webinars with a trainer to provide basic training.
2. Upon request, Insignia can also accommodate specialized training webinars on a given topic. For example, other customers have requested webinars to go over the inventory process at the end of the year.

ON-SITE SESSIONS:

1. Insignia can also send one of our qualified trainers to provide instruction on-site as needed.
2. On-site session content can be tailored to fit the needs of the library/consortium, and can include refresher training, training on new features/releases, and a Q&A session.

Types of Training

We provide the following training sessions (the time for each session is an estimate, and may vary as needed):

1. System Administration (1 day)
2. Bibliographic Cataloging (1/2 day – 1 day)
   2.1 Cataloging bibliographic records
   2.2 Original cataloging
   2.3 Authority cataloging
   2.4 Global changes
   2.5 Serials
   2.6 Acquisitions
3. Circulation (1/2 day)
4. Discovery Layer (1/2 day)
5. Added value features (1 day)
   5.1 Room/Study Pod Booking
   5.2 Events Scheduler
   5.3 Summer Reading Program
   5.4 Point of Sale
6. Student Monitoring System

Appendix B: Customer Care

KNOWLEDGEBASE:

Common technical issues and frequently asked questions that Insignia receives from customers are recorded in Insignia's Knowledgebase. Users of the Insignia Library System can access the Knowledgebase from the Help menu within the system and search for articles by keyword. Knowledgebase articles are written as easy-to-follow, step-by-step instructions for troubleshooting common questions.

BUG FIXES AND ENHANCEMENT REQUESTS:

If a user finds a bug in the software or has a suggestion for an enhancement to the program, they are encouraged to submit a case to the Insignia Technical Support Team.

Enhancements are reviewed internally and, if feasible, are added on a prioritized basis. If an enhancement is deemed very important by a customer, it will be added as a priority at no additional cost.

SUPPORT OPTIONS:

The following options are available for customer care:

1. Submit a ticket from the Help menu
2. Email us
3. Call toll free
4. Chat

Technical Support

Insignia's goal is to provide live technical support for all issues wherever possible. Currently, Insignia's technical support hours are:

4. Email support: M-F 8:00 AM – 12:00 AM (EST)
5. Live support: M-F 8:00 AM – 8:00 PM (EST)
6. 24/7 emergency support is available for critical issues at no additional cost

When an issue arises, the following steps can be taken by the customer:

1. Search Insignia's Knowledgebase from the Help menu.
2. Create a ticket:
   a. from within the Insignia Library System (Help > New Case) OR
   b. email Insignia support OR
   c. call toll free.
3. Live technical support is always available during regular office hours. Messages received during regular hours are returned the same day.
4. If an Insignia support specialist cannot resolve the issue immediately, a case is created. The Insignia Technical Support Team initiates an online meeting (this enables Insignia support staff to view the customer's computer and record the issue).
5. If an issue is not resolved, the case status changes to "To Be Started" and is assigned a numerical priority level between 1 and 10. This number is assigned based on the nature of the issue, with critical issues given higher priority.
6. Once a case has been successfully addressed by developers, the case status becomes "Ready for Testing" and is sent back to the Insignia Technical Support Team.

7. The Insignia Technical Support Team then tests the solution. After successful verification by the Insignia Technical Support Team, its status changes to "Resolved."
8. The customer is notified by phone or email. Once the customer is satisfied with the solution, they can change the case status to "Closed."
9. In addition, an alert is generated in the Insignia Library System informing the user that their case has been resolved and asking them to provide a rating of the technical support response.

Insignia also provides context-sensitive online help that is accessible from within the system.

Updates are provided once a year or as needed. Internally, Insignia releases an update every month and once a year for public release. It is strongly recommended that users update the system at least once per year.

All updates are done by Insignia after coordinating with the library's coordinator. Release notes are available from within the Insignia Library System from Help > Release Notes. All updates are done after hours to minimize the impact on the end user.

Incident Response/Resolution Time

The priority of all requests shall be determined in accordance with the following guidelines:

Severity 1: The system is down.
Severity 2: The core functionality of the system is degraded.
Severity 3: Problems are non-critical but need to be addressed sooner rather than later.
Severity 4: The issue will be resolved in a future update; either the issue is not critical, or the change is an enhancement.

Technical Support Response: When Insignia responds to technical support requests, we do our best to resolve issues in the timeframes below.

For the purposes of the above table, the following definitions shall be used:

PRIORITY LEVEL	RESPONSE TIME	TARGET UPDATE INTERVALS	TARGET RESOLUTION TIME
Severity 1	Two (2) hours	Two (2) hours	Four (4) business hours
Severity 2	Four (4) hours	Four (4) hours	Two (2) business days
Severity 3	One (1) business day	Three (3) business days	Five (5) business days
Severity 4	Two (2) business days	Three (3) weeks	Future update

Priority Level: The priority level assigned to a given technical support request based on the guidelines set forth above.

Response Time: The time period to acknowledge the submission of a technical support request from the customer. This will commence on submission of the technical support request and conclude upon first response by Insignia.

Target Resolution Time: The target time period to resolve the issue or to find a work-around or another temporary fix. This will commence on submission of the technical support, shall conclude when the request is identified as resolved by the customer, and shall not include any time when the support team is awaiting a response from the customer.

INSIGNIA LIBRARY SYSTEM RELEASE PROTOCOL:

Insignia adds enhancements based on customer request and importance. Releases are made public every quarter and customers requesting an update are provided with release notes and a list of their resolved issues. If there is a critical bug, an update is provided as soon as possible.

The following procedure is followed for each release:

1. All bugs are given high priority.
2. Enhancements are added based on their importance and the number of requests for the enhancement.
3. Enhancements are approved by a manager and a team of systems analysts.
4. The normal cut-off date for enhancements is the last Friday of the second month of the quarter.
5. Updates are released on the second Friday of the last month of the quarter for internal testing.
6. Updates are available for customers in the first week of each quarter.

Release notes can be accessed from the Help menu in ILS, as can be the status of any tickets submitted.

It is strongly recommended that customers update the system once per year. Updates are provided at no additional cost and are done after hours to minimize disruption.

Insignia also provides a sandbox environment for Enterprise customers, which can be used for training and testing updates before the live system is updated.

Updates are done only after consulting with a district coordinator.

CUSTOMER DATA BACKUP:

Insignia produces 10 data backups for each customer:

4. 5 Daily: Monday – Friday
5. 4 Weekly: on Saturday
6. 1 Monthly: on the first of each month

These backups are overwritten every month.

Appendix C: Hardware/Software Requirements

Staff Workstation

Any computer, such as a PC, Mac, or Chromebook, can function as a staff workstation as long as it has any up-to-date leading browser like Microsoft Edge, Firefox, Safari+, or Chrome. The device should also have the following:

5. Ideally 4 GB of RAM or a minimum of 2 GB of RAM.
6. Adobe Reader 10.0 or a plugin.
7. A critical Microsoft update in the last six months.
8. A resolution of 1024 x 800.

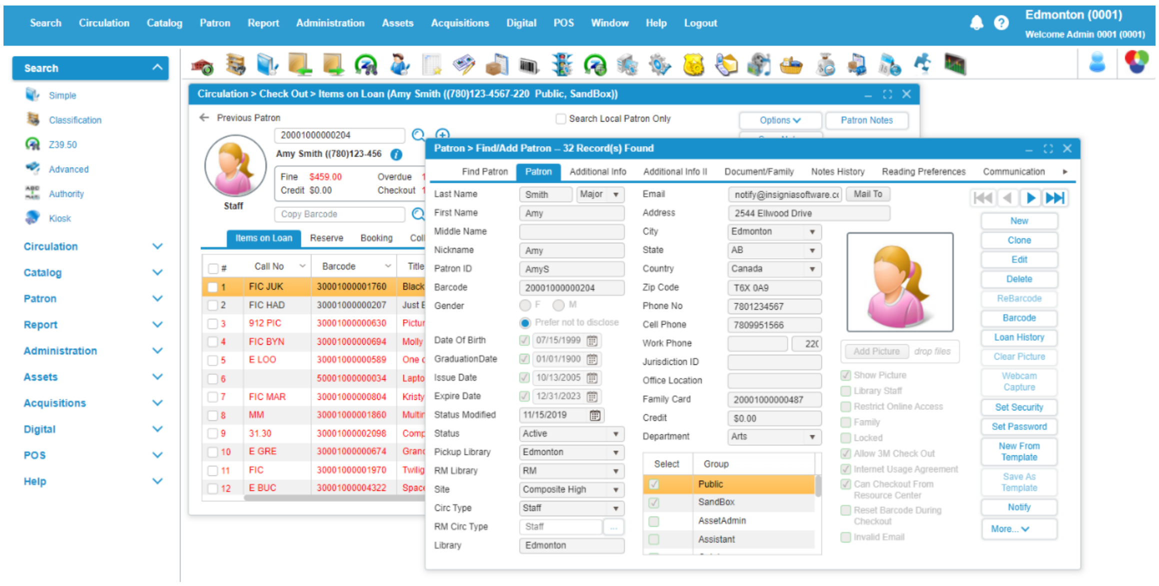
OPAC Workstation

As with staff workstations, OPAC workstations can function on any computer, such as a PC, Mac, or Chromebook with any up-to-date leading browser like Microsoft Edge, Firefox, Safari+, or Chrome.

Appendix D: Insignia Library System Overview

The Insignia Library System is one of the most feature-rich library automation systems on the market. Some of our unique features are listed below.

ACCESS MULTIPLE FEATURES IN ONE WINDOW:
Insignia is the only web-based library system that allows the user to open multiple windows simultaneously. For example, you may be in the middle of modifying a bibliographic record when a patron asks to check out a book. Simply leave your bibliographic record open, click Check Out to check out to the patron, then finish editing the bibliographic record. Staff can access as many features they like without opening another browser or tab.



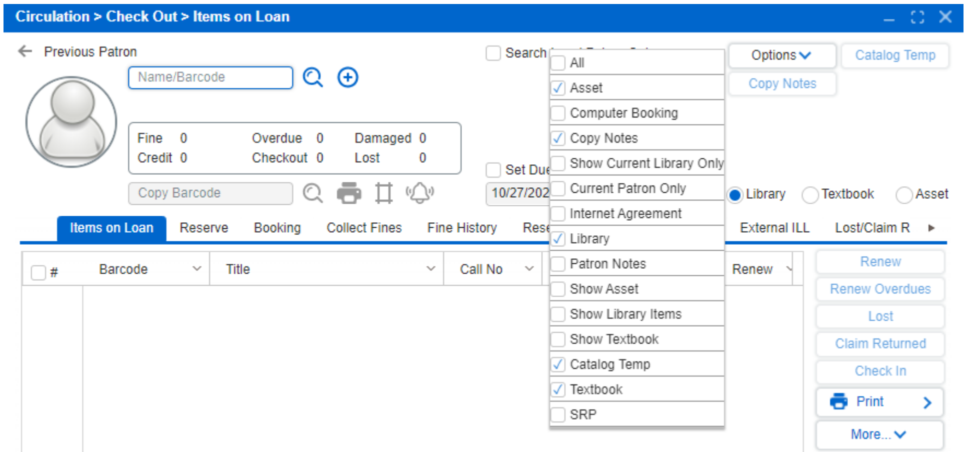
Access multiple features in the same window

SHOWME VIDEOS:
The Insignia Library System has over 250 ShowMe Videos on how to use the system. Simply click on the Help button when you need help on the current feature.

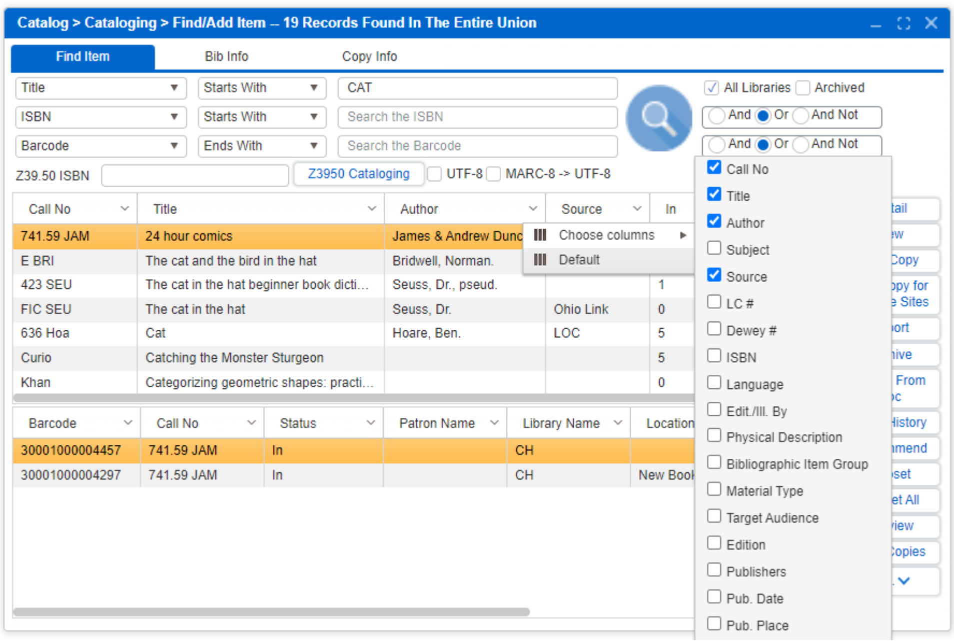
Most of the videos are 2-4 minutes long and can be used for new staff to learn the system or as a refresher for existing staff.

CUSTOMIZABLE INTERFACES:
Staff can customize the interface to make it more user friendly and enable features based on their preferences. Below are examples of some of the customizations staff can configure in their profile.

1. Customize the Quick toolbar for one-click access to any feature
2. Set Color Template preference
3. Enable relevant features using the Option button
4. Resize windows
5. Customize grids



Customizable options



Customizable columns

ALERTS:

The Insignia Library System is designed to proactively meet the needs of library staff by providing many alerts. The following alerts can be enabled for staff based on their roles:

1. Reserve List
2. New Requests
3. Patron Book Reviews
4. New Patrons
5. Assets Transfer
6. Events
7. Room/Study Pod Booking
8. Tech Support
9. Release Notes

GRANULAR PERMISSIONS:

An administrator can assign permissions to users based on their roles. They can set the features and options a group can access and whether they can view and/or modify patron, bibliographic, and copy records, etc. Administrators can also set a specific list of reports a given group can access.

Permissions in Insignia can be based on features as well as record based. Permissions can also be site, scope, or system based. Permission can be no access, read only, delete, edit etc.

Permissions can be set so that the assets clerk does not have access to the Library module and vice versa.

DOCUMENT MANAGEMENT SYSTEM (DoMS) (ENTERPRISE VERSION):
The Document Management System allows the library to track documents that are stored in boxes and are shelved.

SELF-CHECKOUT:
You can set up a secure self-checkout account to allow users to check out items to themselves. While Insignia can integrate with self-checkout machines, you can also simply set up a computer with a scanner, log into the self-checkout account, and leave it open as a self-checkout station in the library. Self-checkout can be limited to either check out, check in, or both, and does not display any of the user's personal information. You can specify the number of seconds before the checkout screen is cleared after a transaction. Students can also use self-checkout with their smartphones.

ONE LOGIN ID FOR MULTIPLE SITES:
Library staff will often work at more than one library site. In the Insignia Library System, library staff only need one login, and can easily switch from one library to another with the click of a button.

UNIFIED LOGIN:
Insignia can enable Single Sign On (SSO) for your users so that they don't need to log into the Insignia Library System once they're logged into their computer. Insignia can enable SSO through Google, Microsoft, LTI, SAML2 or LDAP.

AUTOMATIC NOTIFICATIONS VIA TEXT MESSAGE, EMAIL, AND/OR PHONE:
You can specify how frequently and by what method notifications are sent about overdues and fines. You can even set up a combination of different types of notifications. For example, send an email 1 day before items are overdue, send a text message at 1 week overdue, and have an automated phone call if items are still not returned after 1 week.

OUTREACH PROGRAM (ENTERPRISE VERSION):
Allow patrons to request books based on their reading preferences. The system will recommend books for patrons who signed up for outreach program, and staff will be able to print the list on the selected delivery day.

ASSET MANAGER (ENTERPRISE VERSION):
A site (branch) or union (main branch or headquarters) can track laptop/Chromebooks and non-bibliographic items that circulate in the library. A user can set up periodic alerts for maintenance and catalog additional pieces of equipment such as chargers and adaptors as a kit. Staff can book these items from the OPAC.

Insignia supports both school- and district-based asset management.

ROOM/STUDY POD BOOKING (ENTERPRISE VERSION):
The Insignia Library System comes with a Room/Study Pod Booking feature that allows staff to manage rooms in the school. Patrons/staff can book a room/study pod online. Bookings can be one-time or recurring.

POS: POINT OF SALE (ENTERPRISE VERSION):

Insignia offers a Point of Sale solution as part of the Insignia Library System. Staff can track merchandise. Payment can be made by credit card, cash, check, or purchase order (PO).

SERIAL MANAGER (ENTERPRISE VERSION):
Staff can catalog serials and circulate them like any other item. Staff can set any publication frequency and the system predicts the next issue and sends email notifications about missing issues. It's possible to catalog chronological and non-chronological serials, and to create formal and informal routing lists. Old issues can be bound into volumes without losing circulation history. Serials can appear in OPAC searches alongside other items for patrons to find and reserve.

ACQUISITION MANAGER (ENTERPRISE VERSION):
Insignia offers a comprehensive Acquisition Manager, which allows staff to create and manage purchase orders, budgets, and vendor information. The Acquisition Manager is fully integrated with the library catalog, so staff can easily create records, receive full or partial orders, and see which items are on order or in processing.

COMPUTER BOOKING AND PRINT MANAGEMENT (ENTERPRISE VERSION):
Insignia comes with an integrated computer booking module that simplifies computer bookings. This feature also manages printing from a computer and can link printing charges to patron accounts. Patrons can also book for a specific time or for a specific computer station. Insignia Computer Booking and Print Management offers advanced features like the ability to create a waiting list, limit access to a given computer type, define different print charges for color and black and white printing, and limit how often someone can book a computer.

EVENT SCHEDULER (ENTERPRISE VERSION):
The Insignia Library System has an Event Scheduler that is simple and intuitive. Staff can create events from the backend and patrons/staff can search and register for those events online. Staff can also add an event fee, set the maximum number of participants, allow patrons to go on a waiting list, and post event descriptions, photos, and updates. Events can be one-time or recurring.

SUMMER READING PROGRAM (ENTERPRISE VERSION):
The Summer Reading Program allows staff to manage multiple reading programs by tracking which patrons are participating, how many books they have read, which prizes are given away, and the cost of running these programs. Program participants can track their progress through their library account.

STUDENT MONITORING SYSTEM (ENTERPRISE VERSION):
The Student Monitoring System can be used to track proctoring purposes. Staff can track who is being monitored, by whom, and when (date/time).

SMARTPHONE APP:
Insignia offers a smartphone app for iPhone and Android. This app can be used by staff and patrons. Staff can circulate books or do inventory, and patrons can browse reserve, renew, and checkout books.

OFFLINE:
Insignia offers an offline feature, and it does not require any client installation. When the network is down, staff can use the offline mode to check in/out books. Staff can also create a simple patron record and basic catalog records. Please see Appendix E: Insignia Library System Features for more detail.

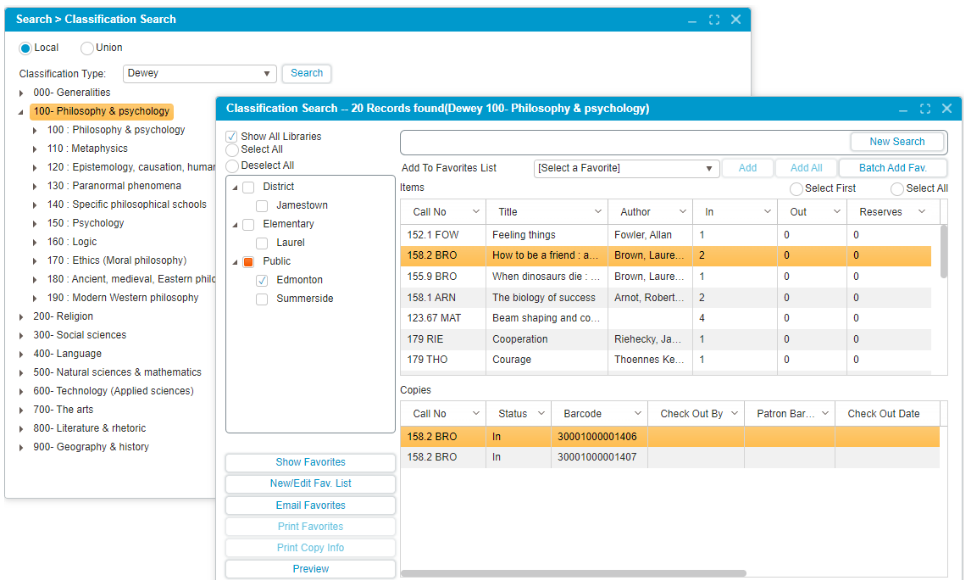
ONLINE PUBLIC ACCESS CATALOG (OPAC):
The OPAC homepage color-scheme, content, links, and banner are easily customizable. A default home page can be set for each branch, or it can be district based. The Discovery Layer Manager allows users to integrate content and tools from other pages, such as the library's social media pages, weather information, and site visit counter. Data in the OPAC is updated in real time. For example, recently added, recommended, and most circulated items will update as items are checked out/cataloged.

Appendix E: Insignia Library System Features

Search

There are two unique search engines in the Insignia Library System that librarians will find very helpful.

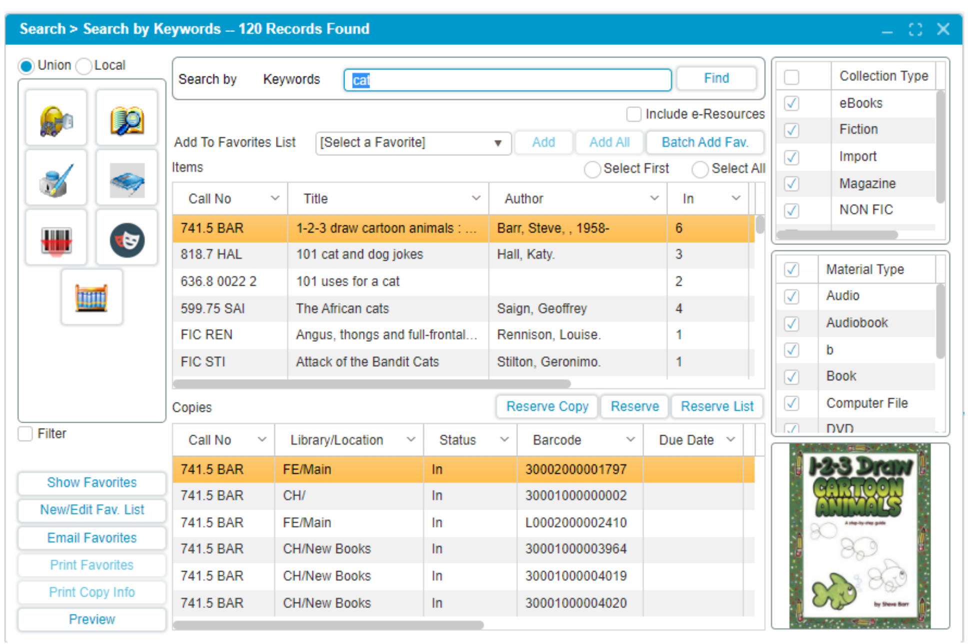
CLASSIFICATION SEARCH:



Classification search

1.The librarian can quicky browse the collection by Dewey Classification.

SIMPLE SEARCH:

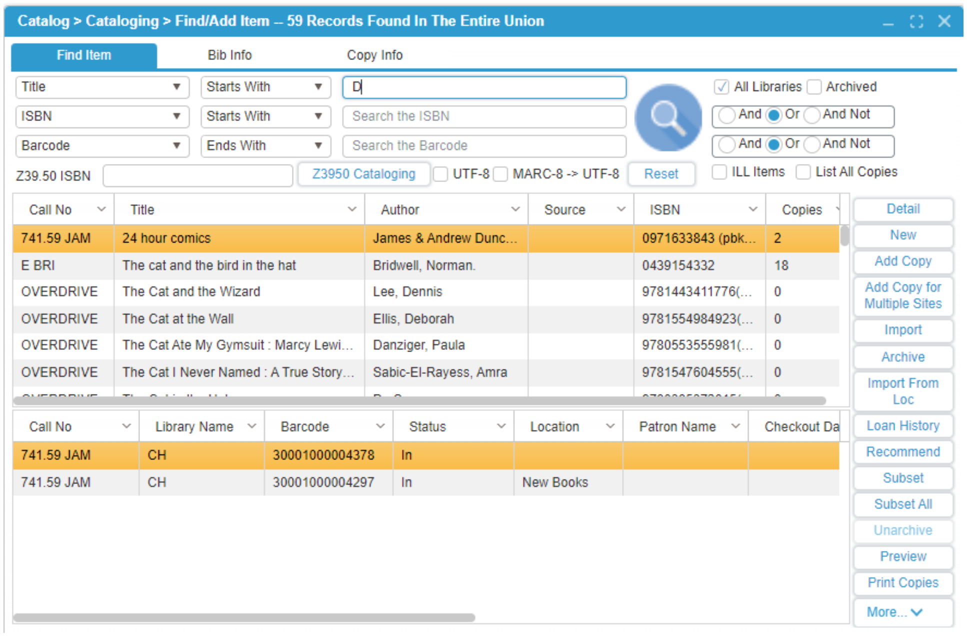


Simple search

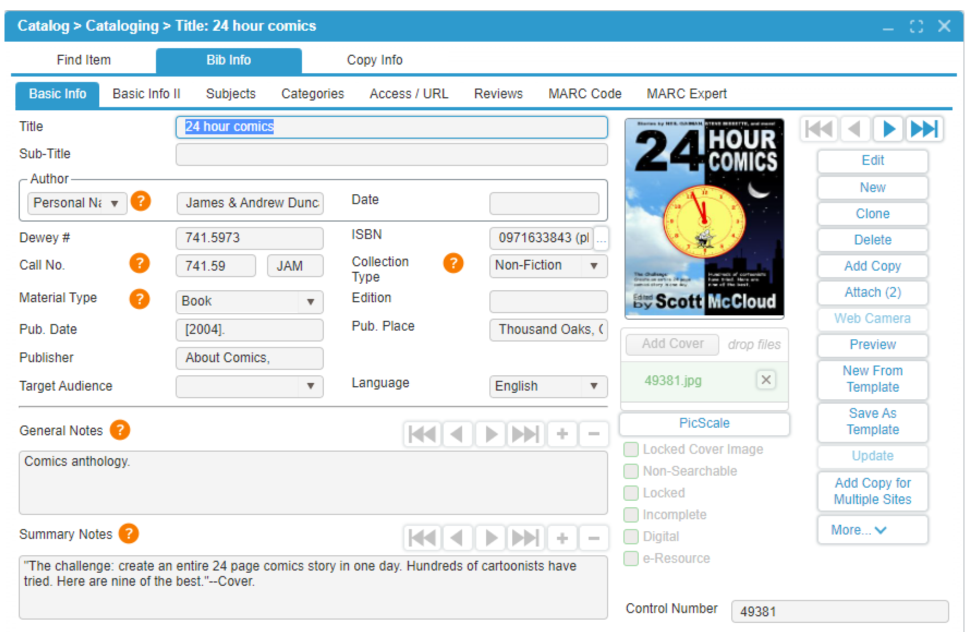
2.The librarian can help patrons find a book, quickly provide the call number and status, and reserve it if necessary.

Cataloging

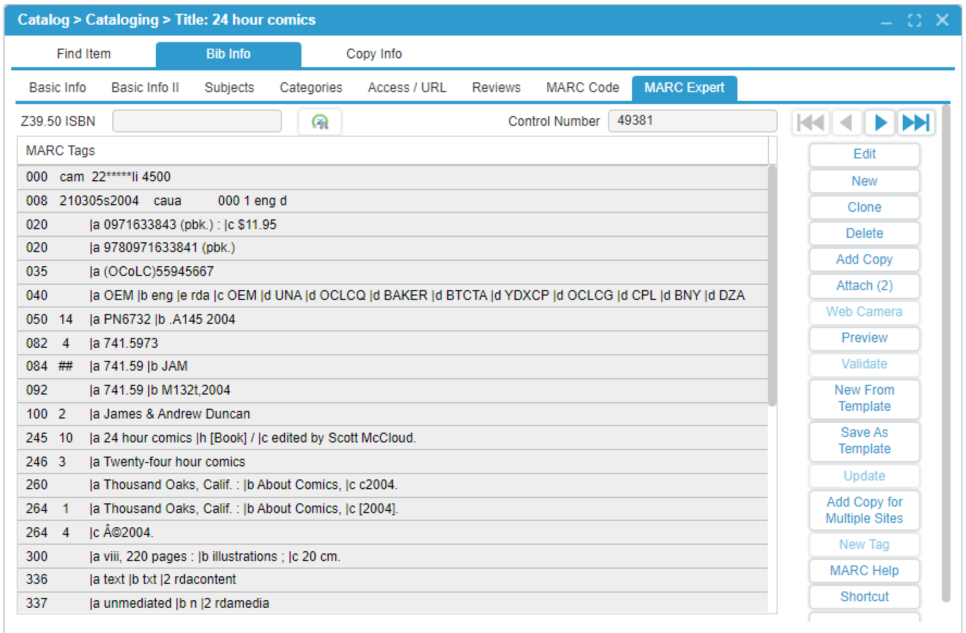
Catalog books by cloning records from other libraries, from Z39.50, import from a file, or do original cataloging.



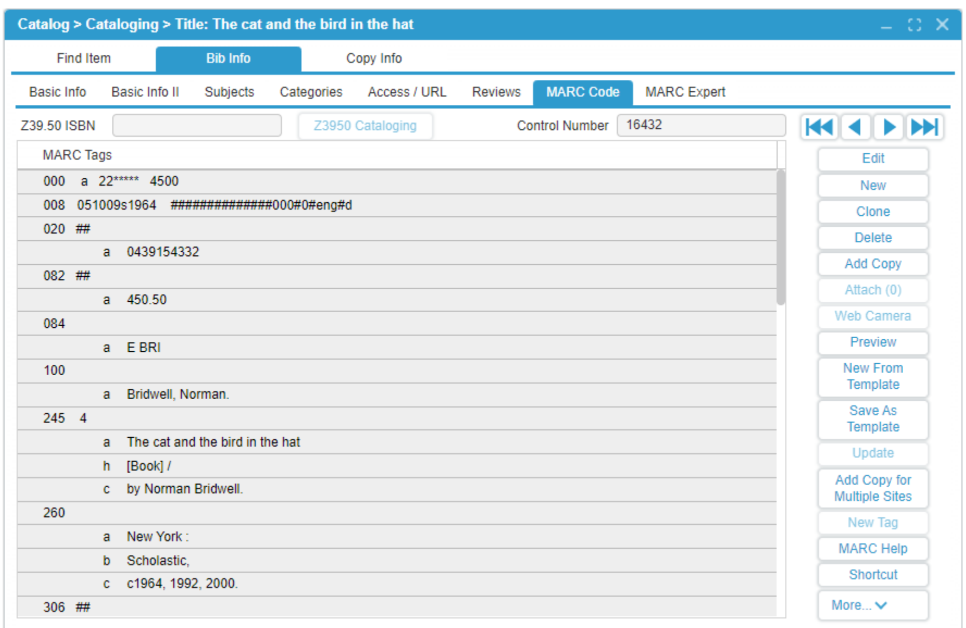
Scan the ISBN in the Z39.50 ISBN box



Easy cataloging interface – No need to know cataloging rules

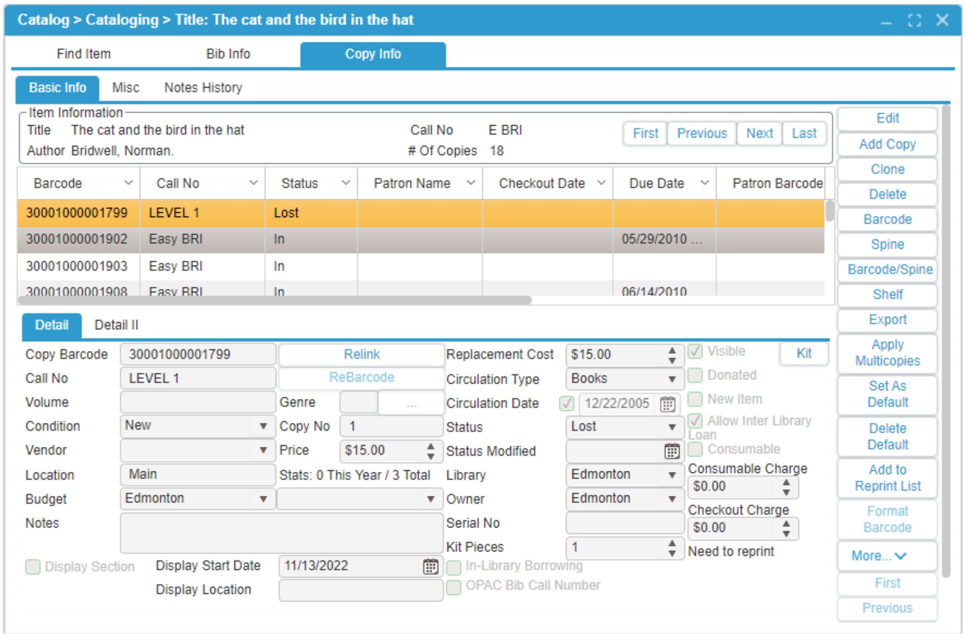


Free text MARC cataloging interface

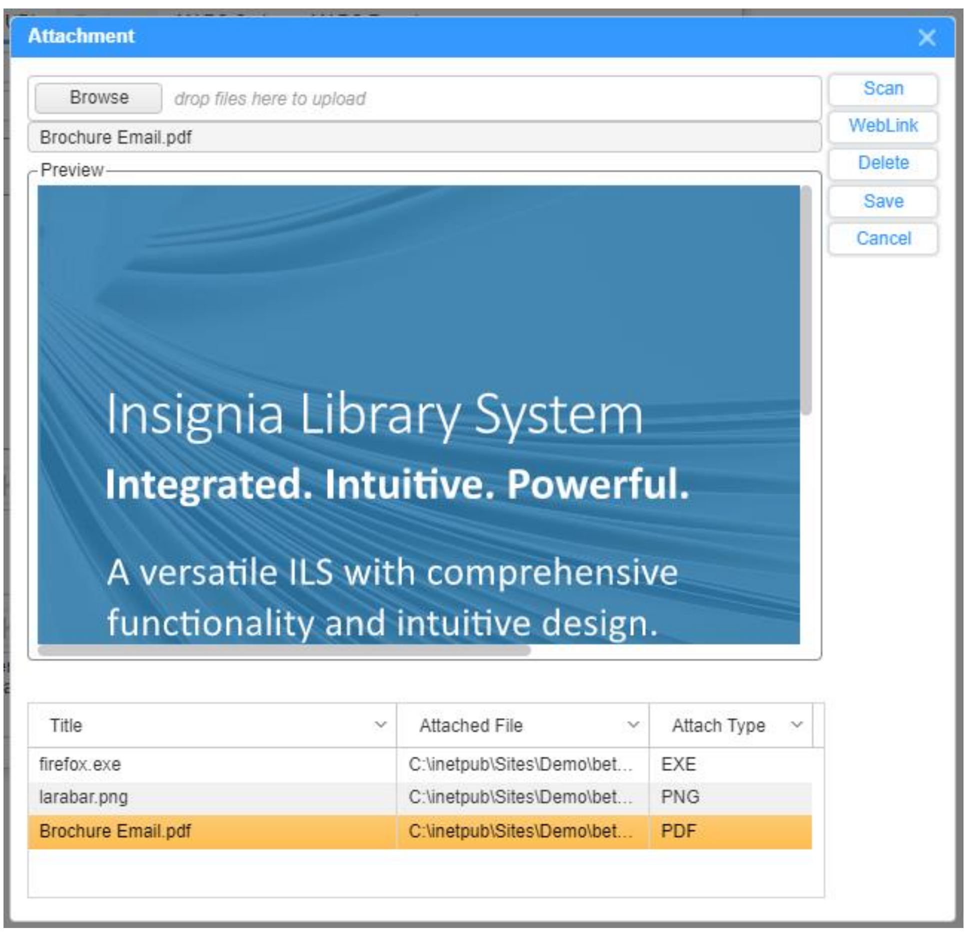


MARC cataloging using system defined MARC Tags

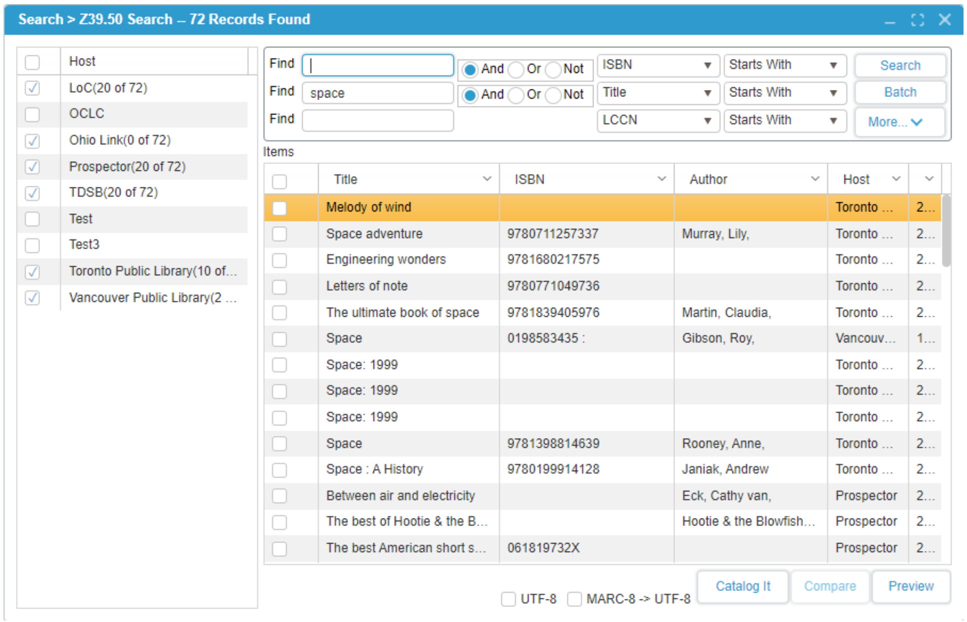
1. Attach the cover image, URL, and/or additional files, catalog e-books, and make selected items unsearchable in the OPAC or only searchable by specific patron types.
2. Insignia supports both centralized and decentralized cataloging.



Holdings/copy detail

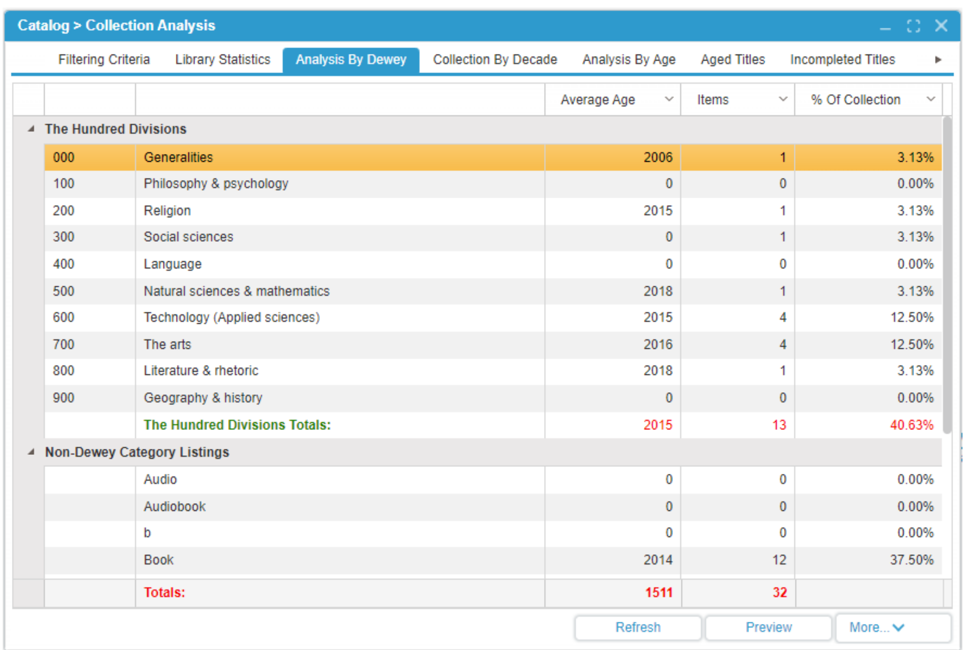


3. Attach any electronic resource to a bibliographic record, such as web link, image, video, or audio file, and have it be accessible in the OPAC.



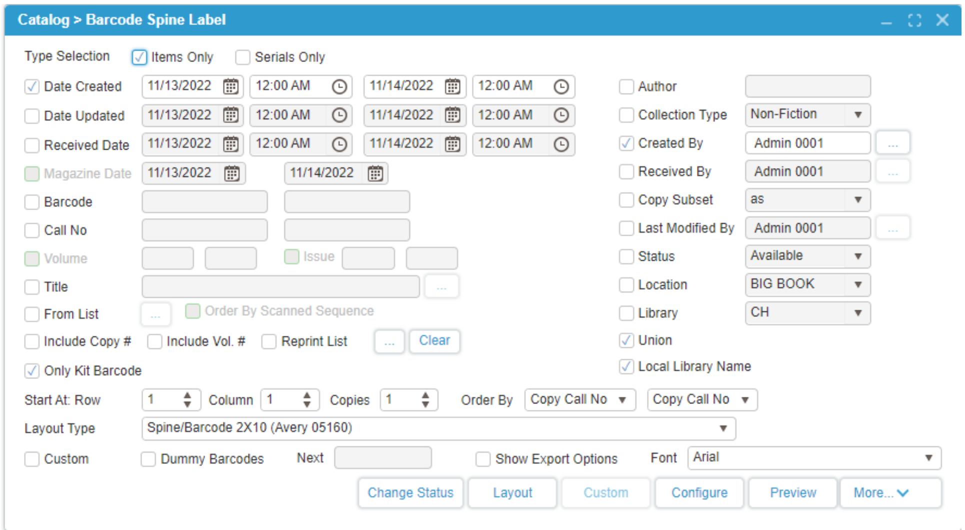
Z39.50 Client and Server

4. Search for books in other libraries and compare the bibliographic record, then merge them and import the bibliographic record.



Collection Analysis

5. Determine which books need to be weeded based on their last check out date and how frequently they are checked out.

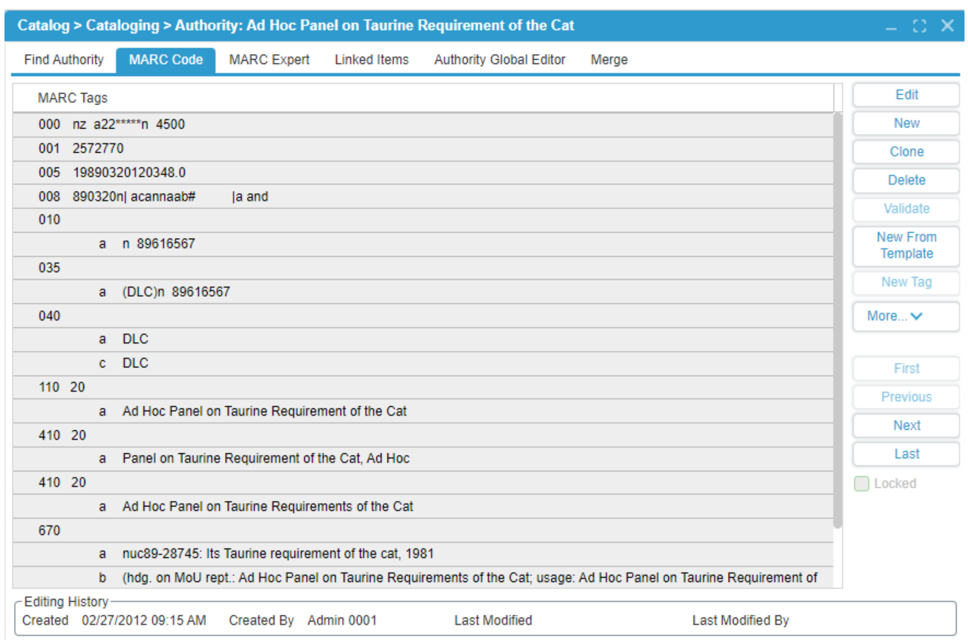


Configure barcode/spine labels

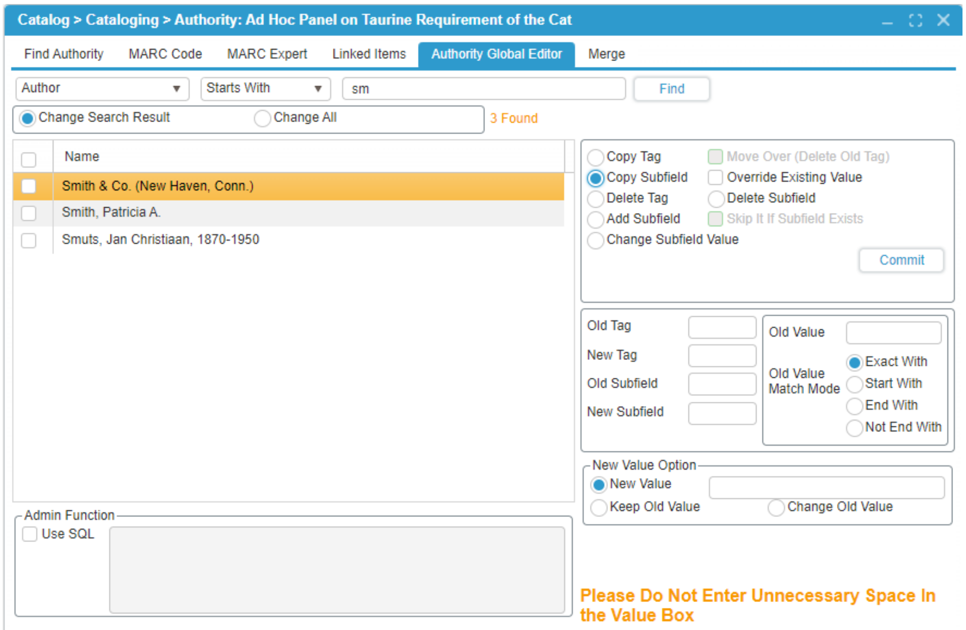
6. Print barcodes and spine labels in multiple layouts.
7. Any new labels requested are added at no additional cost.

AUTHORITY RECORDS:

The Insignia Library System supports authority records. Bibliographic and authority records are linked automatically.



1. Insignia supports authorized and unauthorized authorities.
2. Records can be updated monthly from the Library of Congress.
3. Staff can create new headings.
4. Edit authority records, lock them, and save them as templates.

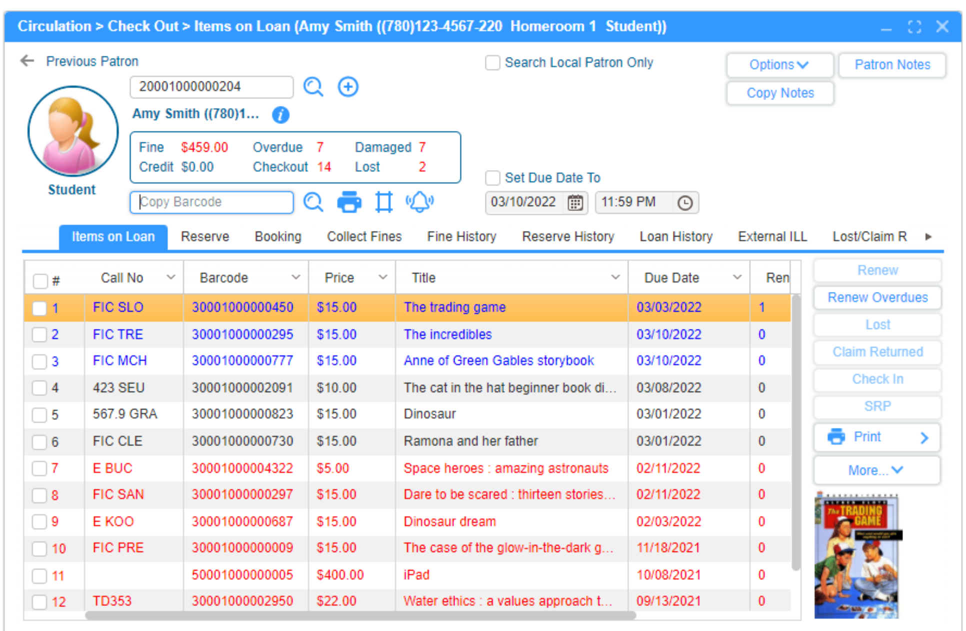


Make global changes

Circulation

The Insignia Library System offers multiple options when checking out books as shown below.

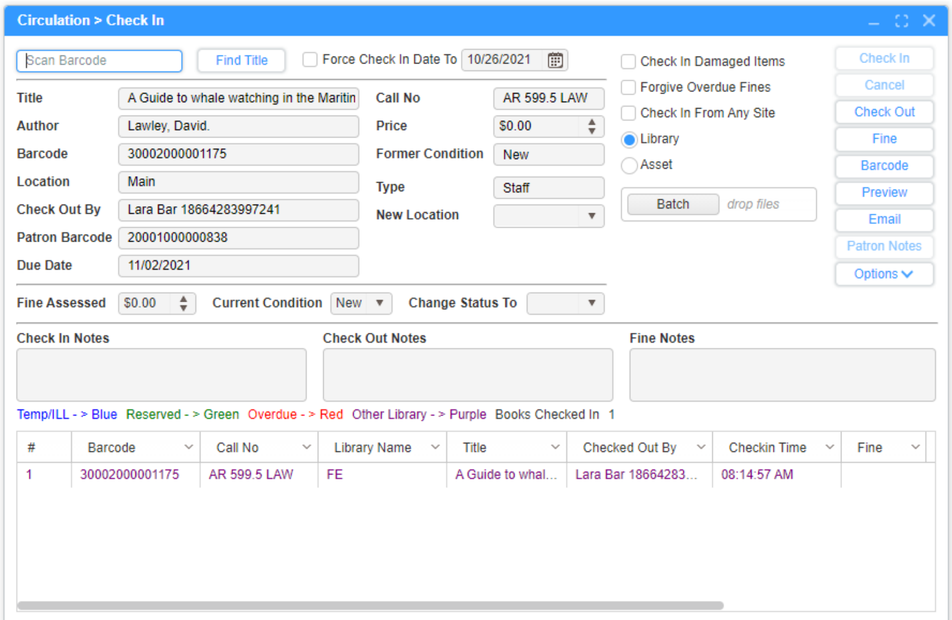
CHECKOUT:



Check Out

1. Check out library books or assets from a single interface.
2. Mark a book Last or Claims Returned and collect fines in just two clicks.
3. Hide any feature that is not needed.

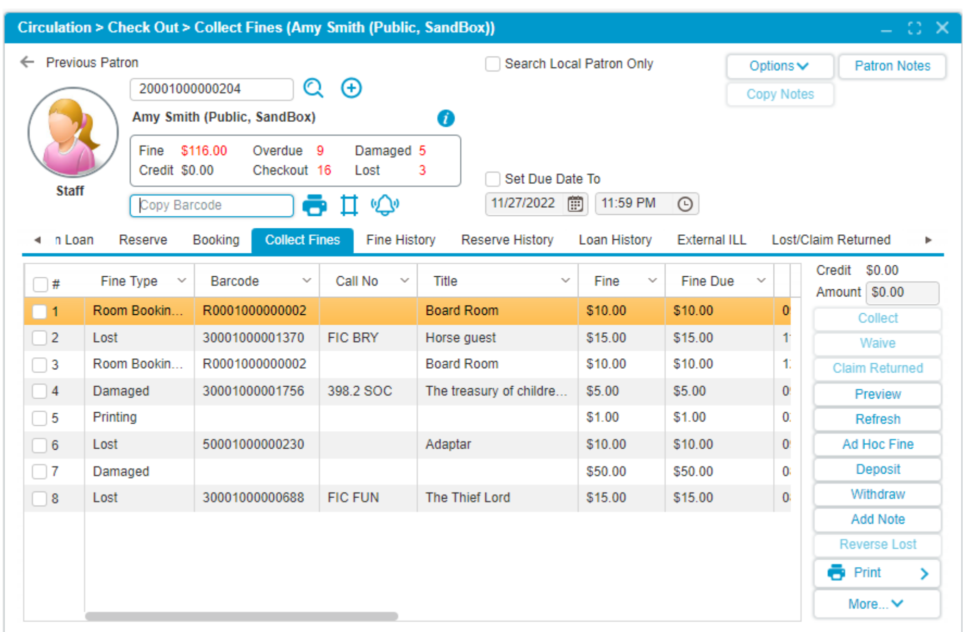
CHECK-IN:



Check In

6. Check in damaged books, jump to patron profiles to collect fines and check out books, forgive fines, and select a past date to avoid overdue fines due to library closures.
7. Check in library books or assets from one interface.

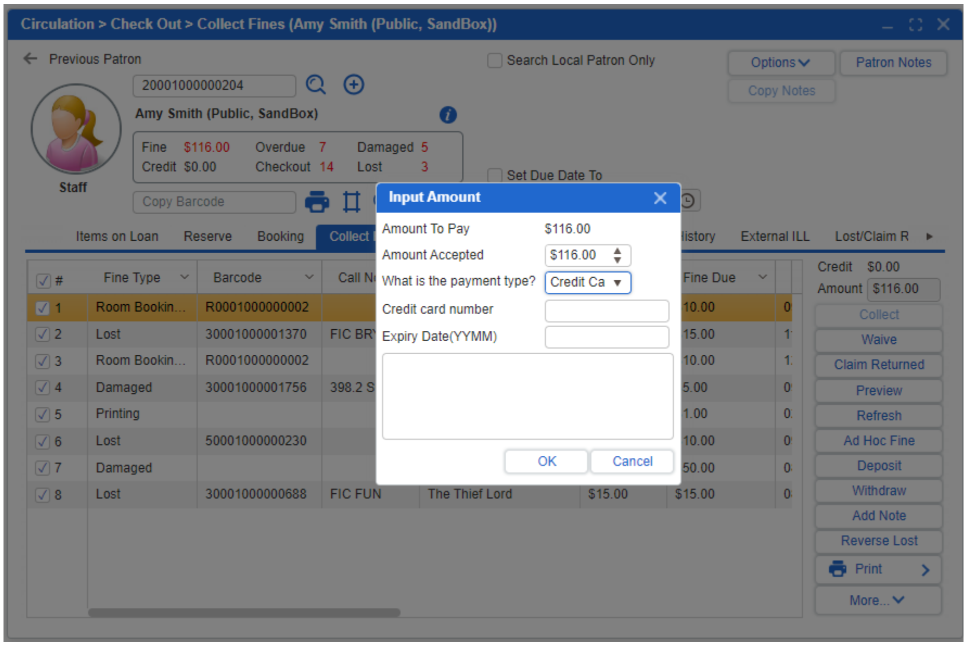
COLLECT FINES:



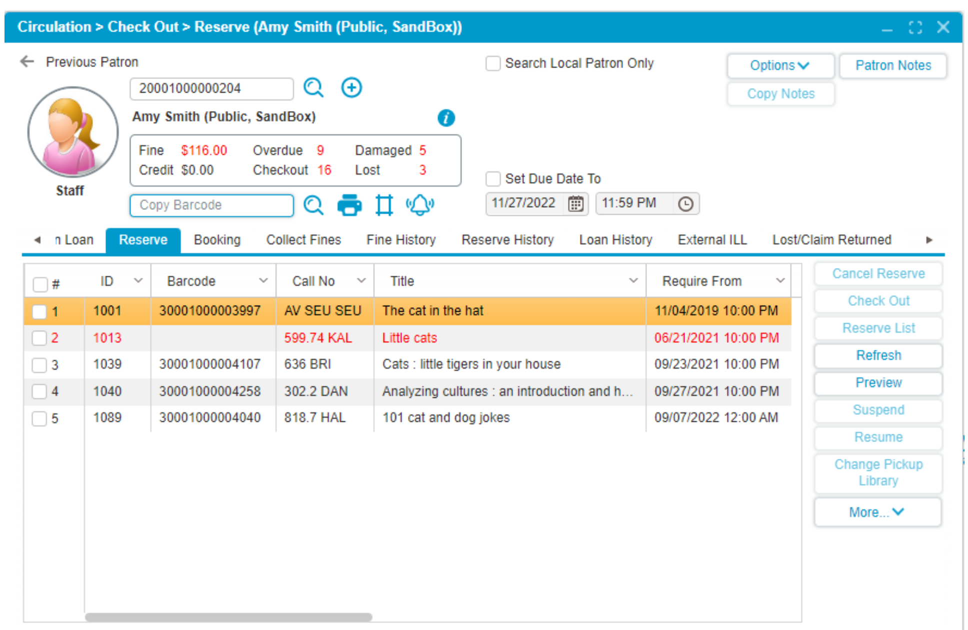
Fines

Insignia offers the ability to manage patron fines from the checkout screen.
8. Fines can be partially collected/waived.

9. Fines can be collected and paid online from the ILS or the OPAC.
10. Ad-hoc fines can be assigned.
11. Staff can see fine history.
12. Patrons can see their fine history from the OPAC.



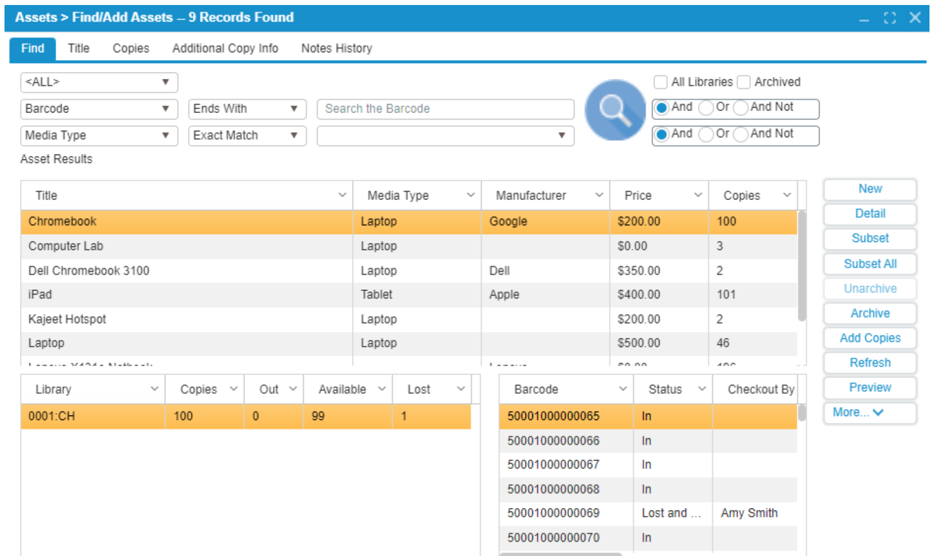
RESERVE:

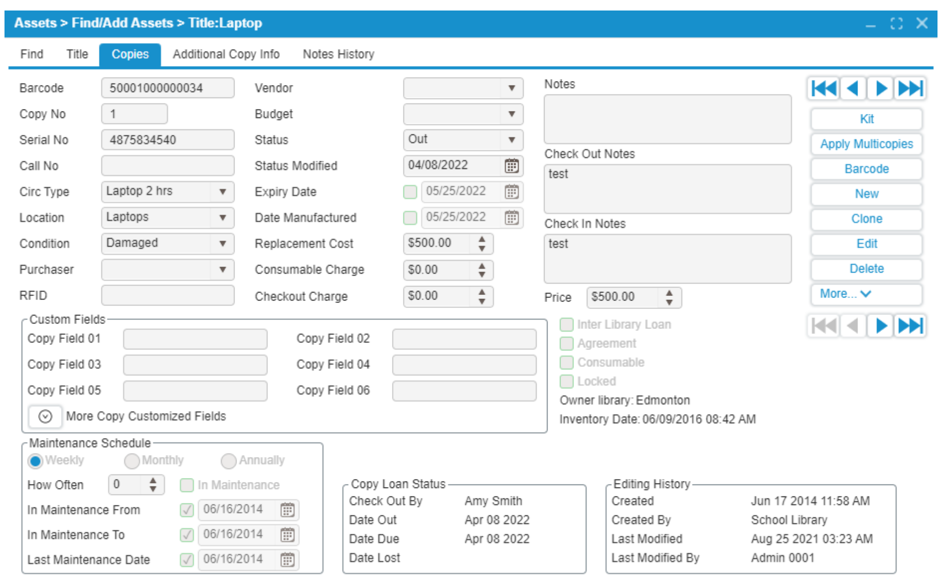


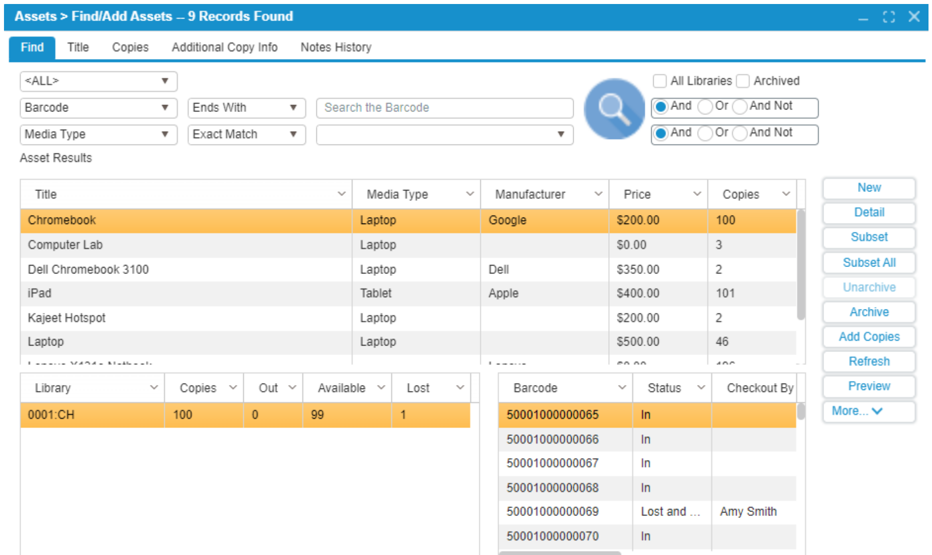
Reserve

Asset Manager

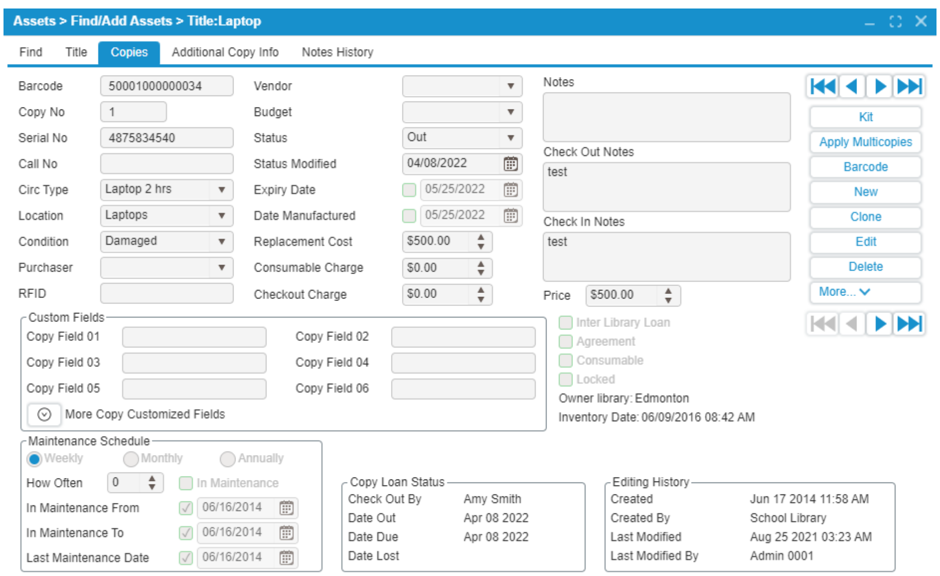
Asset Manager can be used to track laptop, Chromebook or anything that cannot easily be cataloged. Insignia supports both centralized- and decentralized-based cataloging of assets. In centralized mode, libraries can request laptops from a main branch, which will transfer laptops to libraries through Request/Transfer.





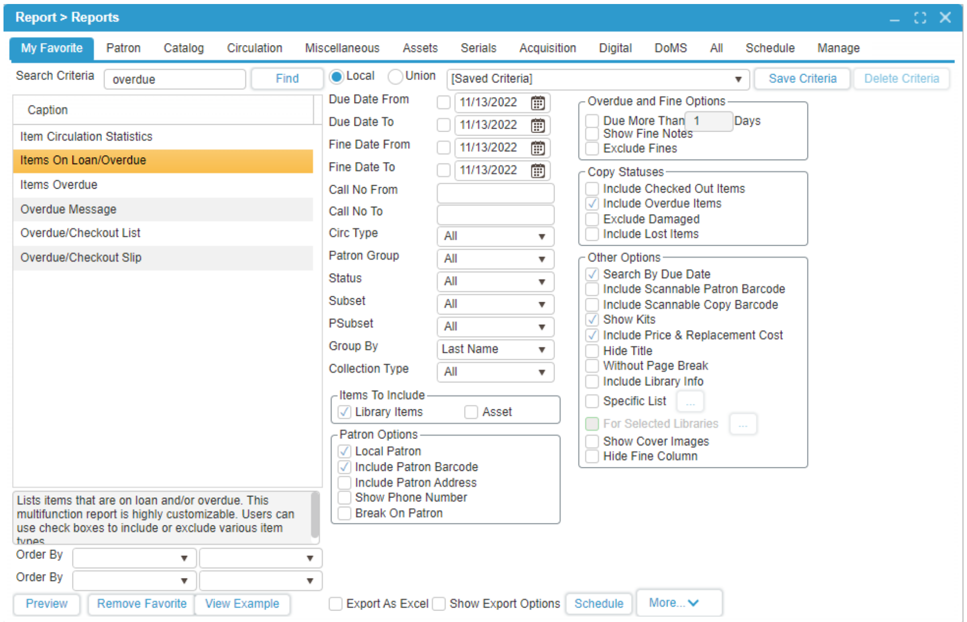


See the inventory of all assets in the district



Reports

The Insignia Library System comes with over 300 predefined reports. See the list in the Appendix. Additional reports can be added at no additional cost.

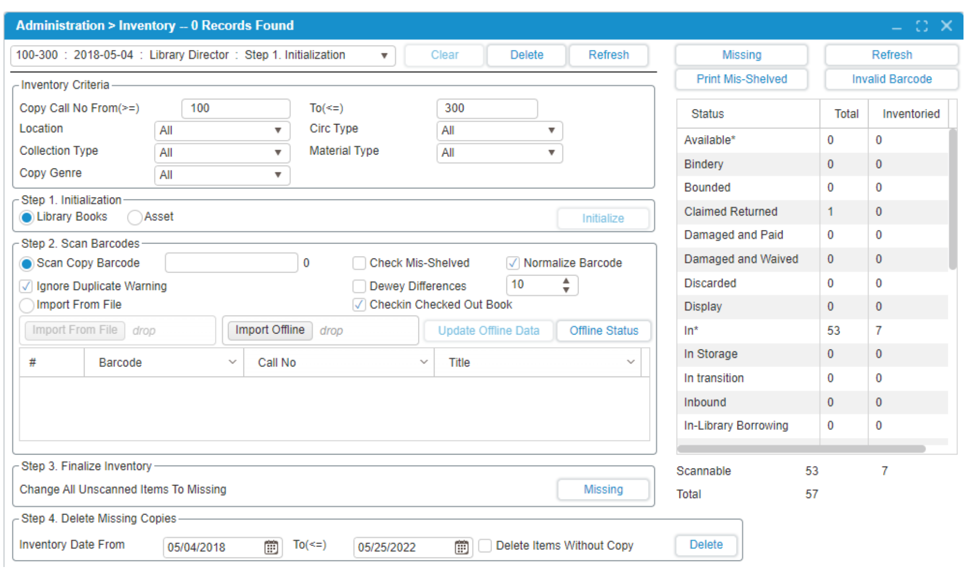


Reports

1. Create a list of favorite reports.
2. Use keywords to search the list of available reports.
3. Save frequently used settings and report criteria.
4. View a description of the selected report.
5. Schedule reports.
6. Rerun reports with saved parameters in one click.

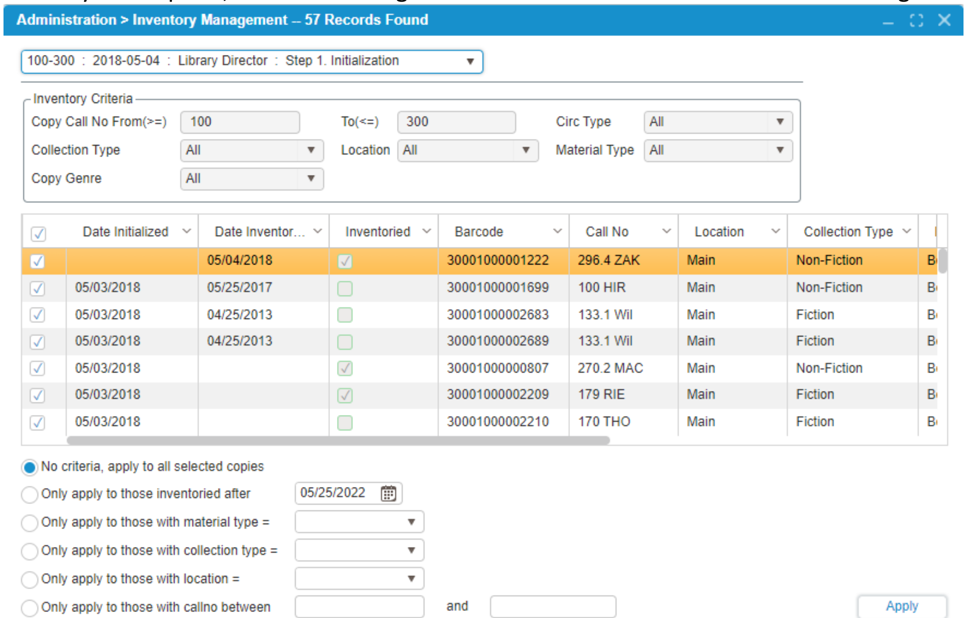
Inventory

Inventory is a simple process using Insignia.



1. Inventory an entire library collection or a section of it.
2. Inventory while the system is live.

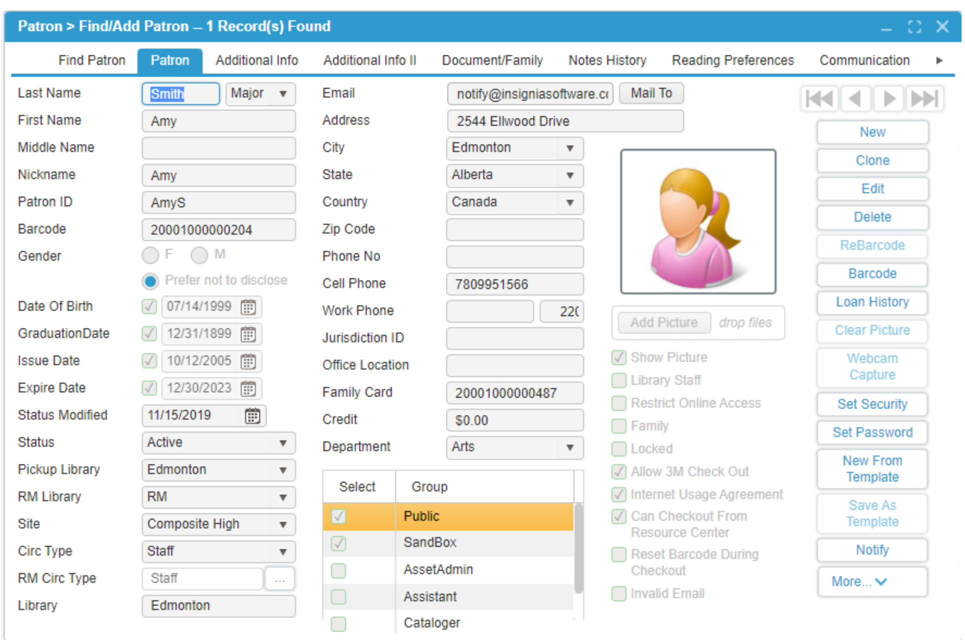
3. Inventory over multiple days by multiple staff simultaneously.
4. Prompt when a scanned book is misplaced on the shelf.
5. After the inventory is complete, users can change the status of all un-scanned items to Missing.

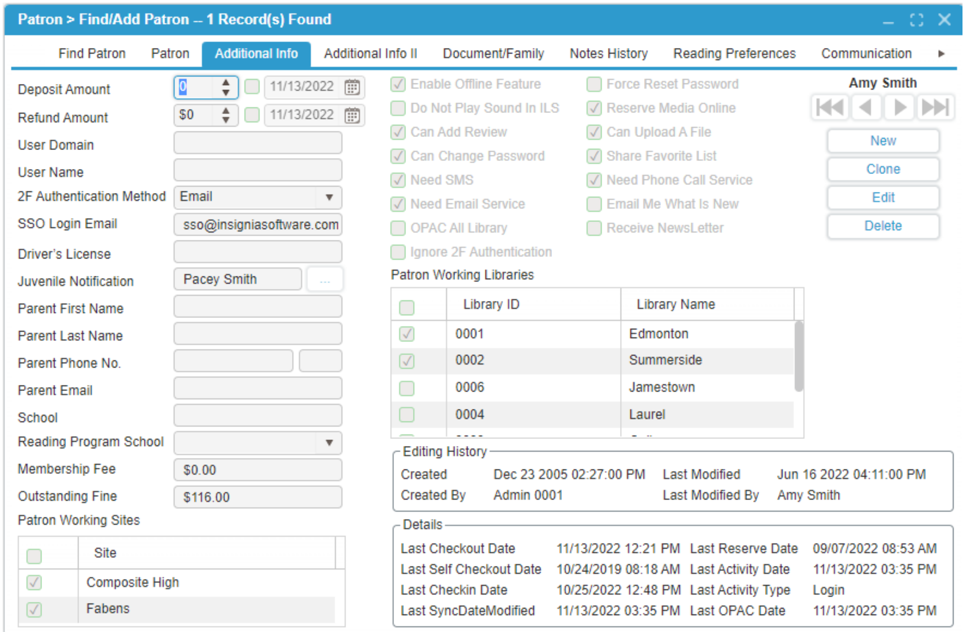


6. Inventory Management allows users to view current and past inventories. The grid displays whether copies have been inventoried and users can mark copies as inventoried based on selected criteria.

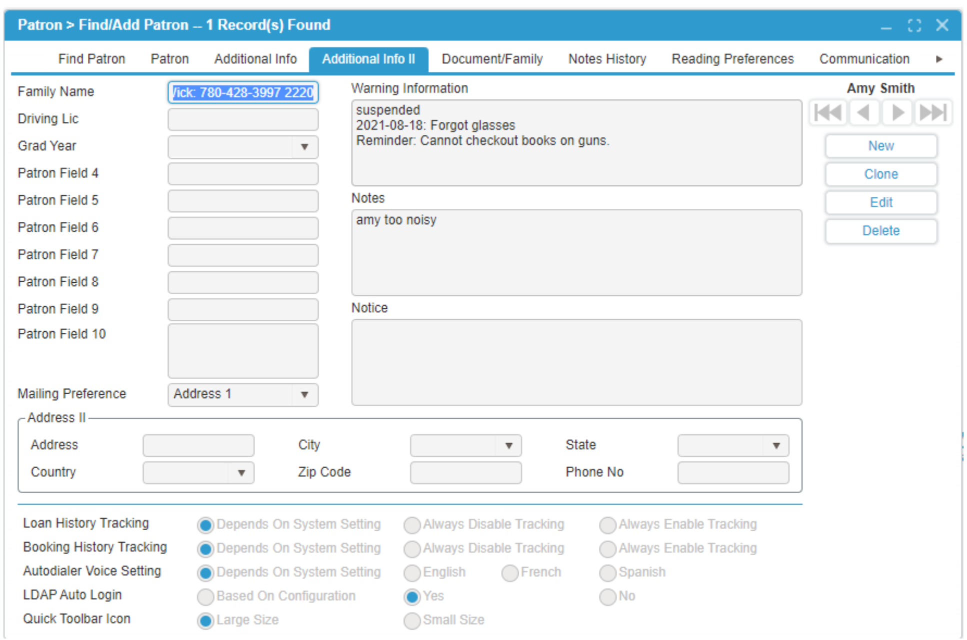
Patron Management

1. Staff can enter patron information manually or it can be uploaded every night.





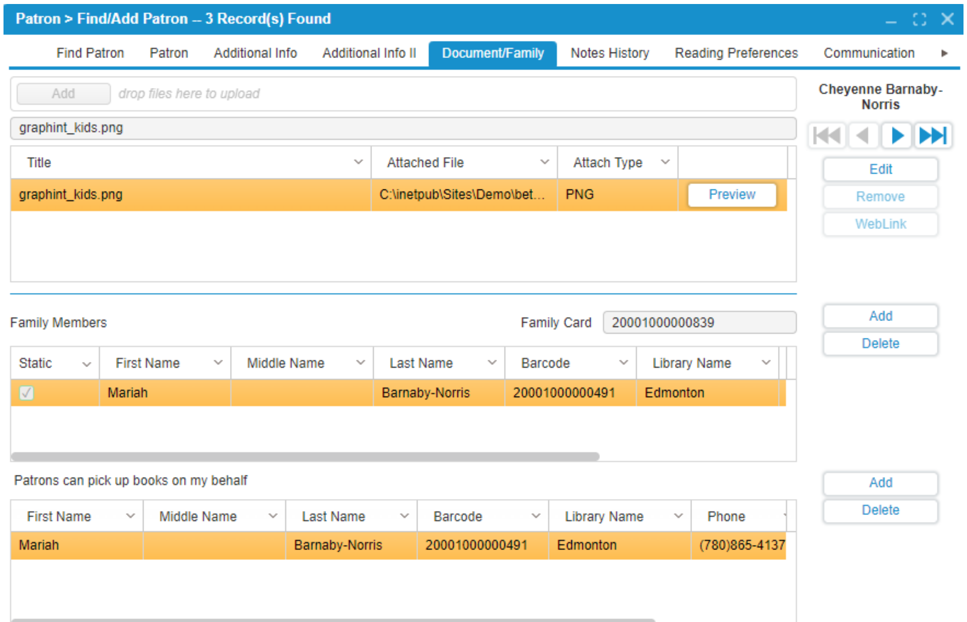
Patron preferences



Patron preferences

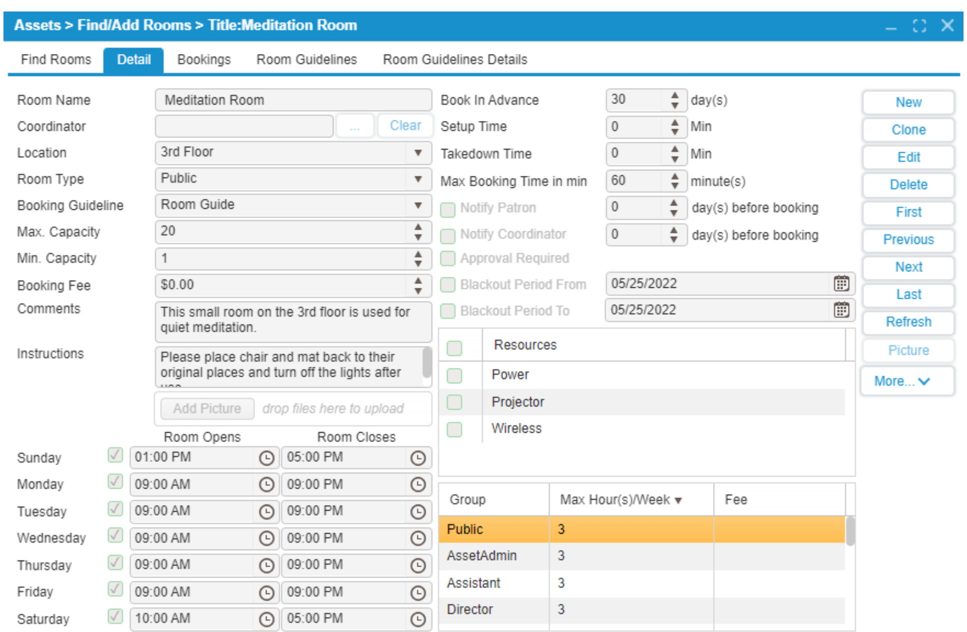
2. Authenticate using SSO with Microsoft or Google or Classlink.
3. Library staff can work at more than one site using a single login ID.
4. Patrons can also update their profile from the OPAC.

FAMILY LINK:
Staff can link patrons to a family card.



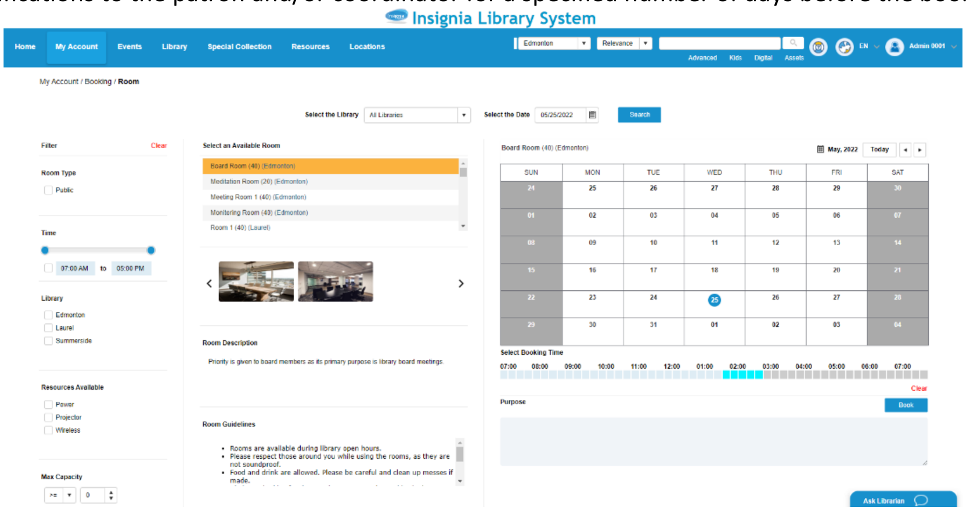
5. Patrons can assign someone to pick up books on their behalf.
6. Patrons can check out books for other family members.
7. Parents can pay fines for other family members.
8. Links can be broken if a patron reaches the age of majority.
9. Parents can see, on a single screen, items checked out within the family.

Room Booking



1. Set room hours and availability.
2. List the resources available in the room.
3. Different patron groups can book the selected room for a different amount of time.
4. Set a Booking Guideline which patrons need to acknowledge when they submit a room booking request.

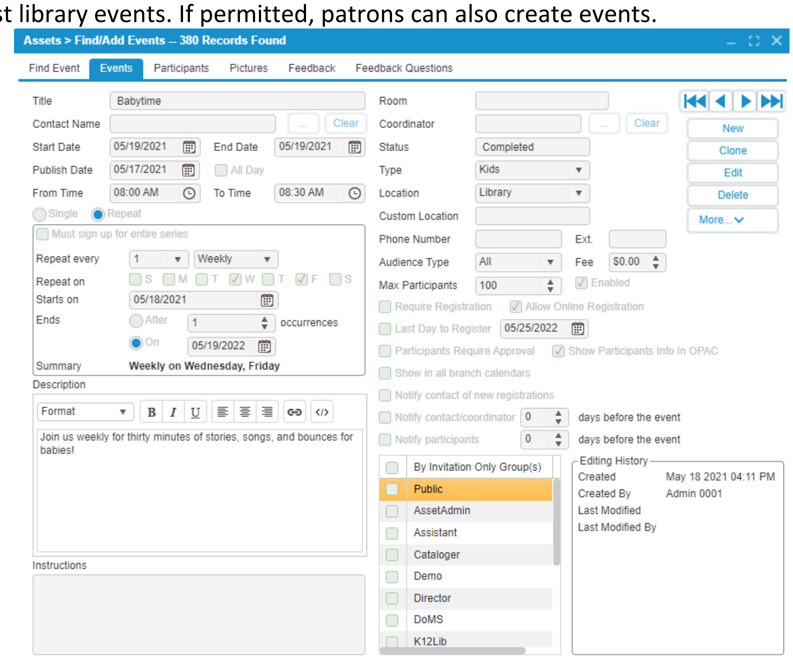
5. Set the room capacity and booking fees.
6. Set a blackout period when the room cannot be booked.
7. Set up notifications to the patron and/or coordinator for a specified number of days before the bookings.



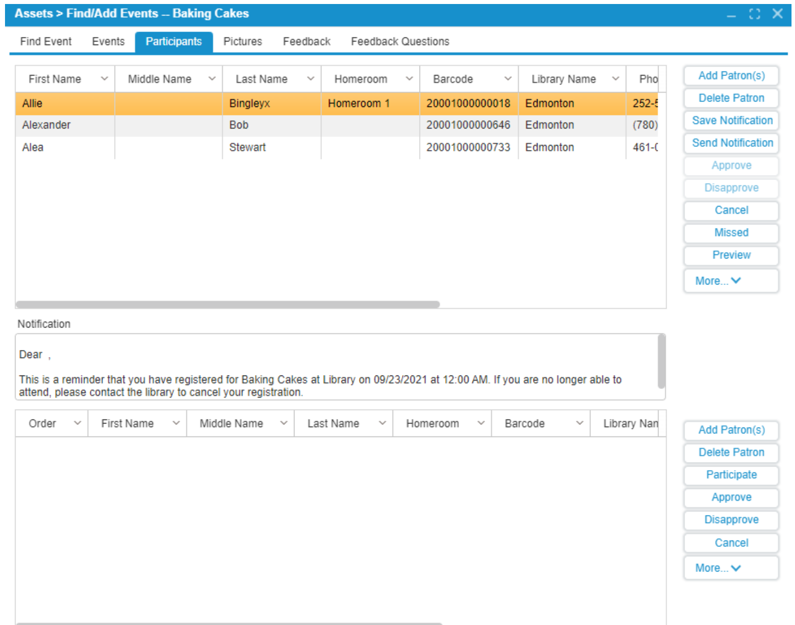
8. Patrons can book a room by selecting a date and choosing any additional criteria.
9. Based on the date selected, only the rooms available will appear.
10. Based on the room selected, the times available will appear.

WORKSHOP/EVENTS SCHEDULER

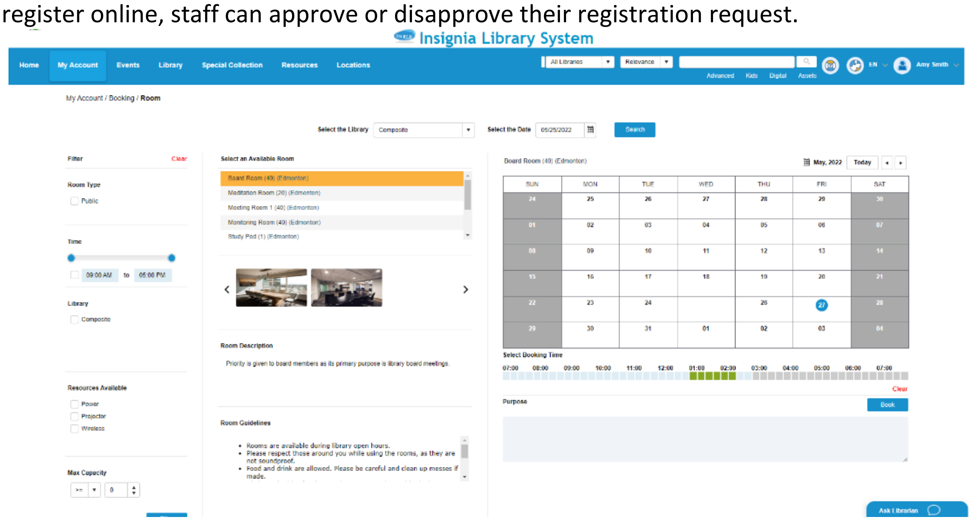
The librarian can post library events. If permitted, patrons can also create events.



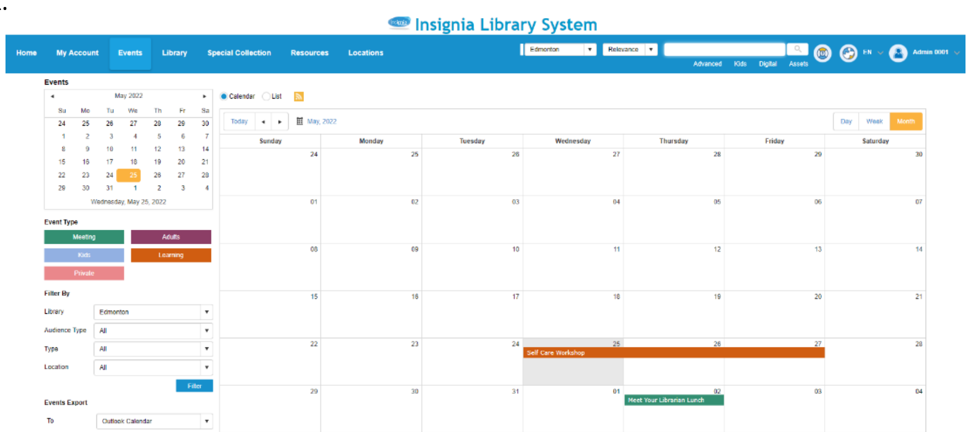
1. Set the event as a single or repeating event.
2. Events can be made public (for all patrons to view) or private (by invitation only) based on patron groups.
3. Book a room for the event.
4. Staff can add a description and attach pictures which will appear on the Discovery Layer.
5. The event can be set to require registration and/or allow patrons to register online.



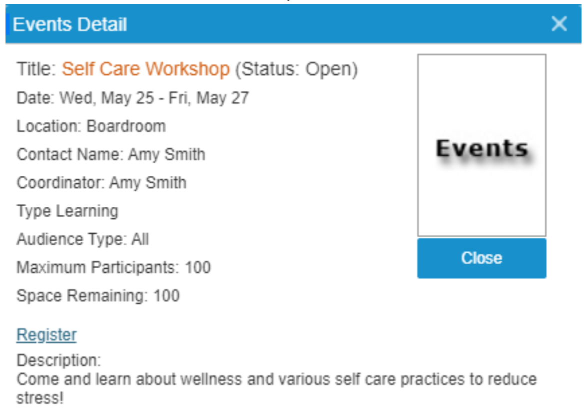
6. Patrons can be added to the attendee list or a waiting list.
7. If patrons register online, staff can approve or disapprove their registration request.



8. Patrons click on an available date and select a time range in the slider to book the room.
9. Room guidelines and descriptions are shown at the bottom. Patrons are required to enter a purpose before clicking Book.

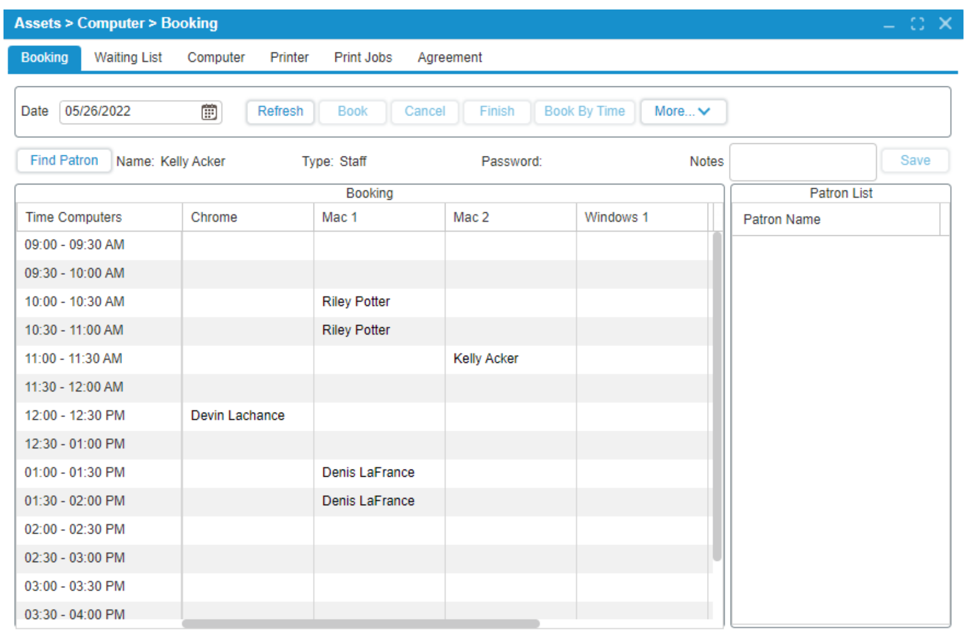


10. Patrons can view events at the library in calendar or list view.
11. The calendar can be exported to an external calendar, such as Outlook.

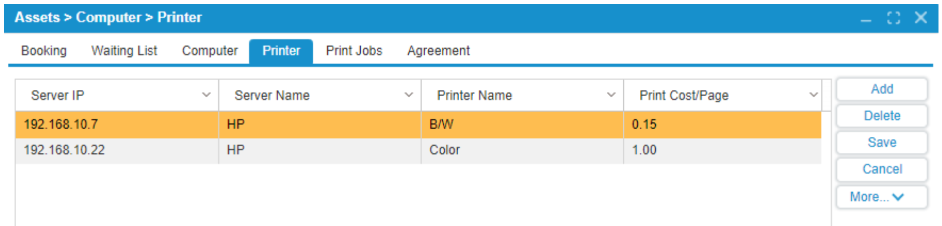


12. Patrons can view the details of an event and register for it online.
13. The event details show the maximum number of participants and how many spaces are available for new registrants.

COMPUTER BOOKING/PRINT MANAGEMENT:



1. Patrons can book a computer online.
2. Add patrons to a waiting list.
3. Easily install computer management software to make any computer a workstation.
4. Add printers and charge per page to the patron’s account.
5. View all print jobs that are currently in the queue or are currently being printed.
6. Print jobs can be canceled or resumed.
7. Add an Electronic/Computer Booking Agreement and Policy that patrons need to agree to before proceeding to use a bookable workstation.

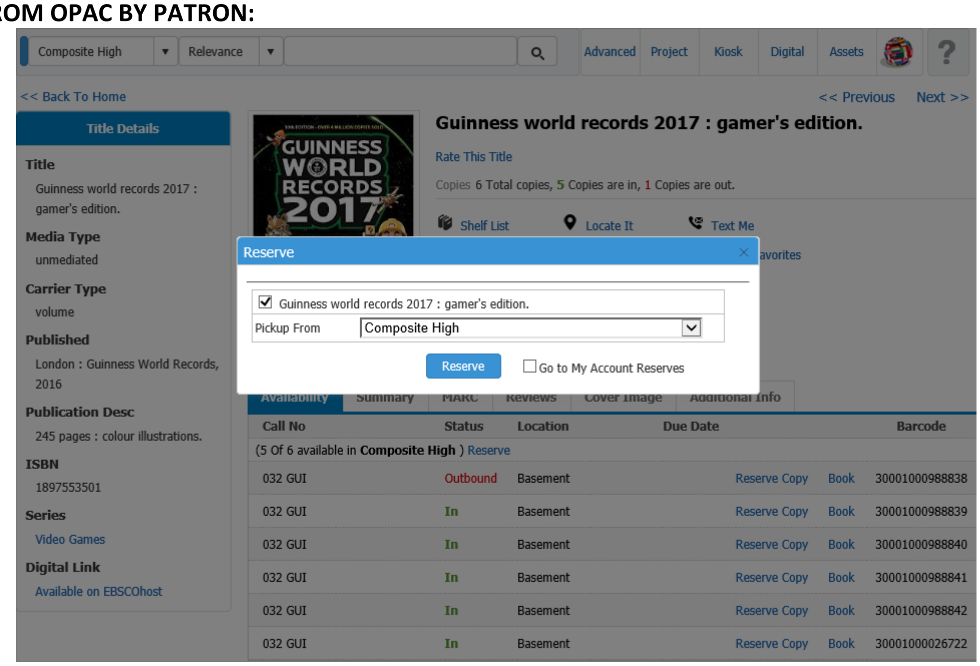


Interlibrary Loans

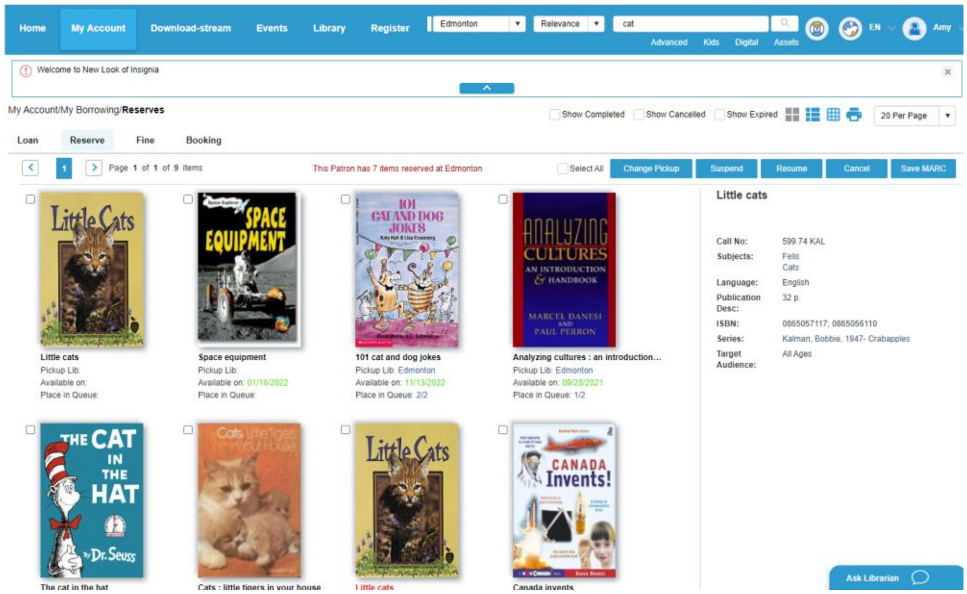
The Insignia Library System offers a comprehensive ILL module that tracks ILL requests. ILL requests can be made from the OPAC by patrons or only by library staff from the administrator interface.

1. When a request is made, an alert is sent to the owning library.
2. When a book is sent to the requesting library, the book status changes to OutBound.
3. When the requesting library receives it, the book status changes to Available and an email alert is sent to the patron.
4. The patron checks out the book and the book status changes to Out.
5. The patron returns the item, the book status changes to InBound, and library staff are alerted that the loaned item is to be shipped back.
6. The owning library scans the book and the status changes to In.

RESERVE FROM OPAC BY PATRON:

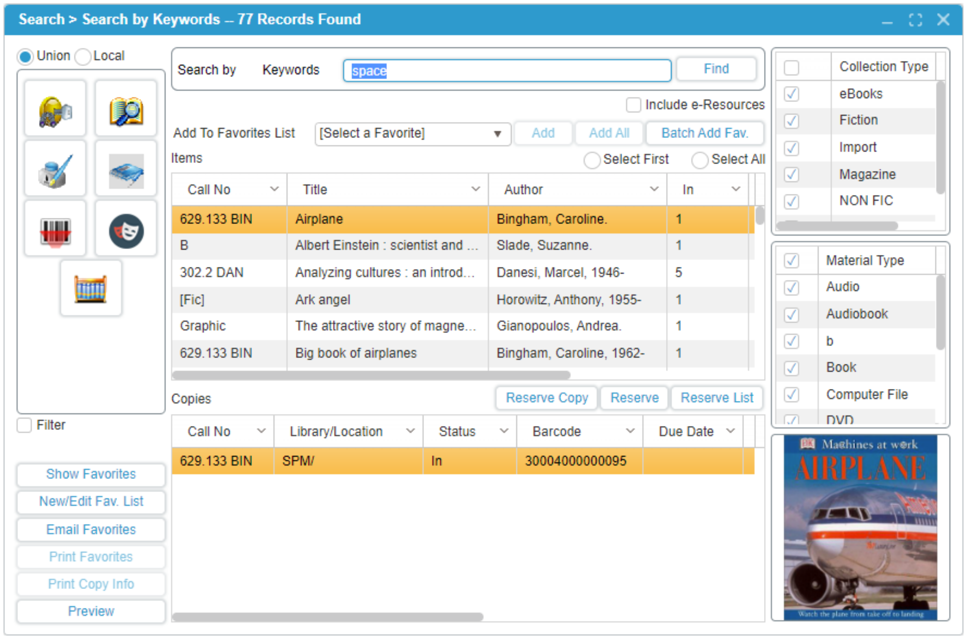


7. From the OPAC, patrons can place reserves on items and select their preferred pickup library.
8. Patrons can view the status of their reserves, change the pickup library, suspend, resume, and view historical reserves.

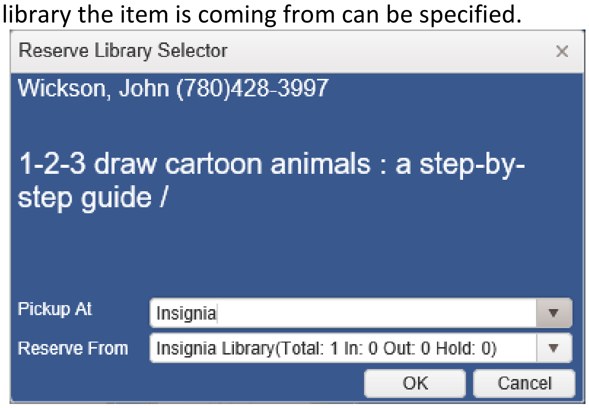


9. After the reserve request has been processed by the library and the item is available for pickup, patrons will receive an email notification.

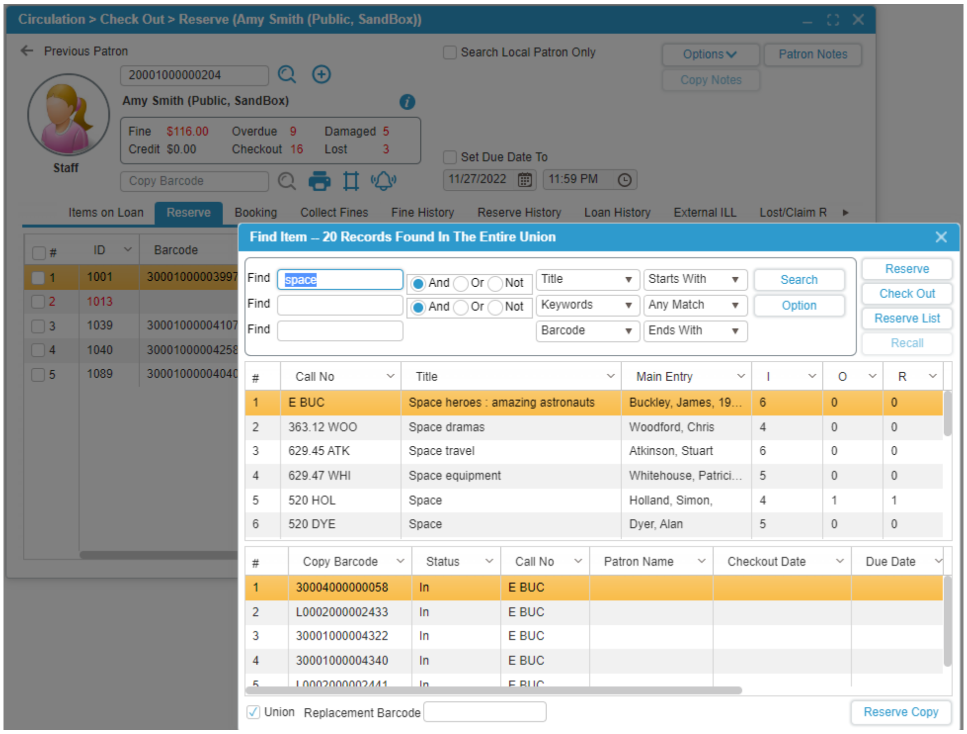
RESERVE BY LIBRARIAN FOR PATRON FROM SIMPLE SEARCH:



10. From the ILS, staff can search for items through Simple or Advanced Search and place reserves on items for patrons.
11. The pickup library and the library the item is coming from can be specified.



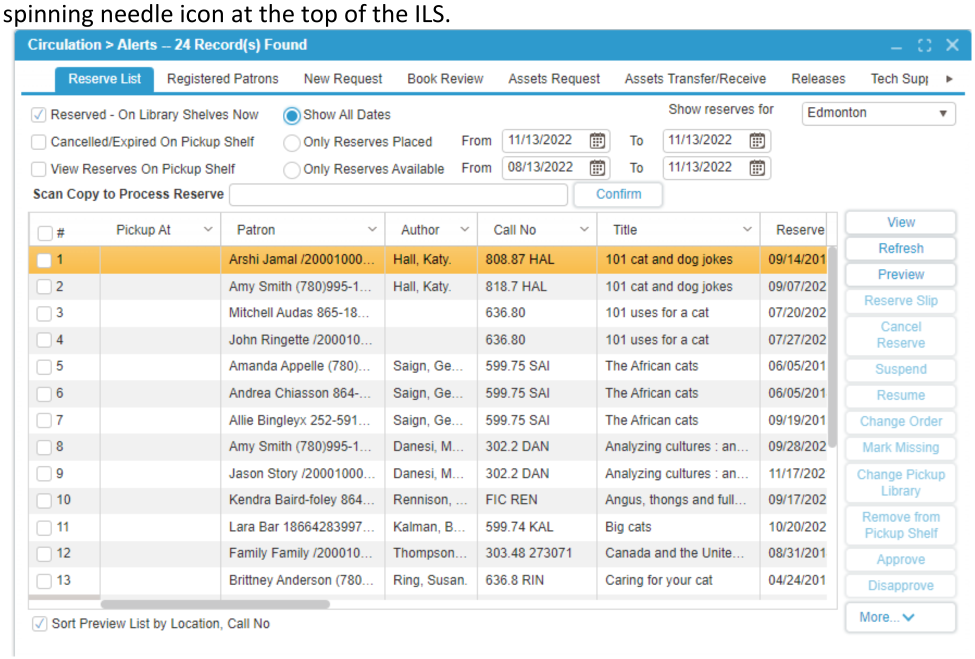
RESERVE BY LIBRARIAN FOR PATRON FROM CHECKOUT:



12. Reserves can also be placed through a patron's account in the Check Out window.

PROCESS A RESERVE REQUEST

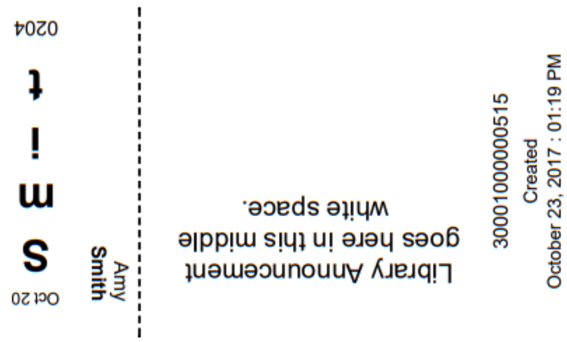
13. If a reserve has been placed on an item currently available on the library shelves, the system will alert staff through the spinning needle icon at the top of the ILS.



14. The Reserve List feature allows staff to view the status of new reserves, canceled/expired reserves on the pickup shelf, and current reserves on the pickup shelf.

15. If the item is going to another library and it is scanned through the Reserve List window or checked in, it will prompt staff to print a transfer slip. If the item is reserved for a patron at the current library, the system will prompt staff to print a reserve slip.
16. After the item has been transferred to another library, the other library checks it in to print the reserve slip.

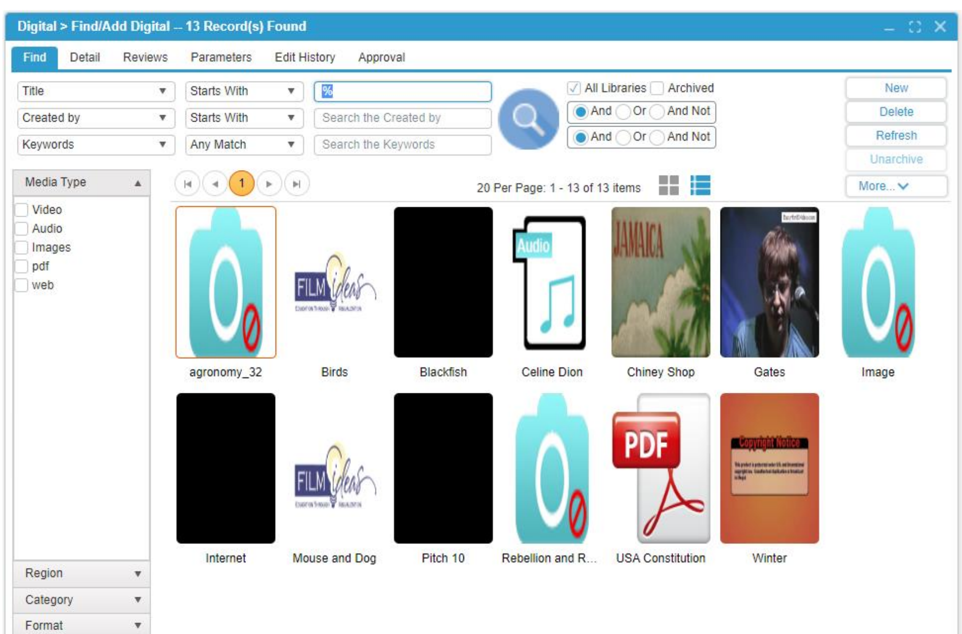
RESERVE SLIP

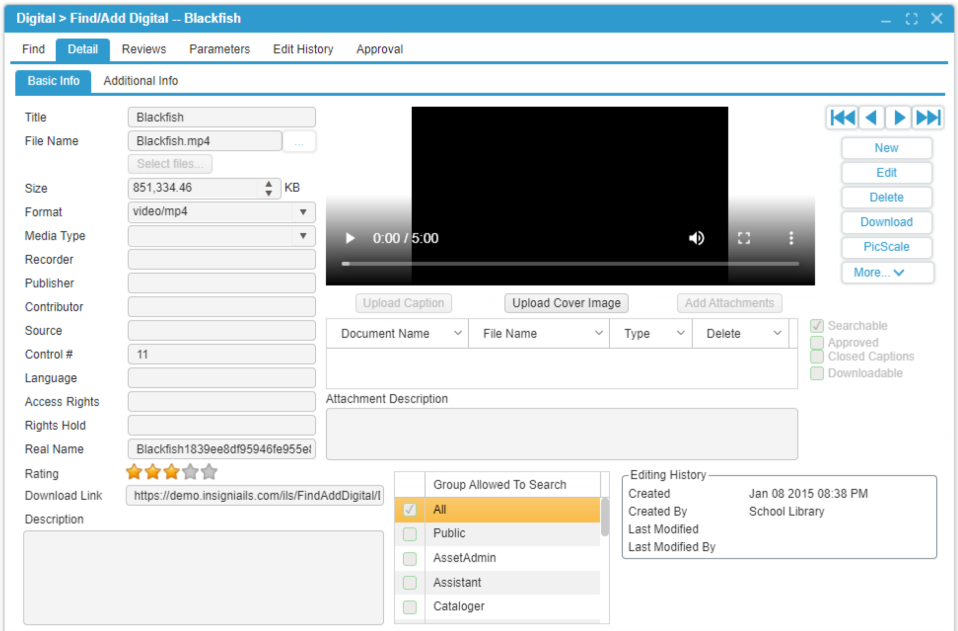


1. The public reserve slip shows when the reserve expires, the patron's name, the last 4 digits of their library card, the copy barcode, and when the reserve slip was printed. Optionally, the patron's phone number can be listed.
2. A customized library announcement can be added to the reserve slip in the center area.

Digital Asset Manager

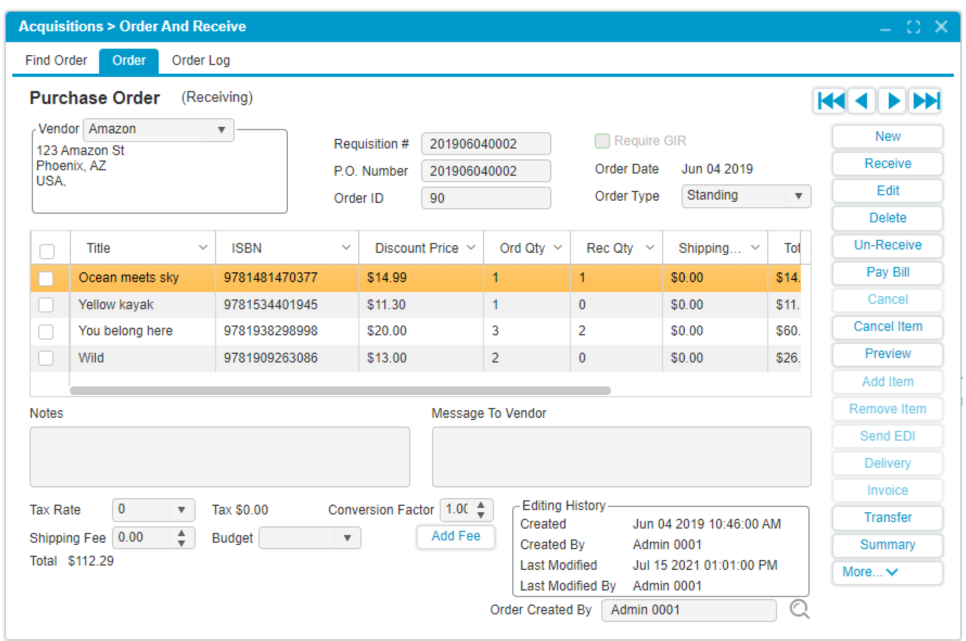
Insignia's Digital Asset Manager allows the library to manage its digital assets in-house. Key features include:
1. Management of the library's digital resources based on Dublin Core protocol.
2. The ability to assign who can view which assets.
3. Patrons may upload digital content. Content must be approved before it is made available to other patrons.

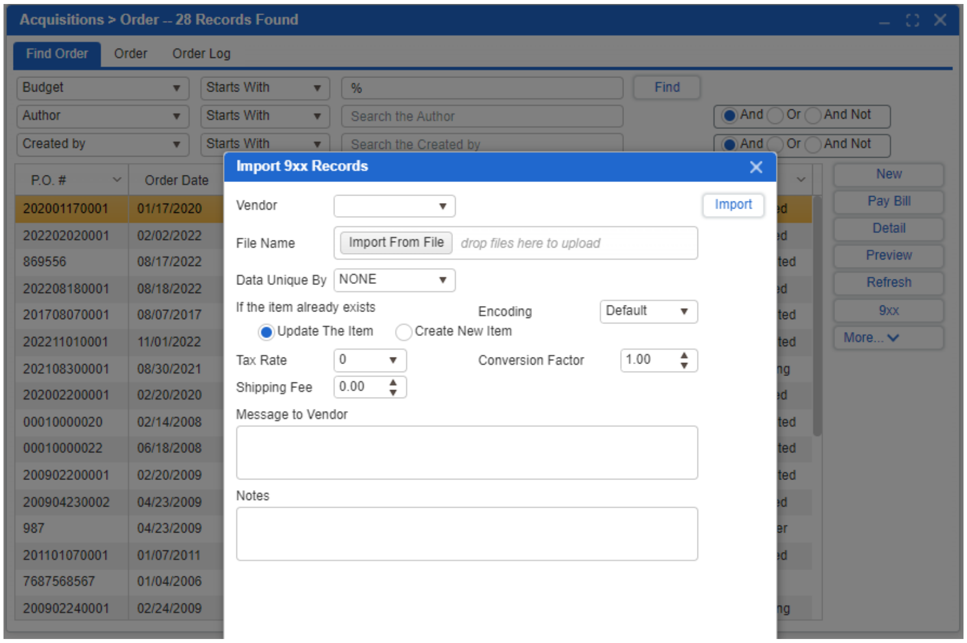




Acquisition Manager

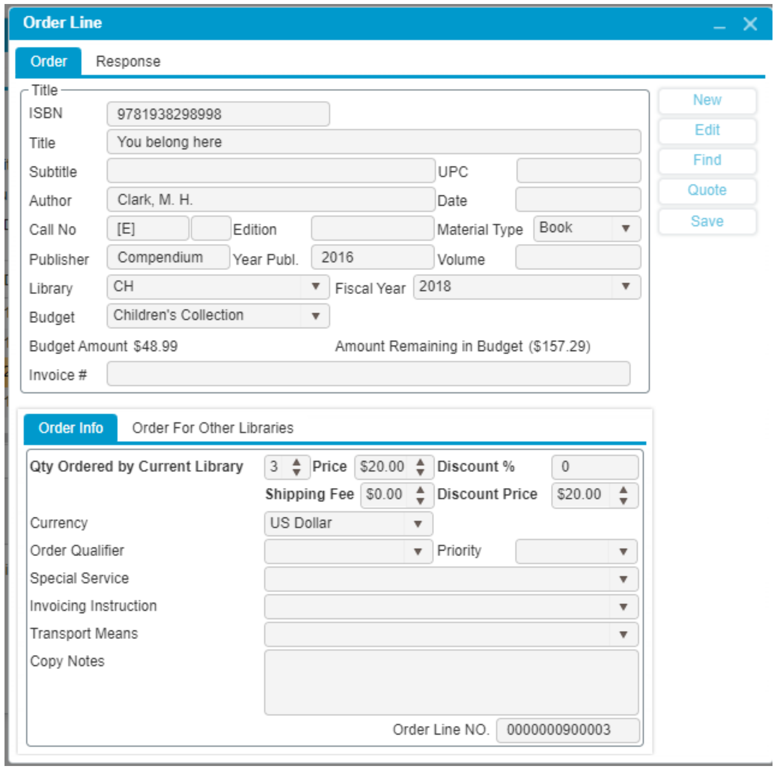
Insignia's Acquisition Manager allows staff to manage budgets and order books. This can be done manually or using EDI or 9xx.



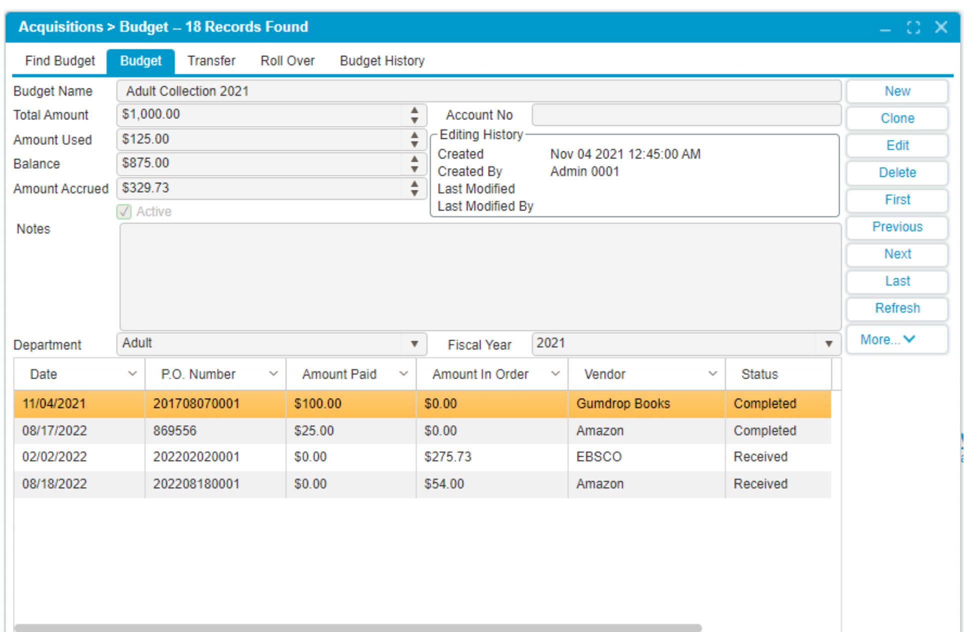


9xx

1. Find orders, view their status, and examine order logs.
2. Order for one library or multiple libraries.
3. EDI compliant.
4. Import 9xx files.
5. Add items to orders. The system completes fields from Z39.50 matches for the ISBN, then staff can decide to use the Z39.50 result to add the bibliographic record.
6. Staff can remove items from the order and have the option of canceling the entire order.
7. Transfer items to another order if the vendor has an item backordered.
8. Mark orders paid and receive items when they are delivered to the library.
9. The system will automatically link ordered items to existing bibliographic records as additional copies if they already exist to prevent duplicate records from being created.
10. The system displays a prompt if the item being ordered exceeds its associated budget.
11. The system can display a prompt if the item being ordered has already been ordered recently.

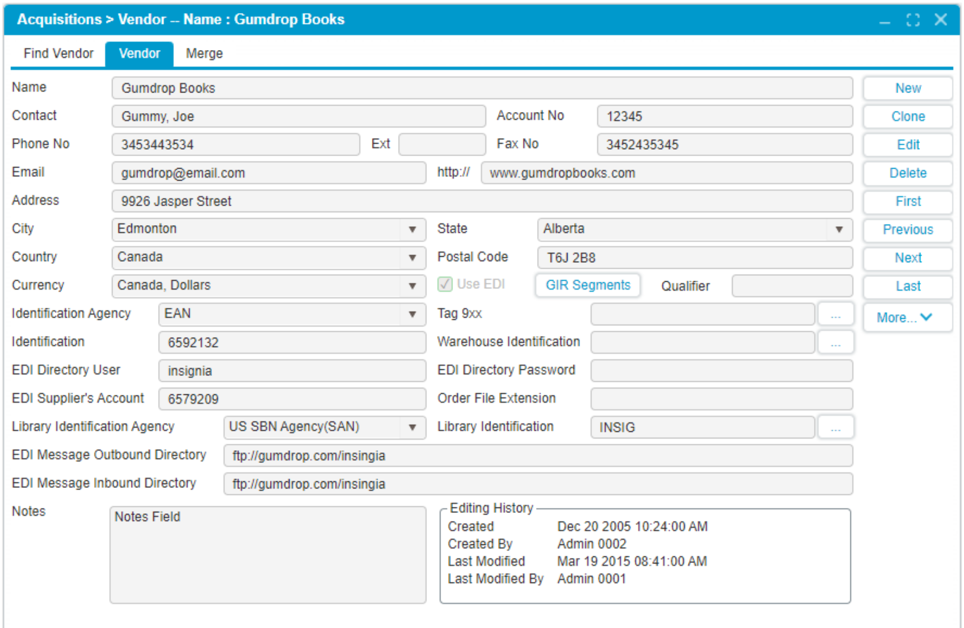


12. Search for the title in the system, manually fill in the information, or search by Z39.50.



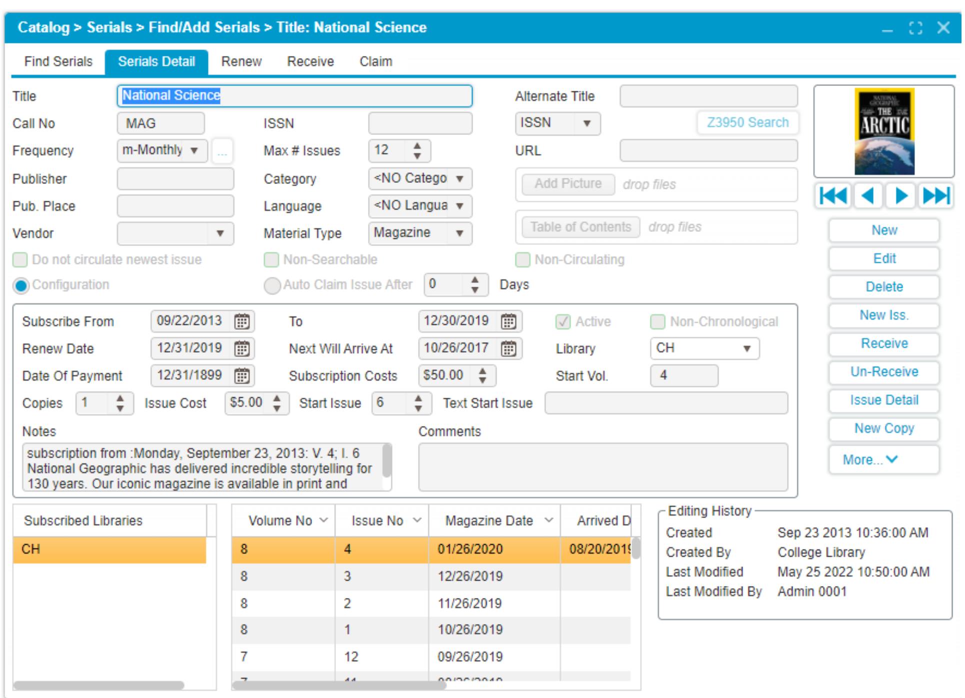
Budgets

13. View details of budgets including the total amount, amount used, and budget changes.
14. View details of orders placed using the budget.
15. Transfer funds between budgets.
16. Rollover budgets at end of the fiscal year.



17. Maintain each library vendor's contact details.
18. Set up EDI information to help automate ordering.
19. Merge duplicate vendors.

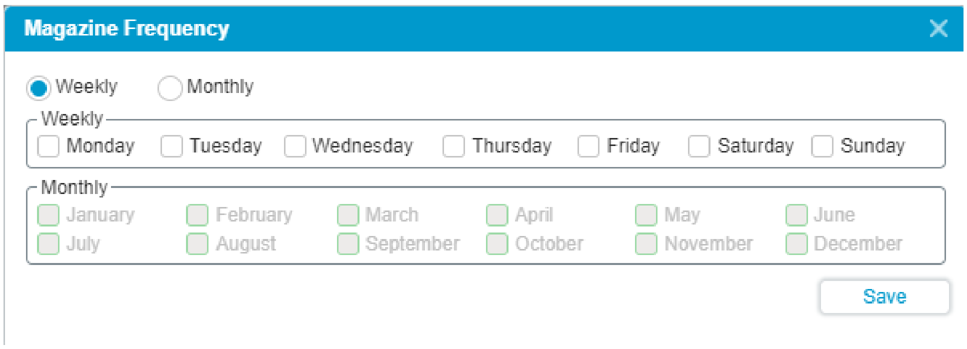
Serials



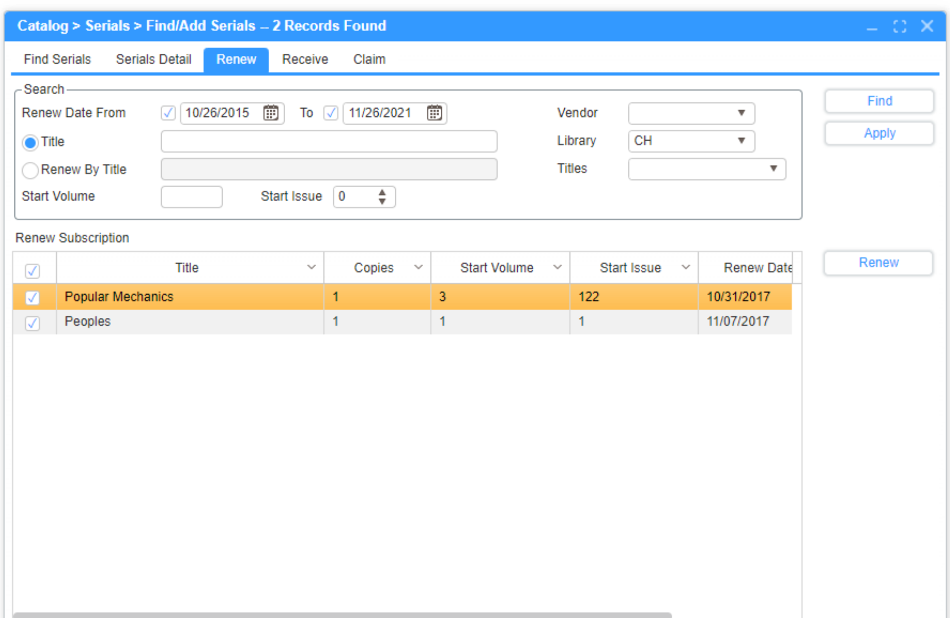
Catalog serials

1. Catalog serials such as magazines, journals, and other recurring or issue-based records.

2. Serials cataloging can be centralized for organizations that have centralized cataloging.
3. Issue records can be automatically created based on subscription frequency.
4. Subscriptions can be added for multiple libraries within the consortium at the same time by clicking Add Issues for Multiple Sites.
5. Receive and barcode issues as they arrive.
6. The newest issue of a serial can be set for in-library use only. When the next issue arrives, the previous issue can be circulated.
7. If the issue did not arrive from the vendor, staff can claim that they did not receive it and generate a letter which can be sent to the vendor.

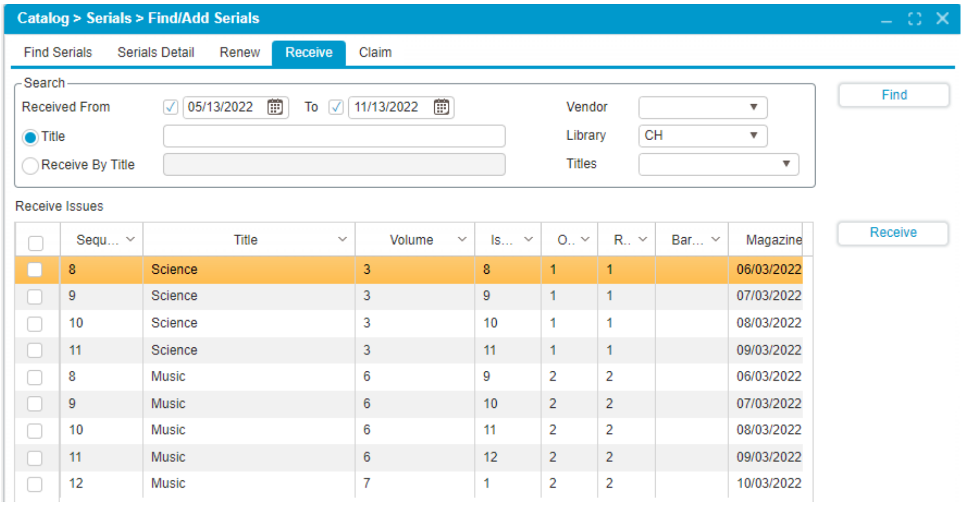


8. Set a custom frequency for the serial, such as or monthly by specific days of the weeks or months of the year.

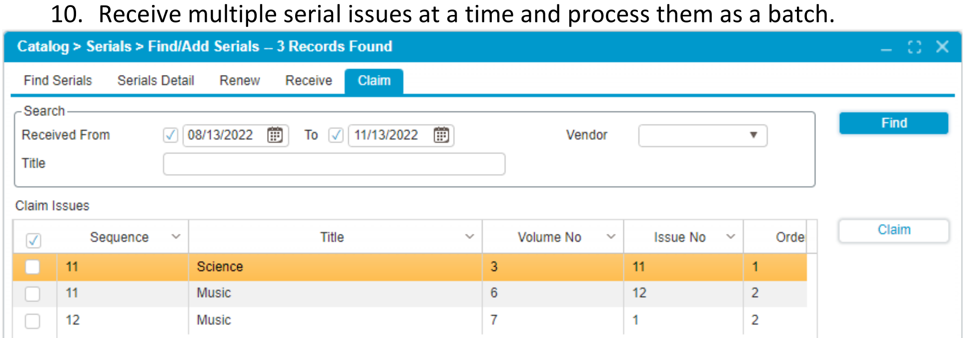


Renew Serials

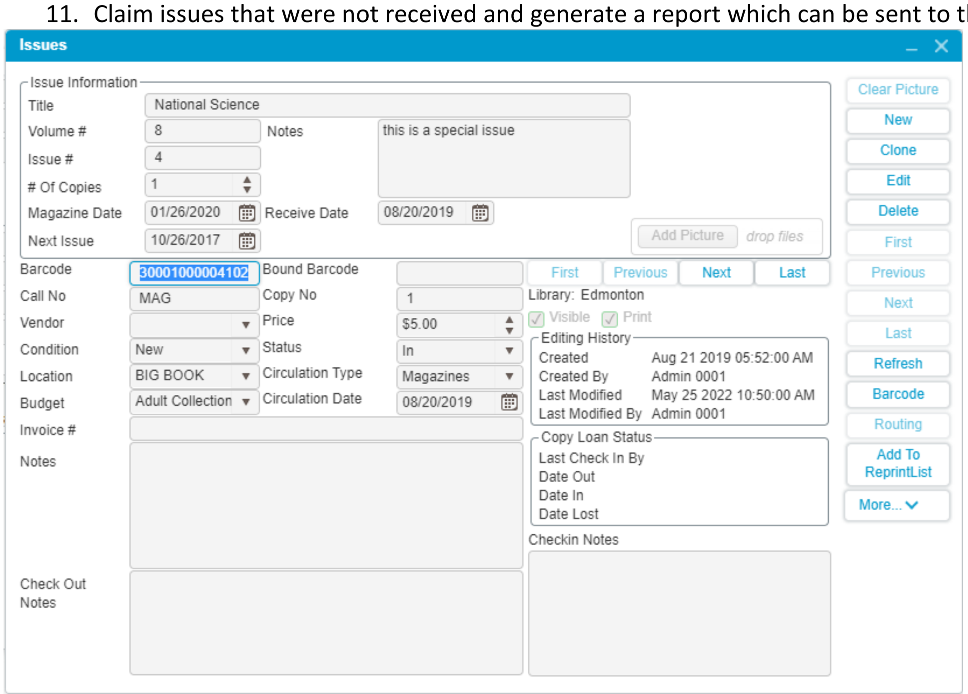
9. Renew subscriptions for multiple serials simultaneously.



10. Receive multiple serial issues at a time and process them as a batch.

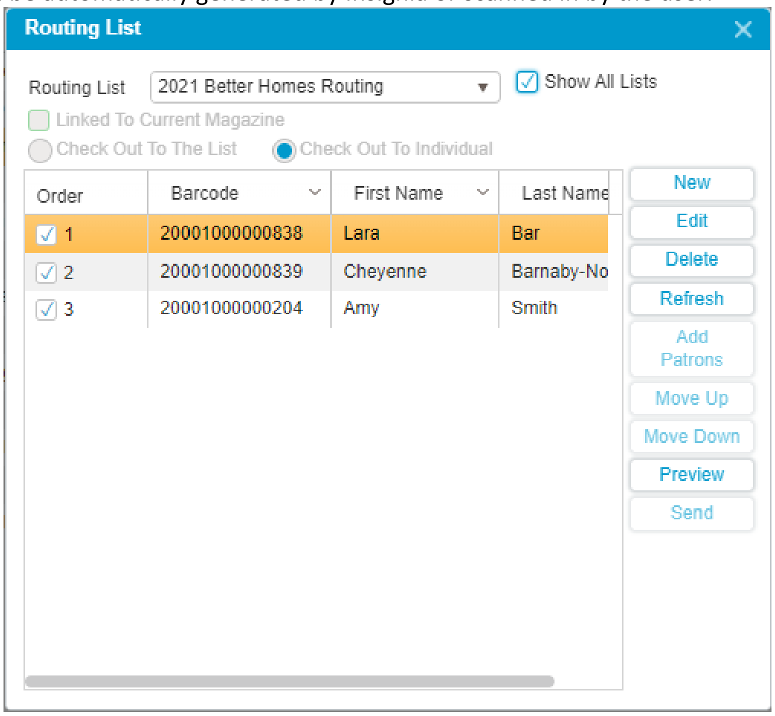


11. Claim issues that were not received and generate a report which can be sent to the vendor(s).

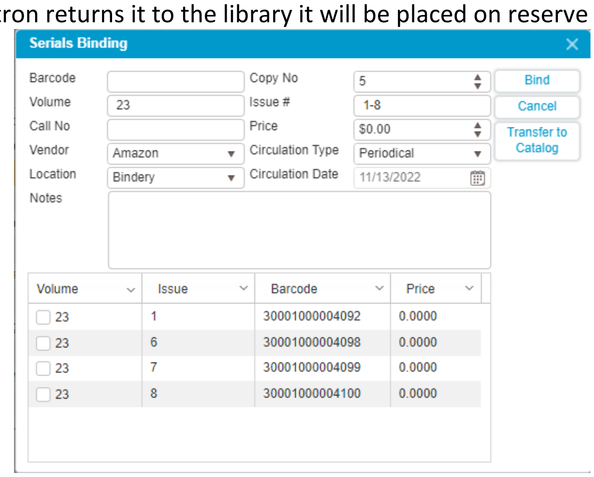


<u>Cataloging Issues</u>

12. Modify information for a specific issue or add a new issue manually.
13. Add Notes, Check Out Notes, and Check In Notes which will appear upon check out or check in of the issue.
14. Barcodes can be automatically generated by Insignia or scanned in by the user.

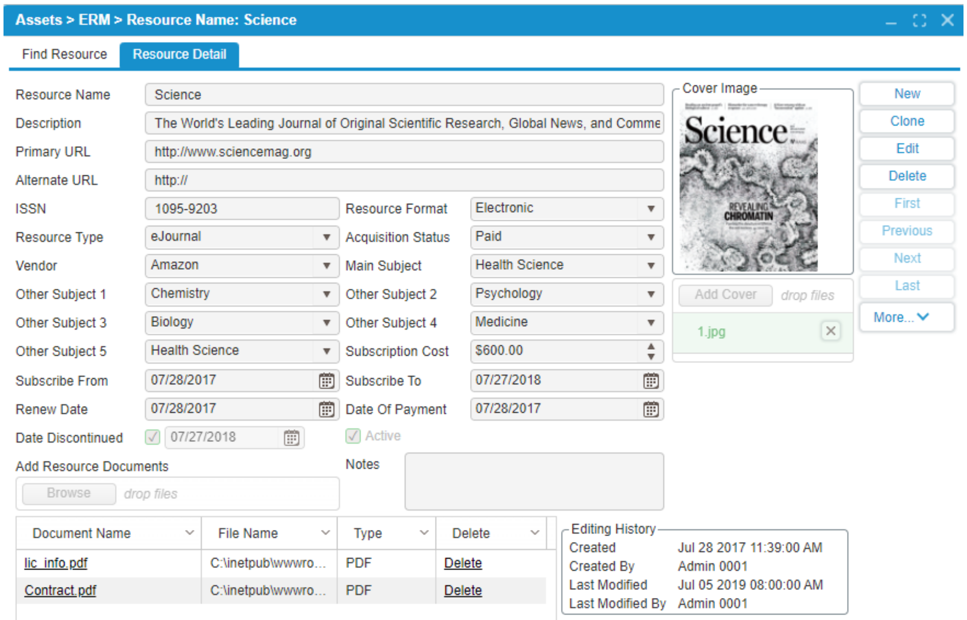


15. Routing Lists allow staff to create a queue of patrons who will receive the serial.
    15.1 Informal Routing:
    The serial can be checked out to the entire list at once, where the patrons manage distribution.
    15.1 Formal Routing:
    The serial can be checked out to the list to each individual patron, where once the first patron returns it to the library it will be placed on reserve for the next patron in the list.



16. Bind multiple issues together under. Bound issues will be available under one barcode.

Electronic Resource Manager



Manage e-resource subscription

Smartphone App

Insignia offers a smartphone app for iPhone and Android. This app can be used by patrons and staff. Staff and patrons can login using a password or facial recognition authentication. Staff can also use it in offline mode when the internet is down.

Staff can:
1. Check out books
2. Check in books
3. Inventory the library
4. Move books
5. Scan an ISBN to see if a book is in the library

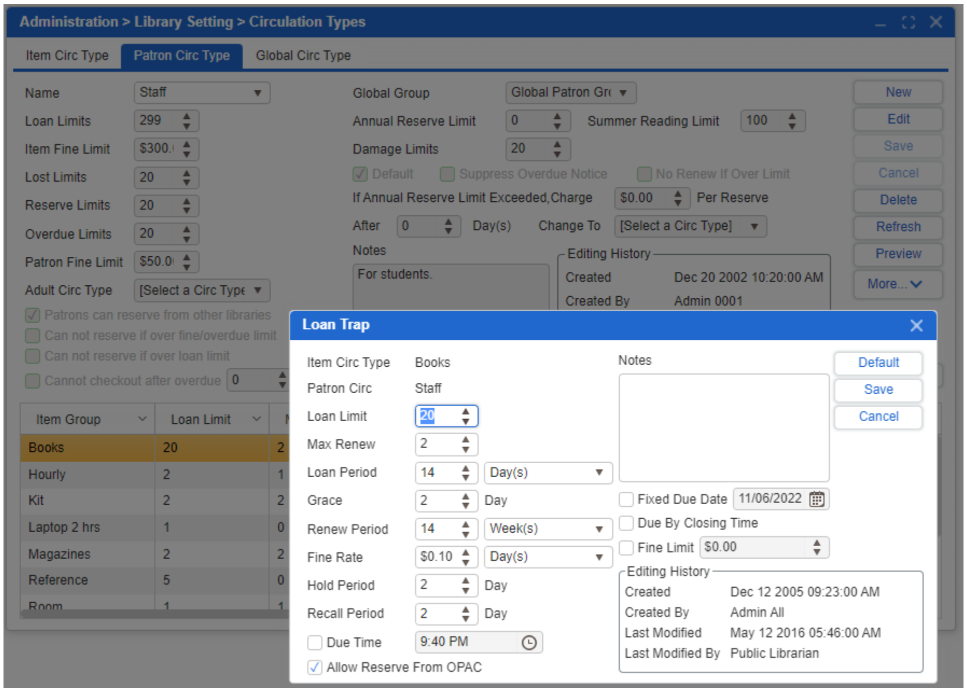
Patrons can:
1. Browse the catalog
2. Reserve items
3. Renew books
4. Check out books

System Configuration

LOAN TYPES:

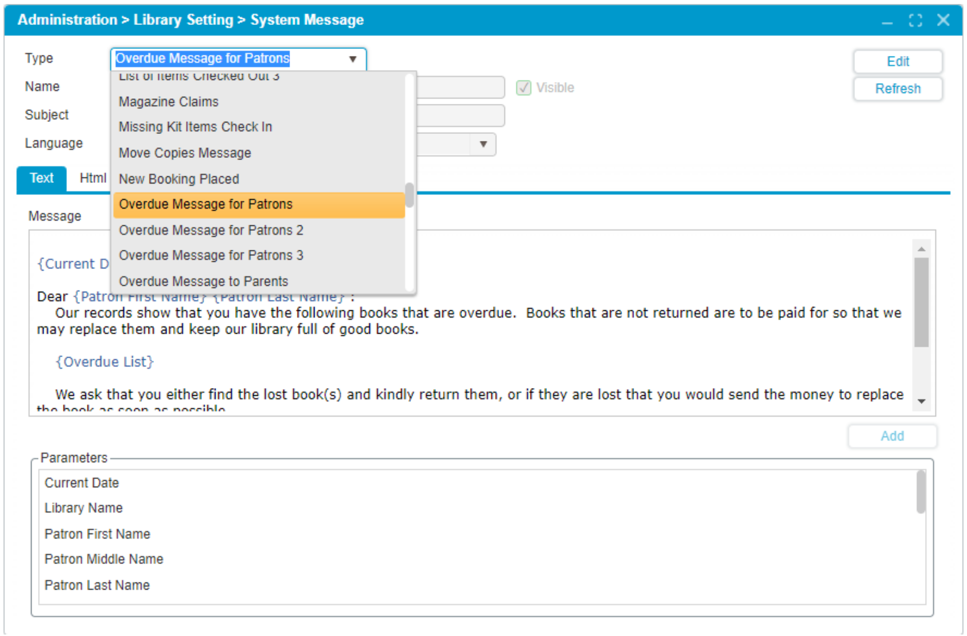
Staff can create unlimited loan types for different types of users and material types with different parameters such as:
1. Staff can set loan limits, item fine limits, lost limits, and maximum patron fines.
2. Loan period limits can be in hours, days, weeks, months, or years.
3. Staff can set constraints that will terminate patron privileges, such as:
3.1. Fine limits
3.2. Overdue limits

4. Specify if a given item type can be reserved from the OPAC.
5. Automatically change loan traps for new items to those assigned to regular items after a specified period.



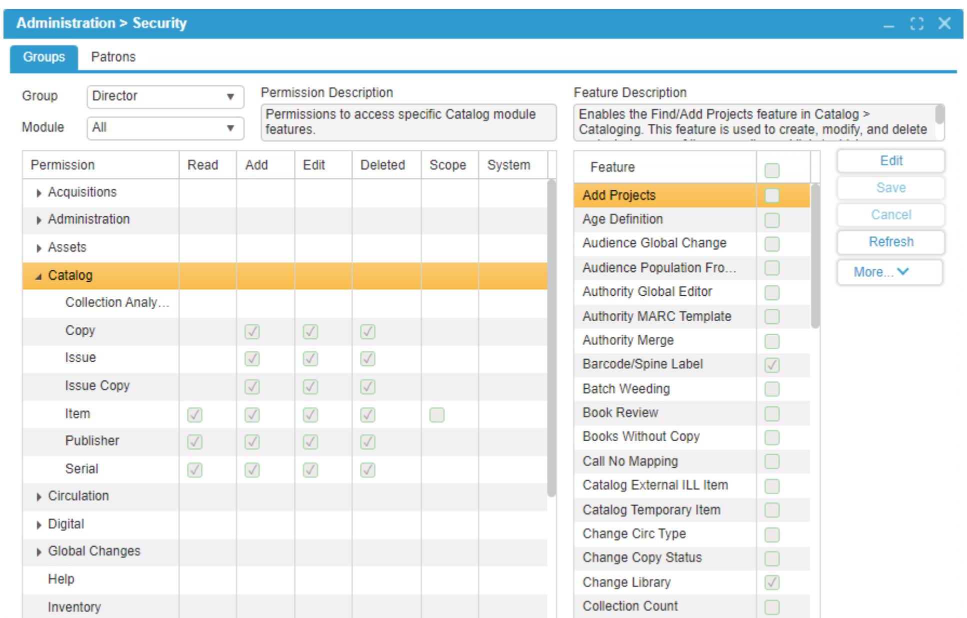
Loan types

SYSTEM MESSAGES:
Staff can customize system messages.
1. These messages are site based.
2. Staff can define multiple messages for the same type of message.
3. Staff can set constraints when a given message is to go out.
4. System tracks all messages that are sent out.
5. Message can be in simple text or html based.



System messages

SECURITY:

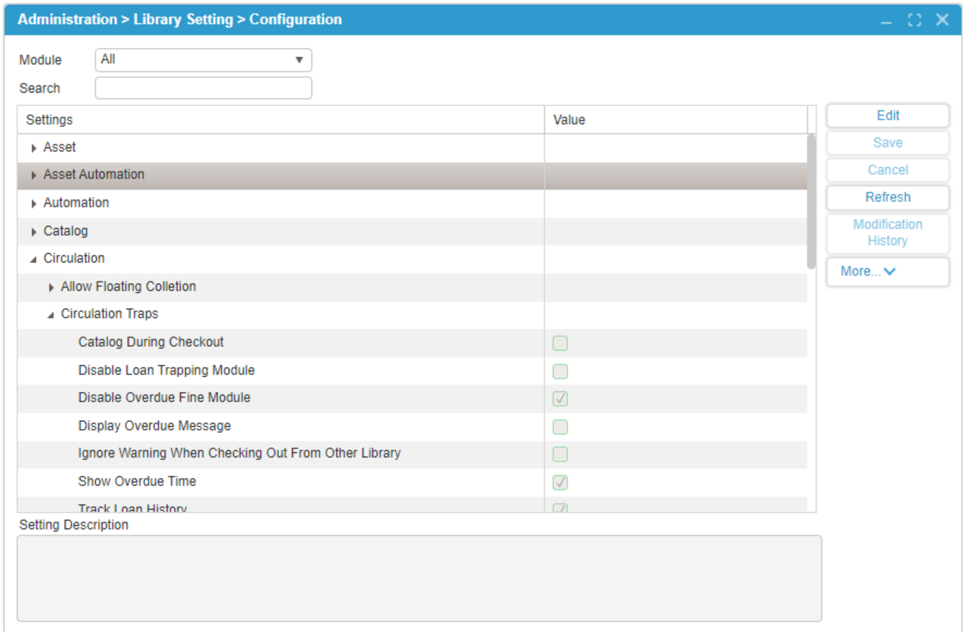


Security

1. View security options by group and module.
2. Give a group permission to add, edit, or delete records.
3. Give permission for features; all permissions are cumulative.
4. Each permission and feature is clearly described.
5. Security is centralized even when cataloging is site based.

CONFIGURATION:

The librarian can search by keyword for any system parameters.



Configuration

1. Choose a category to search or search them all at once.
2. Browse settings by module and category.
3. View a description of the selected setting.
4. Apply configurations to multiple libraries with few clicks of the mouse.

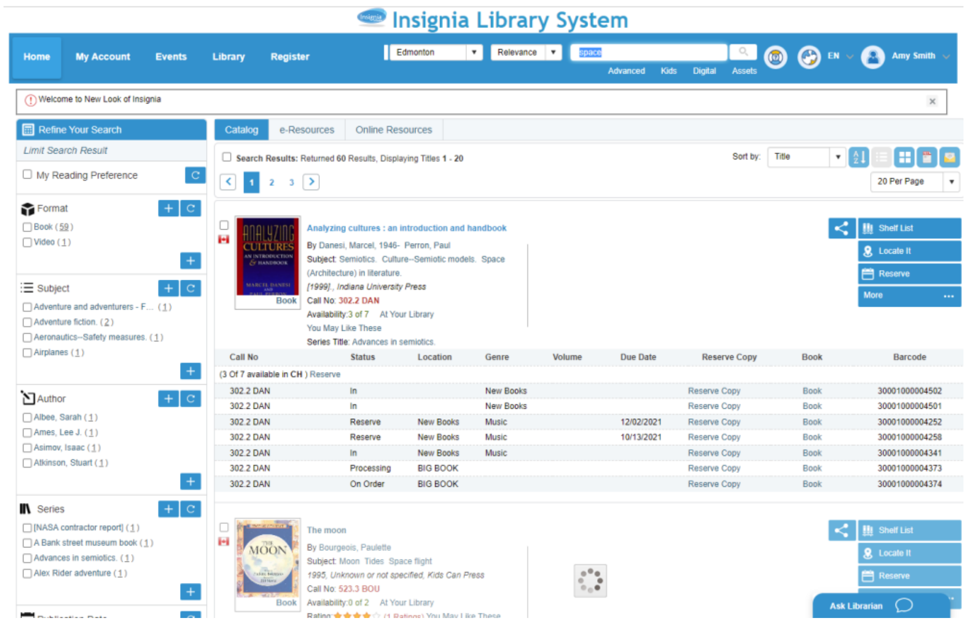
Online Catalog (OPAC)

CUSTOMIZATION:

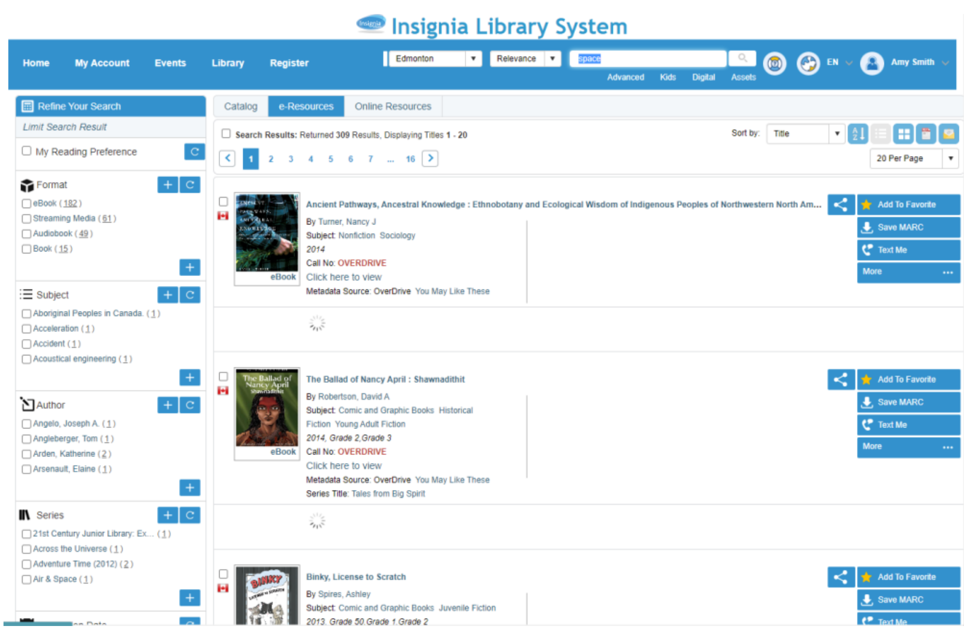
OPAC home page

1. Home page color scheme, content, links, and banners are easily customizable.
2. The default home page can be set for each library site.
3. Integrate content and tools from other pages using Insignia's Discovery Layer manager, such as the library's social media pages, weather information, and site visit counter.
4. Data is updated in real time, such as recently added, recommended, and most circulated items.

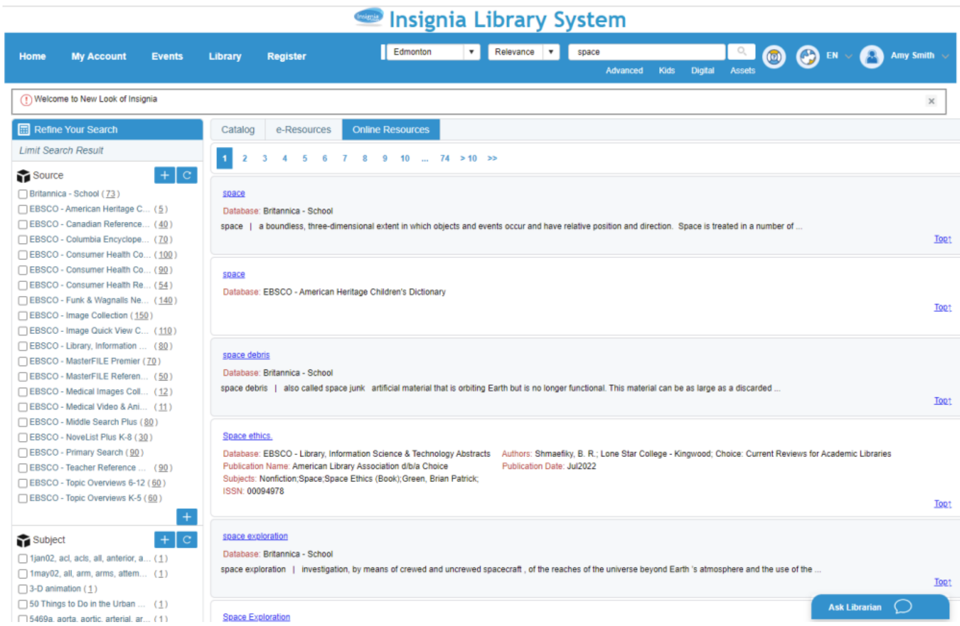
SEARCH OPTIONS



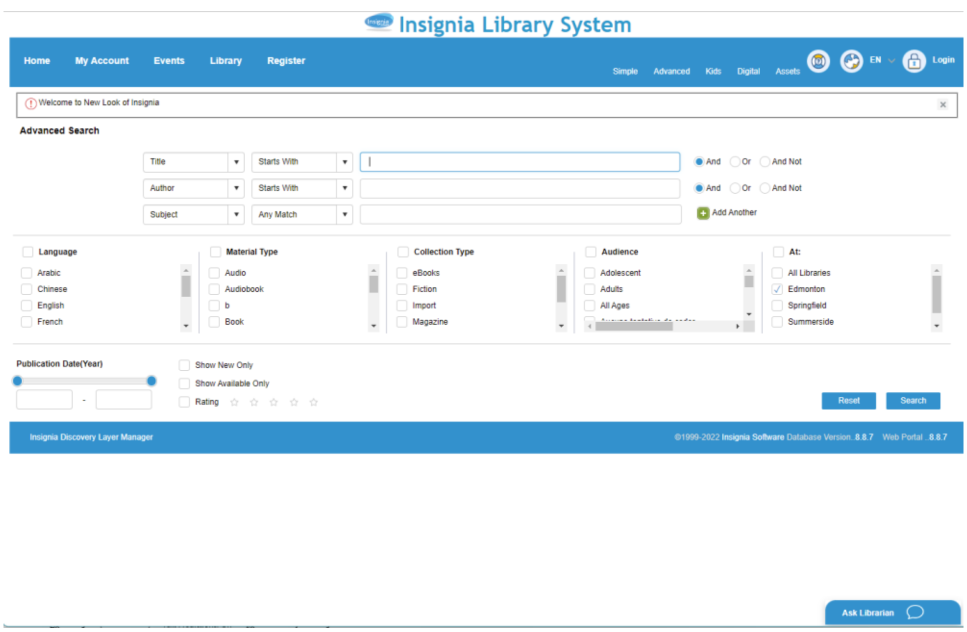
Simple Search



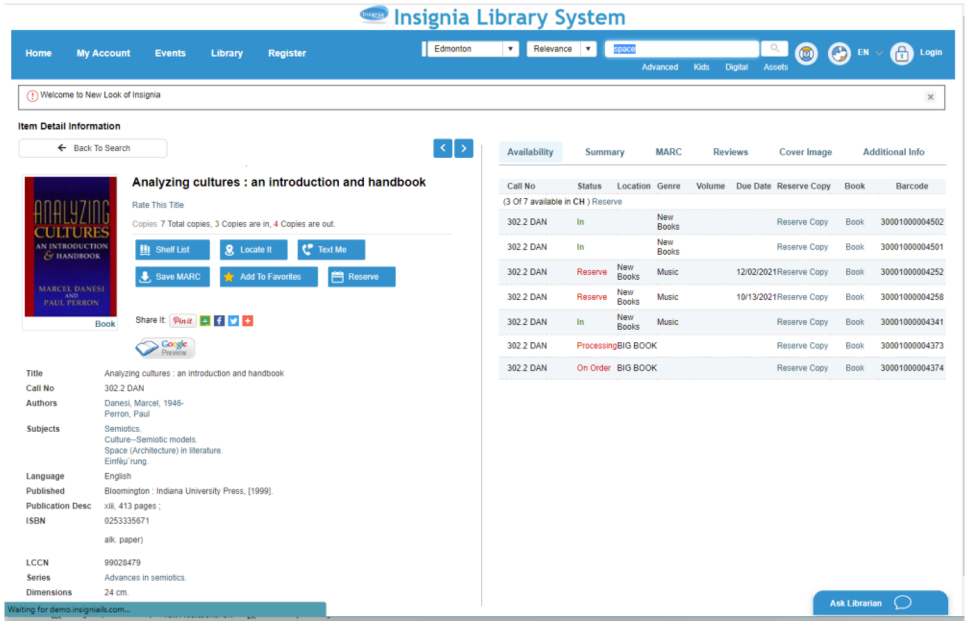
Single search for online resources



Federated search

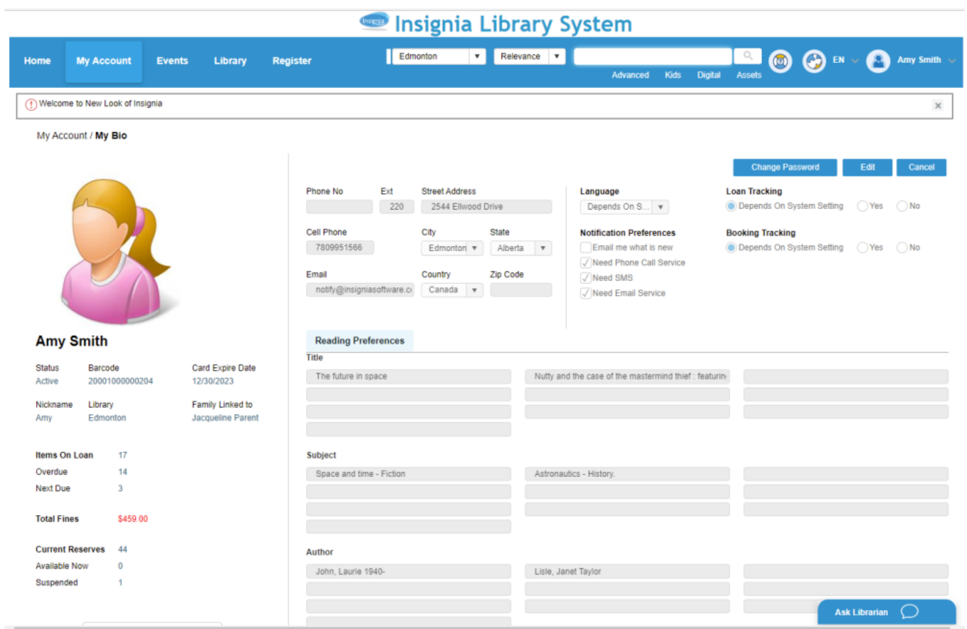


Advanced Search

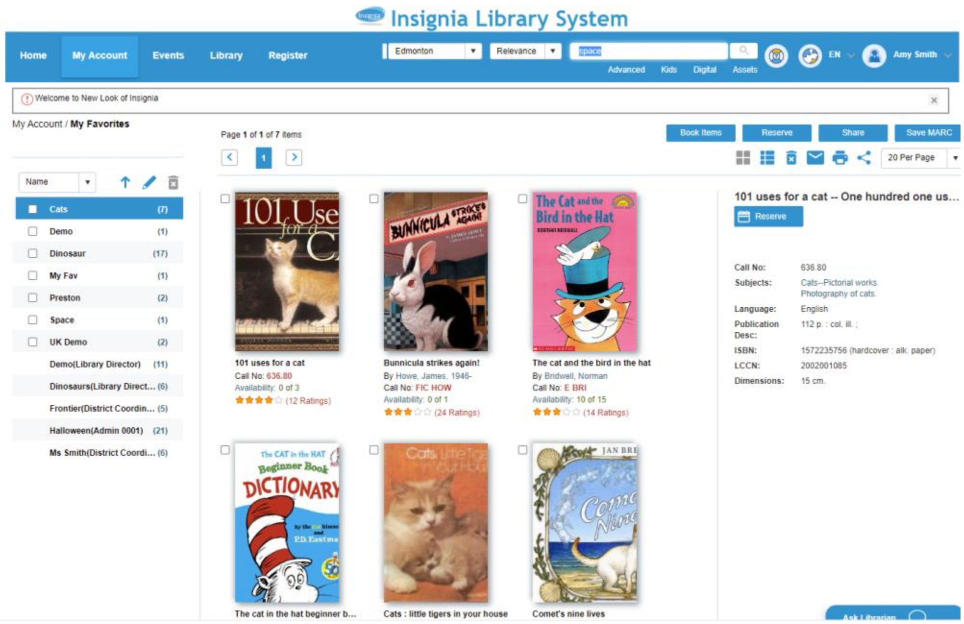


Holding detail in the OPAC

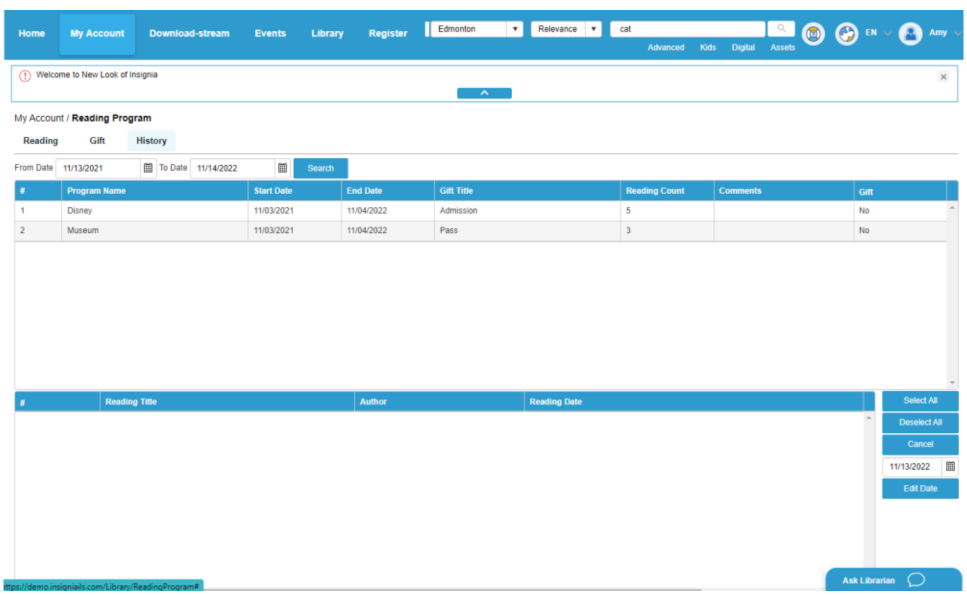
MY ACCOUNT:



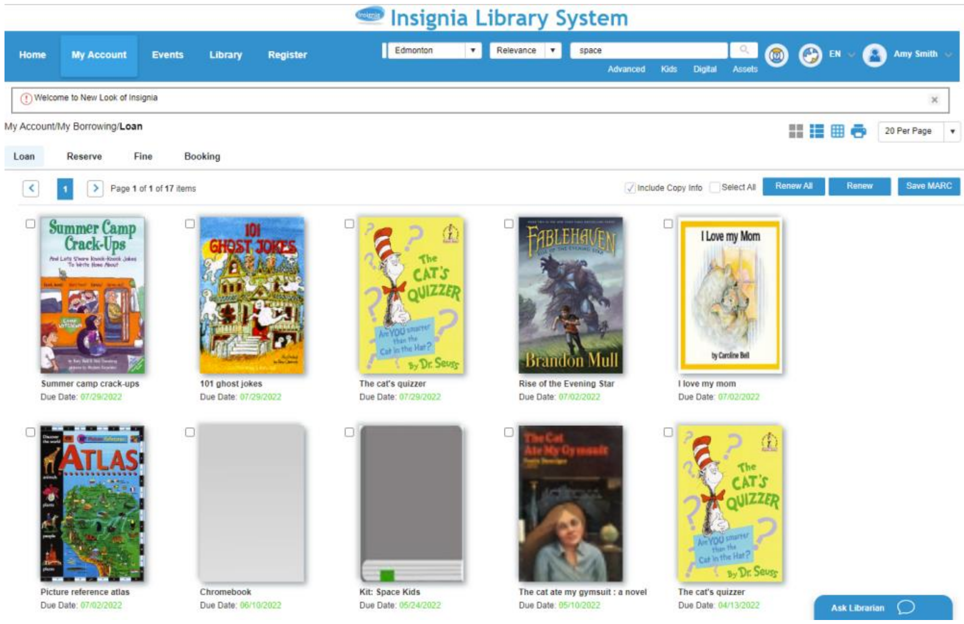
1. Patrons can edit account information, passwords, and their default pickup library for reserves.



2. Manage favorite items in lists that can be shared with other patrons, emailed, or printed in various citation formats (Chicago, MLA, and APA).

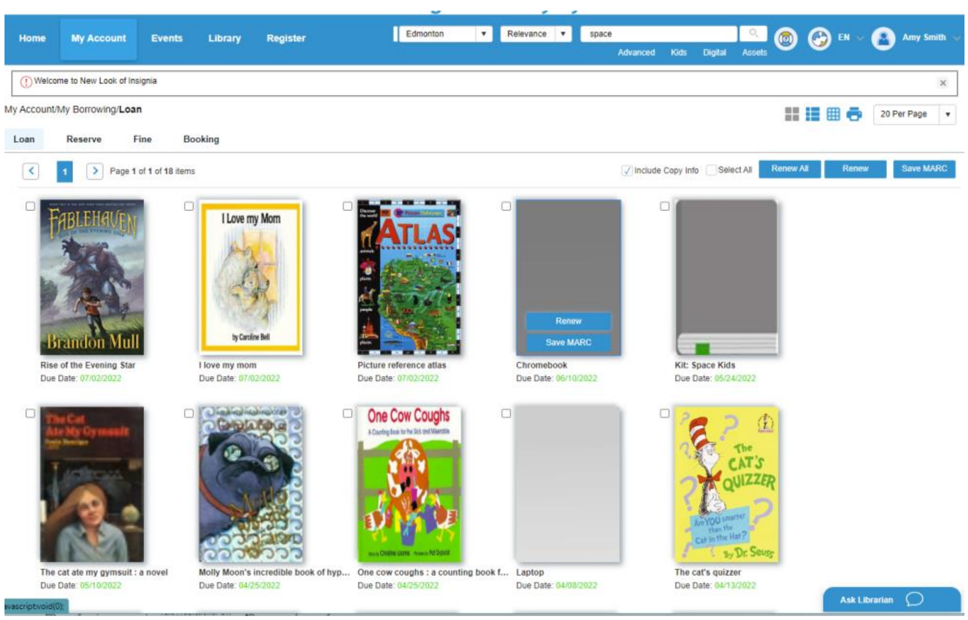


3. Patrons can track their reading programs, progress, prizes, and reading history.



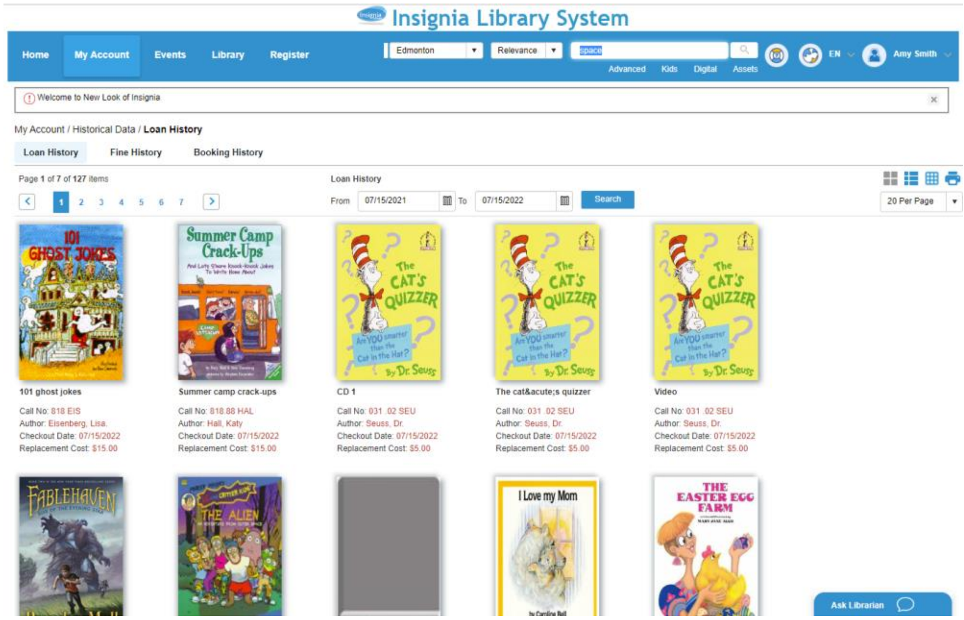
Items checked out

4. Patrons can view their current items on loan.



Items checked out

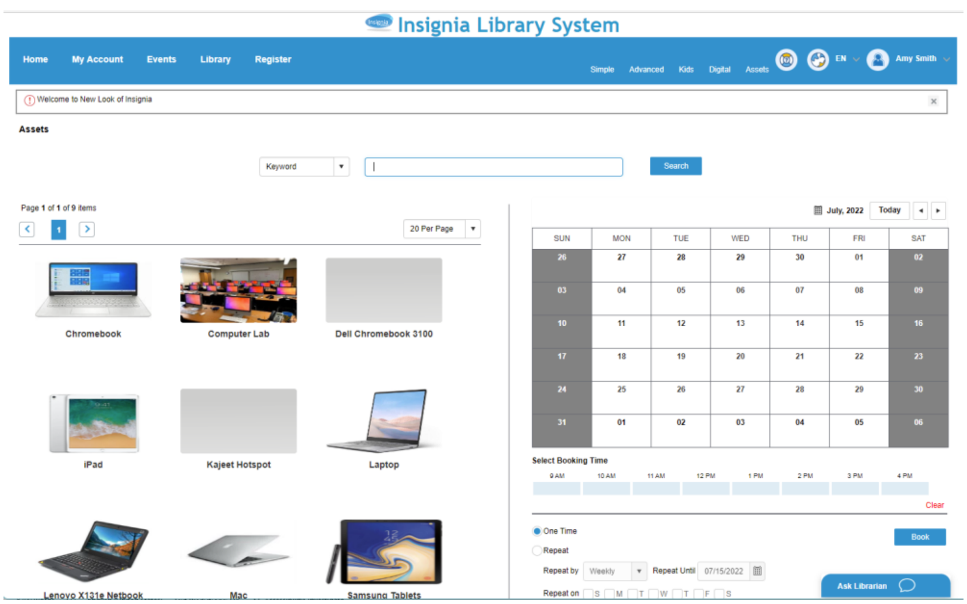
5. Patrons can view the status of their reserves.



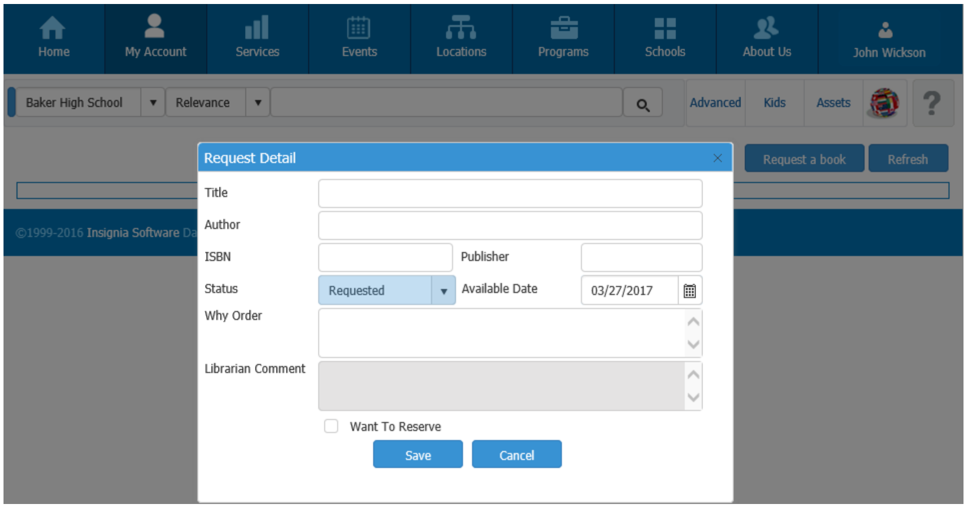
Checkout history

6. Patrons can view the history of items borrowed from the library.

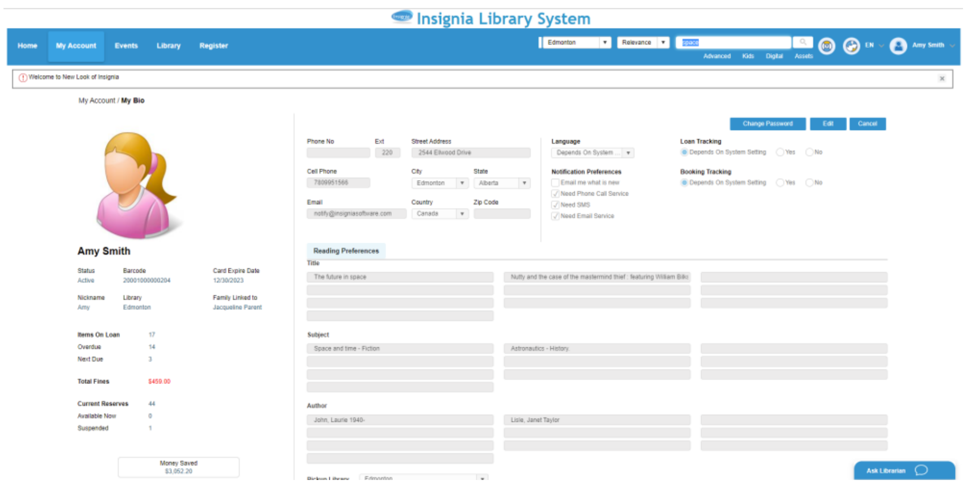
COMPUTER BOOKING:



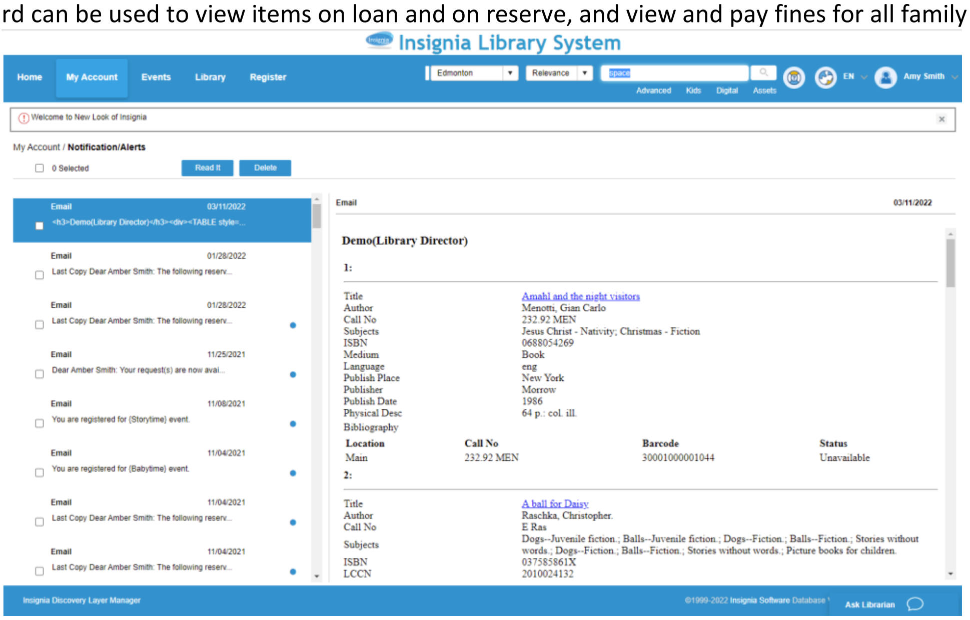
Patrons can book computers for specific time slots



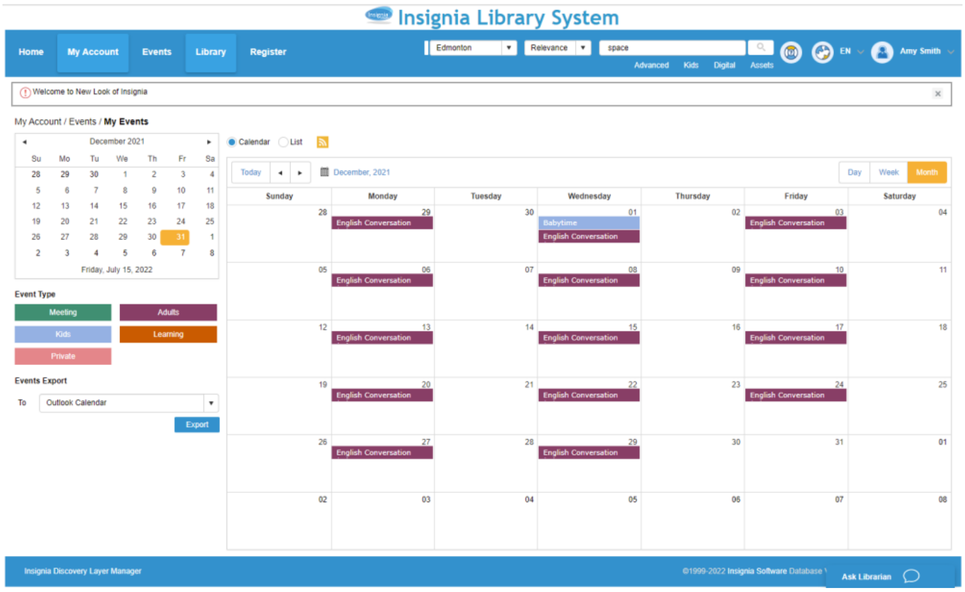
Patrons can suggest items to the library for purchase



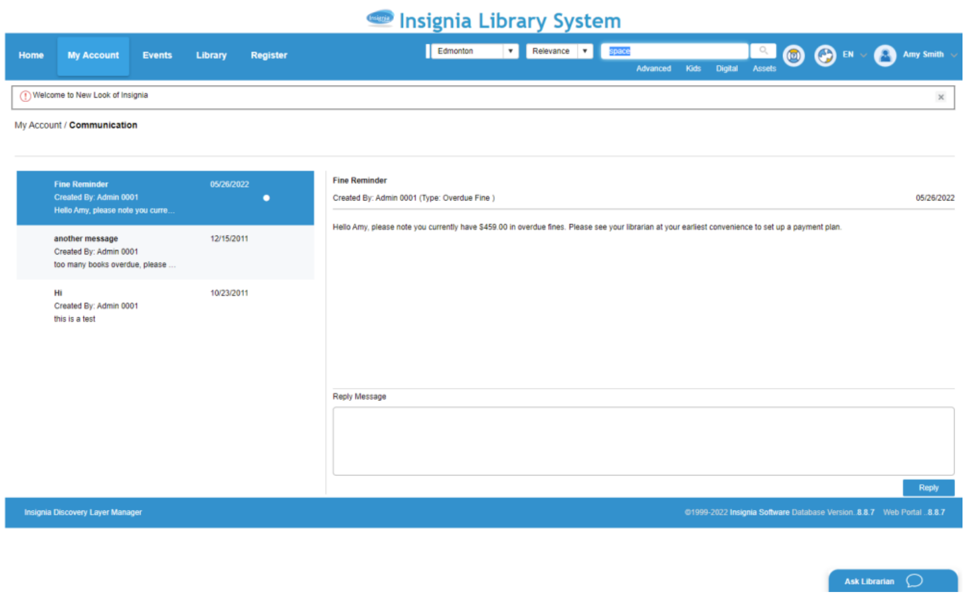
7. Patrons can set their preferences from the OPAC.
8. Patrons can view and manage items on loan and on reserve, and view and pay fines.
9. A family card can be used to view items on loan and on reserve, and view and pay fines for all family members.



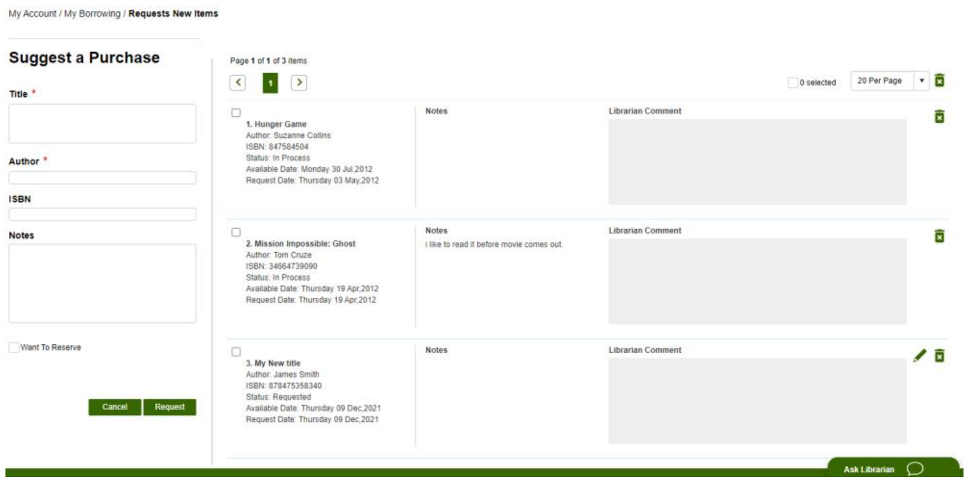
10. Patrons can view a history of notifications received from the library.



11. My Events shows events that the patron is registered for.

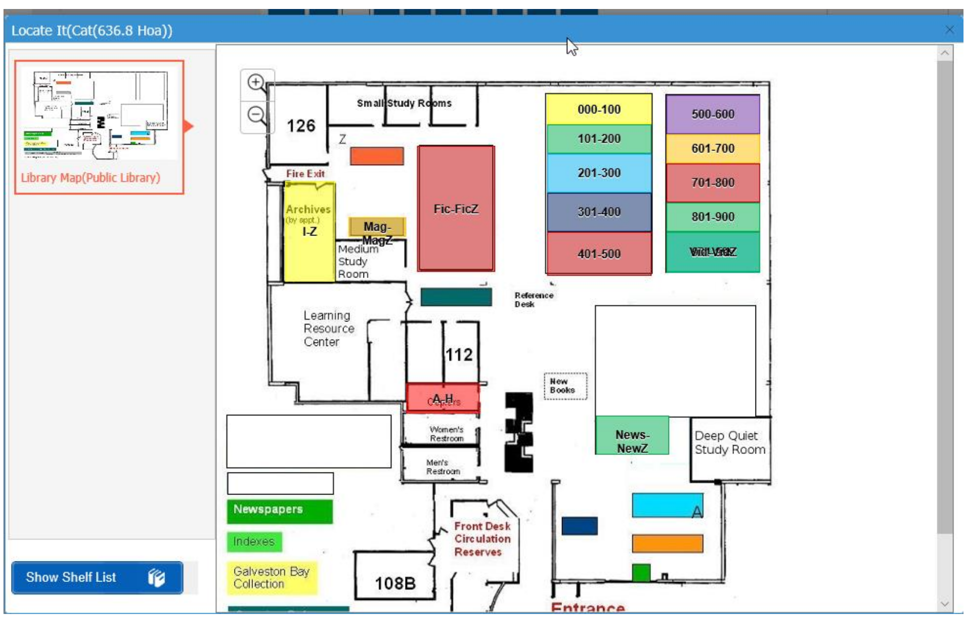


Patrons can view and reply to messages sent by library staff



A patron recommends new books for purchase

LOCATE BOOKS VIA FLOOR PLAN:
The librarian can upload a map of the library and link the map to shelf locations. In the OPAC, the shelf location will flash when the patron clicks on Locate It.

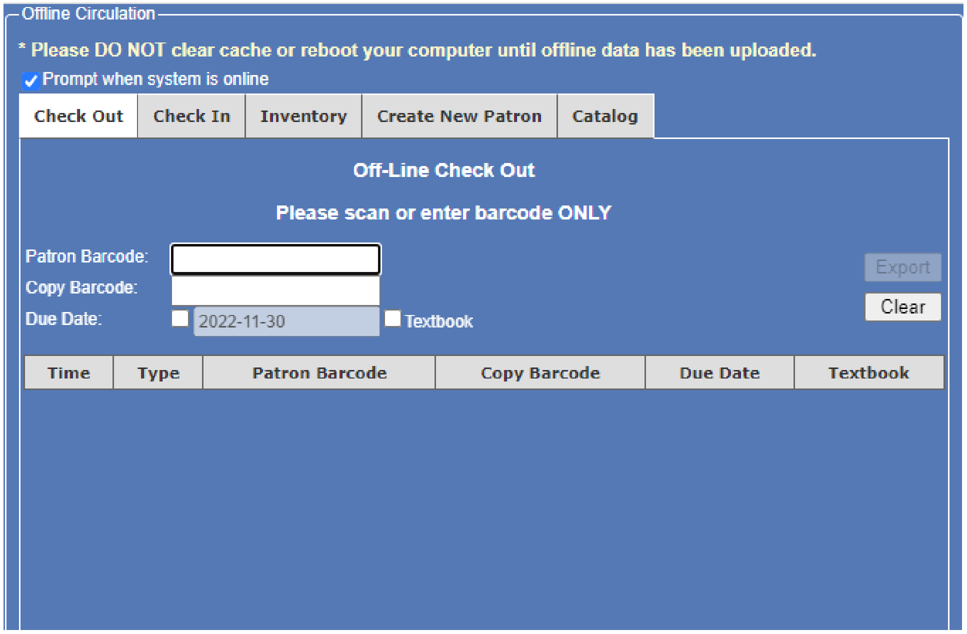


Upload a floor plan to locate items in the library

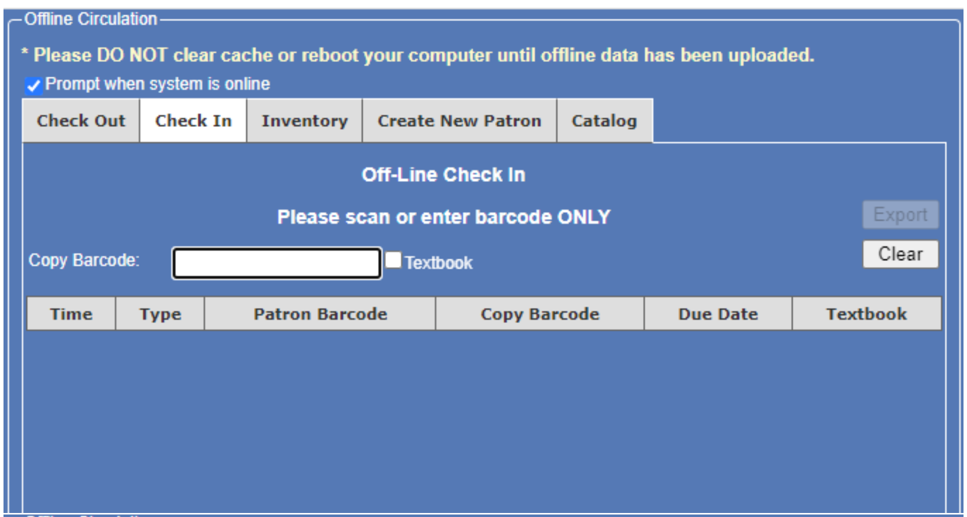
ASK LIBRARIAN:
Ask Librarian allows patrons to ask the librarian a question from the OPAC. Only designated staff are informed when a patron asks a question.

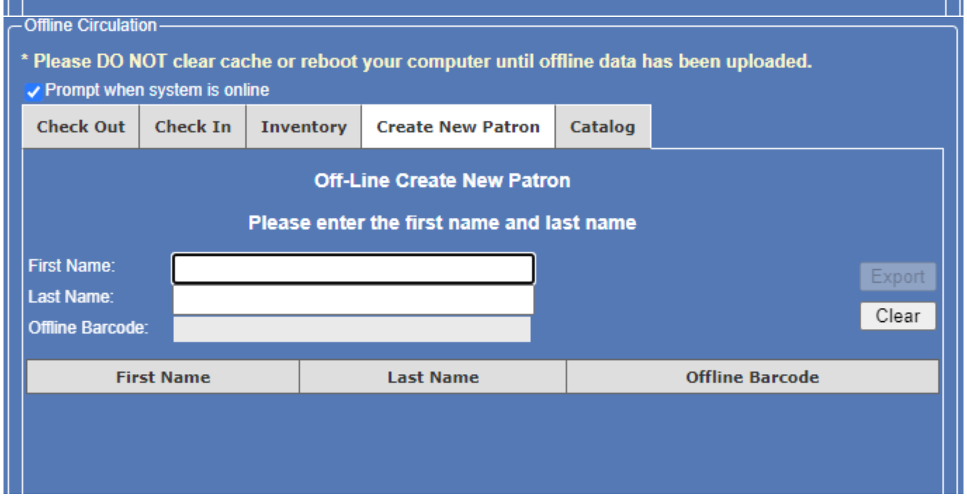
Offline Mode

Offline Mode allows continuous access to basic functions should the library's internet connection be lost. Circulation, cataloging, and inventory changes are updated once connection is restored.

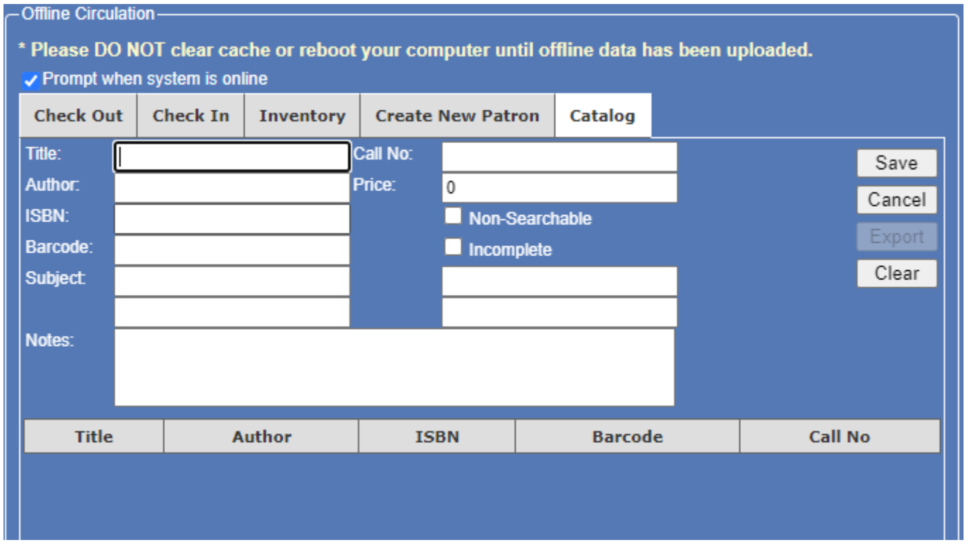


Checkout items with the patron barcode and the item barcode





Create new patron records



Basic cataloging

Appendix F: Integration

Insignia understands the importance of connecting libraries to the third-party products that they use to provide the best content and experience to their patrons. Insignia can provide integration with any vendor, provided the vendor allows integration. The Insignia Library System has integration with the following vendors so that patrons can have a single, unified search for all library resources.

This list is non-exhaustive and is always growing.

Bibliotheca	Kanopy
Capstone	Khan Academy
CCC!	Learn 360
ClickView	McIntyre Media
Comprise	McNabb Connolly
Curio	Moneris
D-Tech Hold Locker	NBC Learn
EBSCO	NewsBank
Envisionware	NFB Canada
Flipster	OverDrive
Freading	Project Gutenberg
Freegal Music	PBS
Gale	ProQuest
Grolier (OSAPAC)	TFO
Hoopla	TumbleBooks
IHS	Unique Management Services
Infobase Publishing	Zoom

Appendix G: Insignia Reports

Below is a list of the over 300 reports that are currently available. New reports may be requested at no additional cost.

Accelerated Reader Usage	Active Patron Statistics	Amount Recovered on Lost Items
Annual Circulation by Grade	Annual Circulation by Patron Type	Annual Circulation Statistics by Collection Type
Archived Patrons with Fines	Archived Records	Ask Librarian Stats
Asset Copy List	Asset Deleted Copies	Asset Deleted Items
Asset Inventories Items	Asset Inventory-Checked In Items	Asset Inventory-Missing Items
Asset List	Asset Status (Detailed)	Asset Summary
Asset Transfer List	Assets Checked Out	Assets Not Checked Out
Assets To Be Returned	Assets Used in Library	Authors List
Automated Email Log	Automated Notification Statistics	Bibliography
Birthdays	Book Reviews	Booked Items
Books Cataloged by Collection Type by Site	Books Cataloged by Collection Type by Year	Books in Transition
Books Not Circulated	Budget History	Budget List
Call No Changed Copy List	Capital Assets	Card Expired Message
Cash Register	Cash Register Detail	Cash Register Plus Payment Collected by Fine Type
Catalog Statistics by Import Method	Cataloging Statistics	Checked Out/Overdue/Lost Asset
Checkout Booked Items	Checkout by Location Type	Checkout Stats Report
Checkout Summary	Checkout Summary by Month	Circulation Analysis by Day
Circulation Analysis by Gender and Grade	Circulation Analysis by Item	Circulation Analysis by Material Type Monthly
Circulation Analysis by Material Type Then Site	Circulation Analysis by Month	Circulation Analysis by Student
Circulation Comments for Patrons	Circulation Statistics by Classification	Circulation Statistics by Collection Type
Circulation Statistics by Gender	Circulation Statistics by Group	Circulation Statistics by Hour
Circulation Statistics by Material Type	Circulation Statistics by Patron	Circulation Statistics by Patron Type
Circulation Statistics by Staff	Circulation Statistics by Vendor	Circulation Statistics by Zip Code
Circulation Status	Circulation Types	Claimed Returns
Collection Age by Date Created	Collection Age Snapshot	Collection Analysis Average Age Union Report
Collection Analysis by 10s	Collection Analysis by Library	Collection and Circulation Count
Collection Check	Computer Usage	Computer Usage Detail
Computer Usage Summary	Confirmation	Consumable Items
Consumable Items (Textbook)	Copies Added	Copies From Other Library
Copies From Other Library (Textbook)	Copies On Display	Copies Transferred to Other Library
Copies Transferred to Other Library (Textbook)	Copies With Check In/Out Notes	Copies Without Call No
Copy Statistics by Date	Course Detail Information	Credit Deposit/Withdraw History
Cross Tab Circulation by Grade and Month	Cross Tab Circulation Report by Audience	Cross Tab Circulation Report by Grade

Cross Tab Circulation Report by Group	Current Catalog Statistics	Current Digital Statistics
Current Title Statistics	Damaged Items	Deleted Copies
Deleted Titles	Digital Videos Usage	Duplicated Titles
Electronic Resources Including URLs	Electronic Resources Usage	Electronic Resources Usage by Material Type
Electronic Resources Usage Summary	Enrollment Count by Library	Event Feedback
Event Listing	Event Participants	Event Waiting List
Events List	Expiring Digital Titles in Digital Asset Manager	Expiring Digital Titles Using Tag 506
Expiring Items in Resource Manager	External ILL Title Requests	Fine & Overdue Message
Fine & Overdue Message 2	Fine Collected	Fine Collected for Consumable Items
Fine History	Fine List	Fine List from Other Libraries
Fine Message	Fine Slip	Holidays
Homepage Online Resources Usage	Homeroom List	Homeroom Status
Homerooms With Most Circulation	In Transit	Incomplete Request
Incomplete Site Report	Incomplete Titles	Inventoried Items
Inventory - Missing Titles	Inventory-Checked In Items	Inventory-Invalid Barcode
Invoice Summary	Item Checked Out by Reading Level	Item Circulation Statistics
Items And Fines Owing for Transferred Students	Items Checked In	Items Checked Out (Historical with Date Published)
Items Checked Out (Historical)	Items Checked Out (Single Patron)	Items Checked Out by Item Type
Items Checked Out by Library Staff	Items Checked Out by Patron Type	Items Checked Out Summary
Items Checked Out to Other Libraries	Items Checked Out with Higher Reading Level	Items not Received
Items On Loan/Overdue	Items Overdue	Items To Be Weeded
Items With Outstanding Fines Attached	Items Without Call No	Journals & Articles Usage
Kit Status/Condition	Least Circulated Copies	Least Circulated Items
Library Analysis & Usage	Library Hours	Library Statistics by Date
List Of Authorities	List of Copy Titles	List Of Digital Titles
List of Expired/Inactive Patrons	List Of External ILL Titles	List of Item Titles
List of Items Checked Out	List Of Items Checked Out with Scannable Barcode	List of New Items
List of Objects	List of Objects by Retention Expiry Date	List Of Patrons with Overdue Books Or Fines
List Of Serials	List of Teachers and Their Classes	List Of Title
List of Transfer Not Received Yet	Location Count	Long Overdue Check
Lost and Paid List	Lost and Waived List	Lost Copies
Lost/Missing Items as Percentage	Magazine Claims	Missing Copies
Money Collected by Other Libraries For This Library	Monthly Circulation by Patron Type	Monthly Circulation Statistics
Most Circulated Items	Most Reserved Titles	New Mexico State Annual Report
New Request	Non-Active Patron List	Objects Checked Out
Objects in Circulation	Objects Stored by Location	Objects with Permanent Status
Online Catalog Searches with No Match	Online Resource Usage	Ontario Annual Survey of Public Libraries
OPAC Page Access Counter	OPAC Search Statistic	OPAC Tracking

Order Details	Other Libraries' Items Checked Out at Our Library	Other Libraries' Items Circulated at Our Library
Out-Processing	Outstanding Fine List	Over-Circulated Item Summary
Over-Circulated Items	Overdue Message	Overdue Order
Overdue/Checkout List	Overdue/Checkout Slip	Overdue/Checkout Summary
Override History	Patron Circulation Statistics	Patron Circulation Statistics II
Patron Expiry and Renewal Report	Patron Groups	Patron List
Patron List with Pictures	Patron Mailing Labels	Patron Membership Statistics
Patron Outstanding Items/Fine	Patron Outstanding Items/Fine II	Patron Statistics by Date
Patron Statistics by Patron Group	Patron Traffic	Patron Transaction Status
Patron Usage	Patrons Checked Out Multiple Copies for Same Title	Patrons With Books Checked Out but No Book Deposit
Patrons With Credits	Patron With Fines	Patrons With No Books Checked Out
Patrons With No Books Checked Out but No Refund	Patrons With No Textbooks Checked Out	Patrons With Notes
Patrons with Overdue Books at Other Libraries	Patrons Without Assets Checked Out	Payment Collected by Date
Payment Collected by Fine Type and Include Waived	Payment Collected by Month	Payment Collected by Patron Group
Phase 2 Library Collection	Popular Author Summary	Popular Subject Summary
POS Customer Sales	POS Inventory	POS Sales
Printer Usage Detail	Printer Usage Summary	Publisher Summary
Publishers	QuickCat Summary	Reading Program Summary by Reading Level
Reserve History	Reserve Message	Resources To Expire
Room Bookings	Room Listing	Rooms Booked
Scheduled Report Statistics	Scheduled Reports	Search Statistics
Search Statistics 2	Self-check usage statistics	Serial Circulation Statistics
Serial Copies Added	Serial Copy Statistics by Date	Serial List
Serial Numbers	Serials Checkout List	Serials To Expire
Series Title List	Shelf List	Shelf List - Old
SRP Checkouts by Grade	SRP Checkouts by Language	SRP Checkouts by Location
SRP Checkouts by Location Code	SRP Checkouts by Year	SRP Overdue/Lost Count
Staff Activity	Statistics by Collection Type	Stats By Report Categories
Students Have Not Checked Out Books Based On Schedule	Subject List	Subscription Costs
Summer Reading Program	Suspended Reserves	System Message
System Wide Selection (Fiction)	System Wide Selection (Non-Fiction)	TeleMessage Statistics
Textbooks By Course	Textbook Checked Out	Textbook Checked Out Summary by Teacher
Textbook Checkout for Teacher	Textbook Circulation Statistics	Textbook Copies Transfer
Textbook Copy List	Textbook Copy List II	Textbook Count
Textbook Deleted Copies	Textbook Deleted Titles	Textbook Inventory - Missing Items
Textbook Inventory Report	Textbook Inventory Status	Textbook Inventory-Checked In Items
Textbook Library Statistics	Textbook Library Statistics II	Textbook Lost/Damage Statistics
Textbook Overdue List	Textbook Overdue Message	Textbook Shortage Student List
Textbook Statistics	Textbook Status Detail	Textbook Status Summary
Textbook Title/Kits List	Textbook Titles	Textbook Titles by Status

Textbook Titles Statistics	Textbook Transfer List	Textbook Year End Statistics
Textbooks Out to Students Without Classes	Title List (With Copyright Date)	Titles by Material Type
Titles have duplicate OCLC numbers	Titles List (With Notes)	Titles List with Reading Program
Titles On Hold	Titles On Reserve	Titles Requested from Other Libraries (Reserves)
Titles With Multiple Copies	Titles Without Authority 1xx Headings	Titles Without Copies
Top Circulating Patron	Top Circulating Patron Types	Top Circulating Schools Statistics
Transfer Slip	Unauthorized Headings	Uncollected Reserve List
Union Circulation Statistics	Union Circulation Statistics by Collection Type	Union Item Renewal Statistics
Union Libraries	Union Loan Statistics	Union Loan Statistics by Title
Unused and Over-Circulated Items	Unused Item Summary	Unused Items
Value of Collection	Value Of Collection Detail	Value Of Collection Detail (Textbook)
Vendors	Waived List	Warehouse Request
Year End Statistics		

Sample Reports

Please see the Items Overdue and Long Overdue reports. Note the patron information (surname, barcode) is from dummy accounts used in Insignia's demo site and does not belong to actual library patrons.

Items Overdue

<Union>

Items Overdue

Due Date Between 01/01/2023 and 02/10/2023
Group By: LastName

LastName: Ahmad

#	Call No	Title	Location	Copy Barcode	Patron Barcode	Checkout	Due	Days Over	Reserves
1	443 SEU	The cat in the hat beginner book dictionary	Main	30001000000307	20001000002250	01/03/2023	01/17/2023	22	0
2	636.1	The fantastic book of horses	Christmas Display	300015266	123	01/30/2023	01/30/2023	9	0
3	350276 C002	Catching Fire		046860	123	01/09/2023	01/23/2023	16	0
4	[FIC]	Días de perros	New Books	30001000006432	123	01/30/2023	01/30/2023	9	1

LastName: ahmed

#	Call No	Title	Location	Copy Barcode	Patron Barcode	Checkout	Due	Days Over	Reserves
1	FIC HOV HOV	It Ends with Us : A Novel.	Main	30001888886522	20001000002264	01/03/2023	01/03/2023	36	0

LastName: Azhar

#	Call No	Title	Location	Copy Barcode	Patron Barcode	Checkout	Due	Days Over	Reserves
1	E HIG	Caribou song = Atihko nikamon	Imperial {IMPE}	31036000183241	20001000002190	01/29/2023	02/05/2023	3	0
2	J	Cat and mouse in a haunted house	Christmas Display	30001888887242	20001000002190	01/30/2023	02/06/2023	2	0

Long Overdue

Madison 2

Long Overdue Check

Date Between 02/09/2021 and 11/11/2022

#	Title	Author	ISBN	Barcode	Due Date	Days Overdue
1	Ramona forever	Cleary, Beverly.	0688037860	30001000004371	09/30/2022	132
2	Chicken soup for the soul : 101 stories to open the heart & rekindle the spirit /	Canfield, Jack, 1944-	1558743812	30001000006893	10/19/2022	113
3	Fish sleep but don't shut their eyes : and other amazing facts about ocean creatures	Berger, Melvin	0439625335; 0439520339; 0439549787	30001000000945	10/19/2022	113
4	Dog-gone Hollywood	Sharmat, Marjorie Weinman	0679869530; 037580529X	30001000003227	10/19/2022	113
5	School's out	Hurwitz, Johanna	0688099386; 0688099394	30001000001245	10/19/2022	113
6	Consumable Notebooks			30001000002791	10/19/2022	113
7	The kitchen		0865054843; 0865055041	30001000001019	10/19/2022	113

RFP RESPONSE

Cedar Falls and Waterloo Public Libraries / Cedar Valley Consortium

Integrated Library System (ILS)

February 21, 2023

LUCILLE WINDSOR
OCLC Wise Sales Consultant

614-787-2236
windsorl@oclc.org

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February 21, 2023

Jillian Rutledge
Assistant Director
Waterloo Public Library
415 Commercial Street
Waterloo, IA 50701
Email: jrutledge@waterloopubliclibrary.org

Kelly Stern
Director
Cedar Falls Public Library
524 Main Street
Cedar Falls, IA 50613
Email: director@cedarfallslibrary.org

Dear Jillian and Kelly,

Thank you for inviting OCLC to participate in the Cedar Valley Consortium RFP for a Library Management/ Integrated Library System. We're excited to share about Wise and how your consortium, staff and community could benefit as an early adopter.

OCLC is bringing a new paradigm to US libraries with the introduction of Wise. Wise is a holistic system designed with the customer at its center, which means it does so much more than a traditional ILS. Wise is built to increase awareness and usage of your library, allow you to make data-driven decisions about the best use of your resources and delight your customers with every library interaction - virtually or in person.

OCLC is partnering with libraries that are looking for new ways to engage their community and increase patron interaction with the library. We are excited to see these goals prioritized in your RFP and we're extremely interested in partnering with you to not just meet but to exceed your goals. We believe Wise could offer new services and interactions for the Cedar Valley Library Consortium that no other ILS can provide, and we are eager to share more in our proposal and product demonstration.

We are so impressed with what each new Wise early adopter partner library contributes and enjoy watching the synergy that results when we connect future-thinking librarians as part of the Wise community. In addition to having a direct impact on the Wise roadmap, our early adopters are having a positive impact on each other.

We feel strongly that Cedar Falls Public Library and Waterloo Public Library are a fit for this unique journey and have reflected our commitment with special early adopter pricing discounts. Together, we can make a tremendous difference for your community and US public libraries.

We are happy to answer any questions relating to our written response to the RFP and share additional information about Wise. Please contact Lucille Windsor, your OCLC Wise Sales Consultant, at 614-787-2236 or windsorl@oclc.org.

Sincerely,

Bruce A. Crocco
Vice President, Library Services for the Americas

Table of Contents

PROPOSAL REQUIREMENTS

Firms interested in providing the services described above are requested to submit the following information.

Company Information & History

OCLC at a Glance:

- **Founded:** 1967 as a nonprofit, member-driven library community
- **Members:** 17,983 in 123 countries
- **Library types served: Public, r**esearch, academic, school, medical, law, corporate, government, special, state and national libraries, groups and consortia
- **Major services:** Library management, discovery, cataloging, digital libraries, virtual reference, resource sharing
- **Scope:** 40+ million search requests processed each day by OCLC systems
- **Research:** OCLC Research focuses on research collections and support, understanding the system-wide library, data science and user studies.
- **Community programs:** WebJunction®, Outside the Box™, Geek the Library™

For more than 50 years, OCLC has helped libraries share knowledge and make breakthroughs possible for library users across the globe. OCLC is a global library cooperative that provides shared technology services, original research and community programs for its membership and the library community at large. We are librarians, technologists, researchers, pioneers, leaders and learners.

From future-focused research to cutting-edge technology, OCLC and its members have achieved hundreds of important milestones in information services. Together, we will continue to adapt and evolve in order to help share the knowledge and experiences contained in the world's libraries.

Put simply, OCLC is different. From the beginning, we've been a nonprofit, member-driven organization. No investors here. Everything we do is focused on helping libraries connect, share, and thrive.

When we come together as a growing network of libraries, we address shared challenges at scale. And we can better understand the evolving needs of libraries, their users, and their communities. Thousands of libraries, archives, museums, and industry groups in more than 100 countries actively contribute data and use OCLC services to achieve valuable efficiencies and greater impact.

As an OCLC member, your library benefits by:

Scaling capacity

Take advantage of cost savings, improved efficiencies, and new technologies that maximize the power of cooperative, cloud-based services and shared data.

- Library on-demand - Inspired by extensive user research and realized through OCLC's wide range of products and services, learn more about our Library on- demand vision for libraries.
- OCLC products - OCLC products help libraries address these challenges by sharing data, streamlining workflows, and connecting people to knowledge.

Scaling innovation

Participate and benefit from our original research, pilots, and beta software activities, and take advantage of OCLC's Developer Network and APIs.

- OCLC Research- Explore and learn from one of the largest library-focused research organizations in the world, with publications, videos, and events.

- Developer Network- Collaborate, experiment, and learn with other programmers as you put OCLC web services and APIs to work.

Scaling learning

Benefit from the shared knowledge of your peers in the Community Center and explore the wealth of training topics in WebJunction. Our learning platforms support global engagement with thousands of library staff each day.

- Community Center- Not just online help, but a collaborative network providing peer-to-peer learning and feedback that drives development of new features for OCLC products and services.
- WebJunction- Experience free, community-based training that provides pragmatic ideas and examples that can be replicated and modified for your library.

Scaling connections

Gain opportunities for library staff to take part in thought leadership discussions, online webinars, and lending leadership to Regional and Global Councils.

- Meet global challenges with collaborative leadership -Every year, Global Council votes on an area of focus to help concentrate efforts around a challenge facing libraries around the world. This important work spans not only geographic regions, but all types of libraries, while providing opportunities for professionals at all levels of their careers to participate and add their voices and ideas to the conversation. Council also works with OCLC staff to develop original research around these themes, producing ongoing resources and presentations.
- The 15-member Board of Trustees approaches its responsibilities in a unique way—it answers to and represents members, not shareholders or venture capitalists. The Board guides the vision of the cooperative, shaping OCLC's strategy and goals. It also fulfills the fiduciary duty of protecting OCLC's shared assets and investments. In addition, the Board is responsible for recruiting and working with the OCLC President and CEO, and for monitoring the cooperative through a dedicated audit process. The Board meets four times a year and its work is done by seven committees.

Whether we're supporting advancements on the leading edge of science or helping children build a strong learning foundation, shared knowledge is the common thread. People can find the answers they need to solve important problems in their lives, in their communities and in the world. Together we make breakthroughs possible. Both big and small.

Because what is known must be shared.®

Vendor's full company or corporate name

OCLC, Inc.

The company's office location responsible for performance under a contract with CFPL/WPL.

OCLC's headquarters are located at 6565 Kilgour Place, Dublin, OH 43017.

URL for the Vendor's website.

OCLC's website address is https://www.oclc.org.

Each proposal should be accompanied by an executive summary not exceeding two pages which summarizes key points of the proposal and which is signed by an officer of the firm who is responsible for committing the firm's resources.

Please see OCLC's Executive Summary beginning on the following page.

EXECUTIVE SUMMARY

The Cedar Valley Consortium desires a Library Management System/Integrated Library System (ILS) solution that supports the library's current and growing needs. The solution should be a fully featured, holistic community engagement system/ILS to support collection management, inventory, materials acquisitions, content discovery, customer relationship management, email and text messaging communications, events management, robust reporting, and more. OCLC's Wise not only meets the outlined needs but we believe it will exceed the Cedar Valley Consortium's expectations. To complement the patron's holistic experience with Wise, we are also proposing our award-winning mobile app, CapiraMobile.

Our company

In 1967, a small group of library leaders believed that working together, they could find solutions to the day's most pressing issues facing libraries.

The result? Ohio libraries created a nonprofit membership organization dedicated to furthering access to the world's information and reducing information costs. To accomplish these goals, they proposed a major paradigm shift in library operations by launching a computer platform and network to collaboratively build shared services and resources. Not only would this effort lower costs, but it would increase efficiency in library management. This first cooperative service would be an unparalleled effort guided by libraries to share data and workflows that they had never shared before. Today we have over 1,200 employees globally, 841 in the US, with an annual sales volume of $219.5 million.

Our product

We're shifting the library paradigm again with the introduction of OCLC Wise. Uniquely holistic in its design, Wise combines the power of customer relationship management, a communication suite (including marketing), a smart collection analysis and recommendation engine, analytics, and user-generated content all within the features of a 21st century library management solution. This transformative community engagement system, which created the category, empowers libraries to strengthen current customer relationships, build new connections with the wider community, and better meet changing community needs.

Every aspect of the Wise system is designed around people—both library users and library staff—not the collection, which enables libraries to evolve as their communities evolve.

For years, many libraries have relied on multiple products to collect and analyze critical data. With integrated tools and shared data, Wise simplifies and automates this process. And the system doesn't just collect usage data, it uses the data to help libraries evolve based on how they are used—or not used—by customers. Wise can replace many solutions libraries currently use individually because they are integrated components of this holistic system.

Our customer success approach

We are committed to supporting our libraries once they've implemented Wise and provide an incomparable experience including:

1. A dedicated Customer Success Manager – the single point of contact for ongoing success management who works closely with you to make sure Wise is delivering on your needs
2. Ongoing marketing consultation – a marketing expert seeks to understand your marketing goals and helps map out a marketing approach to best utilize Wise to maximize your marketing and communication efforts; consults on launch communication rollout plan to your community

3. A dedicated OCLC executive sponsor – checks in throughout the process to ensure everything is going smoothly
4. Product collaboration – collaboration with OCLC staff and Wise libraries to shape future development of Wise functions and features
5. Wise strategic partner meetings – ongoing connection with all Wise US early adopters to inspire, learn from one another and share any new needs to inform future product development
6. Wise Community Center – an online forum to connect and interact with other Wise libraries, share product insights with product roadmaps shared, and office hours (to provide the training and documentation to ensure libraries are comfortable with configuration post-launch)

Our customers

Since launching Wise in the US, we have been joined by 10 early adopter libraries, with such names as Anythink Libraries in Colorado, Greensboro Public Library in North Carolina, Bucks County Free Library in Pennsylvania, Fayetteville Public Library in Arkansas, and Roanoke Valley Libraries in Virginia.

Our future

The Wise Console is a prime example of our partners' collaboration at work and a key component of ongoing future innovation. This new, web-based staff application, which will be available later this year, reimagines workflows as the premier staff experience and allows libraries to embrace new service models. Our current areas of focus include frontline staff functionality such as customer interactions and account management, circulation, holds processing and enhanced item request management, with other domains such as cataloging and acquisitions to follow. This cadence allows us to incorporate frequent feedback from our libraries and help them transition staff to more dynamic workflows.

The Wise Marketing Workbench represents an enormous growth opportunity for our libraries, as they can finally deliver focused messaging to interested customers based on their interactions with the library. Future capabilities we are working on include SMS delivery and the ability to publish content to various social media platforms and the CapiraMobile app.

Our Events and Reservations solution will be available at the end of this calendar year, with full Wise integration to begin later this year. Once fully integrated, libraries will be able to add events/rooms to MyAccount in Wise, with event/room discovery available in the OPAC, for a truly seamless experience. Further, metrics from events will be available from the Marketing Workbench, allowing for staff to include pertinent event information in targeted customer communications.

Ultimately, our vision and roadmap are heavily influenced by our libraries, who work with us to identify improvements and new feature ideas, generate requirements, and prioritize development efforts, and we look forward to adapting our existing plan to develop that vision together.

Primary Contact: Lucille Windsor, Senior Library Services Consultant, Wise; 6565 Kilgour Place, Dublin, OH 43017; windsorl@oclc.org; Ph: 614-787-2236.

Signed by Bruce O Crocco Date February 21, 2023

Bruce A. Crocco, Vice President
Library Services for the Americas

FEATURES

Please list all key features included in the Vendor's core ILS product and features included in any additional modules, add-ons or third-party products that the Vendor would recommend.

We expect to have the following areas addressed within the response: Customer Experience (including discovery system/layer), Staff Experience (Circulation and Customer management), Cataloging and Collection Management, Acquisitions and Serials, and Data Migration & Reporting capabilities.

Include an itemized list of what services (maintenance, hosting, training, support, etc.) are included in the pricing and what services come at an additional or optional price. See the attached questionnaire for specific features.

OCLC Wise is the latest generation of library systems—a truly holistic community engagement system centered around the library customer with the objective of helping libraries have a greater impact on people's lives. With Wise, you will be able to engage your community in new and meaningful ways. Wise offers modules used for traditional library staff functions and additional modules to enhance your library's community engagement.

Traditional ILS capabilities:

- Cataloging
- Circulation
- Public access catalog
- Serials
- Acquisitions
- Reporting

Uniquely holistic in its design, Wise combines core functions of a traditional integrated library system (ILS) and includes additional modules to further engage with your community, including:

- Customer Relationship Management
- Collection Management
- Collection development
- Website and CMS
- Discovery
- Event/program registration
- Room and item reservations
- Analytics
- Application Programming Interfaces (API)

All these functions are included in the base product, which helps libraries leverage the power inherent in having multiple functions draw on the same, shared data in real-time. The Wise Customer Interface is a modern portal/discovery interface for your patrons to customize their library experience, share their interests and requests and find just what they're looking for. The Wise Manager is a highly configurable administrative tool that lets you set your system parameters to match your needs and policies at a granular level. Wise also includes powerful marketing tools to reach your customers with the right message at the right time and help them get even more value from their library experience. Wise is designed around people and driven by data.

Below is a visual representation of the holistic Wise Community Engagement System:

The OCLC Wise subscription pricing is all inclusive. The annual price includes all modules and capabilities, as well as hosting and ongoing support. OCLC Wise libraries will also receive future releases with the annual subscription price.

Our proposal also includes one-time costs for services related to implementation: data migration, project management and training. It also includes an optional solution for your consideration, CapiraMobile, our highly customizable mobile library app.

CONSORTIUM SUPPORT

A key component for CFPL/WPL is the ability to support our unique system sharing. Please detail how the system can best support our situation, as described in the above About section.

Consortial Features

Wise is uniquely positioned to meet the needs of libraries acting in consortia.

Multiple and separate library organizations sharing one system
OCLC understands that consortia can be structured in different ways. Wise allows flexibility in accommodating libraries as separate organizations within a single system, where each library maintains its own policies and settings across the consortium. Conversely, libraries can function as members of a shared library organization, where libraries across the consortium have the same policies and settings.

Separate financial organization structure
Consortia can create individual budgets for each library organization, so each library can have its own budget and funds available for use in acquisitions and store (point-of-sale) sales.

Customer privacy rules for individual libraries
Wise can allow consortia to restrict the availability of customer personal data outside the customer's home library, ensuring privacy. Library staff at locations other than the customer's home library will not be able to view information about the customer except name and customer type if configured as such; however, the customer will still be able to circulate materials according to regular borrowing privileges and blocks established by the consortium.

Up to 10 levels of holds
To accommodate the complex needs of consortia, Wise enables up to 10 levels of hold fulfillment and 10 levels of customer preference for each library organization. This allows each library the power to establish a hold fulfillment strategy that prioritizes its own materials and expedites their use for its own customers.

No table limits (items, customers, funds, etc.)
Each library organization can create policies and settings without limits imposed by the system, giving you the freedom to configure Wise in ways that make the most sense for each library.

Copy settings
Wise allows each Library Organization to have its own rules, locations, customer types, etc. In a consortium, there may be some overlap regarding borrowing rules, customer types, locations, etc. As a Wise system administrator, you can copy settings to other library organizations, streamlining the work of setting up the Wise system for several organizations.

Organization comparison reports
Each Library Organization can run reports for its own branches and for other branches in the Wise Manager (with appropriate permission), giving you the power to compare usage with your peers within the consortium. Among other things, this enables you to see what initiatives, from collection development to events, are successful at other libraries in the consortium, helping your library develop new programs and ideas that will resonate well with your communities.

FUTURE DEVELOPMENT

Please detail the Vendor's current development plans, including new features or products planned for release over the next two years as part of its ILS, and plans for continued support of newly implemented features or products. Please also include a product "road map."

Innovation on the Wise platform is driven by the collaborative relationship with our libraries. Their input continues to shape our vision for the product, with a focus on expanding the community engagement capabilities of the system, improving the customer experience and streamlining library management functions.

The Wise Console is a prime example of this collaboration at work and a key component of future innovation. This new, web-based staff application reimagines workflows as the premier staff experience and allows libraries to embrace new service models. The current release includes customer management functionality with iterative work on catalog search and circulation functions. Other domains, such as cataloging and acquisitions, are scheduled to follow. This cadence allows us to incorporate frequent feedback from our libraries and help them transition staff to more dynamic workflows.

Another key innovation is to expand the functionality of our Item Request Manager. In its current form, this tool connects library customers' needs and collection development in ways no other system can, and it was designed as a launchpad for future improvements. Automation to connect customer requests to acquisitions and ILL processes will streamline the process for staff and customers alike, and both are being explored for potential release in 2023.

The Wise Marketing Workbench represents an enormous growth opportunity for our libraries, as they can finally deliver focused messaging to interested customers based on their interactions with the library. As powerful as this tool is, we have noted several key improvements we'd like to pursue, such as expanding the capabilities to include SMS delivery or publish content to various social media platforms. As our libraries ramp up their usage of this tool, we will be prioritizing those improvements against other ideas they surface to refine our 2023 and 2024 releases.

Reporting and analytics are key strengths of the Wise system, and we intend to expand on these capabilities in two ways. The first is to surface key insights and information to staff through the Console in the form of dashboards and visualizations, making it easier for staff to obtain information that benefits their functional role. The second is to expand the system's data analytics capabilities into the Business Intelligence space, allowing libraries to combine data from other sources with Wise system data to inform community-focused decisions. Both are in a "proof of concept" phase with libraries at this time, but we would expect them to flow into our 2023-24 plans.

Ultimately, our vision and roadmap are heavily influenced by our libraries, who work with us to identify improvements and new feature ideas, generate requirements, and prioritize development efforts, and we look forward to adapting our existing plan to deliver that vision together.

Wise Strategy

	FY23	FY24	FY25
Mobility	• Console – Admin, Circ • Capira Mobile	• Console – Circ, Cat • Capira Mobile	• Console – Cat, Acq • Capira Mobile
Community	• Events • Marketing (Research) • Discovery (Research)	• Events/Bookings • MWB Enhancements • Discovery	• Events/Ticketing • MWB Enhancements • Discovery
Data	• WorldCat Sync (Initial) • Analytics (EMEA) • API	• WorldCat Cataloguing • Analytics • API	• WorldCat Cataloguing • Analytics • API

SYSTEM REQUIREMENTS

If the Vendor's product is cloud-based or otherwise hosted by the Vendor, please detail the minimum and recommended requirements for hardware clients and Internet connectivity.

OCLC Wise is a hosted solution, so your library will not need to host the Wise solution locally. OCLC will host the solution architecture, web-based UIs and database, and the library installs a simple staff client UI on local workstations.

Only a Web browser and Internet access are required to use the Wise customer interface and the Wise console staff interface for circulation (and eventually all staff functions). Our development team works to support the most recent, major version of Google Chrome, Microsoft Internet Explorer, Mozilla Firefox and Apple Safari.

Hardware requirements for Wise Staff Client:

- **Standard workstation** (public services, circulation): dual core 2GHz processor / 2 GB RAM / 1024x768 screen resolution / 250 MB (free disk space)
- **Back-office workstation** (acquisitions, ordering, cataloging, etc.): quad core 2GHz processor / 4 GB RAM / 1280x1024 screen resolution (1920x1080 recommended) / 250 MB (free disk space)

The Wise Configuration Manager is available via a standard Web browser. It allows library staff with appropriate privilege to configure institution settings, memberships, policies, budgets, calendars and more.

Requirements for the Wise Configuration Manager:

- **Hardware:** dual core 1.5GHz processor / 2 GB RAM (4 GB recommended) / 1280x1024 screen resolution / 250 MB free disk space
- **Web browser:** The two most recent versions (updates) of Google Chrome and Firefox are supported. Internet Explorer is not currently supported for the Wise Manager.

As with all services that depend on Internet connectivity, more bandwidth is always better. OCLC recommends a broadband connection of 1 Mbit/s download and 100 Kbit/s upload bandwidth. The customer interface works with cellular coverage on mobile devices.

DATA BACKUP & SECURITY

CFPL/WPL requires that updated security protocols be used to protect customer data in accordance with federal, state and local requirements. CFPL/WPL also requires that library transaction data be backed up on an hourly basis at minimum.

Please describe the Vendor's ability to meet these requests.

The confidentiality, integrity and availability of information is of paramount importance as we protect the security and privacy of libraries and their users. OCLC has dedicated security staff with backgrounds in libraries and higher education, as well as highly security-conscious industries such as financial services, government and defense. Our Global Security Services Team members hold a variety of industry-recognized, professional certifications, such as ISC2 Certified Information System Security Professional (CISSP), ISACA Certified Information Security Auditor, IAPP Certified Privacy Professional, and others. OCLC aligns with ISO 27001 and the NIST Cyber Security Framework to protect your information. As a hosted solution, Wise encrypts personally identifiable information in-transit (via TLS 1.2) and at-rest (via FIPS 140-2).

OCLC's services environment meets numerous government-mandated and industry-specific security requirements in addition to OCLC management's rigorous requirements. The OCLC Security Team works across operations, product, and service delivery teams to ensure OCLC complies with relevant laws (national, regional & local), standards and regulatory requirements. These include, but are not limited to:

- Health Insurance Portability and Accountability Act (US)
- Family Educational Rights and Privacy Act (US)
- Federal Information Security Management Act (National Institute of Standards and Technology (NIST) Special Publication 800-53) (US)
- Children's Online Privacy Protection Act (US)
- Commission of the Sponsoring Organizations of the Treadway Commission - Internal Control over Financial Reporting (US)
- EU Privacy Directive (Directive 95/46/EC) and Directive 202/58/EC
- Privacy Act 1988 (Australia) and the Privacy Act 1993 (New Zealand)
- Personal Information Protection and Electronic Documents Act (Canada)
- Bundesamt für Sicherheit in der Informationstechnik (BSI) Standard 100-1
- Managementsysteme für Informationssicherheit (ISMS) (Germany)

OCLC uses Amazon Web Services (AWS) to host Wise. OCLC monitors the Wise application for overall health and responsiveness from its Service Operations Center. This US-based 24x7x365 support team delivers high availability & tier 1/tier 2 app support and handles major incident management, escalation & communications. In addition, OCLC uses robust ITIL based processes to manage over 12,000 servers globally to > 99.9% availability. In the event of a system outage or problem, OCLC staff members have immediate access to product experts who are paged to provide any necessary support.

Capacity and performance are constantly monitored. OCLC uses multiple systems to monitor system, application, Web page, and Web service status, and to inform operations and support staff of problems in trying to resolve issues before they are noticeable to users of OCLC systems. When different ways. The systems provide operators with detailed status information, historical logs, and reports. This analysis is performed using a combination of open source and commercial tools for traffic capture and parsing. Network analysis is supplemented by examining system logs to identify unusual behavior, such as unexpected activity in former employees' accounts or attempted access of customer data.

Since Wise is a hosted solution, the library does not need to perform backups themselves. The system's data is hosted by Amazon Web Services (AWS) and managed by OCLC, which performs daily backups and maintains backup data for a period of 42 days. Backup data is encrypted in-flight and on-disk.

Additional information is available at https://policies.oclc.org/en/security.html.

TECH SUPPORT

CFPL/WPL prefers that Vendor support be available 24/7 with remote access, phone, and email support. CFPL/WPL also prefers that Vendors use a support ticketing tool to track support requests.

Please describe the Vendor's ability to meet these requests.

OCLC is well equipped to respond to the needs of its many library customers around the world. Phone support for customers in the United States is available from 7:00 AM – 6:00 PM CT at our Dublin, Ohio support center, and for system critical issues 24/7. Library staff can contact Customer Support in the following ways:

- Zendesk Online Portal – This cloud-based Customer Support system provides an online form library staff can complete, which submits a ticket to Customer Support staff. An online Dashboard allows you to view open tickets and ticket history (up to 3 years) for your entire organization. When using the online form, (logged in or not logged in), library staff can see pertinent support articles presented for your issue.
- Phone or Email – Library staff can reach Customer Support via email and phone. When doing so, it will automatically create a Zendesk ticket, which you can also view when you login to Zendesk.

Any library staff member may contact OCLC Customer Support. In addition, OCLC makes product and service support updates and discussion lists available on our password-access online Community Center.

PRICING AND TERMS

Please provide a pricing breakdown for the Vendor's ILS and additional modules as listed in the section above and indicate whether the price is a one-time fee or an annual cost. Also describe if there are levels of service that apply and how those affect overall pricing.

Please provide pricing for any initial installation and migration services.

Please describe any package discounts, discounts based on contract length, or other price reductions from the quoted price above that may be available to CFPL/WPL.

Please confirm if both libraries can be invoiced separately for 50% of the total cost.

Please see OCLC's pricing included on the following page.

OCLC Wise RFP Pricing – Cedar Valley Library Consortium

Annual Subscription	**Year 1**
OCLC Wise Subscription	$112,800
Wise Joomla Subscription	Included in Subscription
Early Adopter Discount	($56,400)
Annual Subscription Total	**$56,400**
Implementation (One-time fee)	**Year 1**
OCLC Wise Implementation	$39,000
Early Adopter Discount	($19,500)
Implementation (One-time fee) Total	**$19,500**
Total Year 1 Annual Subscription w/ Implementation	**$75,900**
Optional Services	
CapiraMobile Public Solution Subscription	$9,951
CapiraMobile Implementation (one-time fee)	$1,078
Total Year 1 with Optional Services	**$86,929**

Notes:

Cedar Valley Library Consortium includes Cedar Falls Public Library and Waterloo Public Library. The pricing above includes one shared instance of Wise, with two instances each of Wise Joomla and CapiraMobile Public Solution.

Year 1 (first year of your subscription) begins on the date your library goes into production on Wise (the "Go-Live Date") and lasts for 12 months. Invoicing frequency for the subscription fee is annual at the beginning of each renewal period. The Early Adopter discount will be included in your Wise annual subscription and not show as a separate line on the invoice. Subscription will renew annually with any applicable price increases.

The Implementation fee is invoiced 50% upon OCLC's receipt of fully executed copies of this Quote and the Framework Agreement ("Agreement"), and the remaining 50% upon the Go-Live Date. The fee includes implementation, configuration, training, and data migration services.

A Wise test instance is included in the annual subscription fee. This allows the library to test features and configuration changes, or to use it for training purposes. The test system is refreshed automatically from the library's Wise production system on a weekly basis.

CapiraMobile Public Solution includes Custom Application Design/Branding, Public Catalog Integration, Directions and GPS Navigation via Google or Apple Maps, Event Calendar Integration & Searchability, ISBN/EAN Scanning & Lookup, Digital Library Card, Push Notification Support, Database Listing Integration & Searchability, Patron Record Notifications—Fines, Holds, Card Expiration, etc., One Touch Contact Menu Bar, Social Media App Integration, Digital Services Integration - Overdrive, Hoopla, etc., Library Information & Services Menus. Voiceover Accessibility is an optional feature available at no additional charge.

REFERENCES

List at least three entities for which similar work is or has been conducted recently and give the name, title and telephone number of persons who may be contacted for reference concerning the services you provided. Give dates and lengths of service.

Anythink Libraries (Rangeview Library District)
5877 E. 120th Avenue
Thornton, CO 80602
Logan Macdonald, Director of Products & Technology
lmacdonald@anythinklibraries.org
(p) 303-405-3293
Contract effective 10/30/2018, Go Live 7/13/2020

Bucks County Free Library
150 S Pine Street
Doylestown, PA 18901
Patty Dawson, Access Services Administrator
dawsonp@buckslib.org
(p) 215-348-0332 ext. 1225
Contract effective 3/5/2020, Go Live 1/12/2022

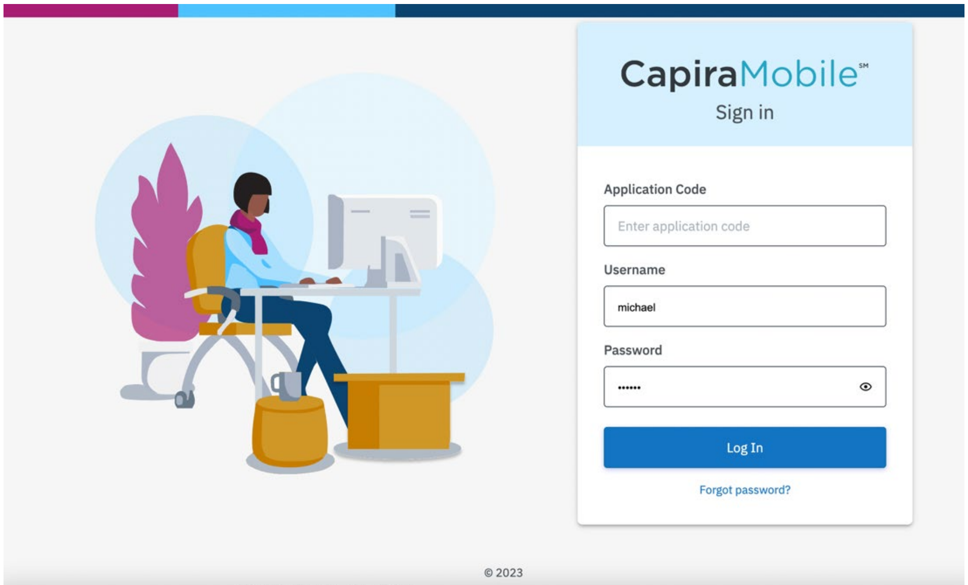
Fayetteville Public Library
401 W. Mountain St.
Fayetteville, AR 72701
David Johnson, Library Director
Djohnson@faylib.org
(p) 479-530-7828
Contract effective 5/20/2020, Go Live 3/15/2021

ANYTHING NOT PREVIOUSLY COVERED

Please use this area to describe services and/or products not already mentioned in the company's proposal that may be of interest to CFPL/WPL.

To engage even more patrons with everything your libraries offer, we also suggest an additional, optional solution for your consideration, CapiraMobile, our highly customizable mobile library app. CapiraMobile inspires active engagement, as it's:

- **Authentic** – CapiraMobile creates a true digital extension of the familiar library experience, from searching your catalog and reserving materials to renewing a library card.
- **Personalized** – Present your users with a custom interface that reflects your library's brand. Let them choose what they want to see and do and when they want to receive proactive notifications.
- **Convenient** – With ongoing COVID-19 concerns, offer choice and convenience for people who want to engage with your library without visiting a physical location.
- **Informative** – Notify users about upcoming events, push strategic messages that support your library's goals, and integrate with your social media platforms to keep users informed of everything happening in your library.
- **Data-driven** – Use a wide range of reports on acquisitions, user engagement, and outcomes of your objectives to help you pivot fast as needs and expectations change. The CapiraMobile Library app (a 2023 gold Modern Library Award [MLA] winner) connects your library to the users you want to reach, providing a virtual extension of the great on-site experience you already provide. This highly customizable app lets users engage with your library and learn about events, services, and resources conveniently through their mobile phones. You can send notifications about new programs and promotions, let them search your catalog, and support self-checkout and digital library cards.
- **Basic and advanced searching of your online catalog for resources –** Your library's patrons will be provided with resource and filtering choices that allow them to refine as deeply as you will allow them.
- **Sources –** In addition to a simple keyword search in your catalog, search Libby, Hoopla, and WorldCat resources within a 120-mile radius, shared collections, and more. All can be toggled as well.
- **Material type filtering –** This can include (outside of the typical material types) categories that can address unique borrowing habits of your patron base, like large print, serials, video games, graphic novels, and more. Location filtering is available as well.
- **Sorting –** Users can sort search results by relevance, title, publish date, etc. These are only limited again by your desired parameters as set in your CapiraMobile administrative dashboard.
- **Administrative dashboard –** This makes establishing filters to enhance the patron search experience extremely easy and, if your team determines that the removal or addition of a parameter is called for it takes only seconds to do, eliminating the need for a support ticket.

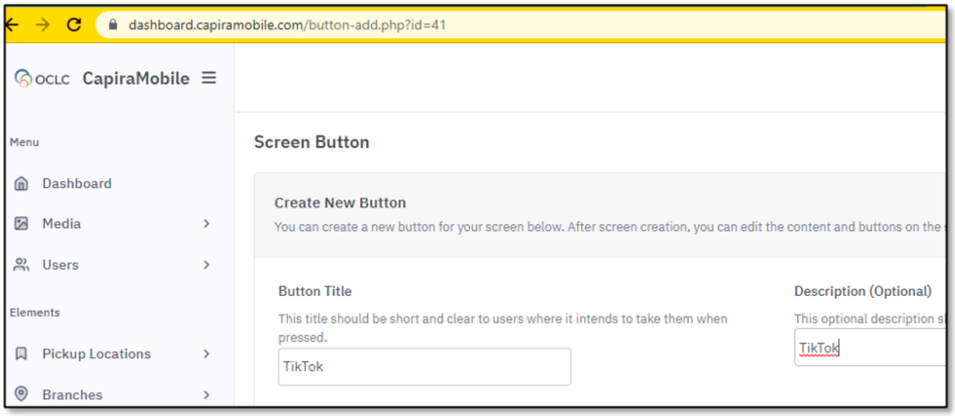


CapiraMobile offers cardholders the ability to authenticate through their library card number and PIN to access and manage their specific accounts.

Once patrons have authenticated themselves on the app for the first time and enter the "My Account" section of the app, they are greeted with easy-to-understand statuses of their account, how many items out, on hold, fines if any, and overdue materials – these are in addition to account notifications, which will proactively alert patrons to these same statuses.

A card wallet that will point them (one of two ways) to their actual scannable card, links out to whatever fine payment system you use, and overviews of items out and items on hold are all accessible options for patrons that optimize ease of use when managing interaction with your collection.

- Link accounts across a household – With CapiraMobile, family members can assist each other in borrowing. Multiple accounts can reside on a single device for patron convenience. In addition, parents will receive account notifications for overdue materials, holds, fines, and card renewal for their children.
- E-resource integration – Currently CapiraMobile can search for Libby and Hoopla within the catalog, and other resources can reside as links out to those respective places. We can also integrate our EZProxy™ single sign-on service for those resources that would require separate sign on, if desired, for a separate fee.
- Events calendar – CapiraMobile can integrate with any calendar. We can produce an in-app searchable calendar that displays the same basic calendar info as your online version.
- Social media integration – Through your administrative dashboard, you can add links to any social media platform you desire.


dashboard.capiramobile.com/button-add.php?id=41
OCLC CapiraMobile
Menu
Dashboard
Media
Users
Elements
Pickup Locations
Branches
Screen Button
Create New Button
You can create a new button for your screen below. After screen creation, you can edit the content and buttons on the
Button Title
This title should be short and clear to users where it intends to take them when pressed.
TikTok
Description (Optional)
This optional description
TikTok

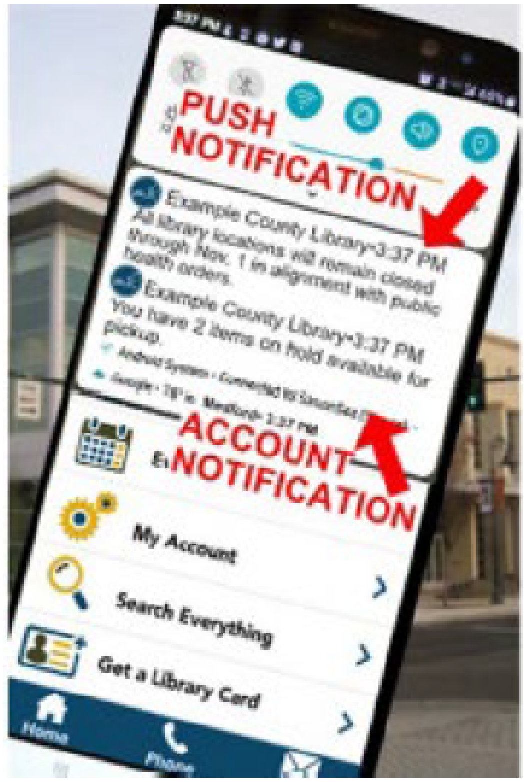
Notifications and Alerts

CapiraMobile is the only library app provider with the unique trio of push notifications, account notifications, and alerts.

- Push notifications – Push notifications allow you to inform patrons about events, programs, classes and more. This type of messaging reinforces your library as a key social infrastructure leader in the community.
- Account notifications – When patrons open the app, it alerts them to account conditions, overdue materials, holds, card expiration, and fines owed.
- Alerts – These inform patrons of closings, surveys, emergencies, and more.

Mobile Patron Sign Up and Renewal

Allows customers to apply for or renew their library card via the app. Customers simply fill out the necessary information and take pictures of required documents using any camera built into their mobile device. The data is then securely transferred to our servers where your staff can verify the submitted information, instantly allowing your library to create and assign library card numbers to new customers. Personal data is only stored on the server for up to 48 hours, whether a staff member processes it or not. (Note: A camera is required to use this feature.



Self-Checkout

Eliminate burdensome self-checkout stations and streamline the borrowing experience. Allow your customers to check out and renew items using their mobile device camera to scan item barcodes.

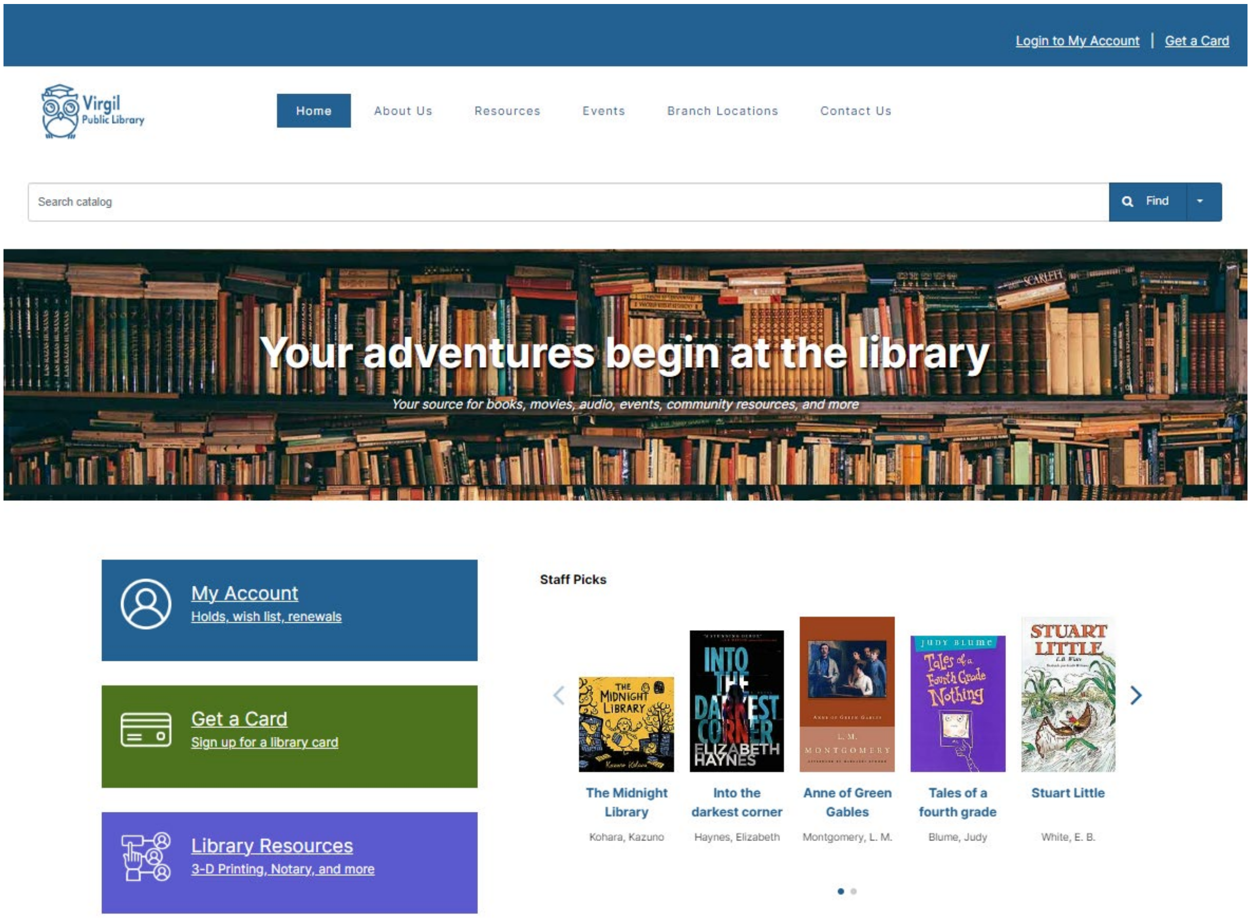
Firebase Analytics

Capture mobile app-specific usage data regarding usage, location, devices, and the path customers take through the app at the deepest levels of granularity possible.

ILS FEATURES QUESTIONNAIRE:

CUSTOMER EXPERIENCE

1. Provide an overview of the patron user experience (Discovery).



The Wise Customer Interface uses several components that combine to form a seamless digital experience for customers.

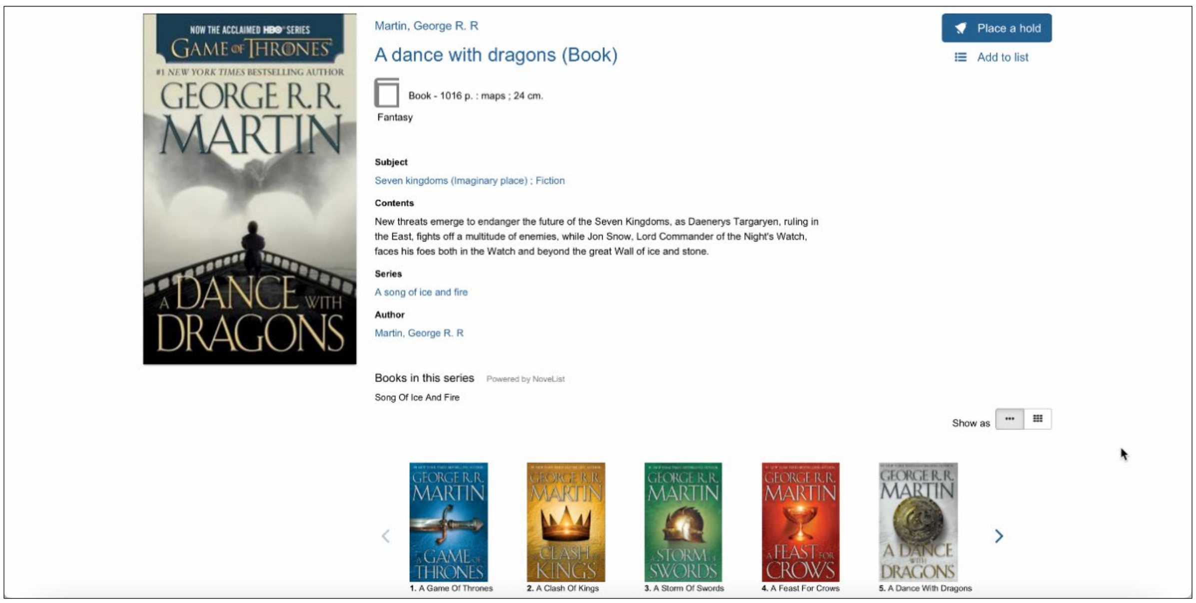
Libraries that opt for the seamless digital experience will take advantage of two integrated systems:

Joomla Website/CMS – Joomla is a robust, open-source CMS that is highly configurable and is powered by a strong community of developers. The Wise product can integrate a Joomla website for libraries to use as a "starting point" for their own web presence, which includes a set of pages and navigation menus, styling, the configured Wise Extension and a set of recommended extensions to manage website content.

Wise Discovery – Traditionally thought of as the "OPAC". The Search function tool provides suggestions as customers type, searching simultaneously for similar results in several fields at the same time (author, title, subject, and series). Search results can be refined further using facets and sorted by relevance, title, author, date, or popularity. The Joomla Wise Extension incorporates the search and display functions of Wise directly into the website.

OCLC recognizes that some libraries may prefer for various reasons to retain their current website/CMS as they adopt Wise. To facilitate this option, the Wise system's Discovery interface can be configured as a stand-alone web experience that the library would link to from its existing website. This disconnect between the library's website and OPAC is how many libraries operate today, and although OCLC recommends that libraries leverage the more seamless user experience outlined above, we currently provide both options for the Wise system.

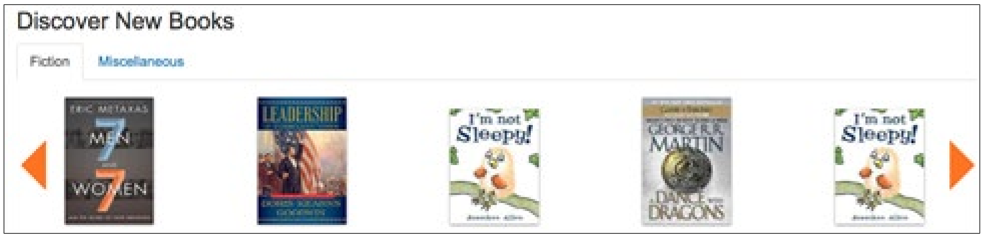
Both choices allow library users to submit reviews, provide ratings, and create lists that are displayed with search results and on individual records. The reviews and ratings are shared across all US libraries using Wise, so everyone receives the benefit of this rich content without the cost of an additional subscription.

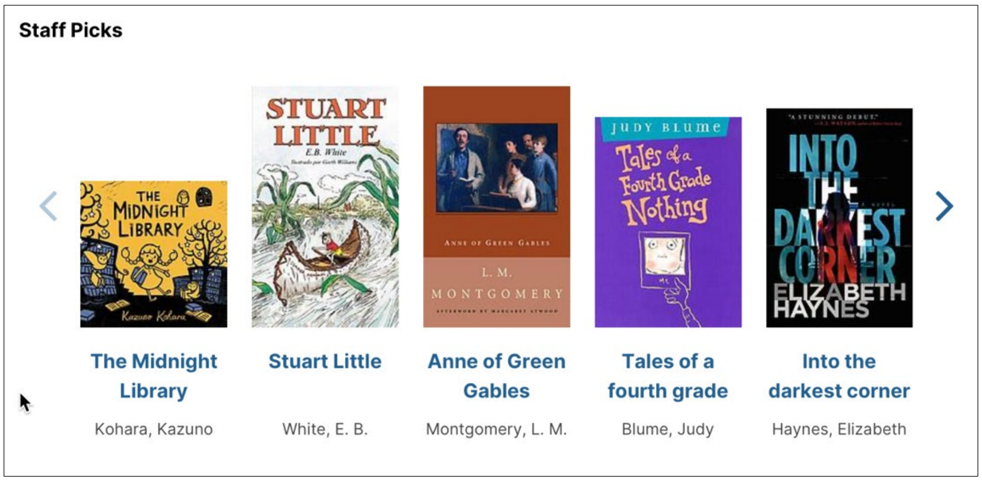


Title with copies and availability status

Our recommended configuration for Cedar Valley would be two (2) Joomla-driven websites (can be top-level domain or a subdomain of your main library website(s), or you can use an OCLC domain) that incorporate functionality and catalog from the Wise system using the Wise Joomla Extension. The websites and Wise Extension share most styling and design elements, which creates a consistent user experience as customers navigate from site contents to catalog searches to their own holds, checkouts, and preferences. The combined experience features a responsive design to deliver a clean, modern experience on mobile, tablet and laptop/desktop devices. This configuration would allow both Waterloo Public and Cedar Falls to each customize their site content to provide an engaging, visual experience that reflects the library's unique brand, and each configure multiple book carousel modules.

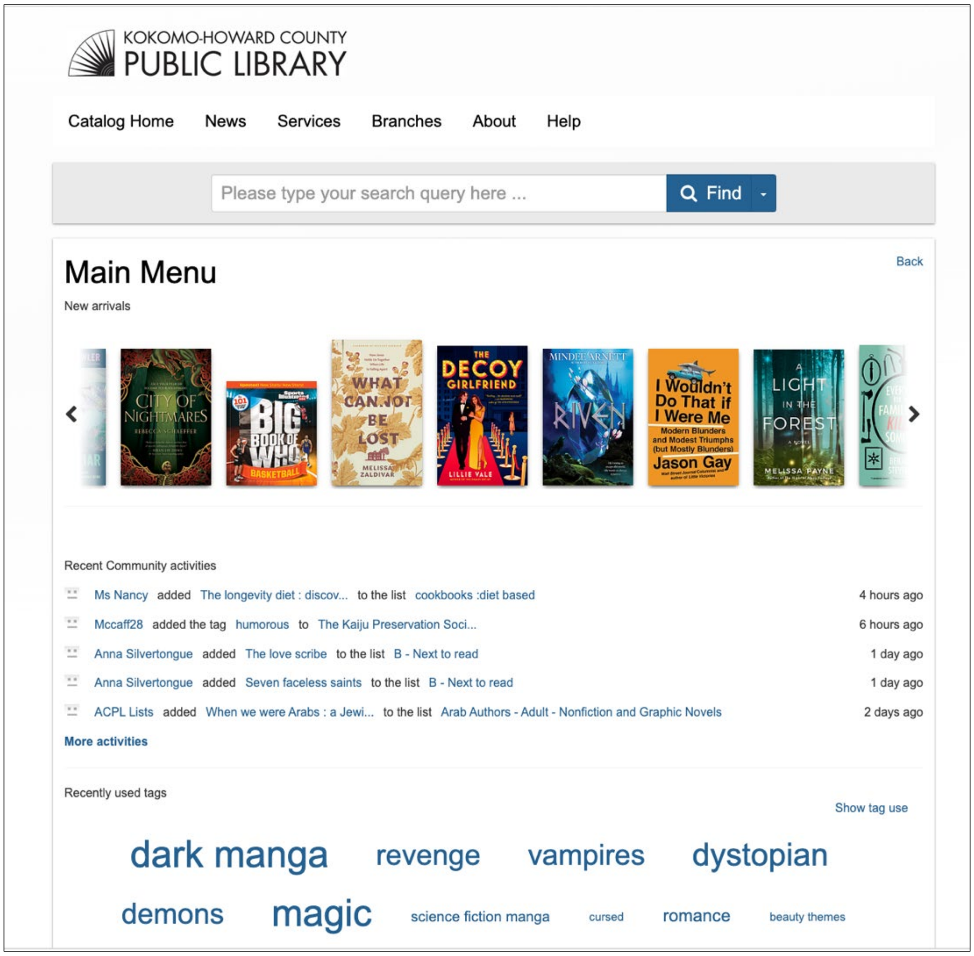
Wise Item Carousel – This module allows the library to display dynamic "carousels" of titles from the Wise system on the website, which is useful when promoting new titles, displaying a selection of titles for specific audiences, or calling out specific lists of materials.



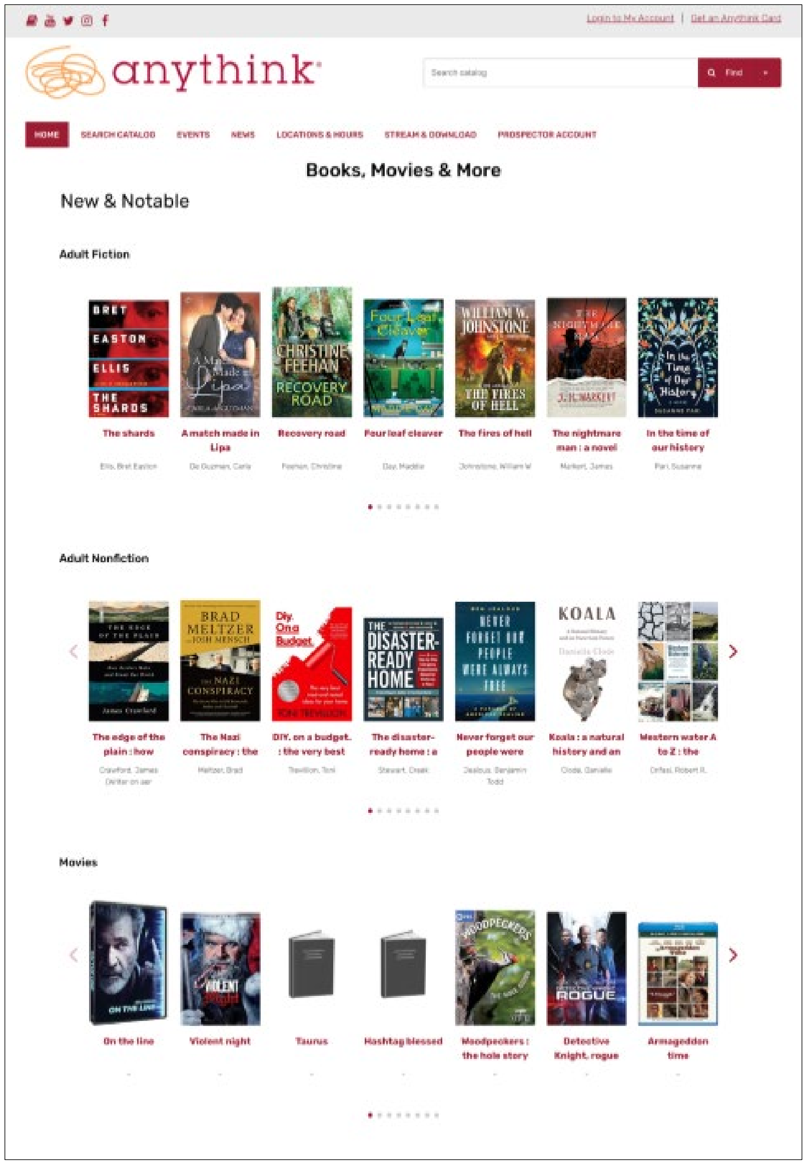


Wise Content Carousel

For more on Joomla's add-on details, here are the specifics: https://virgil.wise.oclc.org/joomla-wise-add-on-details



Kokomo-Howard County Public Library's non-Joomla catalog



Anythink Libraries' Joomla catalog

2. ***Describe the customization and maintenance capabilities of the discovery experience.***

The Wise catalog (i.e., OPAC) offers options for libraries to customize the logo, color scheme and available facets. The library can also configure a link to refer search terms to external repositories, such as an Interlibrary Loan system, so customers can easily access other materials that are not part of the library's own holdings. Self-service options available to customers in the My Account interface are also configurable by the library.

The website/CMS is available to libraries who opt for the integrated website/discovery solution outlined above. The tools provided include Wise Extension for Joomla and a website template comprised of a responsive-design theme, website structure and additional content modules. Together, this comprises the Wise customer interface and allows libraries to create a seamless, visually engaging experience tailored to their community.

WorldCat Cover Art Service – The Wise system integrates directly with the WorldCat Cover Art Service to deliver a rich, visual catalog experience. Libraries can also add their own cover art images for specific titles, which is helpful for locally sourced materials or non-standard lending items like maker kits, musical instruments, etc.

3. Describe how the discovery interface encourages engagement.

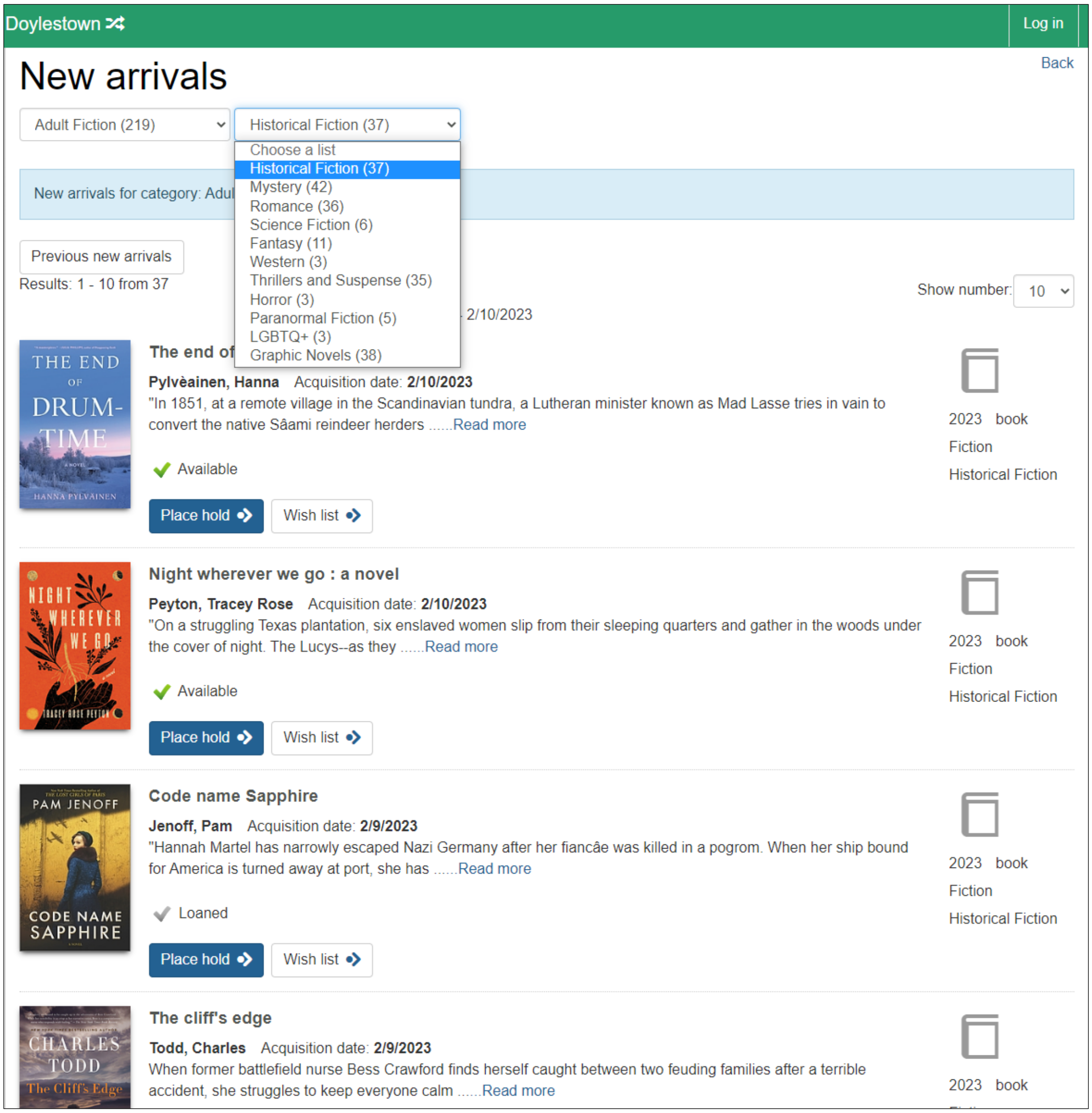
Wise Community – In addition to easily finding just what they're looking for, Wise customers can sign up for an additional layer of functionality that lets them create and share reviews, add ratings and tags to titles, and create their own lists of titles in the catalog. These user-generated ratings and reviews are populated by and visible to customers using the Wise platform across the US.

Personal Recommendations – Libraries can also choose to activate the Wise personal recommendations feature, which provides customers with title recommendations based on their checkout history and what other readers with similar interests enjoyed. Should you choose to load historical circulation data as part of data migration, you can take advantage of Personal Recommendations on Go Live day. The Personal Recommendations feature is configurable to best meet the needs of the library and its customers.

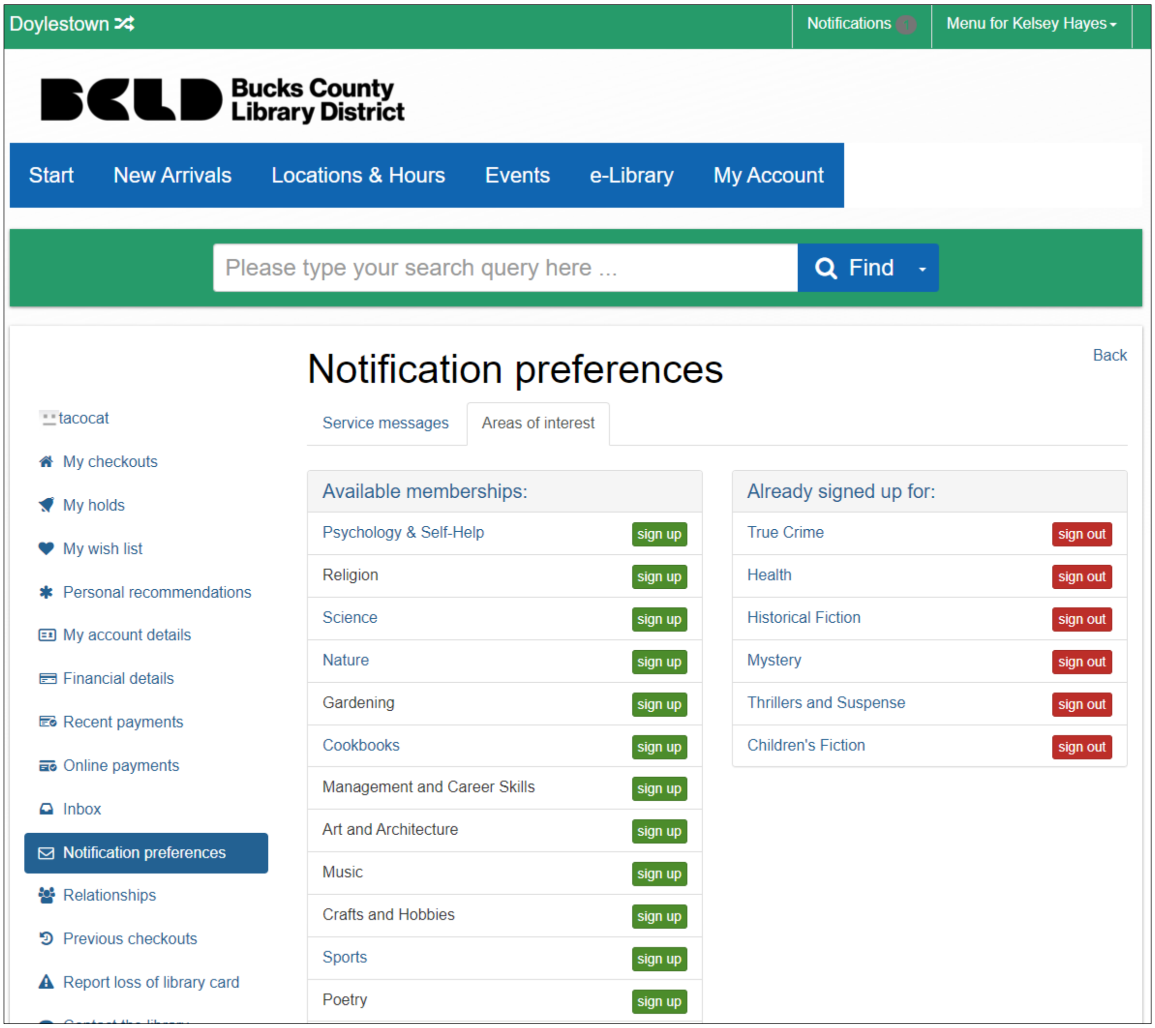
Wise Inbox – Library staff can use the Inbox to send messages directly to individual customers (e.g., updates to reference questions, personal items left at the library, etc.). The Inbox can also be selected by customers as an option for receiving standard messages such as hold notifications and overdue reminders.

4. Describe how the system recommends materials for patrons.

Areas of Interest – Customers can explore areas of interest based on statistical categories defined by the library. Customers may subscribe to one or more areas of interest and manage these preferences from their My Account page.



Browsing related areas of interest from the New Arrivals list



Exploring and managing areas of interest in My Account

The customer will be alerted when new material that meets the criteria is added to the collection. Using the Wise Marketing Workbench, library staff can also use areas of interest to notify customers about events and programs related to these topics, providing customer value beyond traditional recommender services.

The system also leverages the customer's borrowing history to recommend other titles they may enjoy. It will also leverage titles in the customer's wish list but excludes those titles from their personal recommendations. Recently borrowed titles have a larger impact on recommendations than older titles. This feature is optional and must be enabled by the customer.

5. Describe how the system integrates with third party electronic material (e-books) for discovery and borrowing, including but not limited to content provided by Overdrive and Hoopla.

The Wise system interoperates with many third-party vendor products to extend the functionality and value of the software even further. These integrations are used in both staff-facing and customer-facing applications, and OCLC's philosophy is to design these integrations to be as seamless and robust as the partner software will allow. If libraries obtain service agreements with any of the following vendors, Wise will support interoperability in the following ways:

OverDrive – The Wise Team has engineered a deep integration with OverDrive that includes: customer authentication, inclusion of OverDrive materials in Wise search results, facets and Full Title View displays; the ability to place holds, check out and return OverDrive materials directly in the Wise Customer Interface; displaying customers' holds and checkouts in the My Account module; the ability to pause and resume holds; update the email address at which the customer is notified when the hold is ready; view the due date and a counter that displays the days remaining; and more. All this combines to deliver a simple, seamless experience for library customers and increases the value of the OverDrive subscription.

Hoopla – Our integration with Hoopla also achieves a very fluid user experience and includes: customer authentication, including Hoopla materials in Wise search results, facets and Full Title View displays; the ability to check out Hoopla materials directly in the Wise Customer Interface; and displaying customers' checkouts in the My Account module. Like OverDrive, this integration provides exceptional discoverability and ease of use for Hoopla content.

CloudLibrary – Our integration with CloudLibrary via API provides a dramatic improvement in the discovery and use of digital resources by library customers. It also aligns with our key strategy pillar of "Connect" and adds a key content partner to the Wise integration portfolio.

6. ***Describe how the system integrates with third party hardware, including but not limited to automated materials handler systems, security gates, self check machines, etc.***

OCLC Wise includes one of the strongest and most extensive SIP2 implementations in the industry, allowing interoperability with a wide variety of self-service and automated return solutions from companies worldwide who also adhere to the standard. Current customers have successfully integrated with RFID security, staff and self-service solutions from bibliotheca, TechLogic, Envisionware and FE Technologies. To the extent that the systems you wish to integrate are SIP2 compliant, we expect Wise to effectively support current and recent versions and will confirm this during implementation.

7. ***Describe how the discovery system integrates enhanced content from third parties, including but not limited to Proquest Syndetics, NoveList/NoveList Plus, etc.***

Wise includes access to the WorldCat Cover Art Service to provide enhanced content at no additional cost. With this robust enhanced content, the library may discontinue its use of other subscriptions such as Content Café or Syndetics for catalog image content. In addition to the content provided by that service, library staff can add individual images to Items for display in the Wise Customer Interface.

For libraries that subscribe to NoveList Select, the Wise Customer Interface will display relevant NoveList content in a series of tabs inside the Full Title View, which includes snippets and links to additional review content from Goodreads (as provided by NoveList).

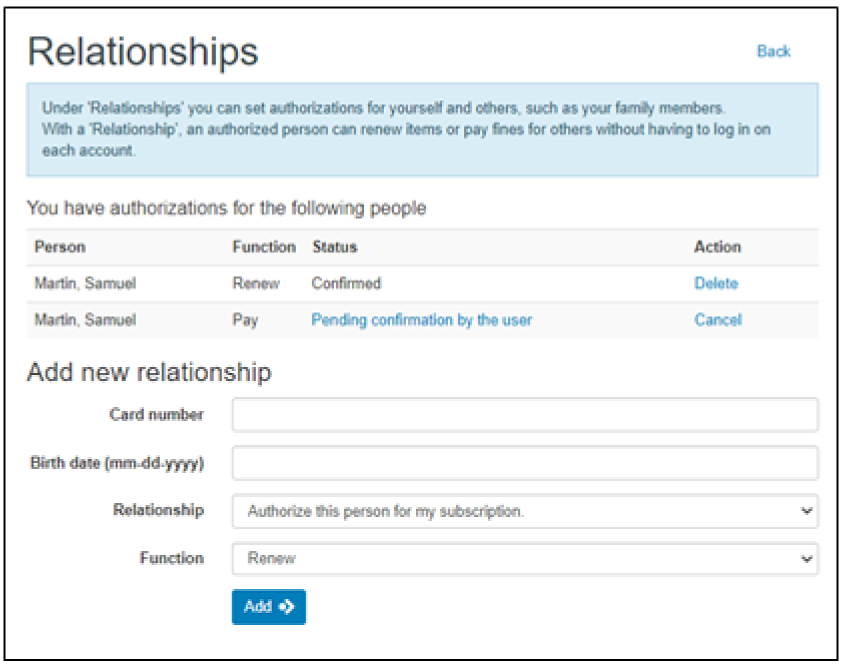
8. ***Describe how the customer interface allows patrons to customize their library experience.***

Customers can easily customize their library experience using the Wise My Account Interface.

Notification Preferences – Customers customize how they receive messages from the library: by email, SMS text, delivered to the inbox of the customer account in the public catalog, or printed and delivered via a postal service.

In addition to managing their own account information and preferences, they can link their account to family members or other customers using Relationships (requires two-way acceptance).

Customer Relationships – A customer can specify borrower relationships with other customers without having to contact the library directly. These relationships allow one customer to renew material or pay fines on another customer's behalf without accessing their account. The customer with whom the relationship is being established must confirm the relationship before it takes effect, and either party may terminate the relationship at any time.



Establishing relationships from the customer interface

Areas of Interest – Customers indicate their areas of interest. The customer will be alerted when new material meeting the criteria is added.

Personal recommendations – The system leverages the customer's borrowing history to recommend other titles they may enjoy. This feature is optional and must be enabled by the customer.

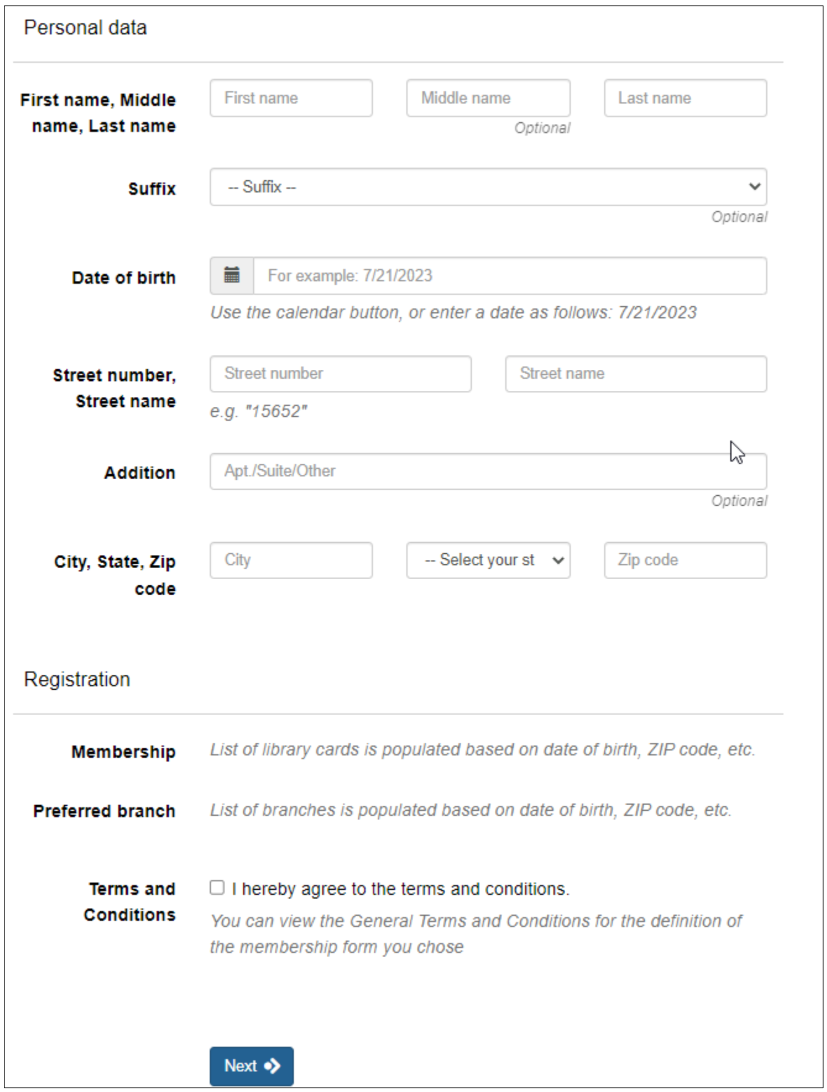
Purchase requests – Wise lets customers request titles not held by the library right through the customer interface.

Newsletters – If the library chooses to use Wise's integrated newsletter functionality, customers can sign up to receive one or more newsletters via self-service options.

Also available: Report loss of library card, inbox, financial details about fines and fees, my account details and previously checked out titles.

9. ***Describe the online patron registration procedure.***

Customers can create a library account online. The library can add an address block if the customer should verify their address by coming to the library or assign a temporary card so that customers can start using e-resources before verifying their address at the library. Each library system can determine how self-registration is handled and customize the form used to complete registration. A common configuration allows users to self-register online, which will permit them to use electronic materials, place holds, and add items to wish lists. Mobile-first customers can self-register for a library card through the library's CapiraMobile app, which integrates seamlessly with Wise. The library may apply a block to the account requiring address verification in person before any physical material may be checked out.



Online account registration screen, including Terms and Conditions checkbox

10. Describe how patrons can pay fines and fees associated with their account.

Our Implementation Team will work with your eCommerce vendor to set up a SIP2 connection to Wise. Once that has been established, your customers will be able to pay their fines in two ways:

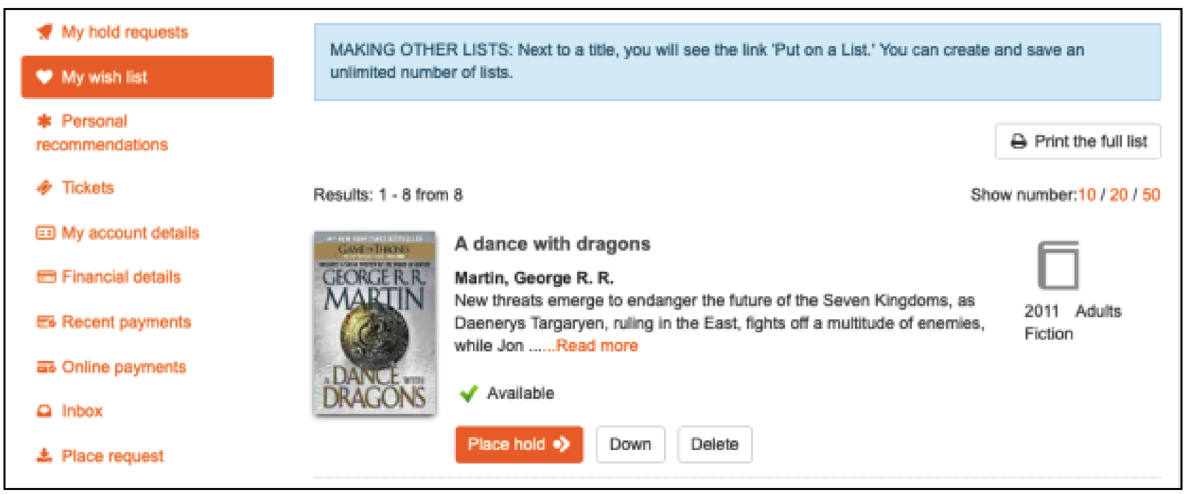
From the OPAC – From their account, customers can navigate to Financial Details to view outstanding fines and fees, along with a Pay Now button. Customers enter their payment credentials to complete the transaction. Previous eCommerce payments can be viewed from the "Online Payments" link in My Account.

From self-check machines – Customers can view their outstanding fines and fees once they have logged into the self-check machine. They can select a "pay fines" option from the screen, depending on the brand of machine. Customers enter their payment credentials to complete the transaction. A receipt is generated.

11. *Describe how holds are placed and managed by the patron, including placing holds on either library's collection and selecting a preferred pick up location.*

Most hold requests are created by customers using the public catalog. From a title record, customers can select the Place Hold button to request the next available copy of the title. A pickup location can be selected on the confirmation screen; by default, the customer's home library is selected. Titles can also be placed on hold or added to a customer's personal Wish List directly from the search results, and the availability of materials is shown in each search results page.

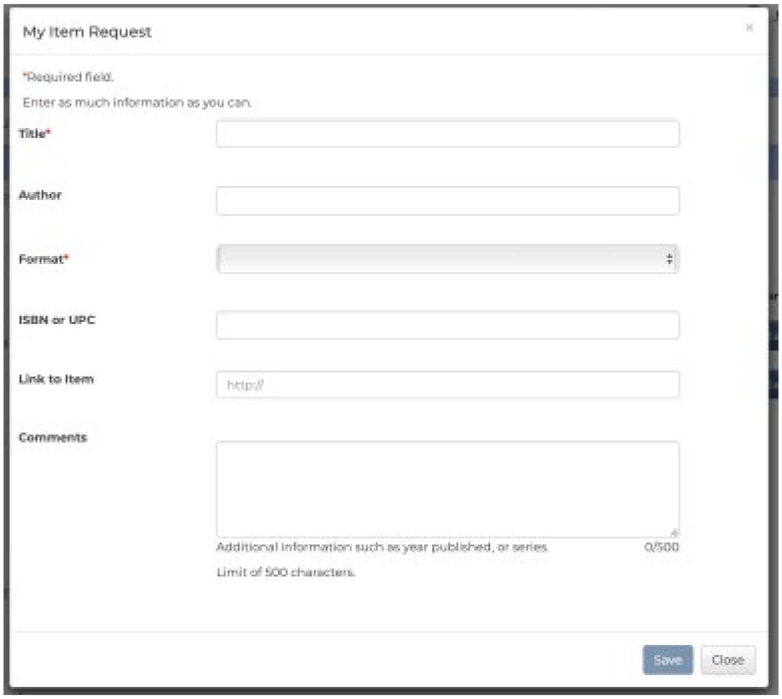
From the My Account page, customers can see an overview of pending hold requests that displays both physical and digital titles. The overview lists the status of each request: ready for pickup, in transit, in process.



A customer wish list with the option to place a hold

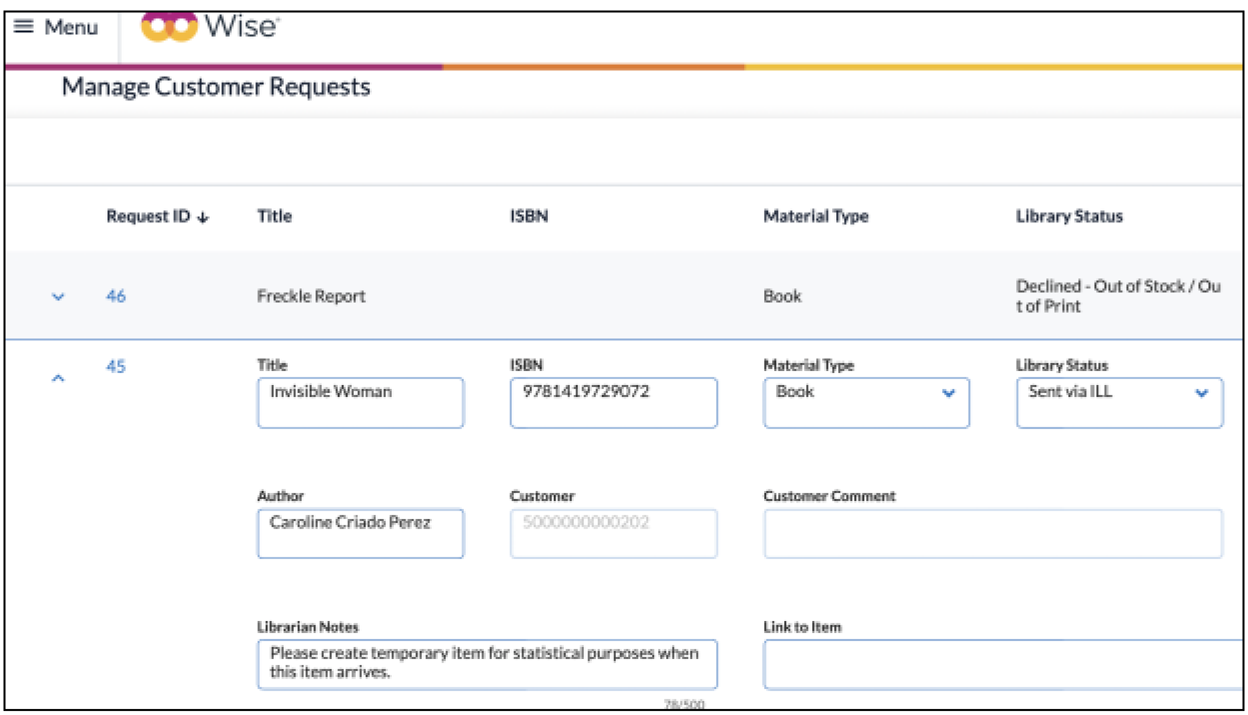
12. *Describe how a patron would submit a request for an item the library does not have.*

The Item Request Manager in Wise enables customers to request materials that are not immediately available via the library's collection. The library will decide whether to purchase the item for the library, obtain a copy via ILL, or cancel the request. The customer supplies their account credentials and completes the request form.



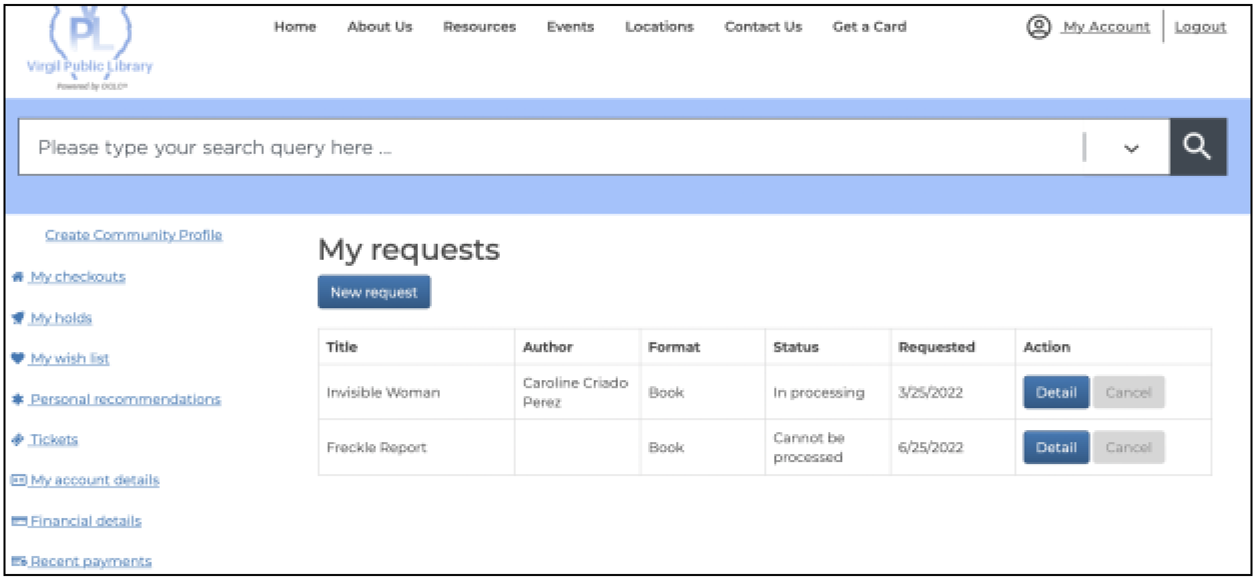
Request form in the customer interface

The completed form is automatically routed to Wise and analyzed by library staff. If the library decides to acquire a copy through ILL, a customized library status is applied that indicates the status of the request.



Item Request Manager staff interface with pending ILL status

When library staff update the request, the customer receives an email, including the status and additional staff notes if applicable. The customer can also view the request in the MyAccount portal.

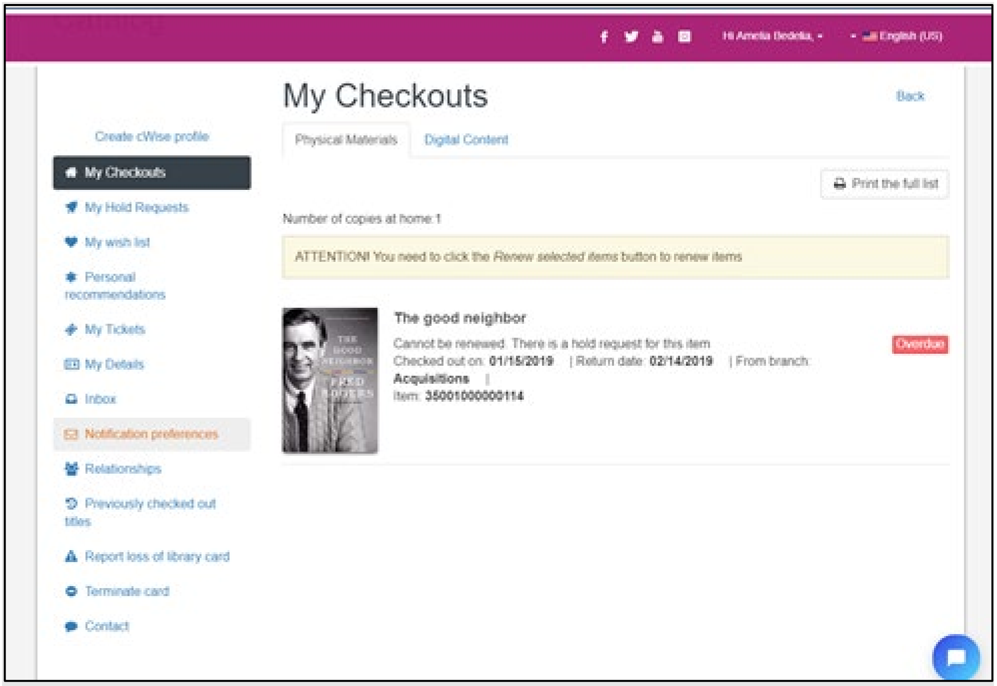


Outstanding requests in My Account

13. Describe capabilities and the access patrons have in their My Account feature.

Customers can access their library accounts from the customer interface, including the following information:

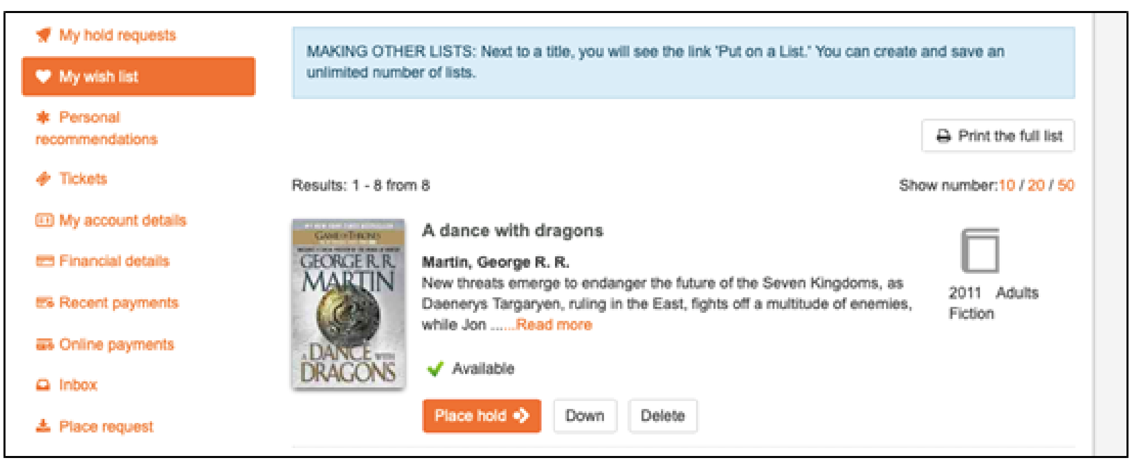
- My checkouts – an overview of physical and digital items currently checked out to the customer. Content from third-party vendors, such as OverDrive, has also been incorporated into this module to provide customers with a more holistic view of their material usage and library experience. Items are organized by due date and overdue materials display with a red Overdue label. Eligible items may be renewed from this screen.



My Account screen in the customer interface

- My hold requests – an overview of pending hold requests for both physical and digital materials. The status of the hold request appears below the title (ready for pick up through [pick up date], in transit, in process). Eligible hold requests may be deleted from this screen.

- My wish list – a collection of titles the customer wants to borrow. Customers can add items to their wish list by clicking on the Wish List button in search results. Items added to a wish list appear on this screen. After a title on the wish list is borrowed, it is removed from the list.



A customer wish list with the option to place a hold

- Previously checked out titles – a list of previously borrowed titles (if the customer enables checkout history for their account). The list includes currently checked out items.

- Personal recommendations – a list of recommended titles based on the customer's borrowing history.

- My account details – name and contact information (mailing address, email address, phone number), library card number, username, expiration date, birthdate, customer library branch. The library can configure which fields, if any, may be edited by customers.
- Financial details – an overview of fines and fees owed to the library. Wise can connect to payment processor services so that customers can pay outstanding fines online.
- Inbox – messages sent directly from library staff to the customer.
- Relationships – a list of customers with which the account has a relationship (e.g., family members). Wise allows library staff and users to set up relationships to other library members. Depending on the access given, the users can see items checked out and fines for the related accounts.
- Report loss of library card – a link to report the library card as missing, including a separate option that immediately blocks the customer account from any subsequent activity. The library can have an email message sent to the user when a card has been reported lost or stolen.

14. Describe how the discovery system utilized optimized relevancy ranking.

Search results can be refined using facets and sorted by relevance, title, author, date, or popularity. Relevance is a score that indicates how well the title matches the customer's search term(s). Wise uses Apache Solr to match every search term against one or more fields of every title, and for every match it increments the score. When a search term is matched more than once in a title, the score is incremented even further, and some fields may have a "weight" that results in a higher score per match.

15. Describe how the discovery system provides suggestions as search terms are entered.

The Discovery Interface provides suggestions as customers type, searching simultaneously for similar results in several fields at the same time (author, title, subject, and series). Wise also provides search suggestions if a search is executed and comes back with no or minimal search results. Search results can be sorted by relevance, title, author, date, or popularity, and results can be further refined using facets such as material type, author, subject, Lexile reading level, and more. Whenever possible, third-party vendor content is integrated into the experience, as well, providing customers with seamless access to the library's portfolio of materials.

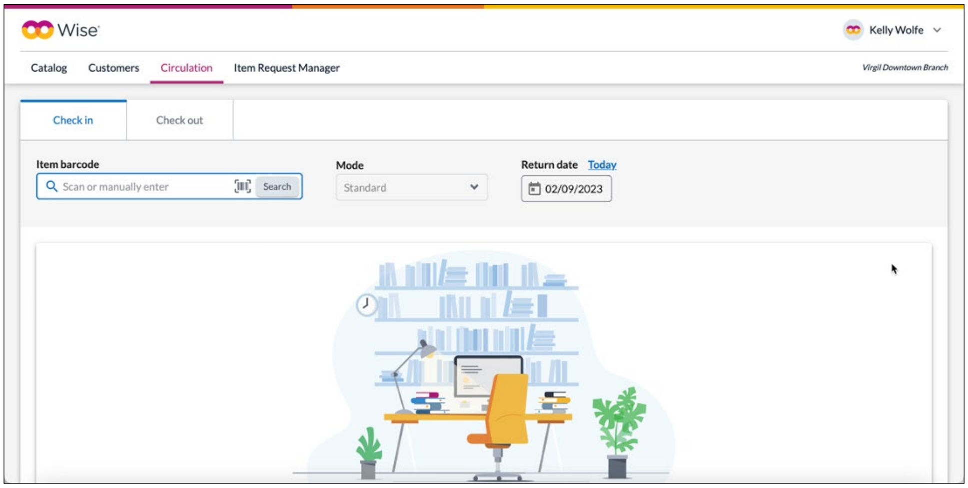
STAFF EXPERIENCE

CIRCULATION AND PATRON MANAGEMENT

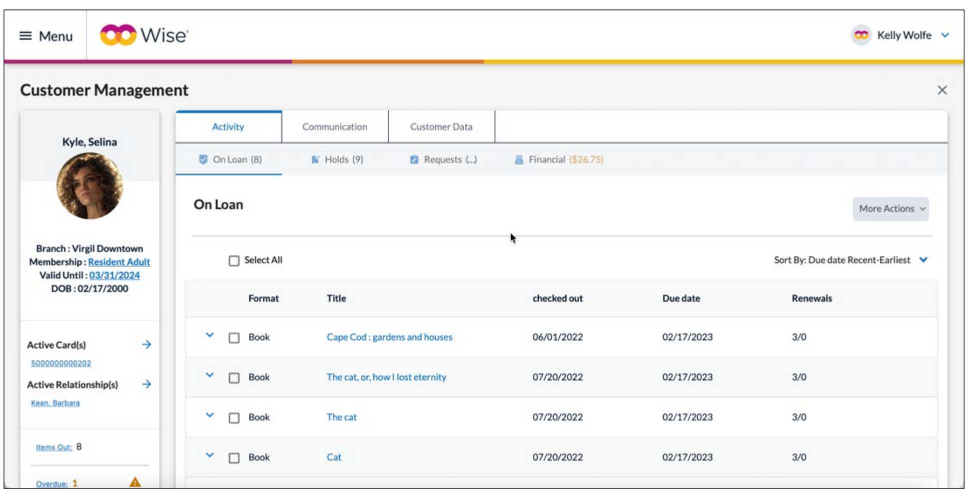
1. Provide an overview of the circulation system.

The Wise Console is our new, web-based staff application, and reimagines workflows as the premier staff experience and allows libraries to embrace new service models. The Wise Console was created in close collaboration with public libraries. It is continually tested and enhanced so that it can grow and continue to meet the demands of busy and vibrant libraries.

We designed the circulation module with flexible and extensive settings and configuration options based on our experience with and feedback from public libraries who work with numerous customer types and lending conditions. Settings have been grouped into methods and profiles which makes them easy to navigate.



Circulation in the Wise Console



Customer Administration in the Wise Console

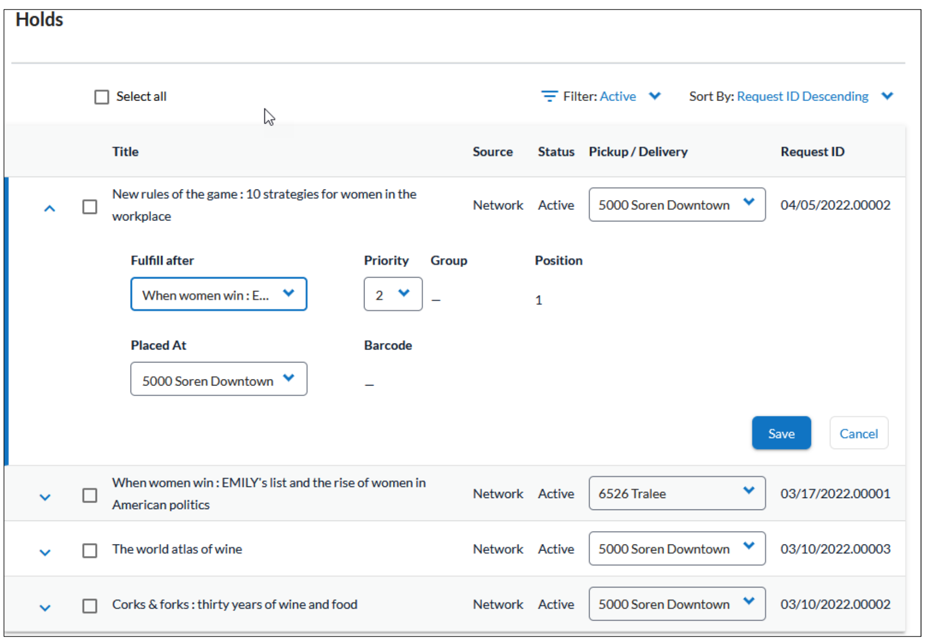
2. Describe how hold requests are managed in the system.

Wise defaults to title-level hold requests, meaning that any copy of the desired title can satisfy the request. The customer wants to read the title in question, and they do not typically care which edition or copy they read. Hold fulfillment is optimized so that a copy of the desired title is made available as quickly as possible. Collaboration between libraries and hold networks are an important part of this process. A specific copy of a title can also be reserved.

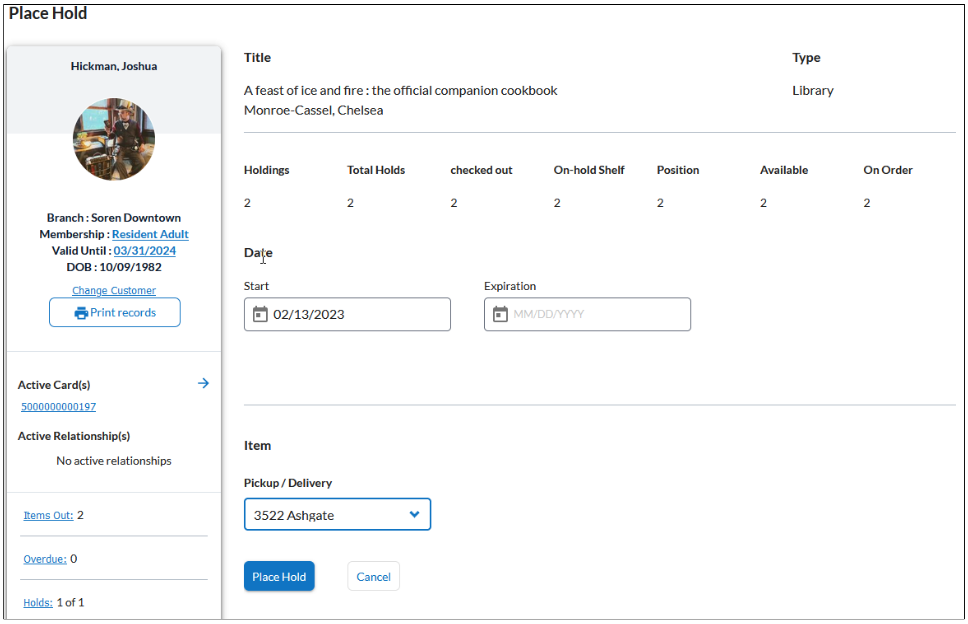
Most hold requests are created by customers using the public catalog. From a title record, customers can select the Place Hold button to request the next available copy of the title. A pickup location can be selected on the confirmation screen; by default, the customer's home library is selected. Titles can also be placed on hold or added to a customer's personal Wish List directly from the search results, and the availability of materials is shown in each search results page.

From the My Account page, customers can see an overview of pending hold requests that displays both physical and digital titles. The overview lists the status of each request: ready for pickup, in transit, in process.

Library staff can also create hold requests from the staff interface. Staff have additional capabilities for creating and maintaining requests. Holds may be placed on the next available copy of a title or on a specific item. The hold queue for a title may be viewed, and staff with appropriate privilege can manipulate the queue as required.



Placing a hold from the Wise Console



Selecting hold options from the Wise Console

Staff may also place a hold request for a group of titles or a series to be delivered in sequence. This is done by searching for and saving the desired titles to the clipboard. Selecting the titles from the clipboard allows you to place a hold request with one of two options:

As group – Any one of the titles will fulfill the hold request. The remaining titles will be cancelled.

Every title separately – Each title will be fulfilled in sequence. The sequence in which the titles are held for the customer may be changed by accessing the customer's record via the customer administration option.

3. ***Explain how daily holds lists are managed.***

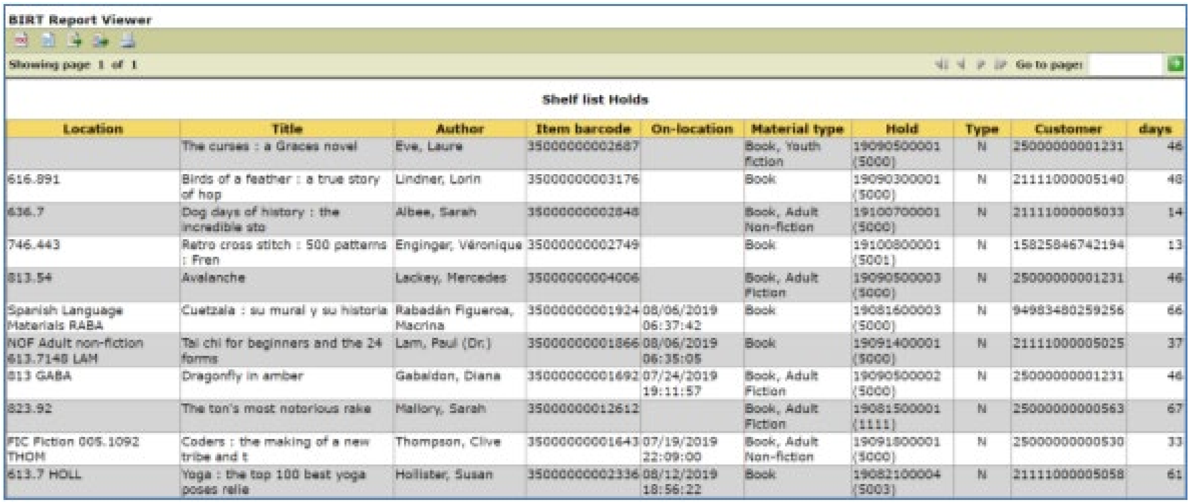
Wise fulfills hold requests in two ways: a shelf list that identifies eligible items at your location and the checkin of eligible items.

Fulfilling holds via the shelf list

- A shelf list is created on demand that displays the items in your location that have been selected to fulfill hold requests. The list can be sorted by: shelf (walking route), title, customer number, customer name, reservation date, or location.

Walking order of holds

- The ability to configure Wise to generate reports in "walking route order" so that pull lists are grouped in the most efficient walking route for each branch location's shelf layout. Our Early Adopters have found this feature to be a big daily time saver. The shelf list is printed directly or exported to a PDF or CSV file for printing.



BIRT Report Viewer

Showing page 1 of 1

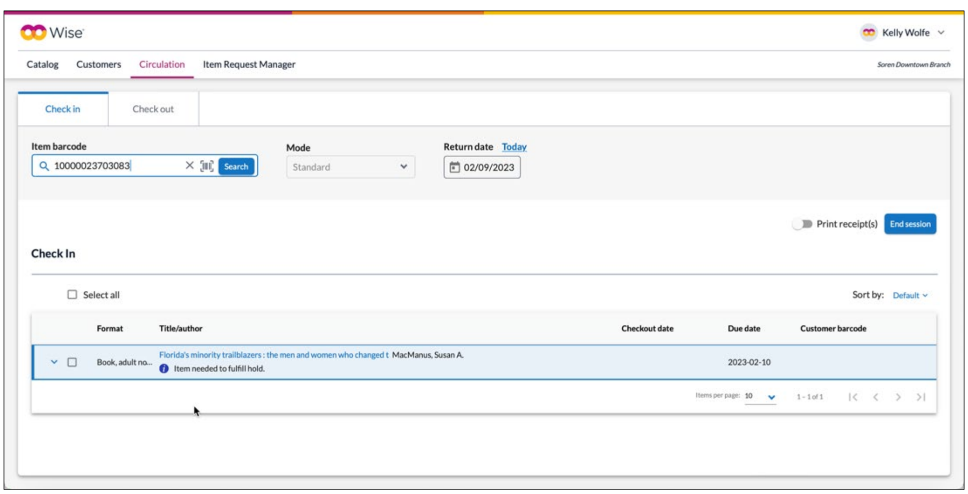
Go to page:

Shelf list Holds

Location	Title	Author	Item barcode	On-location	Material type	Hold	Type	Customer	days
	The curses : a Graces novel	Eve, Laure	35000000002687		Book, Youth Fiction	19090500001 (5000)	N	25000000001231	46
616.891	Birds of a feather : a true story of hop	Lindner, Lorin	35000000003176		Book	19090300001 (5000)	N	21111000005140	48
636.7	Dog days of history : the incredible sto	Albee, Sarah	35000000002848		Book, Adult Non-fiction	19100700001 (5000)	N	21111000005033	14
746.443	Retro cross stitch : 500 patterns : Fren	Enginger, Véronique	35000000002749		Book	19100800001 (5001)	N	15825846742194	13
813.54	Avalanche	Lackey, Mercedes	35000000004006		Book, Adult Fiction	19090500003 (5000)	N	25000000001231	46
Spanish Language Materials RABA	Cuetzala : su mural y su historia	Rabadán Figueroa, Macrina	35000000001924	08/06/2019 06:37:42	Book	19081600003 (5000)	N	94983480259256	66
NOF Adult non-fiction 613.7148 LAM	Tai chi for beginners and the 24 forms	Lam, Paul (Dr.)	35000000001866	08/06/2019 06:35:05	Book	19091400001 (5000)	N	21111000005025	37
813 GABA	Dragonfly in amber	Gabaldon, Diana	35000000001692	07/24/2019 19:11:57	Book, Adult Fiction	19090500002 (5000)	N	25000000001231	46
823.92	The ton's most notorious rake	Mallory, Sarah	35000000012612		Book, Adult Fiction	19081500001 (1111)	N	25000000000563	67
FIC Fiction 005.1092 THOM	Coders : the making of a new tribe and t	Thompson, Clive	35000000001643	07/19/2019 22:09:00	Book, Adult Non-fiction	19091800001 (5000)	N	25000000000530	33
613.7 HOLL	Yoga : the top 100 best yoga poses relie	Hollister, Susan	35000000002336	08/12/2019 18:56:22	Book	19082100004 (5003)	N	21111000005058	61

Shelf list for holds

- Staff collect the items using the shelf list.
- The items are checked-in using the “Shelf list” mode.
    - For items that fulfill a hold request for pickup at your location, a hold notification is issued for each item and a hold slip can be printed. These items are placed on the holds shelf.
    - For items that fulfill a hold request for pickup at a different location, a transit slip is printed and attached to the item. The items are placed in the appropriate bin for transportation. The hold will be fulfilled and the customer notified when the item is received at the pickup location.



Message to send a copy to another location for pickup

Fulfilling holds via the checkin process

The checkin process also determines whether an item can fulfill a request. Upon checkin of an eligible item:

- For items that fulfill a hold request for pickup at the checkin location, a notification is issued to the customer and a hold slip can be printed. The item is placed on the holds shelf.

- For items that fulfill a hold request for pickup at a different location, a transit slip is printed and attached to the item. The items are placed in the appropriate bin for transportation.

4. Describe how patron relationships are created and managed (e.g., family relationships).

Each customer has a fixed identifier (actor-ID) that is separate from any card numbers. Multiple library card numbers can be linked to a single actor-ID. One of these card numbers is always a "primary card." This allows a library to:

- Offer a family membership allowing multiple borrowers, each with their own card, to use the library under the same single membership.
- Issue extra cards to students with one card for school and the other for home use.
- another library.

A customer can have only one primary card at a time, but the card supports a number of searchable fields to accommodate different situations like a student ID number. Wise libraries often include the student ID number or other unique, school-based identifier in the customer account so students can log in with that information.

It is also possible for a customer to have no library card. Cardless borrowing customers can use the service desk to borrow and return materials. Shared cards can be created to allow customers to share their account with friends or family members.

Wise allows library staff and users to set up relationships to other library members. Depending on the access given, the users can see items checked out and fines for the related accounts. While this does not provide unrestricted access to the other customer's account, it does allow a responsible party/legal guardian to access any dependent account they have linked via the relationships feature.

When editing an address on one of the family members' accounts, Wise prompts the staff member to easily update the address for all connected accounts. Library staff chooses 'yes' or 'no' for each connected family member.

5. Describe how patron categories are created and managed (e.g., limited borrowing privileges, signed waivers, etc.).

Membership definitions for customers are created in the Wise Manager and can be configured at an extremely granular level. Age-based memberships can also be linked chronologically (e.g., Pre-K, Elementary, Teen, Adult, etc.), and as customers age, they are automatically placed into the next membership definition in the sequence. Wise can send automatic notifications based on these system triggers.

Organization	Description	
I050 - OCLC Wise Public Library	1 - Adult Resident	Detail
I050 - OCLC Wise Public Library	2 - Adult non-resident	Detail
I050 - OCLC Wise Public Library	3 - Youth Resident	Detail
I050 - OCLC Wise Public Library	4 - Youth non-resident	Detail
I050 - OCLC Wise Public Library	5 - Property Owner	Detail
I050 - OCLC Wise Public Library	7 - Staff	Detail
I050 - OCLC Wise Public Library	8 - Temporary resident - Adult	Detail
I050 - OCLC Wise Public Library	9 - Temporary resident - Youth	Detail
I050 - OCLC Wise Public Library	10 - Neighboring state cardholder	Detail
I050 - OCLC Wise Public Library	11 - Donor	Detail
I050 - OCLC Wise Public Library	80 - Online registration	Detail

Membership definitions in the Wise Manager

Membership definitions work in conjunction with loan policies to limit circulation transactions:

- Material type. Check-out will not be allowed if the item has no material record defined in the policy database.
- Age of the customer. Customers that are too young for the material they wish to check-out will not be able to borrow the item in question.
- Maximum number of items on loan. Check-out will not be allowed if the customer has too many items on loan. This condition may be divided into subgroups. For example, you may define an absolute maximum (e.g., 50 items of any type), a maximum number of items within a specific material type (e.g., 5 DVDs or 25 books), or a combination (e.g., 50 items of which no more than 5 may be DVDs and no more than 10 may be new books).
- Registered library of the customer. Check-out will not be allowed if no policies have been configured to define which materials these ‘guest customers’ may borrow.

6. Describe how the system allows the library to interact with patrons, including automated notices.

Wise sends a variety of messages to customers. The notification process checks each day to determine whether any messages need to be generated in accordance with library policy.

- Overdue materials – Borrowed copies that are past their due date will generate an overdue notice or invoice as appropriate. Wise can also send a courtesy reminder when items are nearing their due date and a reminder that is sent on the actual due date if desired.
- Hold requests – Copies that are eligible to fulfill hold requests will generate hold pickup notices. This process happens hourly for notices that need to be sent by email or text message. Hold pickup notices that need to be printed will be generated daily with other printed notices. Wise also sends hold cancellation notices when patrons fail to pick up copies being held for them at the library.
- Invoices – Outstanding financial obligations (overdue or lost materials, membership fees, etc.) will generate invoices.
- New library materials – Notices can be generated when the library receives new titles that meet criteria specified by customers. The library can choose the frequency at which these messages are sent.

Formats

Wise sends messages in the following formats: printed letter/form, email, and as a message delivered to the inbox of the customer's account in the public catalog. You may specify the settings for each type of message: the layout (XML style sheet), printer type (local/network), email settings (local/host), notification text and file names. Wise can also send messages via SMS through an integration with i-Tiva or CM.com.

The message and the type can be set for each library individually, for affiliated libraries or centrally. This means that large groups of libraries can use the same form, layout, dispatch method and dispatch options.

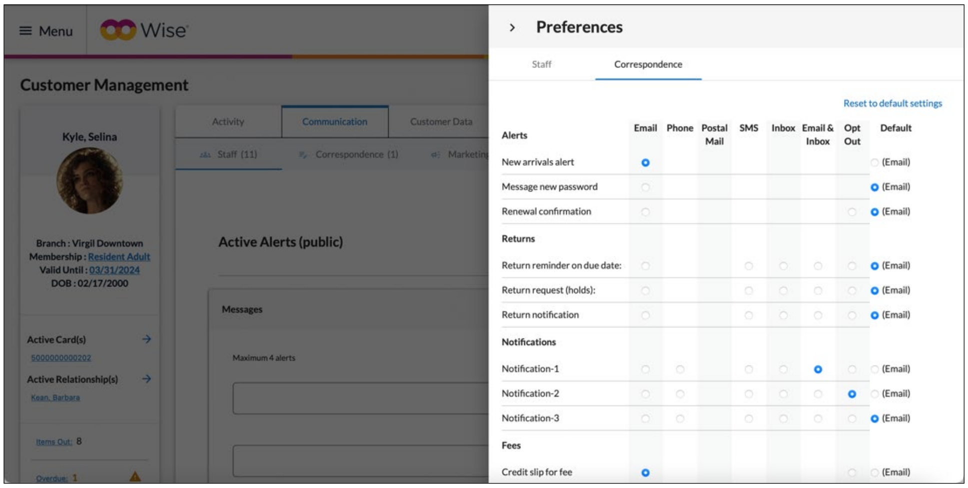
Schedule

The conditions under which a message is generated and sent can be configured for each type of notification. For example, a borrowed DVD can generate a courtesy overdue message two days before it is due, an overdue message one day after the due date and a second overdue message seven days after the first overdue notice. A separate schedule can govern each material type, customer type and library location as appropriate. For instance, a reminder/final notice for a DVD may be issued sooner than one for a book which has been checked out.

Delivery

Customers can select how they receive messages from the library: by email, SMS text, delivered to the inbox of the customer account in the public catalog, or printed and delivered via a postal service.

New customers and those who have not specified a preference use the default settings specified by the library. You may also prevent customers from choosing the format of designated messages (e.g., a final overdue message will always be printed and mailed to the customer).



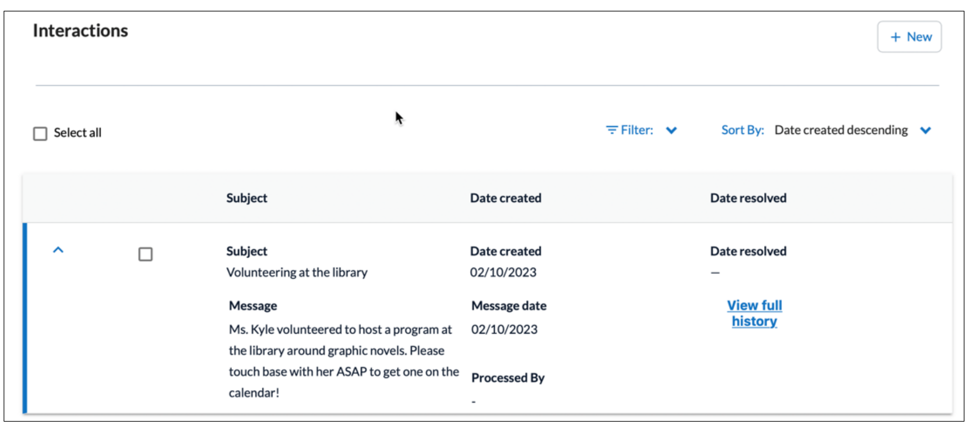
Notification preferences tab of the customer account

7. ***Explain how the patron account differentiates changes made by the patron from those made by library staff.***

   Customer changes to the account are tracked by date and time.

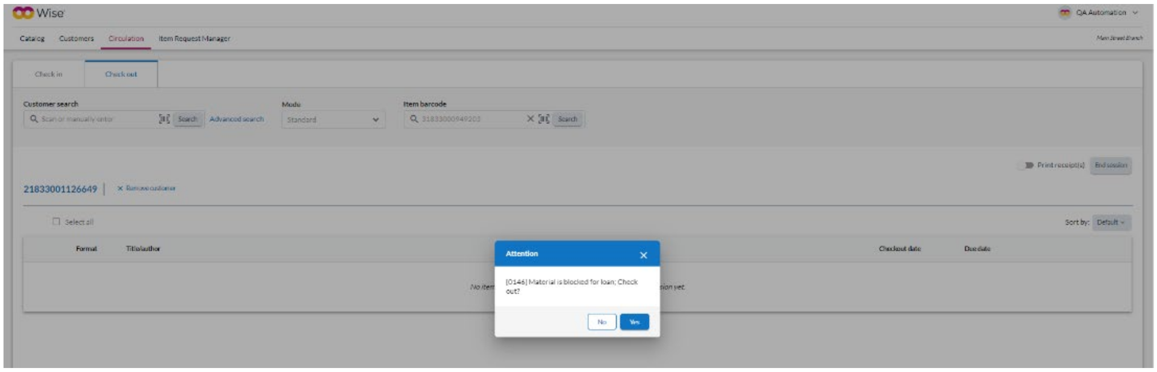
8. ***Describe methods to capture incidents with patrons at the library.***

   You can track and document interactions with customers over time. All documented activity is saved in the Customer Interactions tab. Each entry can be associated with specific staff members using the 'processed by' option.



Details of an event documented in the customer interactions tab

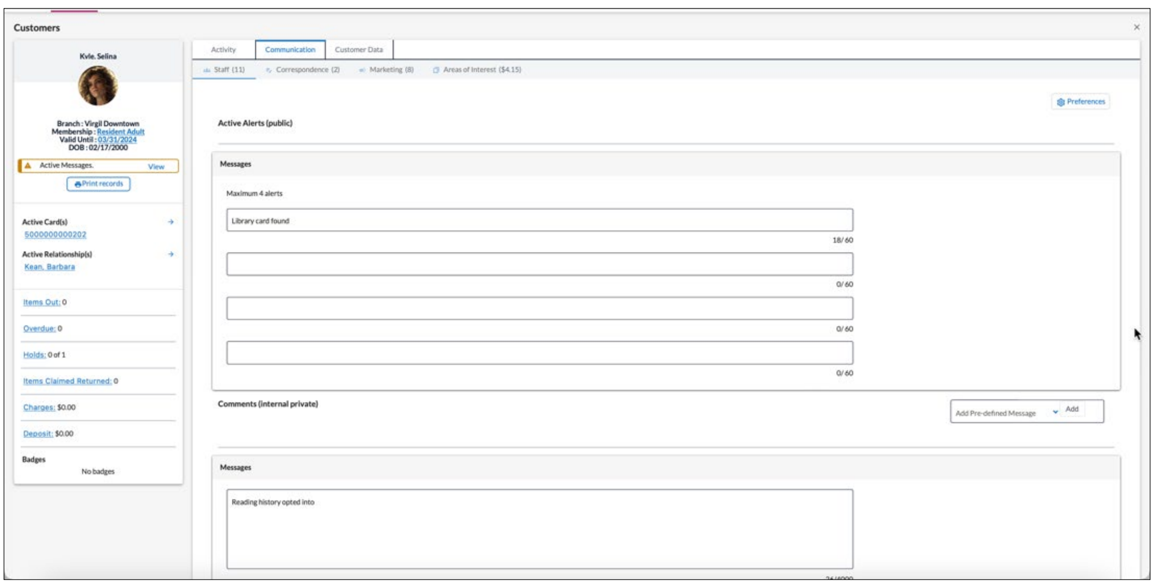
Library staff can also use the Notifications tab to add or remove notes from a customer's record. These notes will automatically display in a pop-up window when the customer record is retrieved. The staff member must confirm the pop-up to proceed.



Pop-up notification during checkout

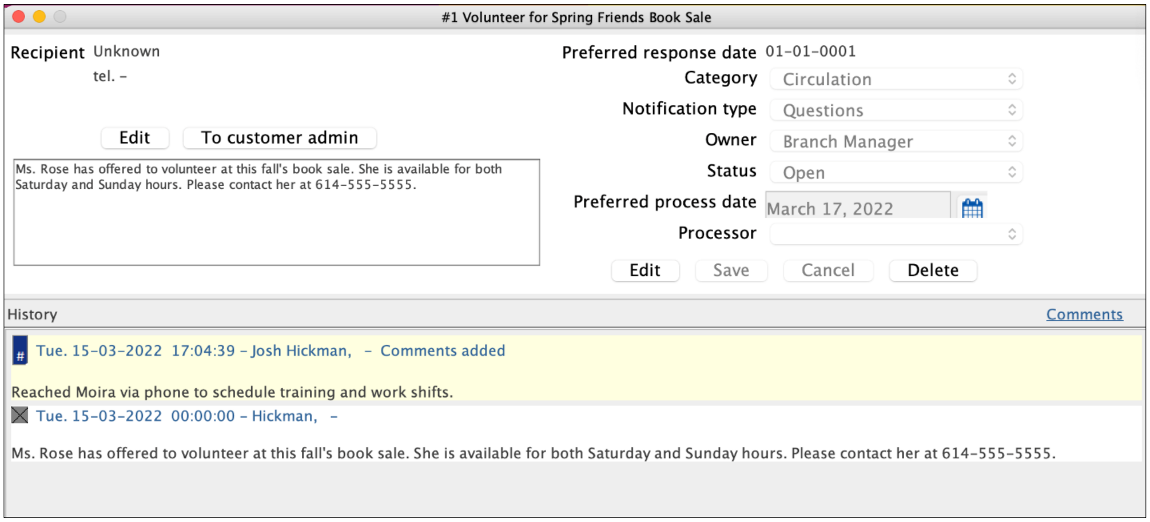
The customer record also contains a Comment field for that accommodates 800 characters of free text. Additional information can be added to existing comments.

The library may create any number of predefined messages (up to 60 characters) that staff may choose from a menu to insert into either a Notification or Comment field. Wise records the date, time and library staff member who created or made the most recent change to the Notification and/or Comment fields.



Adding notifications and remarks to a customer record

Wise can also display and print the history of interactions with the customer.

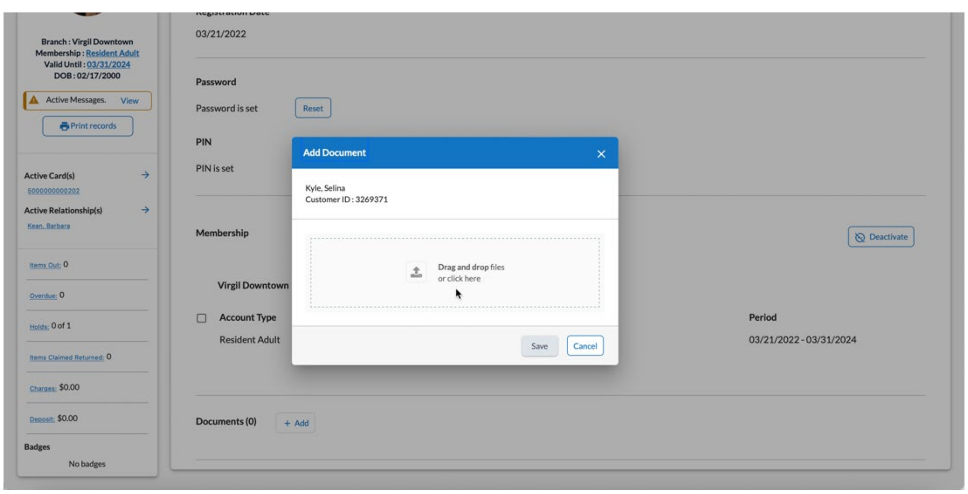


History of customer interactions

9. ***Describe how the system supports paperless workflows for patron registration and account designation.***

Each library system can determine how self-registration is handled. A common configuration allows users to self-register online, which will permit them to use electronic materials, place holds, and add items to wish lists. However, a block would be applied to the account requiring address verification in person before any physical material may be checked out.

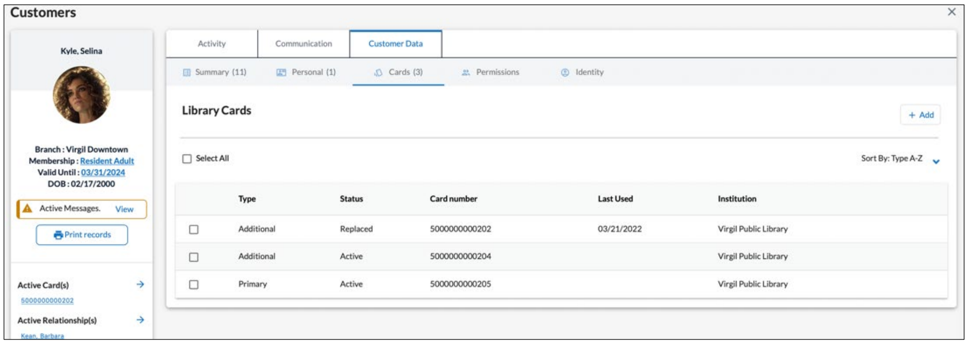
Documents can be digitally archived and attached to a customer's account. These might include letters from the customer, identification, forms, or authorizations. Even summer reading cards can be attached. These documents may be born digital or scanned. Many common file formats are supported, including PDF and Word documents and image files such as JPEG. These files can be uploaded from local drive storage or by importing directly from a scanner.



Document upload options

10. *Describe how a single patron account can accommodate multiple active and inactive barcodes.*

Wise allows for multiple active and inactive cards associated with a customer account. When multiple active cards are present, one must be identified as the primary card. All active cards can be used to retrieve the customer's account. Barcodes can be replaced or blocked for use, as well.



Multiple active barcodes and one replaced card that has been blocked.

11. *Describe how your system encourages increased library use.*

Uniquely holistic in its design, OCLC Wise combines the power of customer relationship management, a communication suite (including marketing), a smart collection analysis and recommendation engine, analytics, and user-generated content all within the features of a 21st century library management solution. This transformative community engagement system, which created the category, empowers libraries to strengthen current customer relationships, build new connections with the wider community, and better meet changing community needs.

Engage Your Community: With timely and targeted marketing

Wise provides powerful and effective tools to welcome customers, learn their interests, understand their library use, offer them new content they're sure to love, and to create awareness of additional library services and programming. Simply put, Wise's customer engagement features allow libraries to connect with both existing and potential users at every stage of their relationship with the library, as a way of increasing library usage while also ensuring their satisfaction.

Wise Marketing Workbench

The Marketing Workbench is a web-based suite of tools for libraries to manage their marketing communications efforts. It draws on Wise system data in real-time, which provides a level of configuration and depth not possible with other systems. It is also very user-friendly, so libraries of all sizes can leverage its capabilities without dedicated marketing staff or extensive training. This set of tools is divided into four sections:

Select Customers – Libraries can build customer lists based on a wide variety of criteria. Some examples include:

- Age
- Borrowing history
- Ticket purchases
- Submission of user reviews by customer

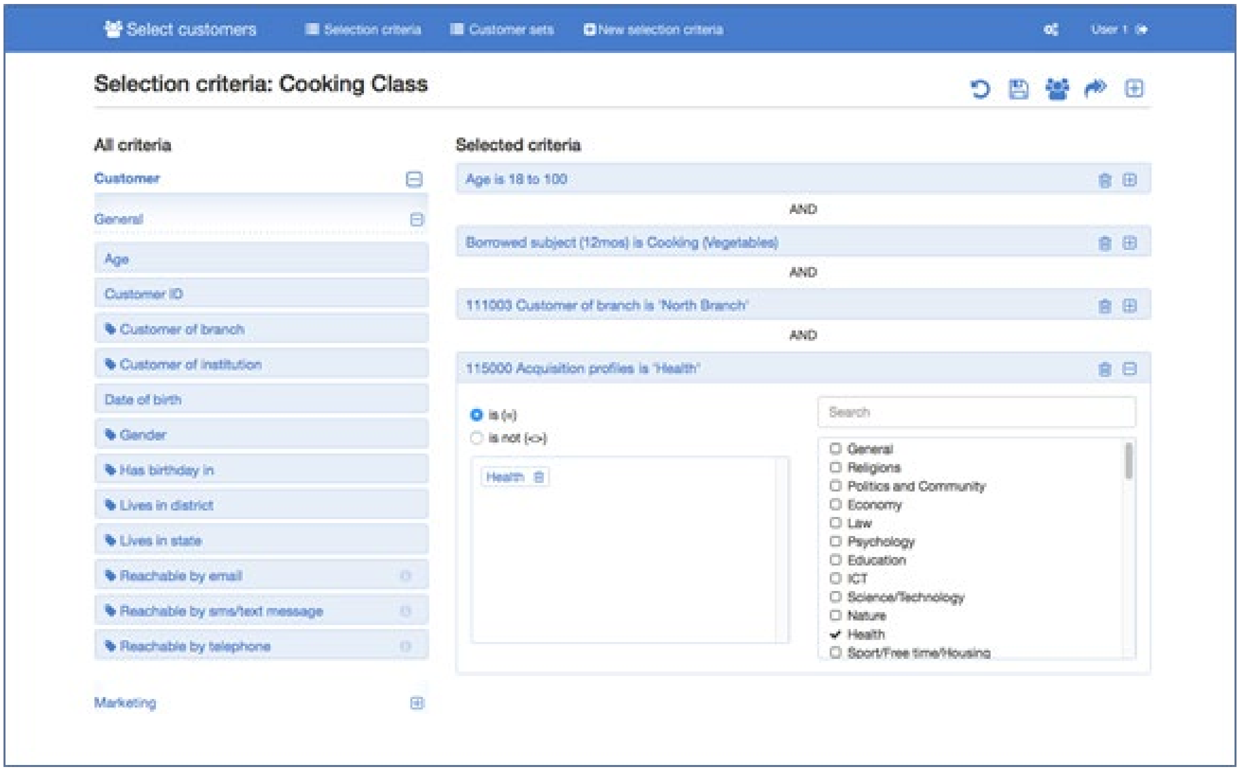
Criteria can be "stacked" using and/or operations for very granular selections. Lists can be created for specific branches or shared system-wide, and they can be saved for repeated use. The audience preview shows how many customers will receive an email based on the selected criteria, allowing you to expand or further refine your selection.

Create and Send Email – Email messages are created using a user-friendly interface similar to a web-based CMS, including text styling, hyperlinks and images. The tool offers A/B testing to send two different emails to evaluate their effectiveness. Additionally, emails use customized templates to render and display, along with a customer preview function to view before sending.

Manage Campaigns – Libraries can create automated campaigns that will send up to four separate email messages using a variety of system triggers, such as a new registration, an upcoming renewal date, or a birthday.

View Reports – Reports to evaluate the success of your communications efforts, including the number of emails sent per branch, click-throughs and unsubscribes.

Creating a customer list

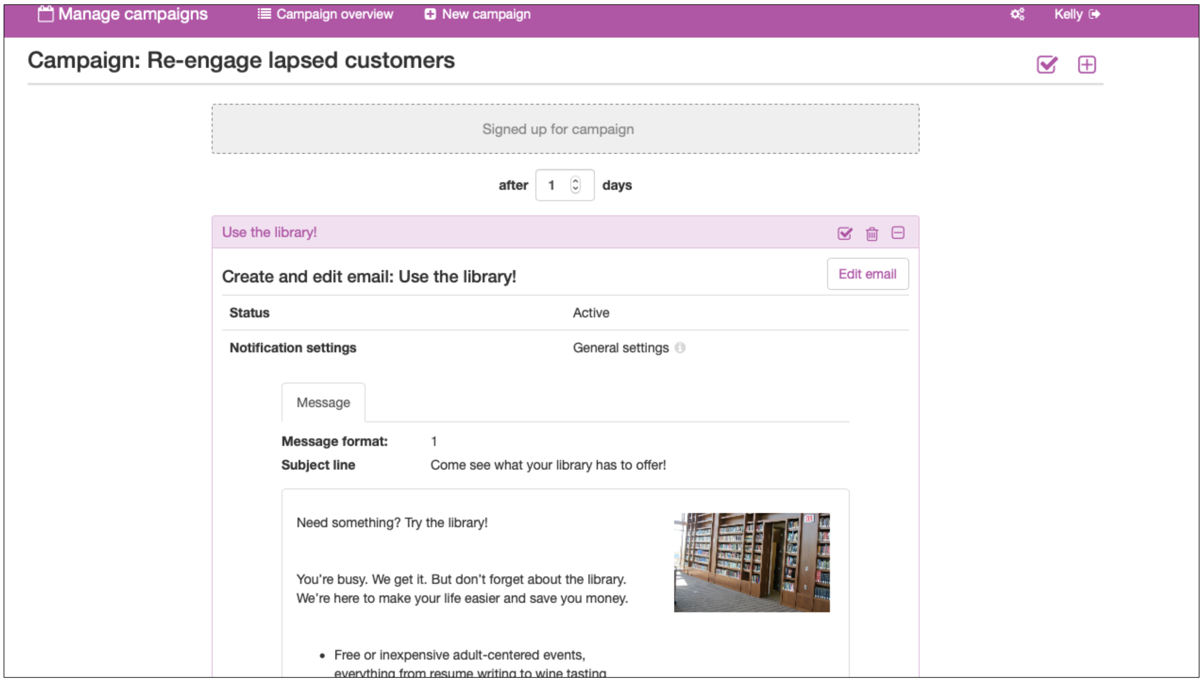


Getting the right message to the right person is as easy as dragging and dropping data components. Libraries can create personalized communications by matching target audiences to a variety of data points, such as age, borrowing history, location, ticket purchases, whether they have written reviews on the site, and many more.

It should be noted that the Marketing Workbench only displays customer lists in aggregate. It does not display individual customer names inside the tool and only sends to customers who are opted in to receive promotional communications.

Develop targeted e-mail campaigns

In addition to sending ad hoc emails, Wise allows libraries to create automated campaigns that send a series of email messages at intervals defined by the library. These campaigns can be activated by various system triggers (e.g., new or lapsed registration) or can be applied to lists of customers selected using combinations of more than a hundred qualifying criteria like age, birthdate, borrowing history, location, ticket purchases, or whether they have written reviews on the site. Robust analytics allow you to evaluate the success of your communications efforts, including the number of emails sent per branch, click-throughs and unsubscribes.



Marketing campaign to re-engage with lapsed customers

Create segmented newsletters

Wise also includes integrated newsletter creation and management functionality—with options for segmentation, including general audiences or arranged around specific interest areas or customer cluster groups. Additionally, individual newsletter articles may be leveraged in multiple newsletters and saved for later use.

Customers sign up to receive various newsletters via their online accounts, and community members who are not registered library users can also sign up for newsletters in other ways.

Build better collections that truly reflect your community

For Wise libraries, community engagement means more than just emails and newsletters. Fueled by customer behavioral data, Wise delivers meaningful insights about how to best evolve library collections to reflect the needs, consumption patterns, and preferences of the community. The smart collection analysis and recommendation engine helps meet customer needs by supporting data-driven decisions across functional areas. This collection management approach combines internal expertise with evidence-based advice about what to keep, buy, move, and replace in real time.

For years, many libraries have had to rely on multiple products to collect and analyze critical data. With integrated tools and shared data, Wise simplifies and automates this process. And the system doesn't just *collect* usage data, it uses the data to help libraries *evolve* collections based on how they are used—or not used—by customers. In fact, Wise can replace many solutions libraries currently use individually because they are already integrated components of this single, holistic system.

Create a community of library users

The deepest forms of engagement can occur when users proactively interact with the library and with other users. This is why Wise also allows library customers to generate content like reading lists and book reviews that can be shared with other library users. Collaborative sharing encourages users' active engagement with library services, creates a sense of belonging, and deepens connections with the library.

Identify and "cluster" customers based on shared interests

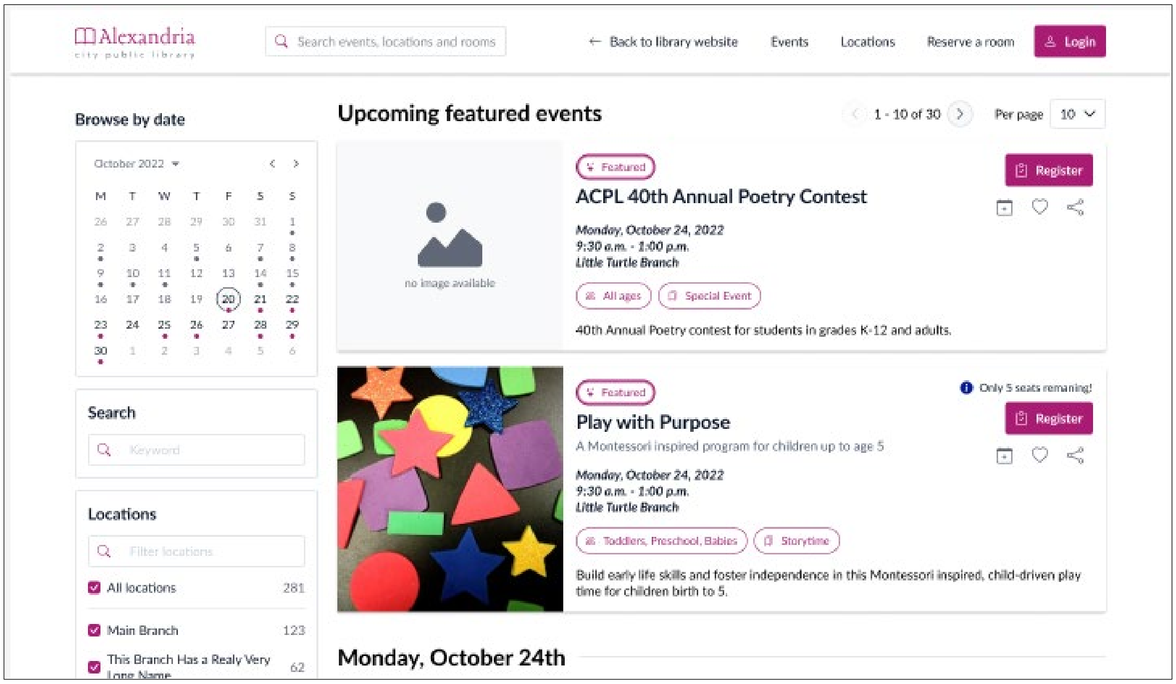
Not only can Wise leverage the borrowing and event history gathered, but users can also specify their areas of interest. With this information, Wise can help staff connect customers with similar interests. For example, you could pull a list of adults interested in music and microbrewing. You could add or remove areas of interest to expand or reduce the group, respectively. The Wise system will inform you of customer quantities as you develop lists.

Wise empowers creation of targeted customer lists using more than 100 criteria, including transaction history, event attendance, and demographic information (e.g., age and branch location). Because Wise uses customer transaction data in real time, it can be a more accurate predictor of interest than third-party analysis tools. Borrowing history criteria can be used to select customers who have borrowed specific titles, authors, subjects, or genres. Aggregate and anonymized transaction history is stored so Wise can evaluate and identify usage trends to produce reports that make purchasing recommendations to library staff and support marketing efforts. The system provides access controls to ensure only appropriate library staff have access to customer records and personally identifiable information.

Wise can track data for opted-in customers based on activity, including all circulation data, materials, program attendance, use of computers during library visits, etc. Wise also provides 'Areas of Interest' that are customizable by the library that allows customers to note their individual preferences for some communications.

Make Event Management and Reservations simple

Our brand-new Events module will allow staff to easily create and manage events to delight your community. It also allows patrons to find and self-register for events they'll love. The addition of room and item reservations in late 2023 will give patrons even more reasons to visit the library.



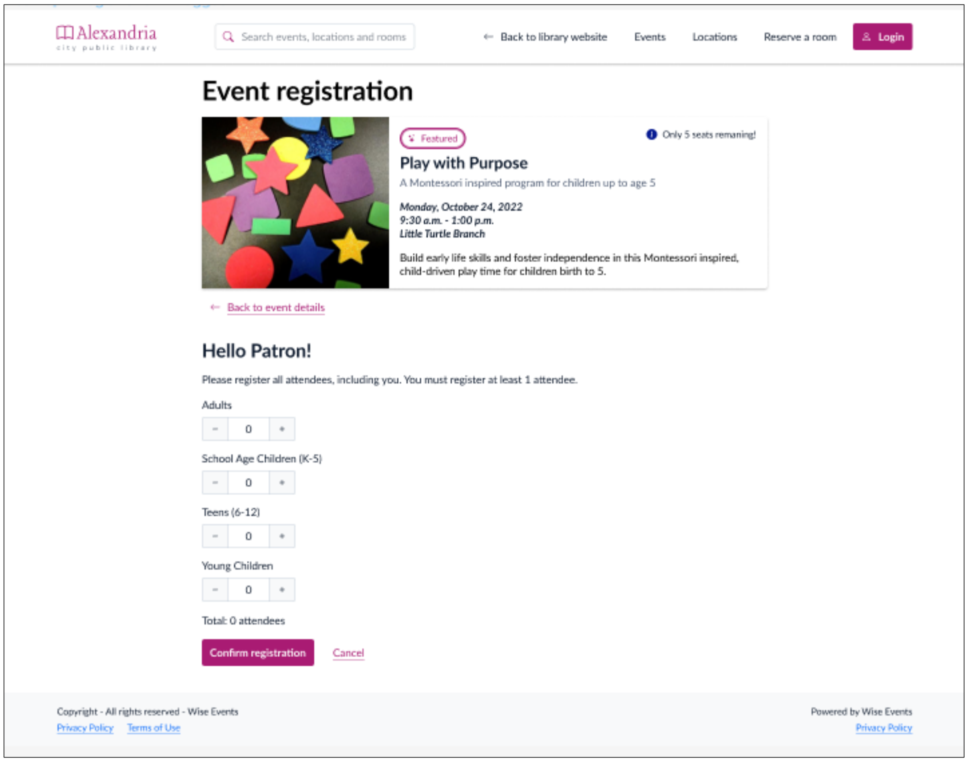
Featured events page with calendar

The new web-based events and reservation functionality, part of the Wise community engagement system/ILS, is available at **no additional charge**. The events landing page and events detail page will be available as part of our first phase in late 2023, which will be customizable to match your library's website.

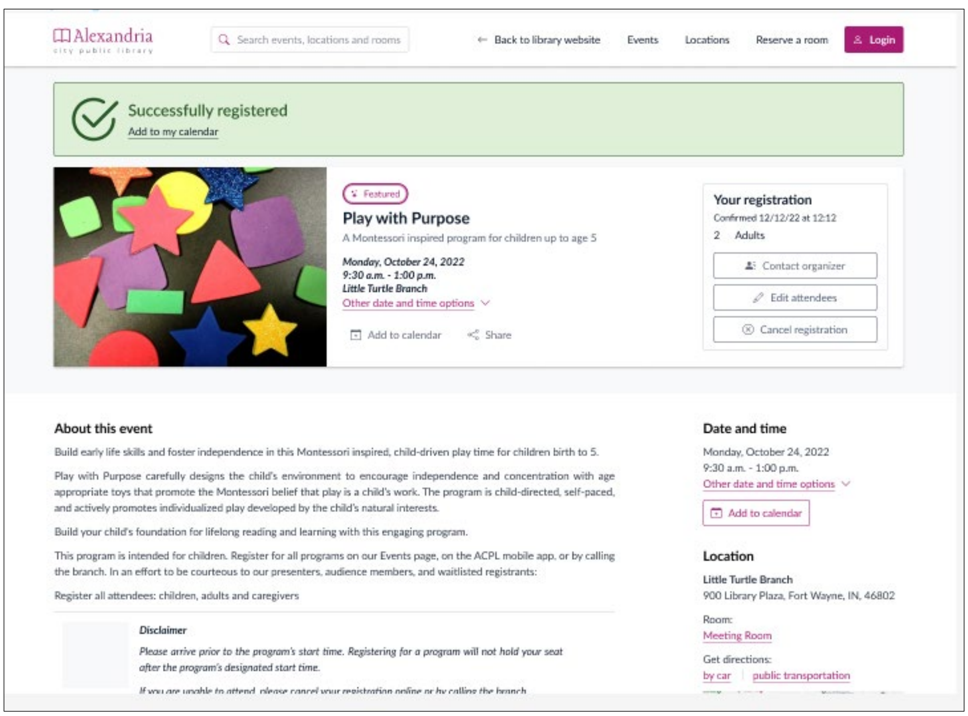
Event Registration

Wise provides built-in ticketing functionality for free or paid admission to events, making it easy for customers to find events they will love and let you know they're coming without leaving your library's interface. Events can be categorized according to activity type (e.g., workshop, concert, or book club) and subject/genre (e.g., family or science fiction). Standard reports accommodate guest lists, ticket sale reports and more.

Data from ticketing can be used for communications efforts, and Wise also allows library staff to send flash email messages to all event registrants. This feature is especially useful for sharing links and log-in information for virtual events. Additionally, Wise interoperates with a variety of third-party event management solutions, providing libraries with flexibility and choice in the systems they wish to use.



Registering for an event

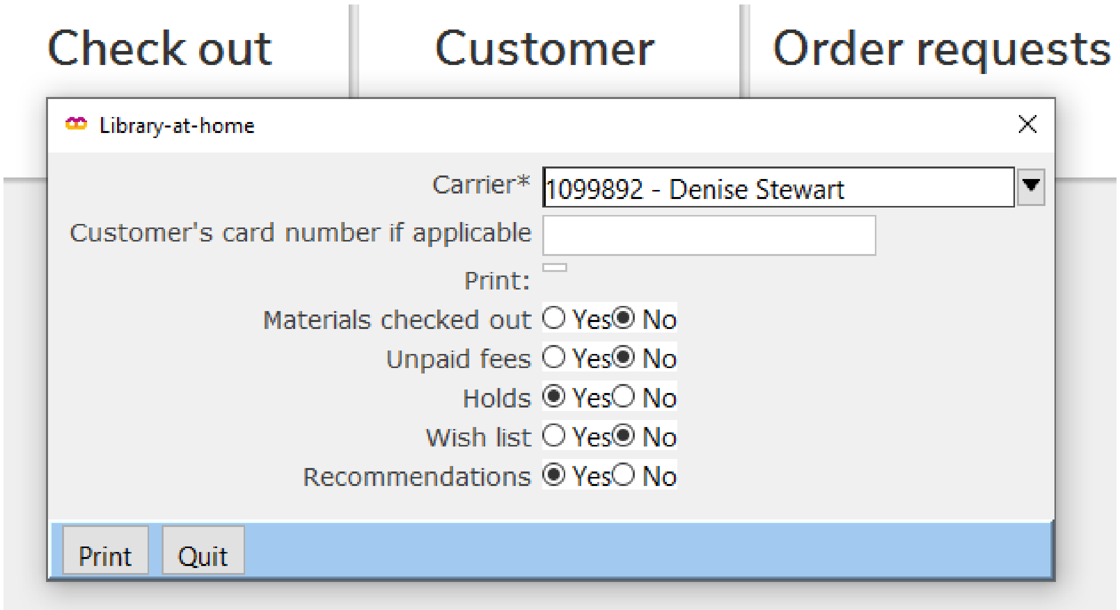


Event details screen with confirmation of registration

Reach out to homebound customers

The Library-at-home functionality in Wise allows staff to easily serve customers who may not be able to visit the library in person, allowing them to stay engaged and enjoy the benefits of being a card holder. Library at Home automatically pulls a customer's wish list items, areas of interest, holds lists, and personal recommendations for library staff to see in one place. Library-at-home reports include recommendations for materials that are currently on the shelves at a branch that a customer would enjoy based on this collected information. The report omits titles that the customer has previously checked out.

Library-at-home customers can be assigned to library staff members who will manage the account, or all customers who reside at particular assisted living facilities or other residences can be grouped together to appear on the same library-at-home report.



Criteria for generating title suggestions for Library-at-home customers

12. Describe how expiring accounts are tracked by patrons and staff.

The account expiration date is displayed prominently on the screen during interaction with a customer record in the staff client. You can configure Wise to send account renewal notices before the expiration date of a customer account.

13. Describe how the system integrates with automated materials handling systems, self check machines, off site storage and pick up lockers, etc.

OCLC Wise includes one of the strongest and most extensive SIP2 implementations in the industry, allowing interoperability with a wide variety of self-service and automated return solutions from companies worldwide who also adhere to the standard.

Current Wise libraries are successfully using:

- AMH solutions from Envisionware and TechLogic. AMH integration with Wise allows for materials to be repeatedly sorted as well as an optional, configurable delayed hold notification.

- Self-check solutions from bibliotheca.
- Holds pick-up lockers from bibliotheca.
- Open+ extended access solution from bibliotheca (coming Spring 2023 to Fayetteville Public)

To the extent that the systems you wish to integrate are SIP2 compliant, we expect Wise to effectively support current and recent versions and will confirm this during implementation.

14. Describe how the system integrates with RFID security systems.

Working with RFID technology is standard with Wise. Wise supports SIP2 and RFID standards for connecting to self-check devices. We will want to test with samples of your specific materials to determine how it handles older RFID tags and if workflow or functionality adaptation would be required.

Current Wise libraries use RFID security systems from bibliotheca and TechLogic.

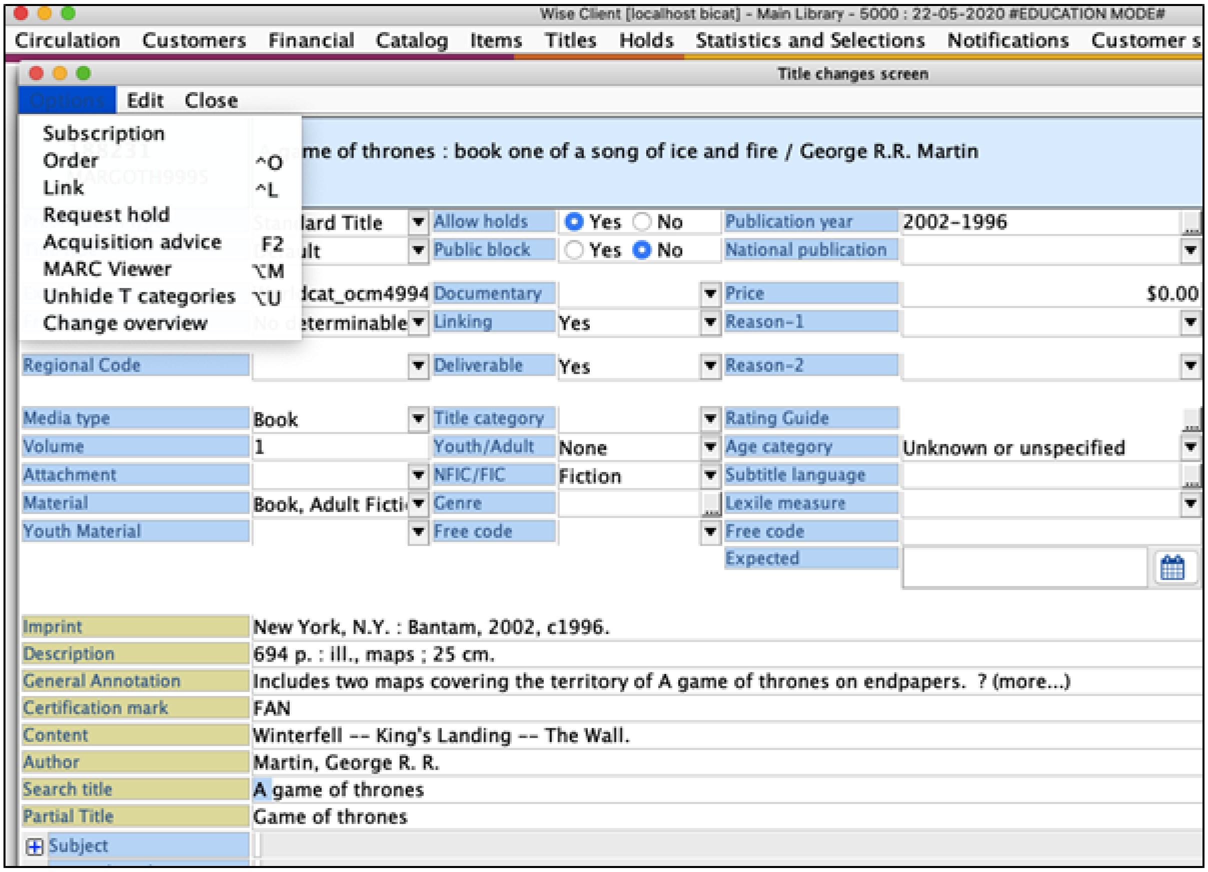
CATALOGING AND COLLECTION MANAGEMENT

1. Provide an overview of the cataloging capabilities.

Wise offers a full-featured cataloging experience, including MARC21 import/export functionality, a streamlined editing interface with both labeled and tagged record views and efficient workflows for adding and maintaining items across multiple locations. Authority control helps you maintain headings and related terms throughout your database. Both basic and advanced searching are supported, including Boolean operators and wildcards for precise query formation. Wise also displays all items associated with a bibliographic record, including the status, location, ordered items, and acquisitions-related data.

An editor for everyone

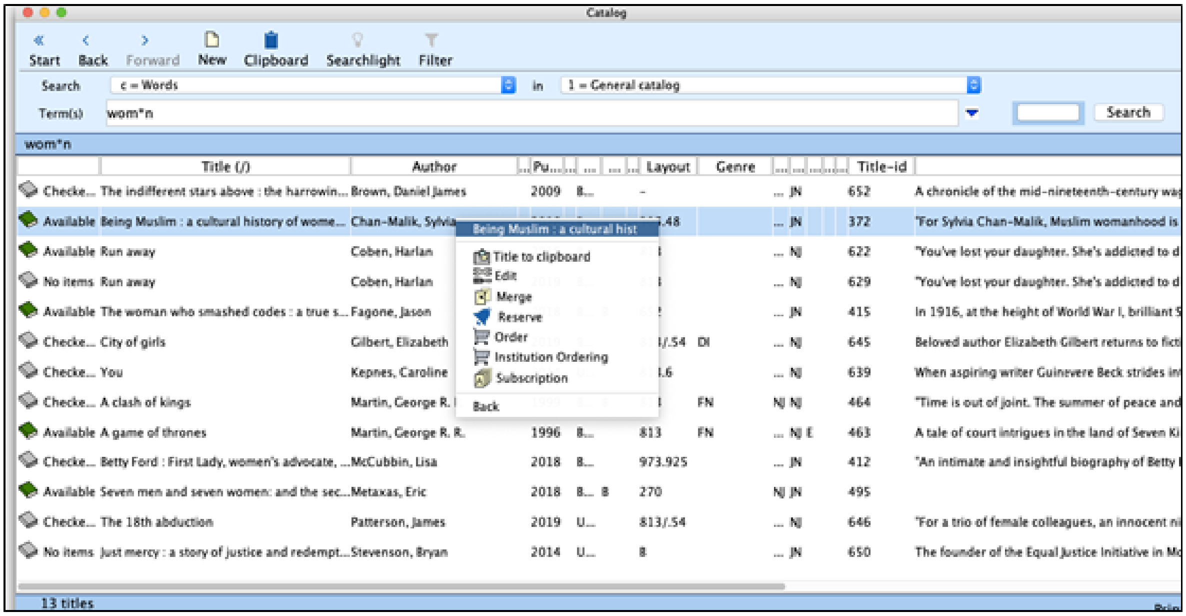
Title records are stored in natural language with user-friendly labels that clearly identify the contents of each indicator, field and subfield. Pulldown menus let you easily select appropriate options for each element. Because most people are not MARC experts, anyone can understand and manage records using Wise. There is also a MARC 21 viewer to add, edit and delete MARC tags by tag number.



Labeled view of a title record showing fixed and variable fields

Search your collection with ease and precision

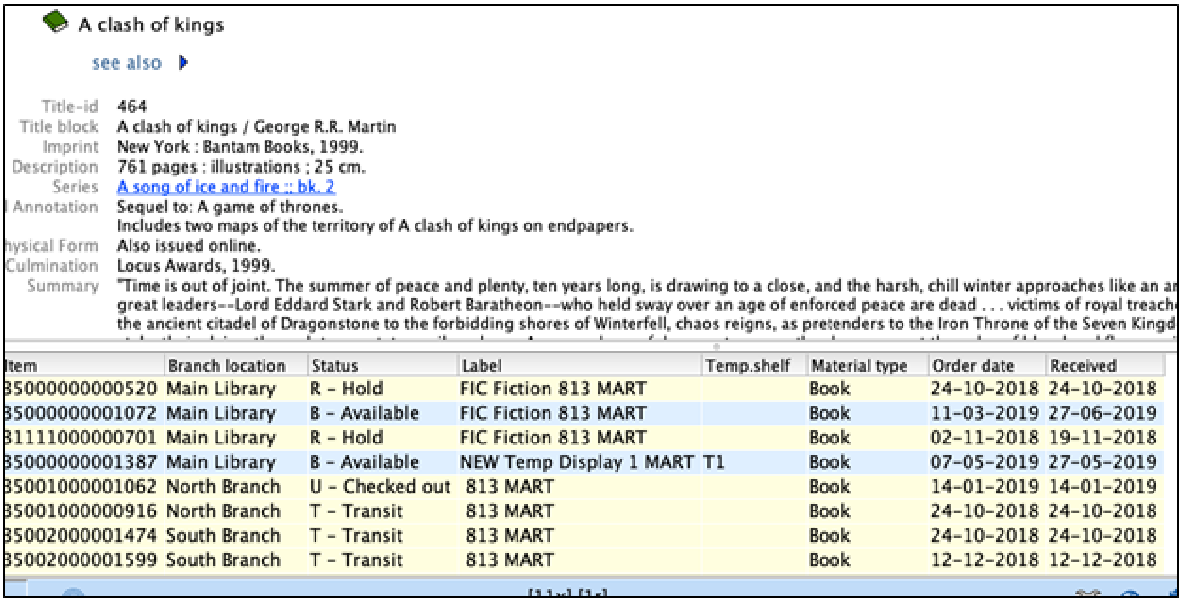
A robust staff searching interface lets you identify relevant titles. Both basic and advanced searching are supported, including limiting terms to a specific index and/or section of the catalog (e.g., general, children's, music, etc.). Search strings can use Boolean operators and wildcards/truncation to create targeted results. Editing options are available by selecting any record in the list.



The Wise Catalog with options for editing a title record

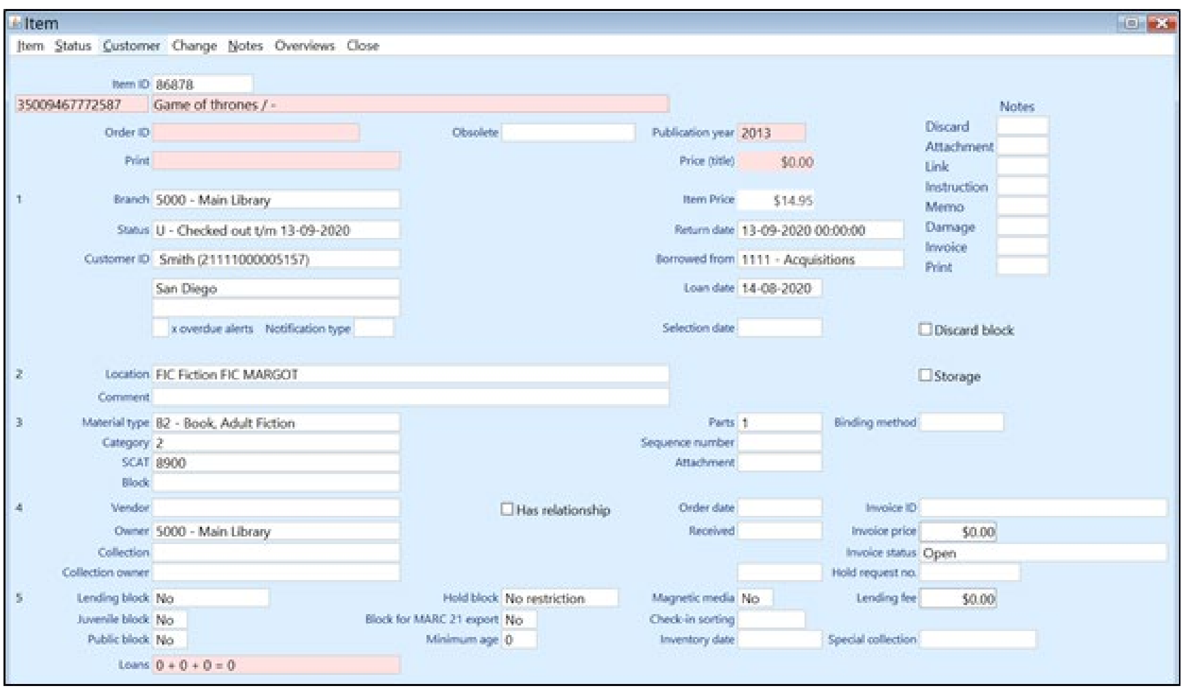
Manage item information – and who can see it

Wise displays items associated with a bibliographic record, including the status, location, ordered items, and acquisitions-related data (price, fund code, etc.). Each information column is sortable. The library can set up any number of staff layouts that select and emphasize different information depending on the staff member's role in the library. A general layout may focus on item status and location exclusively, while a circulation layout might add information about previous transactions and the number of notices sent to the customer. An acquisitions layout might add information about the purchase order date and funds used to purchase the item.



Associated items display with each title

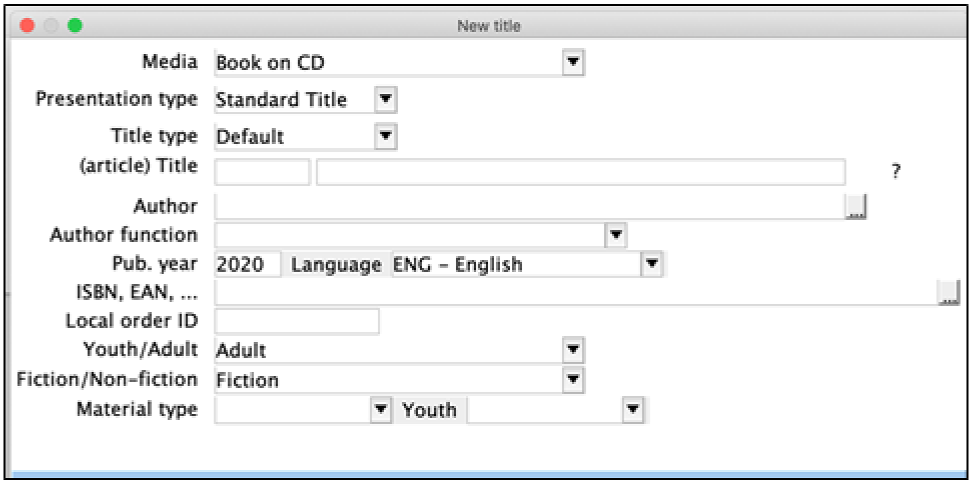
A wealth of statistical information is available from the item record. The information is organized in logical groups, so you can quickly locate the desired data: statistics and status, location, item and material type, acquisitions and collection, codes and lending blocks. You can also limit access to item record editing in Wise (e.g., a circulation assistant can only edit barcodes to replace a damaged item, and no other item data).



The Wise item record

Quick record creation for titles and items

To create a new title record quickly, Wise offers a brief form with standard and default settings. Once this form is saved, libraries can attach item records and check them out on-the-fly immediately to the customer. This form can also be used as a brief title record for on-order items and can be overlaid with full bibliographic information at the point of receipt. An optional screen allows more data to be added when needed.



The new title screen

Track data meaningful to you with advanced SCAT codes

SCAT codes are highly configurable statistical categories and can be set to use different values, such as genre, BISAC code or Dewey Decimal number. They are customizable by the library to ensure that all collections within a library will be represented in system reports. Wise lets you assign a unique SCAT code to anything you want to track and report on.

SCAT codes are important because libraries need to track usage statistics in a manner that makes sense to them. SCAT codes can be customized so that the statistics meet the library's reporting needs. Non-traditional collections such as kits, equipment, and others, can also be tracked easily without running custom/SQL reports.

In Wise, SCAT codes are much more powerful than in other systems for the following reasons:

- They can evolve with your library. Often the library will have to add new lines to their SCAT configuration. During initial implementation, OCLC assists by adding these for libraries. From there, libraries can add and edit existing codes manually directly in the Wise Manager and notify OCLC to coordinate an update to ensure that your statistics always reflect the current configuration. An example: A library has 'Rock' assigned as a SCAT code. Sometime later they decide that they want to track Rock music more granularly and add additional values for Classic Rock, Punk Rock, and Heavy Metal.
- They are utilized in the collection management features. This helps the library know which subjects and collections need additional items, as the system makes recommendations based off its analysis of SCAT codes and circulation statistics.
- Wise can create precise interest lists based on SCAT codes. Acquisitions profiles for customers are driven by SCAT categories. The Marketing Workbench enables staff to

create customer lists based on Acquisitions profiles and directly from SCAT codes. For instance, an email could be sent to customers who have checked out Classic Rock materials letting them know about an upcoming library event where a Classic Rock artist will perform.

2. *Describe how collection management (including weeding and inventory) is accomplished.*

Wise analyzes collection usage in real time to make purchase recommendations for acquisitions and collection management (e.g., pull reports to rebalance collections based on usage and demand, weekly weed/discard lists, etc.). This includes the definition of "grubby" items (e.g., any book that has circulated more than 30 times), goals for each shelving unit (e.g., 50% full to provide more room for displaying titles face out) and more.

Wise can make collection development decisions based on general policies set by the library and real time analytics of a collection's usage. This automatically determines:

- Which subject areas need new titles
- Which titles need more copies
- Which copies need to change location in a branch, a library, a consortium
- Which copies need to be weeded

This results in:

1. A more effective use of a library's staff time
2. A more effective use of a library's space
3. A less grubby, more attractive appearance of materials
4. A better overall performance of a library's collection

The power of the Wise collection development module enables the library to create a leaner yet more useful and relevant collection by moving items that are underused and removing items that are unused.

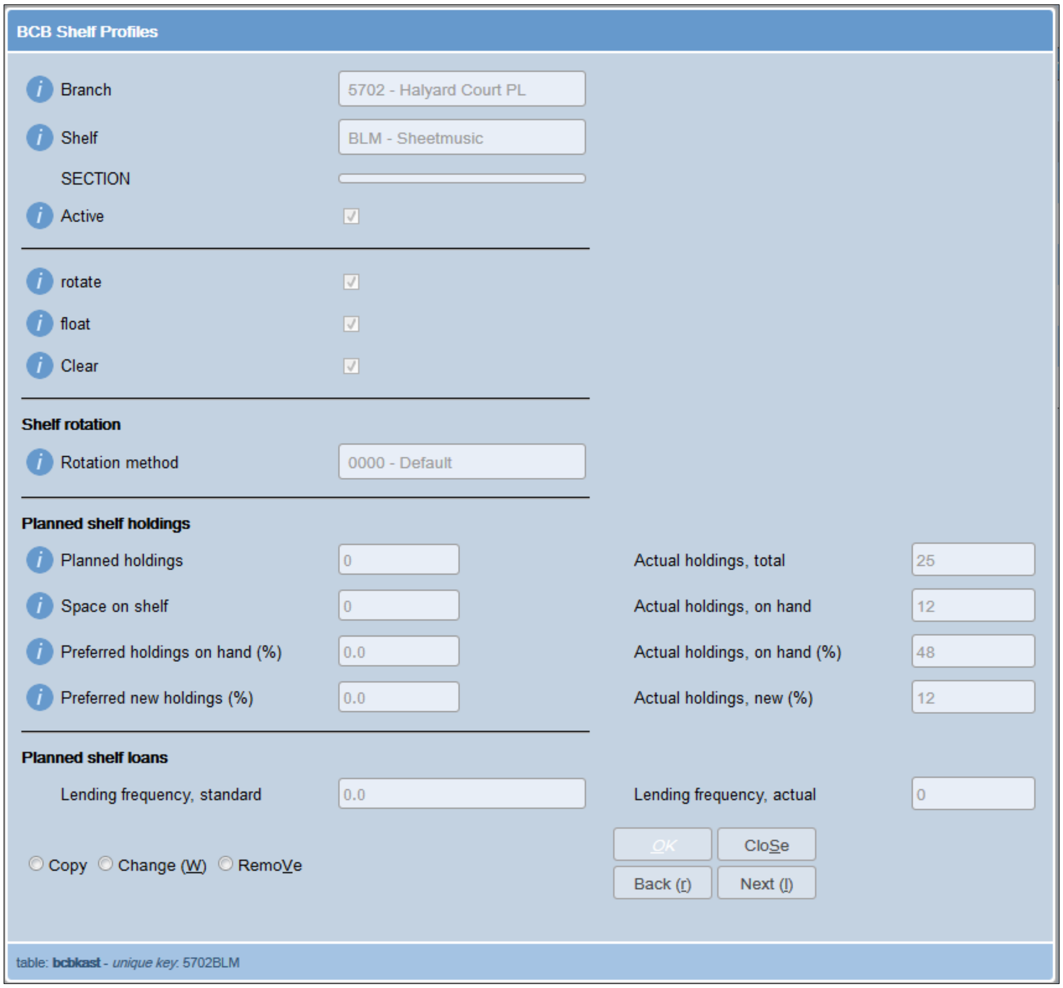
Example: Fiction Collection at the Hatert Branch of the Gelderland Library, NL, using the Wise collection development module

	2013	2016	
Collection size	4141	3768	→ *Smaller collection*
Checkouts	10328	11857	→ *More transactions*
Borrowing frequency	2.49	3.15	→ *Increased usage*
% Active	76.8%	85.8%	→ *More active items*
# Old	162	90	→ *Fewer grubby items*
Dead items	120	81	→ *Fewer unused items*
On the shelf	80.3%	82.2%	→ *More choice for customers*

Collection development depends on policies and rules that you define in the Wise Manager. Your library:

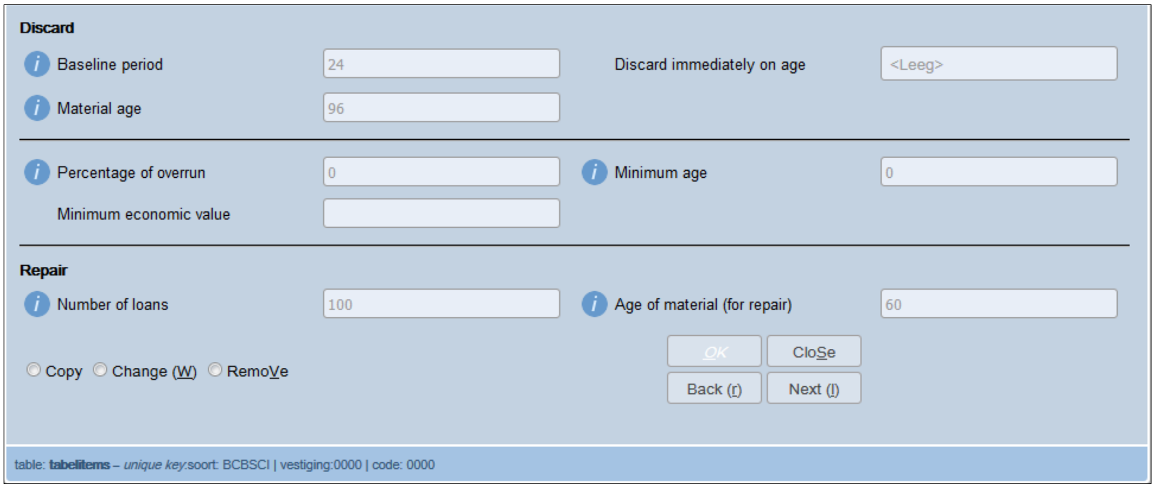
- Sets policies for each shelf (e.g., minimal number of items available at all times)
- Sets rules for subject areas (e.g., review medical books after 5 years)
- Sets rules for last copy retention of a title
- Defines dead items (e.g., weed if not checked out for 24 months)
- Defines grubby items (e.g., paperbacks weeded after checked out 150 times)
- Defines parameters for the sale of weeded items (pricing, branch with sales)
- Chooses cooperative options in consortia
- Requires centralized acquisition workflow

To begin using Wise's collection development capabilities, library staff create shelf profiles, where expected holdings, shelf space, and desired percentage of holdings on hand are defined. Staff also determine whether items on particular shelves are able to float to other branches.



Setting a shelf policy in the Wise Manager

Staff also specify criteria for inspecting items for removal or repair based on age. These criteria can be set on a granular level by shelf, which allows staff to more frequently inspect time-sensitive material like medical books.



Setting a discard policy in the Wise Manager

Wise continuously analyzes the usage of the library's collection in accordance with each location's profile. Lists are generated weekly that:

- designate items to be sent to another location or removed from the collection.
- provide suggestions for titles that need additional copies or subject areas that need additional titles.
- report on performance of materials so that policy settings can be adjusted if necessary.

Once the criteria are set up, material that should be considered for floating to another branch or inspected for repair, replacement, or weeding will be identified in a weekly items action list, which is generated from within the staff interface. This list can appear in walking order to save staff time and hassle when gathering the items.

Items action list

Shelf	Label	Title	Author	Item barcode	Action
Adult Non-Fiction	641.849	Flour water salt yeast : the fundamental	Alan Weiner|Ken Forkish	29702472017	Float
Childrens Non-Fiction	567.9	National Geographic little kids first big	Catherine D. Hughes	10291874040	Float
Childrens Fiction	WAR	The boxcar children	Gertrude Chandler Warner	11924451930	Weed
Adult Non-Fiction	949.5	Athens	Constantine. Manos|Michael Freer	20024451430	Float
Adult Non-Fiction	551.48	Water,	Kenneth S. Davis|Luna B. Leopol	29759348593	Clean
Adult Non-Fiction	332.4	Bitcoin	Noah. Berlatsky	44593749950	Clean
Adult Fiction	KOO	Intensity	Dean Koontz	29702262019	Float
Adult Non-Fiction	759.2	Wall and piece	Bansky.	29703182019	Float
Adult Non-Fiction	658.8	27th annual summer Americana auctior	Northeast Auctions.	297031920198	Float
Childrens Fiction	OTT	The princess and the pea	Carol Ottolenghi	31399902	Weed
Childrens Fiction	LAI	Inside out and back again	Thanhha Lai	31399903	Float
Adult Fiction	SCH	The beginning of Everything	Robyn Schneider	31399901	Weed
Adult Non-Fiction	317.71	Profiles of Ohio, 2018 : history, statisti		554738959	Float

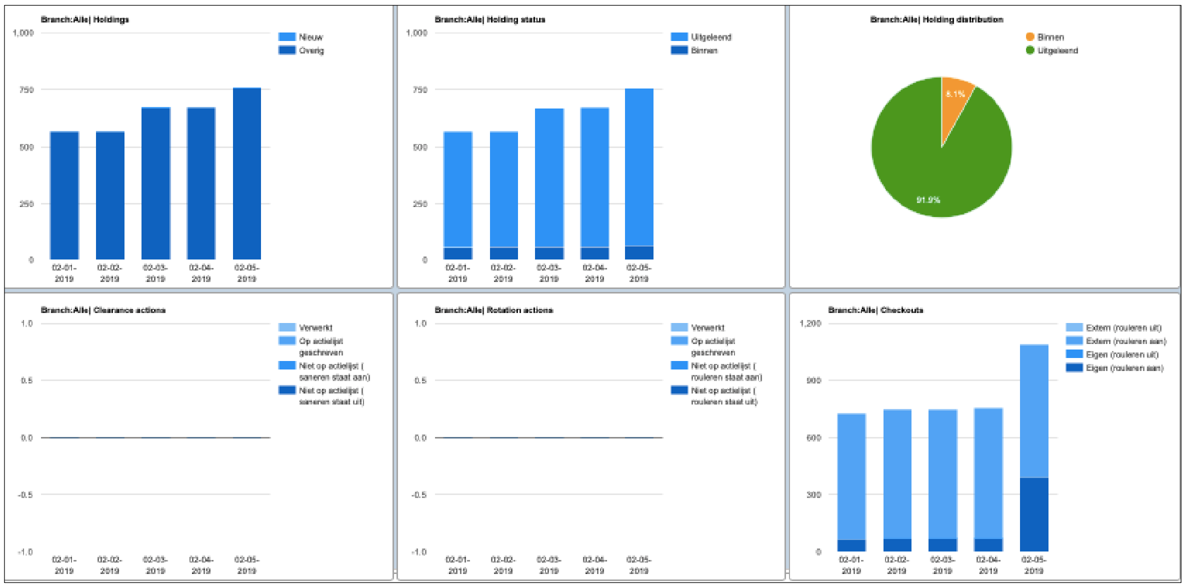
The Items Action list

In addition to the Items Action list, staff can also access reports showing the status of the collection compared to the goals set for each shelf. The report below shows a comparison between planned and actual holdings on hand, new holdings, and circulation frequency for several shelves. The Occupancy column indicates whether material on certain shelves might need to float to other branches or when more material might need to be acquired for other shelves. For instance, the Career shelf has the correct number of holdings (indicated by a blank in the first occupancy space). Under Car, however, the library may have overstocked the shelves a bit. The second indicator shows whether circulation is above or below what is anticipated based on the percentage of holdings available.

Shelf	Shelf description	Planned holdings	Preferred holdings on hand %	Preferred holdings new %	Circ frequency norm		Actual holdings total	Actual holdings in %	Actual holdings new %	Actual circ frequency	Checkouts	Occupancy
Poe	Poetry - Adult	33	75%	12%	7.6		37	57%	11%	4.1	150	++/--
His	World history	55	75%	12%	4.8		59	78%	12%	2.3	138	+/++
Career	Jobs and advancement	178	75%	12%	7.2		178	74%	13%	3.4	603	/--
Car	Auto manuals and books	14	75%	12%	9.5		17	71%	43%	3.0	21	++/++
Pets	Animal non-fiction	18	75%	12%	4.0		16	100%	0%	2.7	16	--/--
Coll	College Prep	18	75%	12%	6.2		10	60%	40%	3.9	39	++/--
Gard	Gardening and farming	11	75%	12%	3.5		11	82%	18%	2.2	24	/++
Trav	Travel	8	75%	12%	3.9		3	67%	0%	1.3	4	--/--
Child	Child rearing and care	44	75%	12%	4.3		33	55%	18%	3.0	33	++/--
Bake	Baking and recipes	57	75%	12%	3.1		41	80%	10%	2.2	91	-/--

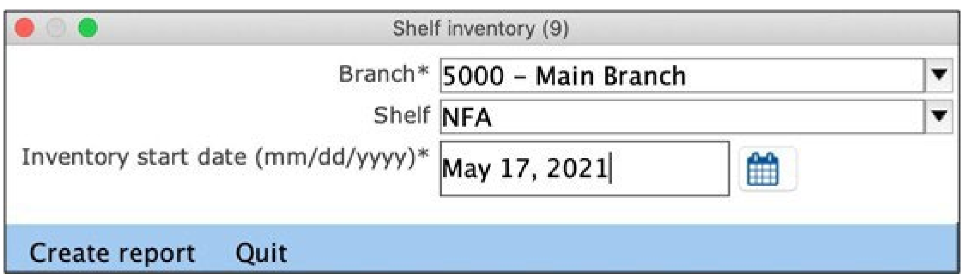
Collection Development status report

Finally, the Wise Manager includes a dashboard that shows high-level holdings and circulation data. Staff can see quickly and definitively any areas of concern where action should be taken.



Collection Development dashboard

Wise keeps up-to-date inventory information for each item record in the database. The Shelf Inventory report enables you to inventory the collection as a whole.



Parameters of the Shelf Inventory report

Select the appropriate parameters:

1. Branch location.
2. Shelf (collection). Enable this parameter if you want to focus on a specific area in your library. If the Shelf option is left blank, it will generate a report of the entire collection at that specific branch.
3. Inventory start date. Enter the date at which you plan to go to the shelves to look for materials.

Select Create Report to generate the information to perform a collection inventory. The report will generate a list of all the items that should currently be on your shelves:

- Author
- Title
- Barcode

- Material type
- Label (call number)
- Inventory date (the last day that the item had activity)
- Last return date

3. Explain how the system automates the process of adding and removing items from temporary shelves (e.g., new books, holiday collections, etc.).

Wise gives the library two options for temporary locations:

Set by date – The library will be able to specify the amount of time that they want the material to stay in that location (e.g., new books on display for 14 days). The location will not clear if materials are checked out and returned in that duration of time.

Set by checkout – The location will go back to the default location once the item is checked out and returned. For those items that do not end up being checked out, the library will be able to set a number of days before the item is put on a pull list to be shelved in its default location.

4. Describe how library items can be shared easily and equitably by any branch in the system (e.g., including floating collections).

OCLC Wise can optimize the use of your items with floating collections. In a floating collection, items can be returned to any location within the system and potentially become part of that location's collection, regardless of the location that owns the item or the location that checked it out.

Example: An item which belongs to Location 1 is returned to Location 2. The item is not transported to Location 1. Instead, the item's location data is adjusted so that it becomes part of the collection housed at Location 2. The lending conditions applicable to Location 2 are applied the next time the item is checked out from Location 2. The system monitors which copies from Location 1 have been added to Location 2 so that library staff can intervene if the division between the locations becomes disproportionate.

Wise offers two options for "floating" collections:

Basic floating

Floating collections is an automatic process if the following conditions are met:

- Each location which owns the material can determine which items can become floating items.
- The material in question is defined as a material which can become a floating item.
- The item cannot be floated back into its original collection within 30 days of receipt.

A floating action will be recorded in the item history. This will record where the item came from and that it will be integrated into the collection at the new location. Each item will have a property mark that indicates which library originally purchased the item. Collections can be monitored by means of collection reports. These reports provide an overview of the size of the collection section and its origin (original location).

Collection Management

Wise offers advanced features for managing collections across numerous locations. The collections that share floating locations are viewed as a whole. Wise will analyze the collection on a weekly basis to ensure that titles and items are optimally distributed between the various locations. Floating copies are assessed during this process. Wise relocates any surplus items to different locations if one location has too many copies of a particular title. Likewise, locations which have too few copies of a particular title will receive copies from different locations.

Wise automatically rotates copies between locations by means of controlled floating.

Cleaning up the collection (aka weeding) is also part of Wise. Copies will automatically be cleaned up in conformity with rules defined by the library based on material type, age of the item, number of times checked out and binding.

5. Describe how the system facilitates the efficient rotating, weeding, repair, and/or cleaning of items.

Running in the background of the system, the Wise Collection Development functionality analyzes collection usage in real time to make purchase recommendations for acquisitions and for collection management. The Items Action List of the Collection Development module (described in Question 2 above) designates weekly material that should be considered for rotating to another branch or inspected for repair, replacement, or weeding, which is generated from within the staff interface.

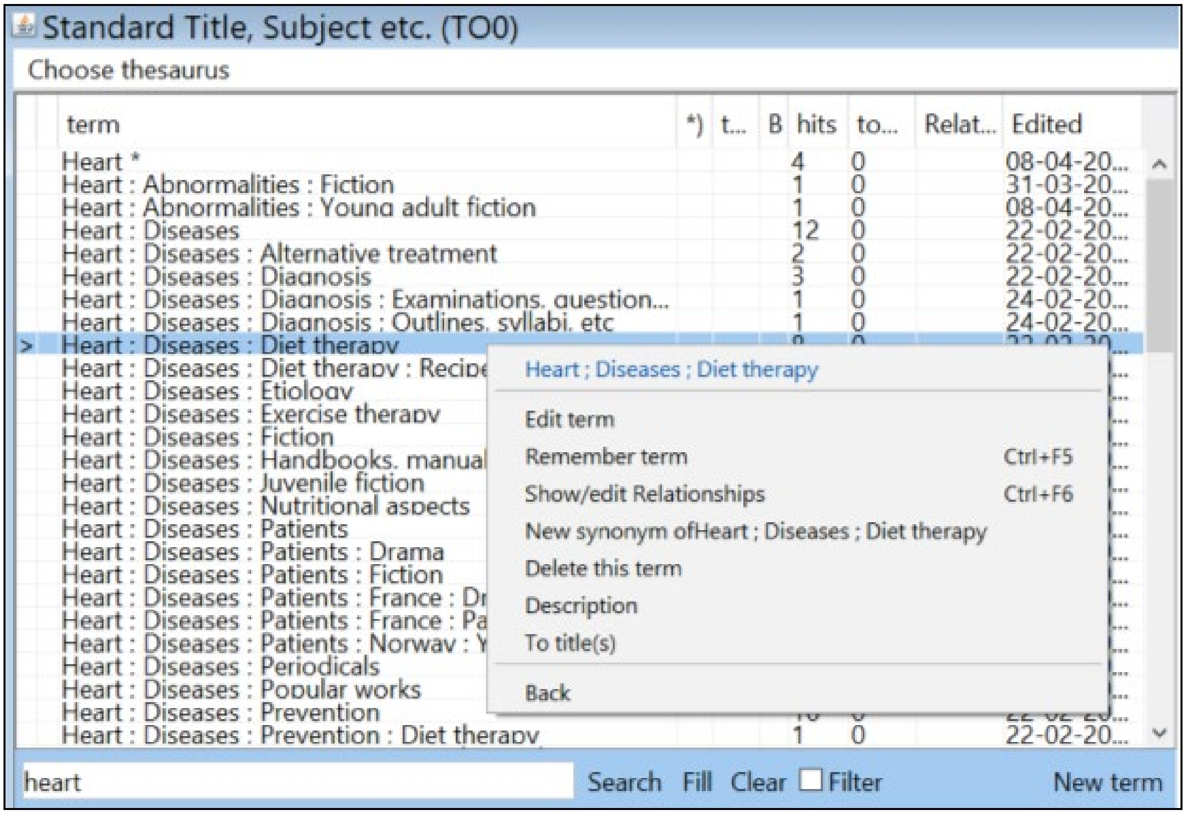
6. Describe the authority clean up/maintenance process.

Wise uses the term “thesaurus” to describe its authorities file. Many of the indexes for the catalog are contained in the thesaurus in Wise. Your library determines which thesauri to include during implementation. When a title is added, search entries are immediately included in the appropriate thesaurus. Wise thesauri include author, title, subject, series, call number, genre, publisher and target audience.

Multiple entries can occur for a title:

- Preferred terms – title descriptions are linked to preferred terms.
- Synonyms – synonyms link transparently to a preferred term when searching the catalog. Synonyms are noted in the catalog in angle brackets (<preferred term>).

Thesauri can accommodate an unlimited number of synonyms for each preferred term, such as pseudonyms and alternative family name spellings. They can also support an unlimited number of relationship/references between preferred terms (e.g., narrower terms, broader terms, related terms). When a term changes, Wise will check for consistency to avoid circular relationships.



Authorized terms in the subject thesaurus

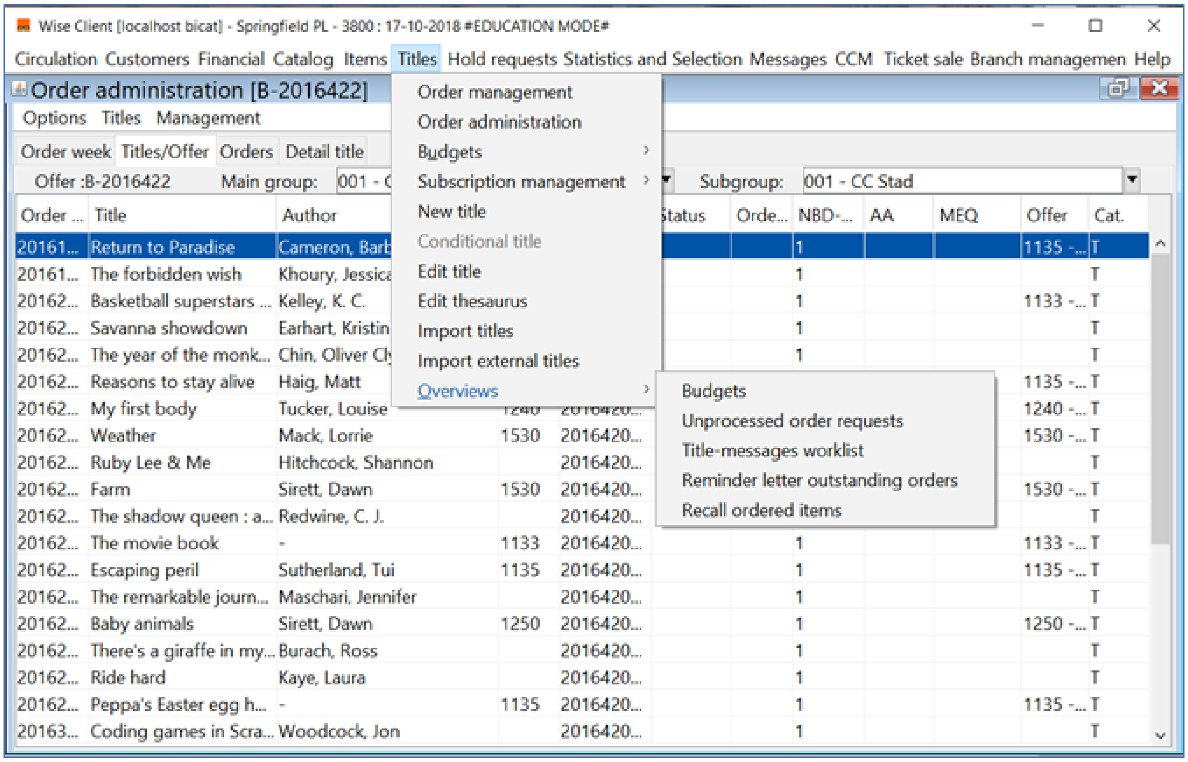
7. ***Describe the process of importing and loading bibliographic records.***

Wise can acquire bibliographic records in several ways: acquisitions records can be ingested using the Brief Order import functionality, cataloging staff can import MARC21 records, and libraries with an OCLC full cataloging subscription can leverage the power of WorldCat for copy cataloging, saving library staff an enormous amount of time and effort. You can easily add new titles to Wise and update your holdings in WorldCat simultaneously. You can also delete titles from Wise and remove the holdings from WorldCat via an automated process.

ACQUISITIONS AND SERIALS

1. ***Provide an overview of the acquisitions system.***

Wise lets your library acquire whatever your customers need when they need it, offering a consolidated workflow that incorporates traditional acquisitions activities within a single staff client. You will find most functions such as ordering, budgets, importing and editing of bibliographic records and relevant reports under the Titles menu.



Acquisitions features available in the Titles menu

Budgets

A collection budget is set for each location. The total budget can be subdivided into partial budgets like young adult/adult, fiction/non-fiction and type of material. Each part of the budget can then be allocated an amount. Each purchase will deduct the corresponding amount from the budget. These deductions can be registered per item but can also be listed as a total invoice amount. The structure for partial budgets can be determined for each individual library. Budget rollover to the next fiscal period, with accommodation for open orders, is also supported.

Branch	yrs	Budget	Description	
3801 - Balmoral Drive PL	2016	01	Fiction	Open
3801 - Balmoral Drive PL	2016	03	Psychology	Open
3801 - Balmoral Drive PL	2016	04	Poetry	Open
3801 - Balmoral Drive PL	2016	07	Easy Readers	Open
3801 - Balmoral Drive PL	2016	08	YA Fiction	Open
3801 - Balmoral Drive PL	2016	09	Junior Fiction	Open
3801 - Balmoral Drive PL	2016	10	Theater, Film and Music	Open
3801 - Balmoral Drive PL	2016	11	DVDs	Open
3801 - Balmoral Drive PL	2016	14	History	Open
3801 - Balmoral Drive PL	2016	17	Cooking	Open
3801 - Balmoral Drive PL	2016	18	Crafting	Open
3801 - Balmoral Drive PL	2016	19	Do It Yourself	Open
3801 - Balmoral Drive PL	2016	20	Auto Repair Manuals	Open
3801 - Balmoral Drive PL	2016	21	Holiday	Open
3801 - Balmoral Drive PL	2016	22	Audiobooks	Open
3801 - Balmoral Drive PL	2016	25	Career	Open
3801 - Balmoral Drive PL	2016	26	College Prep	Open
3801 - Balmoral Drive PL	2016	27	Parenting/Family	Open
3801 - Balmoral Drive PL	2016	28	Biography	Open
3801 - Balmoral Drive PL	2016	29	ESL	Open

Budget entries for the Balmoral Drive branch of the Springfield Public Library

Vendors

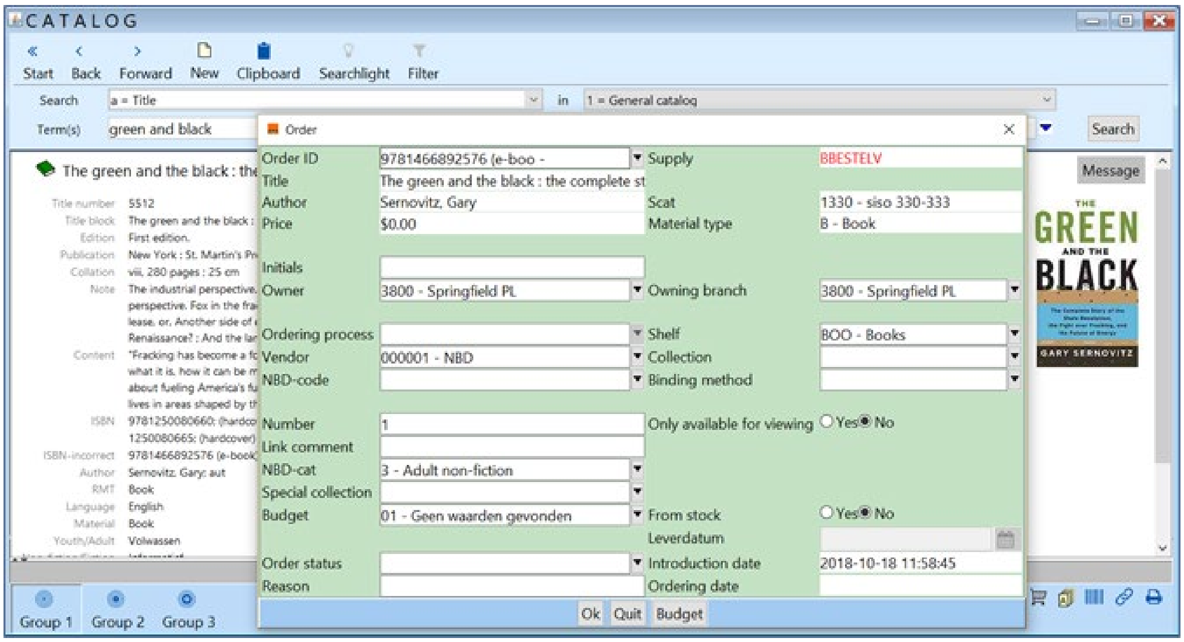
The Wise Manager allows qualified staff to create and maintain any number of vendors from whom your library purchases and receives materials. Vendor records contain the following fields:

- Identification: vendor number, name, abbreviated name, currency accepted
- Library information: client number (reference number allocated to your organization by the vendor), discount, binding method for copies (e.g., paperback, library tape, fragile), magazine vendor (Y/N)
- Contact information: physical address (street, city, country, phone number), email address, website, contact person

- FTP information: for vendors that accept electronic orders

Order and invoice

Wise provides a full-featured workflow for creating and placing orders, including support for importing bibliographic records, invoicing and claiming. To facilitate ordering directly with vendors, Wise also supports Brief Order and EDI (EDIFACT) workflows with Baker & Taylor, Ingram, and Midwest Tape; and full electronic invoicing of vendor invoices.



Ordering a title from the Catalog display

2. ***Provide an overview of the serials system.***

Magazine subscriptions are primarily managed by individual branches within the library system. Wise uses codes in serial bibliographic records to govern subscription data such as frequency and whether the title is currently published. Publication schedules are created in the Wise Manager and applied to subscriptions to create expected issues.

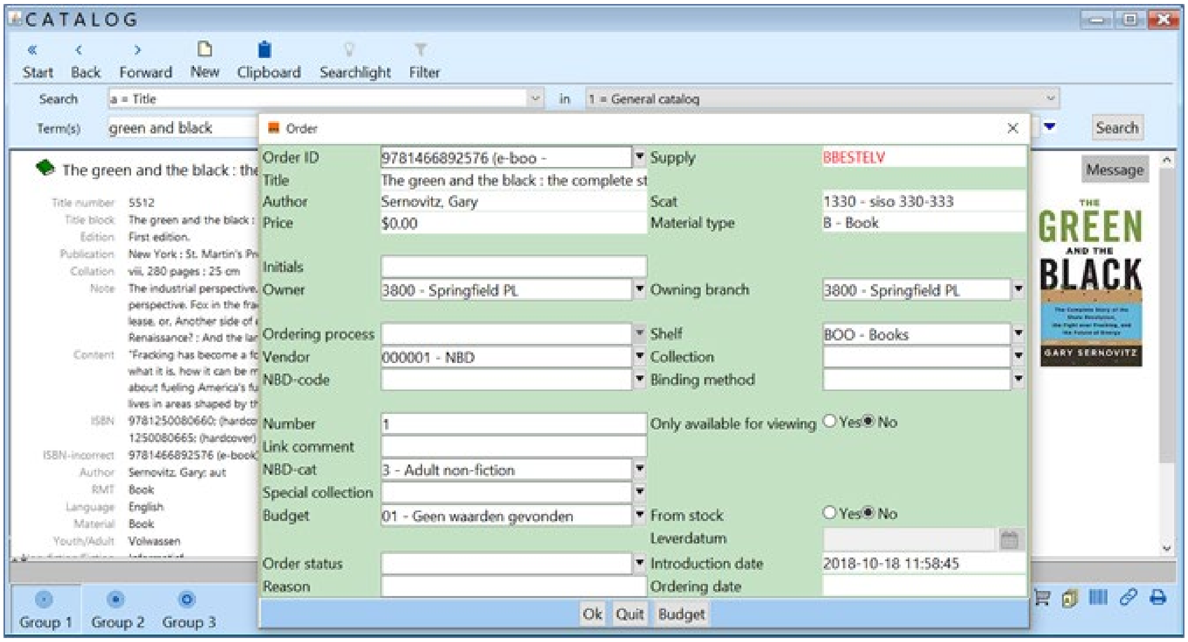
The library can use a separate bibliographic record for each subscription period or link all subscriptions to a single bibliographic record. Copies are linked to the appropriate subscription record. Many libraries create a ‘publication year title’ for magazines which appear regularly for ease of use by customers (e.g., *Time* [publication year 2021], *Time* [publication year 2022]). This kind of ‘publication year title’ will automatically be created and maintained by Wise using the existing title as a source.

Each issue is received using a function key/hotkey (alt-O). A circulating copy can be added to the database simultaneously. The next issue will be generated automatically according to the publication pattern once the current issue is received. Unexpected issues can be manually created as required.

A storage period can be entered for each subscription. This option allows you to generate lists which will help staff clear out any back issues.

3. Describe how the system supports EDI ordering.

To facilitate ordering directly with vendors, Wise also supports Brief Order and EDI (EDIFACT) workflows with Baker & Taylor, Ingram, and Midwest Tape; and full electronic invoicing of vendor invoices. Set up requires no assistance from OCLC, nor is there an additional cost for this feature.

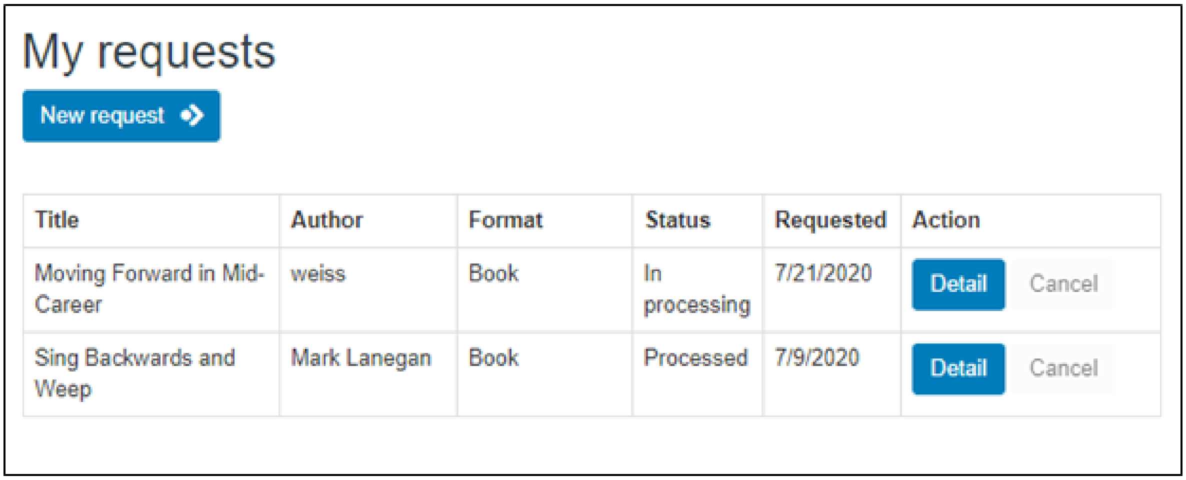


Ordering a title from the Catalog display

Upon successful transmission of an EDI order file, Wise updates the order status to *Finishing*. In the event an EDI order file transfer is unsuccessful, an error message will appear and the order status will remain as *Ordered*.

4. Describe how the system measures the library's requests from patrons.

Wise lets customers request titles not held by the library and see the status of their request right from My Account in the use interface. The Wise Item Request Manager allows staff to receive, manage, and report on purchase requests through customized workflows. It also automates the communication with customers to inform them of their requests' progress, and it includes a display in the My Account interface to view their requests.



My requests

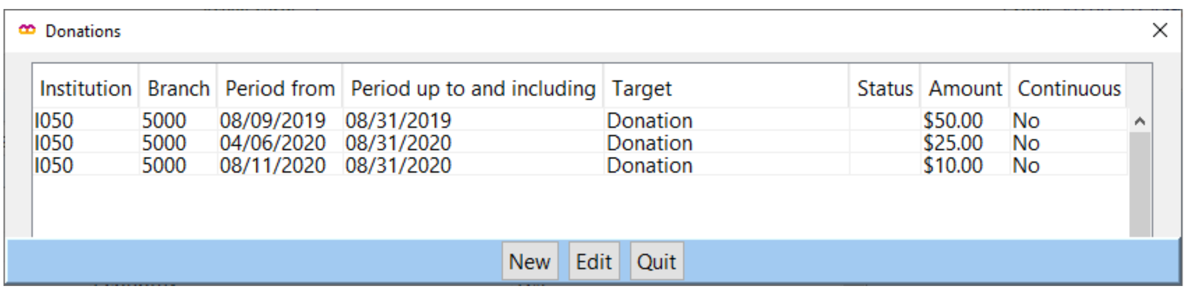
New request

Title	Author	Format	Status	Requested	Action
Moving Forward in Mid-Career	weiss	Book	In processing	7/21/2020	Detail Cancel
Sing Backwards and Weep	Mark Lanegan	Book	Processed	7/9/2020	Detail Cancel

Status of requested items in the customer interface

5. ***Describe how donations given to the library are processed and tracked.***

Wise provides a means of tracking monetary donations within customer records. Donations from non-customers can be entered, as well, in which case a new donor customer record is created. In either situation, the Wise Marketing Work Bench can be used to send marketing messages to those who have donated to the library in the past.



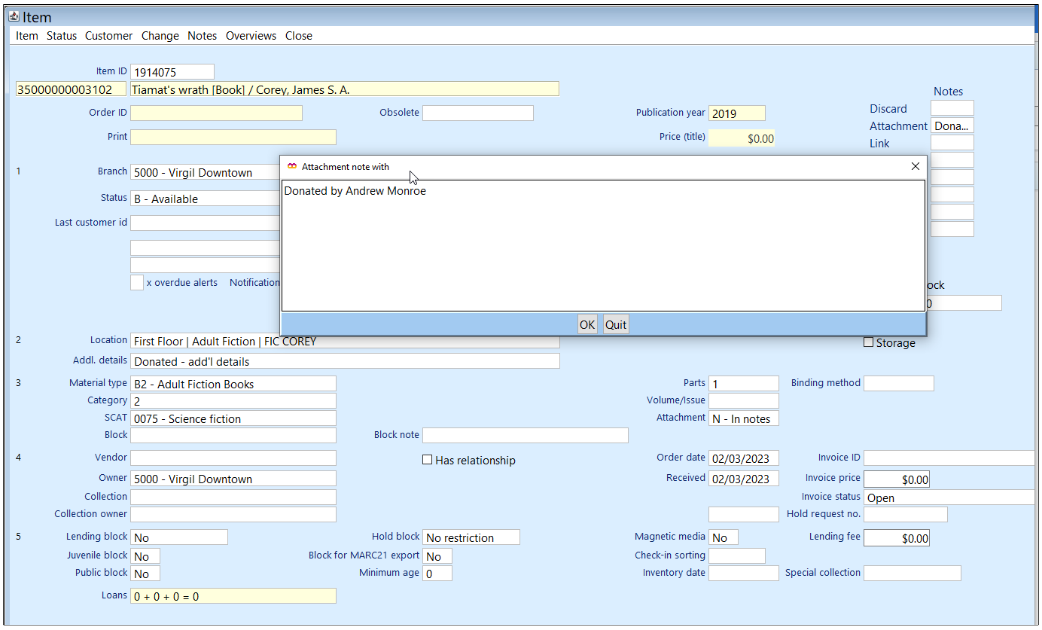
Donations

Institution	Branch	Period from	Period up to and including	Target	Status	Amount	Continuous
I050	5000	08/09/2019	08/31/2019	Donation		$50.00	No
I050	5000	04/06/2020	08/31/2020	Donation		$25.00	No
I050	5000	08/11/2020	08/31/2020	Donation		$10.00	No

New Edit Quit

Donations display in a customer record

Wise offers several ways to track donated material information. We would need to learn more about how you would like to use that information to suggest the appropriate method.

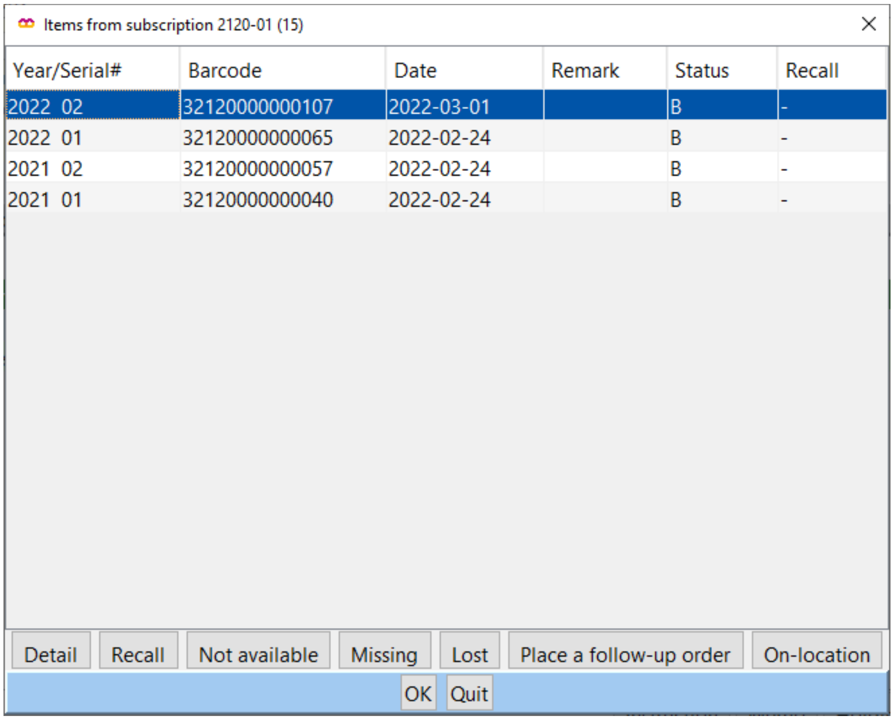


Donation information stored as an attachment note on an item record

6. Describe how the system facilitates the ordering and receipt of serial subscriptions.

Periodical management is a feature within the Titles menu of the staff interface. Library employees with sufficient privilege can perform all functions required for cataloguing, acquisitions, circulation et al. within this single interface.

A large number of prediction patterns accommodate a wide variety of publication frequencies (daily, weekly, monthly, N times per week, bimonthly, annual, etc.) Frequency information can be edited by the library by changing the membership type in the subscription details record.



Issues received for a biannual publication

Each issue is received using a function key/hotkey (alt-O). A circulating copy can be added to the database simultaneously. The next expected issue will be generated automatically according to the publication pattern once the current issue is received. Unexpected issues can be manually created as required. A circulating copy can be added to the database simultaneously when an issue is received. This is set in the receiving profile for each location. If several copies of the same issues are expected, you will see them successively on the recent items screen and can receive them at once, without having to select and process each issue individually.

7. Describe how the system closes out and rolls over orders at the end of the fiscal year.

Your library administrator will close the budget at the beginning of a new fiscal year. This will close the budget for the previous year and create a new one for the current year. The budget structure and outstanding orders will be transferred during this process.

The rollover can accommodate outstanding orders according to your library's needs:

- Accommodate Overflow – The total amount of outstanding orders is calculated and entered as a separate budget amount in the new fiscal year. This allows you to receive and pay for materials encumbered against the previous year's funds.
- Absorb Overflow – The outstanding obligations are included in the total budget for the new fiscal year.

REPORTING & DATA MIGRATION

1. Provide an overview of the data migration process, including what exactly is migrated from our current system.

Data migration is included in the basic data types migrated from your current ILS to Wise (bibliographic, item, patron, and circulation). Specific tables are configured in Wise to receive data that is mapped and moved using scripts specifically designed and maintained for these purposes. Bibliographic and item data is specifically mapped and moved using the MARC21 standard.

Data migration occurs in four basic stages:

- Initial test load and analyses of sample data types (bib/item, patron, circ), which generates a report that becomes the singular agenda item for a “data day” with the library.
- Full migration of data into an instance of Wise for review and testing by OCLC and library.
- Second full data migration to prepare for training and library end-to-end testing.
- Final full data migration, just prior to go-live.

Your Implementation Manager will guide you through the data migration process, working in collaboration with OCLC Data Specialists. Detailed data migration planning and requirements guides are provided.

2. Provide an overview of the standard reports included in the system.

Wise includes many standard reports that provide library data in a variety of overviews, counts, statistics and analytic tables. These reports were created based on the general needs of libraries to evaluate and manage the various processes within Wise and to back-up processes within the library. In addition to the standard reports, libraries also generate their own reports using the open source Business Intelligence and Reporting Tools (BIRT) report designer provided by the Eclipse Foundation.

You can select reporting criteria based on the most important source files (patrons, copies, titles, etc.). For example, you can create the group “Young mystery readers” by selecting patrons between the ages of 12 and 18 who have checked out at least 2 titles classified as mysteries within the past 12 months. The group can be saved along with its selection criteria for reporting on its own or by inclusion in other reports that will use this demographic.

Wise automatically uses the BIRT report generator to collect and present data. Reports are displayed in the user’s internet browser (e.g., Internet Explorer or Firefox). An overview can be printed and/or saved as a PDF. You can also see the criteria used to generate the report.

Showing page 1 of 1 Go to page:

Area codes Circulation

Source	Description	Lending	Percentage	Check-in	Percentage	Renewal	Percentage
Central Library Services Org (I000)							
(0000)							
S	Zelfservice (SIP)	0	0	1	100	0	0
		0		**1**		**0**	
Cambridge Greydale Avenue Pickup Locatio (9060)							
B	Wiseclient	1	5	25	100	0	0
X	Extra	19	95	0	0	12	100
		20		**25**		**12**	
Cambridge Griffiths Lane Pickup Location (9059)							
X	Extra	0	0	0	0	2	100
		0		**0**		**2**	
RBG - IBL (9061)							
B	Wiseclient	0	0	5	100	0	0
X	Extra	6	100	0	0	0	0
		6		**5**		**0**	

Source	Description	Lending	Percentage	Check-in	Percentage	Renewal	Percentage
B	Wiseclient	1	3.8	30	96.8	0	0
S	Zelfservice (SIP)	0	0	1	3.2	0	0
X	Extra	25	96.2	0	0	14	100
		26		**31**		**14**	

Demo US

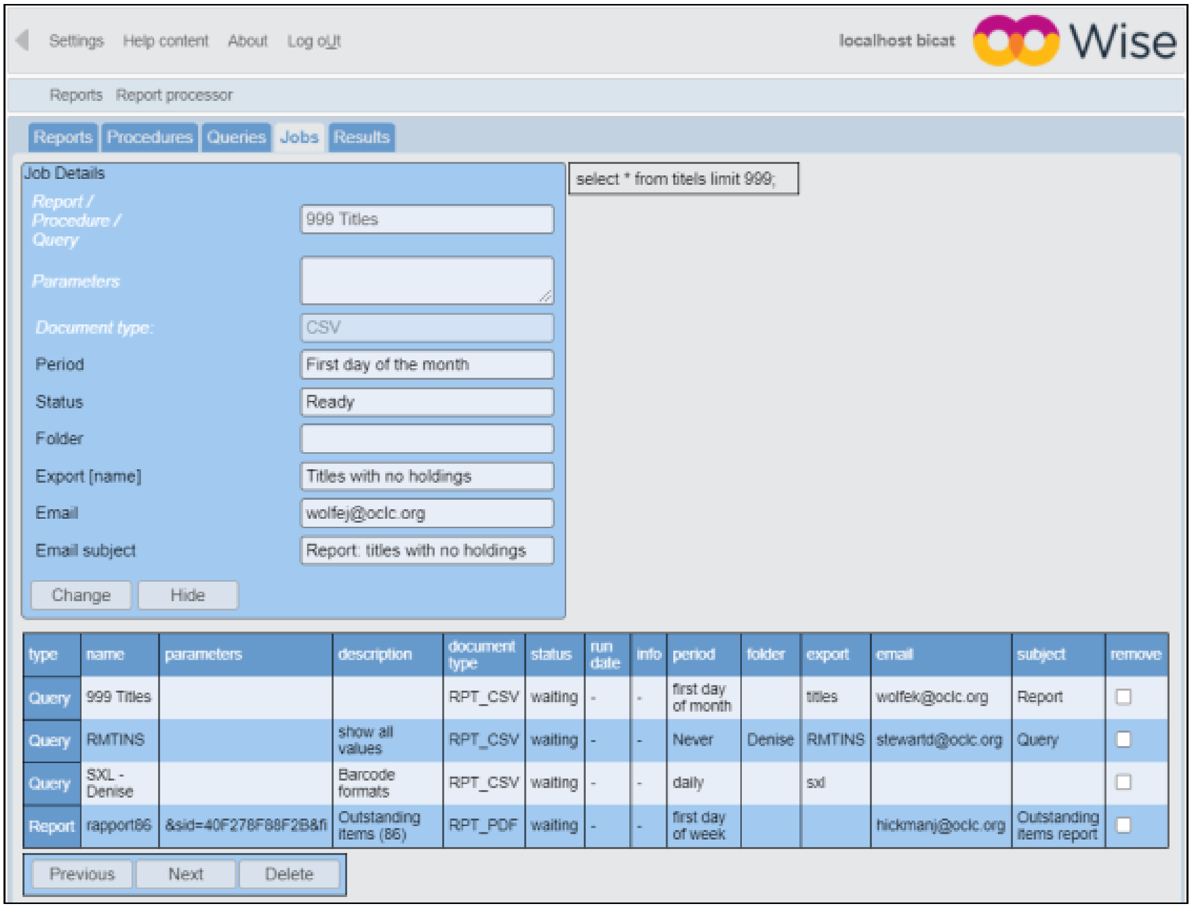
Selection criteria	
Institution	I000
Period	
9	

Jun 27, 2018, 11:36 AM

Report output in the BIRT generator

3. ***Describe how staff can set parameters and schedule reports for standard report templates.***

   Reports can be run on demand or scheduled at regular intervals (daily, first/last day of each week/month, etc.). You can specify the format of the report (HTML, PDF, etc.), and direct the output to a specified system folder and/or to email recipients.



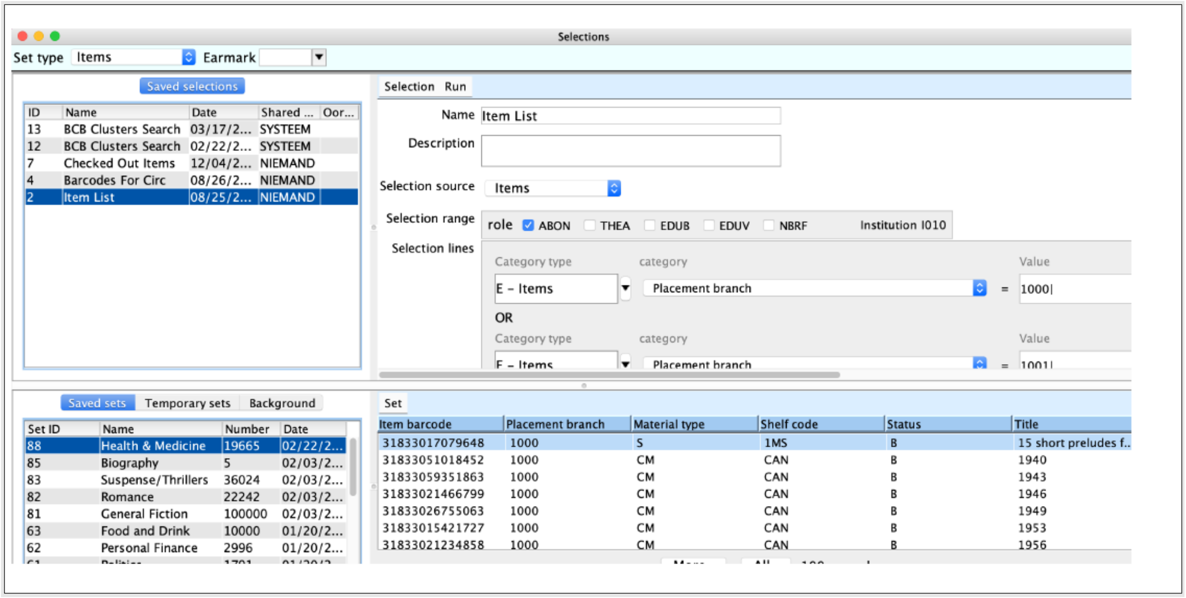
Scheduling a report

4. ***Describe how staff can create their own custom reports, including the level of customization and specificity that can be achieved (e.g., can specific MARC fields be utilized in custom reports).***

The Statistics and Selections option allows you to construct a search (selection) that produces results (set) when executed. Both the selection and the set can be saved.

A selection can be saved by clicking Selection > Save as Fixed Selection in the top right-hand corner of the split screen. Selections are executed each time you choose one from the saved list. Therefore, the results are dynamic and will change depending on changes to the underlying data.

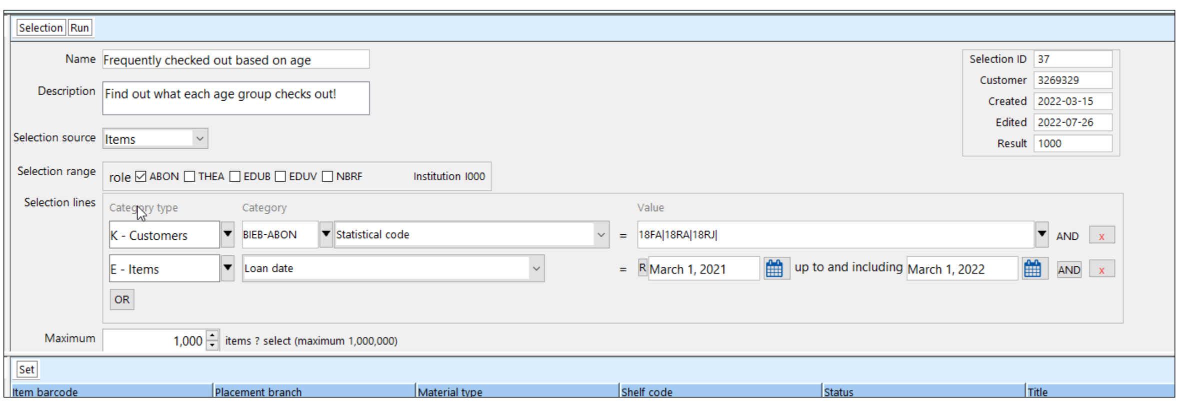
A set can be saved by clicking Set > Save as Fixed Set in the bottom right-hand corner of the split screen. Sets are static lists of records. You can perform changes on record sets by selecting Set > Run Batch Changes on Set.



Selections and sets in the Wise client

5. ***Describe how system reports allow staff to make timely, data-driven decisions.***

Selections in Wise allow for actionable, customized reports at granular levels. Data from types of records can be combined to aid data-driven decision-making. For example, Wise allows the library to create a report that shows what items have been checked out by discrete age groups to assist in collection and program development targeted to those groups.



Selection criteria to identify items checked out by patrons aged 18-25

6. ***Share unique reports your system is capable of.***

Collection management report offerings include:

- Shelf progress – evaluate what is actually on the shelf and what the system says is on the shelf.
- Suggested titles to acquire – report of recommended title acquisitions using the collection management features in the Wise staff client.
- Golden oldies – items that should have been withdrawn based on discard rules, but still have high circulation.

Usage reports include:

- Usage per area
- Usage per branch/location
- Usage per period
- Customers per period

Events reports to include:

- Analytics (expected late 2023)

Marketing Workbench reports include:

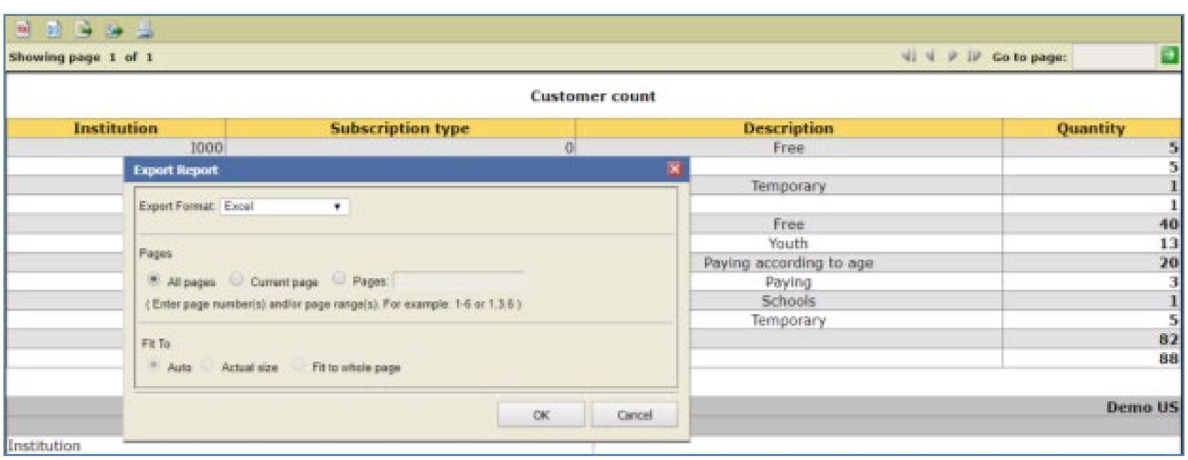
- Overview of targeted emails and campaigns – information in this report includes emails sent, emails received, how many messages were opened, how many times links were clicked, hard and soft bounces, and number of users that unsubscribed from the message.

7. Describe how the system measures the library's continuing success.

By leveraging the above-referenced reports and available analytics, libraries are positioned to monitor usage trends to ensure continued success. Wise helps your library understand how your resources are performing to guide savvy purchasing, displays, programming, space allocation and more. Analytics included in the CapiraMobile app and the Wise Marketing Workbench help you measure library engagement and the effectiveness of your messaging. Decisions can be data-driven, rather than based on assumptions. Rather than guessing patrons of a particular branch will be interested in gourmet cookbooks, libraries are armed with the analytics to know the specific cuisines of interest to their patrons. By offering the right materials and messaging to the right audience, there's a greater opportunity for meaningful engagement, reinforcement and expansion of the library's value for current users and even reaching new patrons in the community.

8. Describe how reports are output and shared.

The BIRT reporting tool provides built-in support for printing reports or exporting them in a variety of formats (.CSV, PDF, DOCX, etc.). Exported reports can be sent as attachments to email recipients or displayed on a web page.



Exporting a report

EXHIBIT A

CITY OF CEDAR FALLS, IOWA

GENERAL TERMS AND CONDITIONS

(PARTIES/SUBJECT OF CONTRACT)

This Agreement is by and between ___________________________ ("Contractor") and the City of Cedar Falls, Iowa ("City"), and is to be effective on the date last signed by the Contractor or the City below.

1.0. Contractor's Services

1.1. Contractor's services shall consist only of the those services and/or products provided or supplied by Contractor as defined in this Agreement and as listed on Exhibit "A" attached. ("Services" or "Scope of Services")

1.2. Contractor shall not commence or perform any work outside the Scope of Services unless and until authorized in writing by the City. No changes to the Scope of Services shall be valid unless agreed to by both the Contractor and the City in writing. Any work performed or expenses incurred by the Contractor shall be conclusively presumed to be part of the Scope of Services unless a written change order covering such work, and the cost of such work, has been agreed to in advance. If Exhibit "A" includes provisions for contingent services, such services shall not be performed until written authorization is given by the City.

1.3. Contractor shall assign qualified and experienced personnel to perform the Services, and Contractor hereby warrants to the City that Contractor has sufficient experience and financial resources to complete the Services required by this Agreement. Where the Scope of Services identifies particular personnel who shall perform the Services, such personnel shall remain assigned to provide the Services throughout the term of this Agreement, unless otherwise approved in writing by the City. In the event that such particular personnel must be replaced, Contractor agrees to replace such particular personnel with persons of equivalent or better qualifications, as approved by the City.

1.4. Contractor shall perform the Services in a timely manner and in accordance with any schedule set forth in Exhibit "A". The Contractor and the City agree that time is of the essence with respect to Contractor's performance under this Agreement.

1.5. Contractor warrants that its fulfillment of this Agreement will not infringe on or misappropriate the rights of any third party, and that the Contractor has the complete right and full authority to convey ownership of the Services to the City. Contractor shall obtain all required governmental and third-party licenses, approvals and permits for the provision of Services, at Contractor's cost.

1.6. The person signing this Agreement on behalf of the Contractor represents and warrants that the person has full and sufficient authority to execute this Agreement on behalf of the Contractor.

2.0. Compensation

2.1. All bids and prices shall be shown in U.S. Dollars. All prices must remain firm for the duration of this Agreement.

2.2. After inspection (if applicable) and acceptance by the City of Services, City shall pay Contractor in accordance with the payment terms set forth in Exhibit "B". The maximum amount of all payments for Services shall be the amount set forth in Exhibit "B", unless additional Services are agreed upon as set forth in Section 1.2, in which case the maximum amount of all payments shall be adjusted accordingly.

2.3. Following acceptance of Services by the City, payment shall be made to the Contractor within thirty (30) days of receipt of a proper invoice. The invoice shall include, at a minimum. The name and address of the Contractor, the invoice number, the date services were performed or goods were shipped, a general description of the services or goods, total amount to be paid, any discounts or credits, and the net amount to be paid. The invoice shall be mailed or emailed to the authorized representative of the City listed below, at the address listed below.

2.4. Expenses shall not be reimbursed to the Contractor unless specifically described in Exhibit "B".

2.5. If services in addition to the Scope of Services are agreed upon as set forth in Section 1.2, Contractor must provide a separate invoice for such additional services before payment will be made.

2.6. If the City fails to make any payment when due to the Contractor, the Contractor may charge the City interest on the unpaid balance at the rate of 5% per annum until paid. In addition, Contractor may, after giving seven (7) days written notice to the City, suspend services under this Agreement until such unpaid balance is paid in full.

2.7. Notwithstanding anything to the contrary in this Agreement, the City may withhold payment to Contractor for faulty Services, or if the City is advised of liens or other claims against any Services, including products.

3.0. Taxes.

3.1. The City is exempt from all federal, State of Iowa, and other states' taxes on the purchase of products and services used by the City within the State of Iowa. The City shall provide tax exemption certification as required.

3.2. Any charges for taxes from which the City is exempt will be deducted from invoices before payment is made.

4.0. Ownership and Use of Documents

4.1. All Services to be provided under this Agreement, and any invention, improvement, discovery, or innovation (whether or not patentable) made, conceived or actually reduced to practice by Contractor in the performance of the Scope of Services in this Agreement will be owned exclusively by the City, including all proprietary and intellectual property rights. To the extent not automatically vested in the City, Contractor hereby assigns to the City all right, title and interest in and to the Services, including, without limitation, copyright, patent and trade secret rights. Upon the City's request, Contractor shall execute any additional documents necessary for the City to perfect such ownership rights.

4.2. Notwithstanding Section 4.1, Contractor retains ownership of its pre-existing and proprietary materials and other intellectual property that may be incorporated into the Services.

4.3. Copies of City furnished data that may be relied upon by Contractor are limited to the printed copies (also known as hard copies) that are delivered to the Contractor. Files in electronic media format of text, data, graphics, or of other formats that are furnished by the City to the Contractor are only for the convenience of the Contractor. Any conclusion or information obtained or derived from such electronic files will be at the Contractor's sole risk.

4.4. During the term of this Agreement and following completion or termination of the Agreement, the Contractor and any authorized Subcontractors shall maintain all accounting records and other documentation generated in providing Services under this Agreement. The City or its designee shall be allowed to have access to such information for the purpose of inspection, audit and copying during normal business hours for a period of five (5) years after the final payment by the City, termination of this Agreement, or resolution of all matters under this Agreement, whichever date is latest. No additional compensation shall be paid to Contractor for such retention or inspection by the City or designee.

5.0. Term and Termination.

5.1. The term of this Agreement shall commence on the effective date and end on ________ unless earlier terminated under the terms of this Agreement.

5.2 The City may terminate this Agreement at any time for its convenience by giving written notice to the Contractor of such termination and specifying the effective date of the termination, at least thirty (30) calendar days before the effective date of termination. In that event, all finished or unfinished Services, reports and materials prepared or furnished by the Contractor shall, at the option of the City, become the City's property. If the Agreement is terminated by the City as provided herein, the Contractor shall be paid for all Services which have been authorized, approved and provided up to the effective date of termination. The City will not be subject to any termination fees from the Contractor.

5.3. Either party may terminate this Agreement upon seven (7) calendar days written notice in the event that the other party fails to substantially perform in accordance with the terms of this Agreement through no fault of the party initiating the termination.

6.0. Warranties.

6.1. Contractor represents and warrants that Services shall be performed in a manner consistent with the standard of care of other professional service providers in a similar industry and application.

6.2. Contractor represents and warrants that products delivered as part of the Scope of Services, including each component, shall be free of defects and shall conform to the quality standards of the applicable industry and shall meet in all respects the requirements of the Scope of Services. If any defect or sign of deterioration is identified by the City within one year after delivery which is not due to the acts or omissions of the City, Contractor shall, within 15 days after notification by the City, at Contractor's expense, repair, adjust or replace such items to the complete satisfaction of the City.

6.3. Contractor shall be responsible for the quality, technical accuracy, completeness and coordination of all Services under this Agreement. Contractor shall promptly and without charge, provide all corrective work necessary as a result of Contractor's acts, errors or omissions with respect to the quality and accuracy of Contractor's Services.

6.4. Contractor shall be responsible for any and all damages to property or persons as a result of Contractor's acts, errors or omissions in performing the Services under this Agreement, and for any losses or costs to repair or remedy any Services undertaken by the City as a result of any such acts, errors or omissions.

6.5. Contractor's obligations shall exist without regard to, and shall not be construed to be waived by, the availability or unavailability of any insurance, either by the City or by the Contractor. None of the provisions of this Agreement shall be construed as a limitation on the City's right to seek recovery of damages it suffers as a result of Contractor's fault or breach.

7.0. Warranties – Intellectual Property.

7.1. Contractor represents and warrants that the Services produced or provided to the City do not infringe upon any copyright, trademark, trade name, trade dress patent, statutory, common law or any other right of any person or entity.

7.2. Contractor represents and warrants that the Services, and the City's use of the same, and the exercise by the City of the rights granted by this Agreement, shall not infringe upon any other work or violate the rights of publicity or privacy of, or constitute a libel or slander against, any person or entity.

7.3. Contractor represents and warrants that it is the owner of or otherwise has the right to use and distribute the Services contemplated by this Agreement.

8.0. Disputes.

8.1. Should any dispute arise with respect to this Agreement, the parties agree to act immediately to resolve such dispute. Time is of the essence in the resolution of disputes.

8.2. Contractor agrees that, the existence of a dispute notwithstanding, it will continue without delay to carry out all of its responsibilities under this Agreement that are not affected by the dispute and the City shall continue to make payment for all Services that are performed in conformance with this Agreement. Should the Contractor fail to continue to perform its responsibilities regarding all non-disputed Services, without delay, any additional costs incurred by the City or the Contractor as a result of such failure to proceed shall be borne by the Contractor.

8.3. Should any dispute between the parties remain unresolved, the parties mutually agree to engage in mediation prior to the filing of suit by either party. The cost of mediation shall be divided equally between the parties except that each party shall be responsible for that party's own expenses and attorney fees associated with mediation. The City shall not engage in arbitration of any dispute.

9.0. Indemnification and Hold Harmless.

9.1. To the fullest extent permitted by law, Contractor (for purposes of this Section 9.0, includes employees, subcontractors, agents and others working on behalf of Contractor under this Agreement) agrees to defend (for all non-professional claims), indemnify, and hold harmless the City (for purposes of this Section 9.0 includes elected and appointed officials, employees, and agents working on behalf of the City) against any and all claims, demands, suits or loss, including any and all outlay and expense connected therewith, and for damages, which may be asserted, claimed or recovered against or from the City, including, but not limited to, damages arising by reason of personal injury, including bodily injury or death, and property damage, which arises out of or is in any way connected or associated with the work and/or services provided by the Contractor to the City under this Agreement, to the extent caused by or arising out of the errors, omissions, negligent or intentional acts of the Contractor.

9.2. Contractor's duty of indemnification and to hold harmless includes, but is not limited to, Contractor's breach or alleged breach of the warranties found in Sections 6.0 and 7.0 above, and shall survive the termination of this Agreement. Such duty also includes damage, loss or injury to the City or City property.

9.3. Contractor expressly assumes full responsibility for loss, expense, damages or injuries which may result to the Contractor by reason of or in connection with the work and/or services provided by Contractor under this Agreement to the extent caused by or arising out of the errors, omissions, negligent or intentional acts of the Contractor.

9.4. It is specifically agreed between the parties that this Agreement is not intended to create in the public or any member of the public third party beneficiary status or to authorize anyone not a party to this Agreement to maintain a suit for personal injuries or property damage.

10.0. Insurance.

Contractor shall at all times during the performance of this Agreement maintain insurance as set forth in Exhibit "C" unless this insurance requirement is waived by the City in this Section.

Insurance requirement waived: ____ (Signature and title of authorized City employee or officer)

The City may at any time during the term of this Agreement require proof of such insurance.

11.0. Compliance with Laws and Regulations.

11.1. Contractor certifies that in performing this Agreement it will comply with all applicable provisions of federal, state and local laws, ordinances, rules, licenses and regulations and shall make reasonable efforts to ensure that its employees, agents, subcontractors and others working on behalf of the Contractor under this Agreement do the same.

11.2. Contractor is responsible for determining which products are considered to be hazardous chemicals under applicable standards and to provide the most current Safety Data Sheet ("SDS") with the initial shipment of such chemicals. Failure by Contractor to do so may be considered by the City to be delivery of a defective product and its delivery may be refused. It is also the Contractor's responsibility to provide to the City any updated or revised SDS as it becomes available for any such hazardous chemicals sold and delivered to the City.

12.0. Independent Contractor.

Both parties shall act in their individual capacities in the performance of this Agreement and not as agents, employees, partners, joint ventures or associates of one another. The employees or agents of one party shall not be deemed or construed to be the employees or agents of the other for any purpose whatsoever.

13.0. Non-Collusion.

13.1. Neither the Contractor, nor anyone acting on behalf of Contractor, has employed any person to solicit or procure this Agreement, nor will the Contractor make any payment or agreement for payment of any compensation in connection with the solicitation or procurement of this Agreement.

13.2. Contractor agrees that there is no agreement, arrangement or understanding expressed or implied, contemplating any division of compensation for Services provided under this Agreement, or in the participation in such Services, directly or indirectly, by any person or entity, except as provided in this Agreement.

13.3. Neither the Contractor, nor anyone acting on behalf of Contractor, has either directly or indirectly entered into any agreement, arrangement or understanding to collude or otherwise take any action in restraint of free competitive procurement in connection with this Agreement.

14.0. Nondiscrimination and Equal Opportunity.

14.1. Contractor will not discriminate against any employee or applicant for employment because of race, sex, color, creed, national origin, marital or familial status, religion, age, disability, sexual orientation, gender identity, genetic information or veteran status, or any other classification protected by federal, state, or local law, except where age or sex is an essential bona fide occupational requirement, or where disability is a bona fide occupational disqualification.

14.2. Contractor shall inform all subcontractors and agents performing under this Agreement of this nondiscrimination and equal opportunity requirement and shall take reasonable steps to ensure their compliance with the same.

15.0. No Conflict of Interest.

Contractor represents, warrants and covenants that no relationship exists or will exist during the term of this Agreement that is a conflict of interest under Iowa law. No employee, officer or agent of the Contractor shall participate in the procurement or performance of this Agreement if a conflict of interest exists as to such person. Should a conflict of interest arise during the term of this Agreement for Contractor or any employee, officer or agent of Contractor, Contractor shall immediately notify the City, in which case this Agreement may be terminated and any excess costs incurred by the City due to such termination shall be paid by Contractor or deducted from any sums yet due to Contractor.

16.0. Force Majeure.

16.1. Force majeure shall be any of the following events: acts of God or the public enemy; compliance with any order, rule, regulation, decree, or request of any governmental authority or agency or person purporting to act as such; acts of war, public disorder, rebellion, terrorism, or sabotage; floods, hurricanes, or other storms; strikes or labor disputes; or any other cause, whether or not of the class or kind specifically named or referred to in this Agreement which is not within the reasonable control of the party affected. A delay in or failure of performance by either party shall not constitute a default in performance nor be the basis for, or give rise to, any claim for damages, if and to the extent such delay or failure is caused by force majeure.

16.2. The party who is prevented from performing by force majeure shall be obligated, within a period not to exceed fourteen (14) calendar days after the occurrence or detection of any such event, to provide notice to the other party setting forth in reasonable detail the nature thereof and the anticipated extent of the delay, and shall remedy such cause as soon as reasonably possible, as mutually agreed between the parties.

16.3. If a remedy to an event of force majeure cannot be agreed upon within a reasonable amount of time, this Agreement may be terminated by either party.

17.0. Assignment.

No rights under this Agreement may be assigned or transferred by Contractor without the prior written consent of the City. The benefits of this Agreement may inure to Contractor's assigns, transferees, or successors in interest if approved by the City in writing in advance, and if such assignee, transferees or successors agree in writing to be bound by the terms of this Agreement.

18.0. Governing Law.

18.1. This Agreement shall be governed, interpreted and enforced in accordance with the laws of the State of Iowa, regardless of choice of law principles.

18.2. Venue for any dispute under this Agreement shall be the District Court in and for Black Hawk County, Iowa.

19.0. Discrepancy.

In the event that there are any discrepancies or differences between any terms or conditions of the Contractor's bid or quote and this Agreement, this Agreement shall prevail, even if the Contractor's bid or quote is incorporated into this Agreement.

20.0 Public Record.

20.1. This Agreement as well as Contractor's bid or quote and all documents submitted with any such bid or quote shall become public documents subject to Iowa Code Chapter 22, the Iowa Open Records Law. By submitting the bid or quote or any document to the City in connection with such bid or quote, the submitting party recognizes this and waives any claim against the City, its elected and appointed officers, and its employees, and agents working on behalf of the City, relating to the release of any bid or document submitted.

20.2. Each submitting party shall hold the City and its elected and appointed officers, and its employees, and agents working on behalf of the City, harmless from any claims arising from the release of any document or information made available to the City related to or arising from the bidding or quoting process.

20.3. Notwithstanding Sections 20.1 and 20.2, protection from disclosure may apply to those elements of any submittal that may be a trade secret, or confidential or proprietary information. Should the submitting party wish to designate submittals as such, they must be clearly and prominently marked. The City shall make no determination as to whether or not such documents are protected from disclosure under Iowa Code Chapter 22. Rather, the City shall endeavor to notify the submitter of any request for such information and the submitter shall be solely responsible for asserting exemption from disclosure by obtaining a court order. As long as the City makes a good faith effort to notify the submitter of a request for such information, the City and the City's elected and appointed officers, the City's employees, and agents working on behalf of the City, shall not be liable for any damages resulting from such disclosure, whether such disclosure is deemed required by law, by an order of court or administrative agency, or occurs through inadvertence, mistake, or negligence.

21.0. <u>Debarment.</u>

21.1. Contractor hereby certifies, pursuant to 48 CFR Part 9, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this Agreement by any federal agency.

21.2. Contractor further certifies that it is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in any contracts with the City or with the State of Iowa.

22.0 <u>Confidentiality of Shared Information.</u>

No information shared between Contractor and the City in the performance of this Agreement shall be deemed confidential unless clearly designated as such in writing by the party seeking confidentiality at the time of sharing. If designated as confidential the parties agree to maintain the confidentiality of such information except as necessary for performance under this Agreement, unless or until written authorization for disclosure is given by the designating party, or as required by law, or by an order of a court or administrative agency. In the event of a dispute over the confidentiality of shared information, the parties agree to maintain the confidentiality of the designated information until the issue of confidentiality is resolved. The duty to maintain the confidentiality of such information shall survive the termination of this Agreement.

23.0. <u>Entire Agreement.</u>

23.1. This Agreement, and Exhibits, which are incorporated into this Agreement by this reference, contains the entire agreement and understanding by and between the parties with respect to the subject matter, and no representations, promises, agreements, or understandings, written or verbal, not contained in this Agreement, shall be of any force or effect.

23.2. No change, modification or waiver of this Agreement shall be valid or binding unless the same is in writing and signed by the party against whom such change, modification or waiver is sought to be enforced.

24.0. <u>Additional Terms.</u>

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____

25.0. Notices.

Any notice required to be given under this Agreement and any authorization required to be provided shall be given or provided to:

City:

Name: ________________________

Title: ___________________________

Address: ________________________

____

Telephone: ______________________

Email: ___________________________

Contractor:

Name: ___________________________

Title: ______________________________

Address: ___________________________

____

Telephone: ___________________________

Email: ________________________________

In Witness Whereof, the City and the Contractor have caused this Agreement to be executed as of the last date listed below.

CONTRACTOR

(Name of Contractor) _____________________________

By: ____

Its: ____ Date: ___________________

CITY OF CEDAR FALLS, IOWA

By: __________________________________

Robert M. Green, Mayor

Attest: ________________________________ Date: _____________________

Jacqueline Danielsen, MMC, City Clerk

SCOPE OF OFFER
CEDAR FALLS PUBLIC LIBRARY AND WATERLOO PUBLIC LIBRARY

This proposal constitutes an offer to the Cedar Falls Public Library and Waterloo Public Library (Cedar Valley Consortium) (hereinafter referred to as the "Library").

This offer is provided by OCLC, Inc. ("OCLC") in response to the Library's Request for Proposal (the "RFP").

This proposal shall be governed by the RFP, OCLC's Framework Agreement, and the comments and exceptions made to the RFP (included with OCLC's proposal).

If all of the terms contained in this proposal are acceptable to the Library, please have an authorized representative accept this proposal in writing. The terms of this proposal will remain in effect for 90 days after the closing date of the RFP. Any acceptance is expressly limited to the terms of this offer, and OCLC objects to any additional terms in such acceptance, though we would consider such terms during negotiations.

If representatives of the Library wish to discuss the modification of applicable OCLC terms or the introduction of additional terms, OCLC is willing to negotiate. Before any legally binding commitments are made, however, OCLC and the Library will work out mutually acceptable contracts.

The prices given in this proposal are the result of independent OCLC action and not the result of any undisclosed collusion between or among OCLC and any third parties.

To the best of OCLC's knowledge, no undisclosed conflict of interest between the Library and any of its employees will be caused by OCLC entering into negotiations with the Library.

Although the proposal may contain responses to the sections of the RFP dealing with specification requirements as requested, these responses are for the Library's evaluation purposes only. OCLC assumes that the Library and OCLC shall mutually develop and agree to final project specifications consisting of the RFP specifications to the extent accepted by OCLC and any other specifications or adjustments to the specifications required by the Library and OCLC.

OCLC's offer is contingent upon the contract being accepted by a legally competent and financially responsible entity. OCLC reserves the right to correct any errors or omissions in its proposal at any time.

COMMENTS AND EXCEPTIONS
Cedar Falls Public Library and Waterloo Public Library (the “Library”)

OCLC attaches its Framework Agreement (the “FA”) for its products and services that are responsive to the Library’s Request for Proposal (RFP). OCLC proposes the FA to be the final contract or incorporated into the final, mutually agreed-upon contract.
Through this comments and exceptions document, OCLC reserves the right to further negotiate the terms presented by the Library and mutually agree on the final terms and conditions if awarded the RFP.

Terms and Conditions	
Section Reference	**Comments and Exceptions**
2.2	OCLC respectfully notes that Section 2.2 states: “… City shall pay Contractor in accordance with the payment terms set forth in Exhibit “B”. However, Exhibit B sets forth insurance requirements rather than payment terms. OCLC’s standard payment terms are Net 45 upon City’s receipt of OCLC’s annual invoice.
5.2	Due to the nature of OCLC’s services and the cost and effort of implementing the proposed solution, OCLC respectfully requests that Section 5.2 of the Agreement be removed and replaced with the following termination language of OCLC’s Framework Agreement: This Agreement or individual Schedules may be terminated by either party, effective at the end of the initial subscription period, which shall be as set forth in the agreed upon pricing document, or any renewal period, by providing the other party with at least 30 days’ prior written notice of its desire to not renew a Product or Service.
25.	Any notice required to be given under this Agreement may be provided to: OCLC, Inc. ATTN: Legal Department 6565 Kilgour Pl, Dublin, OH 43017 legal@oclc.org
Exhibit B	OCLC respectfully makes the following comments concerning the Insurance Requirements set forth in Exhibit B: OCLC’s Professional Liability E&O coverage is a claims-made policy. OCLC’s General Liability policy does not use a standard ISO policy form. There are no endorsements to certificates. The policies can be endorsed to provide 30 days notice of cancellation/10 days notice for non-payment, but will not provide notice of change or reduction in coverage/limits. **Insurance Limits** A blanket waiver of subrogation is on OCLC’s policy. Excess liability is written on a follow form. Primary coverage is not available on the excess liability policy. **ENDORSEMENTS:** **WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST**

	OTHERS TO US To the extent permitted by law and the policy language, OCLC's general liability, automobile, umbrella, and worker's compensation carriers will waive subrogation. **CANCELLATION AND MATERIAL CHANGES ENDORSEMENT** Carriers will provide 30 days notice of cancellation/10 days notice for non-payment, but will not provide notice of change or reduction in coverage/limits. **ADDITIONAL INSURED ENDORSEMENT** The forms listed in this section would only apply for general liability coverage. Additional insured will be provided under the different forms for the Auto and Umbrella policies. Primary and non-contributory is available for general liability and automobile. Non-contributory may be available for Umbrella coverage.

Framework Agreement

INSTITUTION NAME ("Institution")	Cedar Falls Public Library and Waterloo Public Library (Cedar Valley Consortium)
LIBRARY NAME (if different from Institution)	
OCLC SYMBOL (if any)	
STREET ADDRESS	
CITY, STATE, ZIP/POSTAL CODE, COUNTRY	
CONTACT PERSON, JOB TITLE	
TELEPHONE NUMBER, FAX, E-MAIL ADDRESS	

BILLING ADDRESS (IF DIFFERENT FROM ABOVE)

STREET ADDRESS	
CITY, STATE, ZIP/POSTAL CODE, COUNTRY	
CONTACT PERSON, JOB TITLE	
TELEPHONE NUMBER, FAX, E-MAIL ADDRESS	

Is Institution considered exempt from tax in the country in which it is located? ☐ Yes ☐ No

Signatures follow on next page

SIGNATURES

By signing below, Institution: (1) acknowledges that Institution has read and agrees that the terms of this Agreement, as defined herein, shall become effective upon full execution of the Agreement ("Effective Date"); (2) warrants that it has made no unilateral changes to the terms of the Agreement since last received from OCLC; (3) orders access to the Products and Services as specified in this Agreement; and (4) warrants that it has the authority to enter into this Agreement.

Institution		**OCLC, Inc.**	
Signature:	____________________	Signature:	____________________
Name:	____________________	Name:	____________________
Title	____________________	Title:	____________________
Date:	____________________	**Effective Date**:	____________________

Notice Address for Institution		**Notice Address for OCLC:**	
Name:	____________________	Name:	OCLC, Inc.
Email:	____________________	Email:	legal@oclc.org

Section 1 Schedules Incorporated

By marking the box associated with the Products and Services to which this Agreement applies below, Institution hereby subscribes to those Products and Services selected, and agrees to the associated schedule set forth at the links below. Institution may also subscribe to Products and Services by initialing an attached schedule for that Product or Service. Those schedules located at the links associated with the selected Products or Services in the table below and/or any schedules attached hereto are hereby incorporated into this Agreement (the "Schedule" or "Schedules").

Products and Services Provided	Associated Schedule
☐ WorldShare® Management Services	Schedule 1 - WMS https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-01-WorldShare-Management-Services-EN-US.pdf
☐ WMS Sandbox	Schedule 1.A - WMS Sandbox https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-01A-WMS-Sandbox-EN-US.pdf
☐ WorldShare Metadata / OCLC Cataloging	Schedule 2 - WorldShare Metadata / OCLC Cataloging https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-02-WorldShare-Metadata-OCLC-Cataloging-EN-US.pdf
☐ Group Catalog	Schedule 2.A - Group Catalog https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-02A-Group-Catalog-EN-US.pdf
☐ OCLC Small Library Edition	Schedule 2.B – OCLC Small Library Edition https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-02B-OCLC-Small-Library-Edition-EN-US.pdf
☐ WorldCat® Discovery Services	Schedule 3 - WorldCat Discovery Services https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-03-WorldCat-Discovery-Services-EN-US.pdf
☐ WorldCat® Discovery Services/FirstSearch	Schedule 3.A - WorldCat Discovery Services/FirstSearch https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-03A-WorldCat-Discovery-Services-FirstSearch-EN-US.pdf
☐ WorldCat® Visibility	Schedule 3.B – WorldCat Visibility https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-03B-WorldCat-Visibility-EN-US.pdf
☐ WorldShare License Manager	Schedule 4 - WorldShare License Manager https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-04-WorldShare-License-Manager-EN-US.pdf
☐ WorldShare Collection Evaluation	Schedule 5 - WorldShare Collection Evaluation https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-05-WorldShare-Collection-Evaluation-EN-US.pdf
☐ CONTENTdm®	Schedule 6 - CONTENTdm https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-06-CONTENTdm-EN-US.pdf
☐ EZProxy®	Schedule 7 - EZProxy https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-07-EZproxy-EN-US.pdf
☐ WebDewey®	Schedule 8 - WebDewey https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-08-WebDewey-EN-US.pdf
☐ OCLC WebJunction®	Schedule 9 - WebJunction https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-09-WebJunction-EN-US.pdf
☐ WorldShare Interlibrary Loan Services ("ILL")	Schedule 10 - WorldShare Interlibrary Loan Services ("ILL") https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-10-WorldShare-ILL-EN-US.pdf
☐ ILLiad	Schedule 10.A - ILLiad https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-10A-ILLiad-EN-US.pdf
☐ Tipasa®	Schedule 10.B - Tipasa https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-10B-Tipasa-EN-US.pdf
☐ WorldCat.org	Schedule 11 - WorldCat.org https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-11-WorldCat.org-EN-US.pdf
☑ OCLC Wise ("Wise")	Schedule 14 - Wise https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-14-Wise-EN-US.pdf
☑ CapiraMobile™	Schedule 15 - CapiraMobile https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-15-CapiraMobile-EN-US.pdf
☐ CapiraReady™	Schedule 16 - CapiraReady https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-16-CapiraReady-EN-US.pdf
☐ CapiraCurbside™	Schedule 17 - CapiraCurbside https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-17-CapiraCurbside-EN-US.pdf
☐ MuseumKey	Schedule 18 - MuseumKey https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-18-MuseumKey-EN-US.pdf
☐ LendingKey	Schedule 19 - LendingKey https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-19-LendingKey-EN-US.pdf
☐ Talis	Schedule 20 – Talis https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-20-Talis-Aspire-EN-US.pdf
☐ Choreo Insights	Schedule 21 – Choreo Insights https://policies.oclc.org/content/dam/legal/schedules/en_us/Schedule-21-Choreo-Insights-EN-US.pdf

Section 2 Scope & Construction

This "Agreement", including the Framework Agreement and the Schedule(s) selected in Section 1, establishes the general terms and conditions for the provision of Products and Services. In case of a conflict in terms between the Framework Agreement and any applicable Schedule, the terms and conditions of the Schedule shall prevail. If Institution accepts or executes multiple agreements with OCLC for the same Products and/or Services, the order of precedence for the control of terms shall be (1) a negotiated Framework Agreement representing unique terms between OCLC and Institution, if one exists; (2) the most recently executed or accepted agreement.

Section 3 Definitions

In this Framework Agreement, except as otherwise provided, the following words and expressions shall have the meanings defined below:

3.1 **Bibliographic Data** means all the bibliographic data (including subject data, such as local key words and subject headings), descriptive metadata, relationship metadata and other metadata of the type stored in WorldCat.

3.2 **Holdings Data** means all the ownership and license data in relation to Institution's collection (including electronic resources).

3.3 **Hosted Services** means the hosted services made available by OCLC which Institution may access pursuant to this Agreement. The Hosted Services are described in detail in the applicable Product Descriptions but do not include services (including API's and the like) provided by third parties.

3.4 **Institution Data** means (i) the Holdings Data in relation to Institution's collection; (ii) all the data that forms part of the library process or the internal operations of the Institution, such as circulation, patron, and acquisition data; and (iii) all other data and content that is produced, sent or reproduced through the Services by the Institution or made available to OCLC in connection with the Services.

3.5 **Internal Data** means Institution Data intended exclusively for internal use by the Institution, subject to the rights granted to OCLC herein

3.6 **Product Descriptions** means the descriptions of the Products and Hosted Services as made available at www.oclc.org and as updated from time to time by OCLC.

3.7 **Products** mean the OCLC software, hardware, and other products licensed to Institution pursuant to this Agreement. The Products are described in detail in the applicable Product Descriptions but do not include products provided by third parties.

3.8 **Professional Services** means the services that OCLC provides to Institution under this Agreement in connection with the Products or Hosted Services, such as data migration, configuration, consultancy, support, and training.

3.9 **Services** mean the Hosted Services and Professional Services.

3.10 **Shared Data** means the Institution Data made available by Institution to the public or to third parties selected by the Institution (such as other participants or users) or that by its nature is intended for use outside the Institution's organization, such as Bibliographic Data, Holdings Data, and other data not considered Internal Data.

3.11 **Systems** mean the facilities, server(s), equipment, operating software, and connectivity used to provide the Services.

3.12 **WorldCat** means the databases of Bibliographic Data, Holdings Data, and related files maintained by OCLC.

Section 4 Products and Services

4.1 **General**. OCLC will provide Institution those Products and Services to which it subscribes, in accordance with this Agreement and as described in the version of each Product or Service's respective Product Description as active on the Effective Date. Further information can be found at https://www.oclc.org/en/services.html. Institution shall provide OCLC with the assistance and information OCLC reasonably needs to perform the Services properly or where OCLC otherwise reasonably requests. OCLC shall not be liable for any failure to perform its obligations arising from Institution's failure to provide such assistance or information.

4.2 **Modifications**. OCLC may change or modify a Product or Service from time to time in its discretion. OCLC shall notify Institution should there be any material changes to the respective Product or Service by such means as reasonably determined by OCLC. Any new Product or Service functionality made available by OCLC shall be subject to this Agreement.

4.3 **Support**. Support services will be provided in accordance with the support service description set forth in the relevant Schedule. Further information is available at http://www.oclc.org/support/home.en.html.

4.4 **Limitations**. Institution shall only use the Products and Services in accordance with the terms of this Agreement and for the purposes specified in the Product Descriptions.

Section 5 Ownership and Licenses

5.1 Ownership

a) **OCLC Intellectual Property**. OCLC and/or its licensors or suppliers are the exclusive owners of and retain all right, title, and interest (including all copyrights, trademarks, patents, and any other proprietary rights) to the Products, Services, WorldCat, and all other materials produced or provided by OCLC. All rights not expressly granted by OCLC are reserved.

b) **Institution Data.** Institution, and/or its suppliers and affiliates, retains all right, title and interest (including, without limitation, all proprietary rights) to Institution Data, except for rights granted to OCLC and its affiliates under this Agreement. Institution is solely responsible for the accuracy, completeness, and legality of Institution Data. Institution is responsible for obtaining all permission and other rights necessary to provide Institution Data to OCLC. Institution will not provide OCLC with Institution Data that Institution does not have the right to provide for use in connection with the Products or Services.

5.2 Licenses.

a) **Products and Services.** Subject to the terms of this Agreement and the applicable Schedule(s), Institution's license to use the Products and Services identified in the executed Schedules may be pursuant to a hosted license (for Hosted Services) or a non-hosted license (for Products). For Products paid for by Institution, OCLC grants Institution a nonexclusive, nontransferable license to install and use the Product solely for the noncommercial purposes described in the Product Description and the applicable Schedule. For Hosted Services subscribed to by Institution, OCLC will provide access to the Hosted Service, and if applicable a license to install and use any local software components of the Hosted Service, all solely for the noncommercial purposes described in the Product Description and the applicable Schedule.

b) **Institution Data.** Institution grants OCLC a global, non-exclusive, royalty-free, transferable and sub-licensable right to use the Internal Data to the extent necessary for the provision of the Products and Services. Institution grants OCLC, OCLC participants, non-participant users, and OCLC designees a global, perpetual, non-exclusive, royalty-free, transferable, and sub-licensable right to host, reproduce, transmit, store, publish, distribute, modify, create derivative works from, and otherwise use Shared Data. Institution Data shall be supplied to OCLC in a format compatible for use with the Products and Services.

Section 6 Term and Termination

6.1 Term. This Agreement shall commence on the Effective Date and shall remain in full force and effect for the initial term specified in a pricing document, upon the expiration of which, the Agreement shall renew annually unless terminated according to Section 6.2, or if no such term is specified, the duration that Institution has access to the applicable Products or Services (the "Term"), subject to the earlier termination of this Agreement pursuant to Section 6.2 below.

6.2 Termination. This Agreement or individual Schedules may be terminated in one of the following ways:

a) By either party, effective at the end of the initial subscription period, which shall be as set forth in the agreed upon pricing document, or any renewal period, as which shall be as set forth in any renewal notice issued pursuant to Section 7.2, by providing the other party with at least 30 days' prior written notice of its desire to not renew a Product or Service;

b) By either party if the other party becomes insolvent, makes a general assignment for the benefit of creditors, suffers or permits the appointment of a receiver for all or a substantial part of its property, is subject to any proceeding under any bankruptcy or insolvency law, or has wound up or liquidated, voluntarily or otherwise;

c) By the non-breaching party if a party commits a material breach of its obligations under this Agreement and has not cured such breach or failure within 30 days of receiving written notice from the non-breaching party. OCLC reserves the right, however, to immediately suspend Institution's access to the OCLC Services in the event of Institution's material breach until such time as the material breach is cured; or

d) As otherwise explicitly provided in this Agreement.

6.3 Effect of Termination. Termination of this Agreement shall terminate all Schedules, termination of a Schedule will not terminate the Agreement or any other Schedule. Upon termination of this Agreement or any Schedule, the rights granted by OCLC in the applicable Schedule or Agreement are terminated unless otherwise provided in such Schedule. After termination and upon request, OCLC will promptly return or destroy all applicable Institution Data, except however, OCLC may retain Institution Data in back-up files provided that the confidentiality and security obligations contained herein shall apply. OCLC will provide Institution access to Institution Data for 90 days after the effective date of termination, after which, OCLC shall have no obligation to maintain any Institution Data.

Section 7 Fees and Payment Terms

7.1 Fees. Institution shall pay the applicable charges based on their agreed upon pricing document. In the absence of an agreed upon pricing document, (i) OCLC's prevailing price for the Products and Services shall govern; and (ii) payments shall be made to OCLC annually; such annual payments will be billed upon the beginning of the applicable subscription period and shall be paid according to the terms stated on the invoice. Fees are exclusive of any taxes and shall be paid in the currency and to the address stated on the invoice. Institution shall pay such tax to OCLC or other entity, as appropriate. Institutions exempt from taxation shall supply a valid exemption certificate upon request. Institution's failure to fully pay any fees or taxes within 60 days after the applicable due date will be deemed a material breach of this Agreement, justifying OCLC's suspension of Products and Services.

7.2 **Price Changes**. OCLC reserves the right to change any price/fee, provided that OCLC provides Institution written notice of the change at least 60 days prior to the date the change is to become effective. Notwithstanding the foregoing, OCLC will not change any prices/fees contained in an agreed to price quote or renewal notice prior to the expiration of the quote or renewal notice.

7.3 **Non-refundable**. Institution will not be entitled to a refund of any implementation or pre-paid fees under this Agreement unless (i) OCLC terminates the Agreement or a Schedule pursuant to Section 6.2 (a), or (ii) Institution terminates the Agreement or a Schedule pursuant to Section 6.2 (c); in which event, OCLC will refund that portion of fees pre-paid by Institution corresponding to the period after termination.

7.4 **Proprietary Information**. Institution agrees that OCLC's pricing information is proprietary to OCLC, and agrees to maintain confidentiality of such proprietary information, as well as any other information which OCLC communicates in writing to be proprietary or confidential, for 3 years from receipt by Institution. It shall not be a violation of this section to disclose information as required by applicable law (including public records acts), valid court order, or legal process.

Section 8 Disclaimer

EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, THE PRODUCTS AND SERVICES ARE PROVIDED "AS IS" AND OCLC AND ITS THIRD PARTY SUPPLIERS DO NOT MAKE ANY REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO THE PERFORMANCE OF THE PRODUCTS OR SERVICES, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT OR ANY IMPLIED WARRANTY ARISING BY USAGE OF TRADE, COURSE OF DEALING OR COURSE OF PERFORMANCE. OCLC MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE PRODUCTS AND SERVICES WILL ALWAYS BE ACCESSIBLE, FREE OF HARMFUL COMPONENTS, ACCURATE OR ERROR-FREE. INSTITUTION MAY INTEGRATE OCLC'S PRODUCTS AND SERVICES WITH THIRD PARTY PRODUCTS AND SERVICES. HOWEVER, IN NO EVENT WILL OCLC BE LIABLE FOR ANY LOSS ARISING OUT OF FAILURE OF SUCH THIRD-PARTY PRODUCTS OR SERVICES OR OTHER EVENTS OUTSIDE OF OCLC'S REASONABLE CONTROL. ADDITIONALLY, UNDER NO CIRCUMSTANCES SHALL OCLC BE LIABLE FOR ANY LOSS ARISING OUT OF A DATA OR A SECURITY BREACH ORIGINATING FROM SUCH THIRD PARTY SOFTWARE. THIS SECTION WILL NOT APPLY TO DAMAGES THAT CANNOT BE EXCLUDED BY LAW (IN WHICH EVENT THE LIABILITY SHALL BE LIMITED TO THE FULLEST EXTENT PERMITTED).

Section 9 Privacy and Security

9.1 **Data Security**. OCLC has implemented and shall maintain commercially appropriate, reasonable and customary controls to ensure the security, confidentiality, and protection against unauthorized access to, use, or disclosure of Internal Data. Institution shall obtain and maintain all necessary consents from all users for OCLC to provide the Products and Services and for Institution's and users' access, monitoring, use, disclosure, and transfer of Internal Data.

9.2 **Audit**. OCLC will (i) implement administrative, physical, and technical safeguards in accordance with accepted industry practices including conducting audits in accordance with the ISO/IEC 27001 standard (or subsequent comparable standard) and (ii) as reasonably requested by Institution, provide Institution with a copy of the certificate of registration for such standard.

9.3 **Nondisclosure of Internal Data**. OCLC shall hold all Internal Data in strict confidence and with the same standard of care it uses to protect its own information of a similar nature and shall not use Internal Data for any purpose other than to provide the Service or as may be authorized in writing by Institution. OCLC shall not disclose Internal Data to any other party except: (a) to OCLC employees, agents, subcontractors and service providers, to whom Internal Data needs to be disclosed for the purpose of providing the Service; (b) as required by law, or to respond to duly authorized information requests of police and governmental authorities or to comply with any facially valid subpoena or court order; (c) to protect the rights or property of OCLC or OCLC customers, including the enforcement of OCLC agreements or policies governing Institution's use of the Service; (d) to involve and cooperate with law enforcement or the appropriate legal authorities in investigations, and to protect Systems and OCLC's customers, or (e) as authorized by Institution in writing.

9.4 **Prohibitions**. Institution expressly warrants that it will not enter, submit, transfer, or store in the Service any of the following types of information: Social Security Numbers (or other national identification numbers), financial account numbers, credit card or debit card numbers. OCLC will have no liability, and Institution expressly releases OCLC from any liability, associated with the loss, theft, disclosure or misuse of such information.

9.5 Unauthorized Disclosures. OCLC will promptly notify Institution in the event of a verified breach of non-public personal data unless such breach is unlikely to result in material harm to Institution or the data subject, or as otherwise provided by law. Institution agrees that it shall be Institution's sole responsibility to determine whether a breach is subject to state, federal or national breach notification laws and requires breach notification ("Breach Notification"). In the event that Institution determines that a breach requires Breach Notification, OCLC agrees that it will reasonably cooperate with Institution in regards to Institution's Breach Notification obligations as specified in the applicable law, including Institution's investigation, enforcement, monitoring, document preparation, Breach Notification requirements, and reporting. Institution shall be solely responsible for notifying all individuals, regulators, or other organizations subject to Breach Notification, however OCLC reserves the right to first review all notifications before they are sent.

9.6 Data Processing Agreement. To the extent Personal Data from the European Economic Area (EEA), the United Kingdom and Switzerland are processed by OCLC and/or its affiliates, the following shall apply: The terms of the Data Processing Agreement ("DPA") at https://policies.oclc.org/en/privacy/data-privacy-agreements.html are hereby incorporated by reference and shall apply if and to the extent that Institution Data includes Personal Data, as defined in the DPA. To the extent Personal Data from the European Economic Area (EEA), the United Kingdom and Switzerland are processed by OCLC and/or its affiliates, the Standard Contractual Clauses shall apply, as further set forth in and defined by the DPA. For the purposes of the Standard Contractual Clauses, Institution and its applicable Affiliates, as defined by the DPA, are each the data exporter, and Institution's acceptance of this Agreement shall be treated as its execution of the Standard Contractual Clauses and Appendices.

Section 10 Limitation of Liability

OCLC WILL HAVE NO LIABILITY FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, SPECIAL, INCIDENTAL, OR PUNITIVE DAMAGES FOR ANY MATTER ARISING FROM OR RELATING TO THIS AGREEMENT OR THE PRODUCTS AND SERVICES, INCLUDING BUT NOT LIMITED TO ANY UNAUTHORIZED ACCESS TO, OR ALTERATION, THEFT, LOSS, INACCURACY, OR DESTRUCTION OF INFORMATION OR DATA COLLECTED, STORED, DISTRIBUTED, OR MADE AVAILABLE VIA THE PRODUCTS AND SERVICES, INSTITUTION'S USE OR INABILITY TO USE THE PRODUCTS AND SERVICES, ANY CHANGES TO OR INACCESSIBILITY OF THE PRODUCTS AND SERVICES, ANY DELAY OR FAILURE OF THE SERVICES, OR FOR LOST PROFITS, OR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, EVEN IF OCLC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL OCLC'S LIABILITY TO INSTITUTION FOR ANY REASON AND UPON ANY CAUSE OF ACTION EXCEED THE AMOUNT INSTITUTION ACTUALLY PAID OCLC FOR THE INDIVIDUAL IMPLICATED OCLC PRODUCTS OR SERVICES COVERED UNDER THIS AGREEMENT OVER THE 12 MONTHS PRIOR TO WHICH SUCH CLAIM AROSE. THIS LIMITATION APPLIES TO ALL CAUSES OF ACTION IN THE AGGREGATE, INCLUDING, BUT NOT LIMITED TO, BREACH OF CONTRACT, BREACH OF WARRANTY, NEGLIGENCE, STRICT LIABILITY, MISREPRESENTATIONS, AND OTHER TORTS. FEES UNDER THIS AGREEMENT ARE BASED UPON THIS ALLOCATION OF RISK. THIS SECTION WILL NOT APPLY TO DAMAGES THAT CANNOT BE LIMITED OR EXCLUDED BY LAW (IN WHICH EVENT THE LIABILITY SHALL BE LIMITED TO THE FULLEST EXTENT PERMITTED).

Section 11 Use of Products and Services

11.1 General. Institution agrees not to use, and not to allow third parties including users to use the Products or Services: (a) to distribute viruses, worms, Trojan horses, corrupted files, or other items of a destructive or deceptive nature; (b) to engage in or promote any unlawful, invasive, infringing, defamatory, or fraudulent activity; (c) to violate, or encourage the violation of, the legal rights of others; (d) to interfere with the use of a Product or Service, or the equipment used to provide Products or Services; (e) to use the Products or Services, or any part thereof, in a manner that violates the terms of service of any other Products or Services; (f) to generate, distribute, publish or facilitate unsolicited mass email, promotions, advertisings or other solicitations ("spam"); (g) to alter, reverse-engineer, interfere with, circumvent, copy, or create a derivative work of, any aspect of the Product or Service (except with the express, written consent of OCLC or applicable law specifically prohibits this restriction); (h) to omit, obscure or hide from any user any notice of a limitation of warranty, disclaimer, copyright, patent, trademark, trade secret or usage limitation or any splash screen or any other terms or conditions intended to be displayed to a user by OCLC or OCLC supplier; or (i) to post, send, or make available software or technical information in violation of applicable export controls laws. Institution agrees that OCLC is authorized to monitor communications into and out of the System to prevent the introduction of viruses or other hostile code, to prevent intrusions, provide support, and to otherwise enforce the terms of this Agreement. Institution agrees to reimburse OCLC for all reasonable and verifiable costs associated with OCLC's compliance with governmental requests relating to Institution or Institution Data, including, but not limited to, warrants, subpoenas, and judicial orders. Notwithstanding the foregoing and to the extent permitted by law and law enforcement, OCLC will make reasonable efforts to notify Institution when a disclosure of Institution Data has or is to be made.

11.2 Credentials. Institution shall exercise all commercially reasonable efforts to prevent unauthorized use of the Products and Services and is solely responsible for any and all use, including unauthorized use, of the Products and Services initiated using Institution's API keys and/or credentials. Institution shall immediately notify OCLC of a suspected or actual loss, theft or disclosure of any credentials and of any unauthorized use of a Product or Service. Should OCLC become aware of unauthorized use of Institution's API keys or credentials or unauthorized access to a Product or Service, OCLC may notify Institution and deactivate affected credentials. OCLC will provide Institution with administrative credentials to access and use the applicable Product or Service. Institution is responsible for authorizing user access to the Products or Services, assigning privileges, and creating, maintaining, and terminating accounts.

11.3 Enforcement by OCLC. OCLC reserves the right to: (i) investigate any violation of this Section or misuse of Products or Services; (ii) enforce this Section; and (iii) remove or disable access, screen, or edit any Institution Data that violates these provisions. Without limitation, OCLC also reserves the right to report any activity (including the disclosure of appropriate Institution Data) that it suspects violates any law or regulation to appropriate law enforcement, regulators, or other appropriate third parties. OCLC may cooperate with appropriate law enforcement by providing network and systems information related to allegedly illegal or harmful content. VIOLATION OF THIS SECTION MAY RESULT IN THE SUSPENSION OF OCLC SERVICES AND SUCH OTHER ACTION AS OCLC REASONABLY DEEMS APPROPRIATE. REPEATED OR WILLFUL VIOLATION OF THIS SECTION MAY, IN OCLC'S SOLE DISCRETION RESULT IN THE TERMINATION OF THE AGREEMENT, ANY SCHEDULE, OR OCLC SERVICE.

Section 12 Warranties

OCLC warrants that any Professional Services will be performed in a professional and workman-like manner and that, when operated in accordance with the Product Description, the Products and Hosted Services will be capable of performing substantially in accordance with the functional specifications set forth in such Product Description. If any Products or Services fail to comply with the warranty set forth above, OCLC will make reasonable efforts to correct the noncompliance provided that OCLC is given notice of the noncompliance within 30 days and OCLC is able to reproduce the noncompliance. If OCLC is unable to correct the noncompliance, Institution may terminate the Schedule for the relevant Product or Hosted Service in accordance with Section 6.2(c) and, as its sole remedy, will be entitled to a refund of an equitable portion of fees paid for the relevant Product or Hosted Service after such noncompliance was reported. OCLC and Institution each warrant that its entry into this Agreement does not violate any other agreement to which it is a party, and that its performance under this Agreement will be in conformance with all applicable laws and government rules and regulations. Institution warrants that it possesses all rights necessary to enter into this Agreement and grants the rights described in this Agreement such that OCLC will not infringe upon or otherwise violate any intellectual property rights or other rights of a third party or violate any laws by exercising the rights and licenses granted under this Agreement. To the extent permitted by law, Institution hereby indemnifies OCLC from any such claims in this respect.

Section 13 General

13.1 OCLC Membership. As a subscriber to OCLC's Services and Products as described in this Agreement, Institution – and each library owned or operated by Institution – may be eligible for membership in the OCLC cooperative. Membership qualifications for the OCLC cooperative can be found at https://www.oclc.org/content/dam/oclc/membership/membership-qualifying-subscriptions.pdf. If Institution's subscription qualifies it as a member, Institution permits OCLC Member Relations to contact its library staff directly in separate communications, to provide new member information regarding voting and updates, Member groups, councils, and events, for OCLC Global and Regional Councils specific to Institution's region. As a member, Institution agrees to abide by the requirements and policies applicable to OCLC members.

13.2 No Assignment. Institution may not assign, without the prior written consent of OCLC, any rights, duties, or obligations under this Agreement to any person or entity, in whole or in part.

13.3 Independent Contractors. The relationship of the parties is that of independent contractors, and no agency, employment, partnership, joint venture, or any other relationship is created by this Agreement.

13.4 Force Majeure. Neither party shall be responsible for losses or damages to the other occasioned by delays in the performance or the non-performance of any of said party's obligations (other than the obligation to make payments when due) when caused by acts of God, acts of the other party or any other cause beyond the control of said party and without its fault or negligence.

13.5 Non-Waiver. A failure or delay in enforcing an obligation under this Agreement does not prevent enforcement of the provision at a later date. A waiver of a breach of one obligation does not amount to a waiver of any other obligation, and it will not prevent a party from subsequently requiring compliance with that obligation.

13.6 Severability. If any provisions of this Agreement shall be found by any court of competent jurisdiction to be invalid or unenforceable, the invalidity or unenforceability of such provision shall not affect the other provisions of this Agreement.

13.7 Entire Agreement. This Agreement and any Schedules constitute the complete agreement between the parties and supersedes and replaces all prior agreements, oral and written, between the parties relating to the subject matter of this Agreement. If Institution's accounting representatives require the use of a purchase order to facilitate payment for Products and Services contemplated in this Agreement, Institution agrees any and all terms and conditions contained in such purchase order are null and void, and do not apply to this Agreement. OCLC will provide invoices in response to purchase orders solely to facilitate payment and for the convenience of Institution; in no case, however, will OCLC's issuance of an invoice constitute an acceptance of terms contained in a purchase order. OCLC provides Services and Products to Institution solely pursuant to this Agreement; OCLC shall never provide Services or Products pursuant to, or as a result of, a purchase order. Except as otherwise provided herein, this Agreement may not be amended or supplemented except in a writing duly executed by both parties.

13.8 Notice. Except as stated elsewhere in the Agreement all notices shall be in writing and shall be deemed sufficient if received by a party via e-mail to the e-mail address for such party set forth in Section 1 , or by such other means as has been agreed by the parties in writing.

13.9 Counterparts and Signatures. This Agreement may be executed in counterparts and/or via facsimile transmission or electronic copy, any one or form of which will be deemed to constitute an original, but all of which will constitute one instrument. Any signature (including any electronic signature, symbol or process attached to, or associated with, a contract or other record and adopted by a Person with the intent to sign, authenticate or accept such contract or record) hereto or to any other contract, record, certificate, or other document related to this Agreement, and any contract formation or record-keeping through electronic means shall have the same legal validity and enforceability as a manually executed signature or use of a paper-based recordkeeping system.

Section 14 Special Terms for Group Orders Only

Where a lead institution in a consortium (the "Group Administrator") is ordering on behalf of itself and other consortium members, this Section applies:

14.1 Ordering. Group Administrator may order the Service on behalf of consortium members by completing the relevant portions of the agreed upon pricing or order document and agreeing to this Agreement. Group Administrator also orders and allocates authorizations and passwords for the Service on behalf of consortium members listed on the agreed upon pricing or order document. Group Administrator is not a buyer of the Service for resale. Any material change in group membership or group participation may result in commensurate changes in the fees for the applicable Service.

14.2 Consortium Member's Agreement. Group Administrator warrants, as the consortium agent, that it is authorized to and hereby binds consortium members to this Agreement and shall indemnify OCLC from all loss, expense and damage arising from a breach of such warranty. Group Administrator shall provide each consortium member with a copy of this Agreement prior to Product and Service activation. Each order for consortium members shall constitute a binding contract between OCLC and the consortium member.

14.3 Payment by Group Administrator. Group Administrator shall be liable for paying to OCLC all charges and applicable taxes for consortium members for the Products and Services in accordance with the terms of this Agreement.

14.4 Non-exclusivity. Nothing herein shall limit OCLC's right to distribute any Products or Services independent of Group Administrator.

Exhibit B
INSURANCE REQUIREMENTS
FOR GOODS & SERVICES
FOR THE CITY OF CEDAR FALLS

*** This document outlines the insurance requirements for all Contractors who perform work for the City of Cedar Falls. The term "contractor" as used in this document shall be defined as any person or entity that will be performing work for the City of Cedar Falls under contract.

All policies of insurance required hereunder shall be with an insurer authorized by law to do business in Iowa. All insurance policies shall be issued by companies satisfactory to the City and have a rating of A-, VII or better in the current A.M. Best Rating Guide.

The Contractor shall obtain and maintain through the term of the Agreement, insurance with the terms set forth in this Exhibit and with limits of coverage equal to or in excess of those set forth on Pages 2-3 of this Exhibit. By requiring the insurance as set forth in this Exhibit the City does not represent that coverage or limits will necessarily be adequate to protect Contractor's interests and such coverage and limits shall not be deemed a limitation on Contractor's liability under the Agreement or under the indemnity provisions of this Exhibit. The City shall have the right at any time to require liability insurance with greater coverage than that otherwise specified herein.

Coverage shall be written on an occurrence, not claims made form. All deviations or exclusions from the standard ISO commercial general liability form CG 001 shall be clearly identified and shall be subject to the review and approval of the City.

Contractor shall maintain ongoing Commercial General Liability coverage for at least 2 years following substantial completion of the work, under the Agreement, to cover liability arising from the products-completed operations hazard and liability assumed under an insured contract.

Separation of Insured's Provision: If Contractor's liability policies do not contain the standard ISO separation of insured's provision, or a substantially similar clause, they shall be endorsed to provide cross-liability coverage.

Certificate of Insurance: Contractor shall furnish a signed Certificate of Insurance, with accompanying endorsements, to the City of Cedar Falls, Iowa for the coverage required herein. See Pages 3-4 of this Exhibit.

Upon request by the City, Contractor shall provide Certificates of Insurance for all subcontractors and sub-sub-contractors who perform work or services pursuant to the provisions of the Agreement.

All Certificates of Insurance required hereunder shall include the Cancellation & Material Changes Endorsement.

Termination: Failure to provide minimum coverage shall not be deemed a waiver of these requirements by the City of Cedar Falls. Failure of the Contractor to obtain or maintain the required insurance shall be considered a material breach of the Agreement, and at City's option, shall allow City to terminate the Agreement for cause and/or purchase said insurance at Contractor's expense.

Insurance Limits

Commercial General Liability

The City shall be named as Additional Insured on a primary and non-contributory basis. The policy will include waiver of subrogation endorsement in favor of the City of Cedar Falls.

Each Occurrence	$1,000,000
Fire Damage (any one occurrence)	$100,000
Medical Payments	$5,000
Personal & Advertising Injury	$1,000,000
General Aggregate	$2,000,000
Products-Completed Operations Aggregate	$2,000,000

Required Endorsements - sample endorsements Pages 3-4 of this Exhibit	
Blanket or Scheduled Additional Insured Owners, Lessees or Contractors - Scheduled Person or Organization	CG 20 10 12 19 or Equivalent
Additional Insured - Owners, Lessees or Contractors - Completed Operations	CG 20 37 12 19 or Equivalent
Governmental Immunity (Nonwaiver of Government Immunity – Code of Iowa §670.4)	Equivalent to sample on Page 4 of this Exhibit.
Designated Construction Project(S) General Aggregate Limit *(if applicable)*	CG 25 03 05 09 or Equivalent

Automobile Liability

Coverage is required for non-owned and hired vehicles if the Contractor does not own any vehicles. The City shall be named as Additional Insured on a primary and non-contributory basis. The policy will include waiver of subrogation endorsement in favor of the City of Cedar Falls.

Bodily Injury & Property Damage (each accident)	$1,000,000 (CSL)
Hired & Non-Owned Autos	*If required*

Workers' Compensation and Employer's Liability

As required by any applicable law or regulation. The policy will include waiver of subrogation endorsement in favor of the City of Cedar Falls.

Workers' Compensation	Statutory Limits
Bodily Injury Each Accident	$500,000
Bodily Injury by Disease Policy Limit	$500,000
Bodily Injury by Disease Each Employee	$500,000

Umbrella/Excess Liability

If the umbrella/excess is not written on a follow form basis it shall have the same endorsement as required of the primary policies including but not limited to additional insured on a primary and non-contributory, and waiver of subrogation endorsement in favor of the City of Cedar Falls.

Each Occurrence	$3,000,000
Aggregate	$3,000,000

Errors & Omissions/Professional Liability

If the Agreement's scope of services includes design work or other professional consultation services, then Contractor shall maintain insurance coverage for errors, omissions and other negligent acts or omissions (except for intentional acts or omissions), arising out of the professional services performed by Contractor. Contractor shall maintain continuous Errors & Omissions coverage for a period commencing no later than the date of the Agreement, and continuing for a period of no less than 2 years from the date of completion of all work completed or services performed under the Agreement.

Each Occurrence	$1,000,000

ENDORSEMENTS:

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US
(Waiver of Subrogation Endorsement)

To the extent permitted by law, Contractor hereby releases the City of Cedar Falls, Iowa, its elected and appointed officials, its directors, employees, and agents working on behalf of the City of Cedar Falls, Iowa, from and against any and all liability or responsibility to the Contractor or anyone claiming through or under the Contractor by way of subrogation or otherwise, for any loss or damage to property caused by fire or any other casualty and for any loss due to bodily injury to Contractor's employees. This provision shall be applicable and in full force and effect only with respect to loss or damage occurring during the time of the Agreement or arising out of the work performed under the Agreement. The Contractor's policies of insurance (except for Professional Liability) shall contain a clause or endorsement to the effect that such release shall not adversely affect or impair such policies or prejudice the right of the Contractor to recover thereunder.

CANCELLATION AND MATERIAL CHANGES ENDORSEMENT

Thirty (30) days Advance Written Notice of Cancellation, Non-Renewal, Reduction in coverage and/or limits and ten (10) days written notice of non-payment of premium shall be sent to: Risk Management Office, City of Cedar Falls, City Hall, 220 Clay Street, Cedar Falls, Iowa 50613. This endorsement supersedes the standard cancellation statement on the Certificate of Insurance to which this endorsement is attached. Contractor agrees to furnish the City with 30 days advance written notice of cancellation, non-renewal, reduction in coverage and/or limits, and 10 days advance written notice of non-payment of premium.

ADDITIONAL INSURED ENDORSEMENT

The City of Cedar Falls, Iowa, including all its elected and appointed officials, all its employees, all its boards, commissions and/or authorities and their board members, are included as Additional Insureds, including ongoing operations CG 20 10 12 19 or equivalent, and completed operations CG 20 37 12 19 or equivalent.

This coverage shall be primary to the Additional Insureds, and not contributing with any other insurance or similar protection available to the Additional Insureds, whether other available coverage be primary, contributing or excess.

GOVERNMENTAL IMMUNITIES ENDORSEMENT
(For use when *including* the City as an Additional Insured)

1. Nonwaiver of Government Immunity. The insurance carrier expressly agrees and states that the purchase of this policy and the including of the City of Cedar Falls, Iowa as an Additional Insured does not waive any of the defenses of governmental immunity available to the City of Cedar Falls, Iowa under Code of Iowa Section 670.4 as it now exists and as it may be amended from time to time.

2. Claims Coverage. The insurance carrier further agrees that this policy of insurance shall cover only those claims not subject to the defense of governmental immunity under the Code of Iowa Section 670.4 as it now exists and as it may be amended from time to time.

3. Assertion of Government Immunity. The City of Cedar Falls, Iowa shall be responsible for asserting any defense of governmental immunity, and may do so at any time and shall do so upon the timely written request of the insurance carrier. Nothing contained in this endorsement shall prevent the carrier from asserting the defense of governmental immunity on behalf of the City of Cedar Falls, Iowa.

4. Non-Denial of Coverage. The insurance carrier shall not deny coverage under this policy and the insurance carrier shall not deny any of the rights and benefits accruing to the City of Cedar Falls, Iowa under this policy for reasons of governmental immunity unless and until a court of competent jurisdiction has ruled in favor of the defense(s) of governmental immunity asserted by the City of Cedar Falls, Iowa.

5. No Other Change in Policy. The insurance carrier and the City of Cedar Falls, Iowa agree that the above preservation of governmental immunities shall not otherwise change or alter the coverage available under the policy.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 2/21/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Marsh & McLennan Agency LLC
15415 Middlebelt Road
Livonia MI 48154

CONTACT NAME: Stacy Paine
PHONE (A/C, No, Ext): 734-525-2463
FAX (A/C, No): 212-607-1160
E-MAIL ADDRESS: stacy.paine@marshmma.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Great Northern Insurance Company	20303
INSURER B : Federal Insurance Company	20281
INSURER C : Travelers Indemnity Co of America	25666
INSURER D : Westchester Surplus Lines Insurance Co	10172
INSURER E :	
INSURER F :	

INSURED OCLCONLINE
OCLC, Inc.
6565 Kilgour Place
Dublin OH 43017

COVERAGES **CERTIFICATE NUMBER:** 1970616782 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	X COMMERCIAL GENERAL LIABILITY; CLAIMS-MADE; X OCCUR; GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY, X PRO-JECT, LOC; OTHER:			35756671	3/1/2022	3/1/2023	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
							GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
								$
A	AUTOMOBILE LIABILITY; X ANY AUTO; OWNED AUTOS ONLY; SCHEDULED AUTOS; X HIRED AUTOS ONLY; X NON-OWNED AUTOS ONLY			73525718	3/1/2022	3/1/2023	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
							Comp/Coll	$ $1,000/$1,000
B	X UMBRELLA LIAB; X OCCUR; EXCESS LIAB; CLAIMS-MADE; DED; RETENTION $			79833275	3/1/2022	3/1/2023	EACH OCCURRENCE	$ 10,000,000
							AGGREGATE	$ 10,000,000
								$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N; ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH); If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		UB8J443127	12/31/2022	12/31/2023	X PER STATUTE; OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
D	Electronic E&O/Cyber (Claims Made)			F1564509A	4/2/2022	4/2/2023	Limit Retention	$5,000,000 $100,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
RE: Waterloo Public Library; Cedar Falls Public Library
Governmental Immunity applies for commercial general liability coverage to the extent provided in the attached form #80-02-2701.
City of Cedar Falls, Iowa, its elected and appointed officials, its directors, employees, and agents working on behalf of the City of Cedar Falls, Iowa are included as additional insureds on a primary and non-contributory basis for commercial general liability and auto liability to the extent provided in the attached forms #80-02-2367, 80-02-8446, 16-02-0292, 16-02-0316.
Umbrella liability follows form with underlying general liability, auto liability, and employer's liability policies. City of Cedar Falls, Iowa, its elected and appointed officials, its directors, employees, and agents working on behalf of the City of Cedar Falls, Iowa are included as additional insured for umbrella liability coverage to the extent provided in the attached form #07-02-0815.
See Attached...

CERTIFICATE HOLDER

Risk Management Office, City of Cedar Falls
City Hall
220 Clay Street
Cedar Falls IA 50613

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
Stacy Paine

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AGENCY CUSTOMER ID: OCLCONLINE

LOC #:

ACORD®

ADDITIONAL REMARKS SCHEDULE

AGENCY		NAMED INSURED
Marsh & McLennan Agency LLC		OCLC, Inc. 6565 Kilgour Place Dublin OH 43017
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 **FORM TITLE:** CERTIFICATE OF LIABILITY INSURANCE

Where permitted by state law the commercial general liability, auto liability, umbrella liability, and employers liability carriers waive the right to subrogation to the extent provided by the attached forms #80-02-2000, 16-02-0292, 07-02-0815, and WC 00 03 13.
The commercial general liability, auto liability, and umbrella liability insurance carriers will provide the Certificate Holder with 30 days direct notice of cancellation (10 days for non-payment) to the extent provided in the attached forms #80-02-9779, 16-02-0306, 07-02-2472.

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Liability Insurance

Endorsement

Policy Period

Effective Date

Policy Number

Insured

Name of Company

Date Issued

This Endorsement applies to the following forms:

SPECIMEN

Under Conditions, the following condition is added.

Conditions

Waiver Of Governmental Immunity

We expressly agree that this insurance, including providing **insured** status to the governmental entity shown in the Schedule does not waive any of the defenses of governmental immunity available under Iowa Code Title XV Chapter 670.4 (including any amendments thereto).This insurance does not apply to any claims or **suit** which is subject to the defense of governmental immunity under Iowa Code Title XV Chapter 670.4 (including any amendments thereto).

Such governmental entity is resposible for asserting any defense of governmental immunity, and may do so at any time and shall do so upon our timely written request. Failure to respond to the request in a timely manner could prejudice the defense of a claim or **suit**. Accordingly, failure to respond to the request for a period exceeding 14 days from the date we make such request shall be deemed consent to assert the defense of governmental immunity. Nothing herein shall prevent us from asserting the defense of governmental immunity on behalf of the governmental entity.

SPECIMEN

We shall not deny coverage under this insurance or disclaim **insured** status to such governmental for reasons of governmental immunity unless and until a court of competent jurisdiction has ruled in favor of the defense of governmental immunity.

SCHEDULE

Governmental Entity:

Liability Insurance

Endorsement

Effective Date

Policy Number

All other terms and conditions remain unchanged.

SPECIMEN

Authorized Representative @ @ @ @

CHUBB®

Liability Insurance

Endorsement

Policy Period	
Effective Date	
Policy Number	3575-66-71 CHI
Insured	OCLC, INC.
Name of Company	FEDERAL INSURANCE COMPANY
Date Issued	

This Endorsement applies to the following forms:

GENERAL LIABILITY
LIQUOR LIABILITY

Under Who Is An Insured, the following provision is added.

Who Is An Insured

Additional Insured - Scheduled Person Or Organization

Persons or organizations shown in the Schedule are **insureds**; but they are **insureds** only if you are obligated pursuant to a contract or agreement to provide them with such insurance as is afforded by this policy.

However, the person or organization is an **insured** only:

- if and then only to the extent the person or organization is described in the Schedule;
- to the extent such contract or agreement requires the person or organization to be afforded status as an **insured**;
- for activities that did not occur, in whole or in part, before the execution of the contract or agreement; and
- with respect to damages, loss, cost or expense for injury or damage to which this insurance applies.

No person or organization is an **insured** under this provision:

- that is more specifically identified under any other provision of the Who Is An Insured section (regardless of any limitation applicable thereto).
- with respect to any assumption of liability (of another person or organization) by them in a contract or agreement. This limitation does not apply to the liability for damages, loss, cost or expense for injury or damage, to which this insurance applies, that the person or organization would have in the absence of such contract or agreement.

CHUBB®

Liability Endorsement

(continued)

Under Conditions, the following provision is added to the condition titled Other Insurance.

Conditions

Other Insurance – Primary, Noncontributory Insurance – Scheduled Person Or Organization

If you are obligated, pursuant to a contract or agreement, to provide the person or organization shown in the Schedule with primary insurance such as is afforded by this policy, then in such case this insurance is primary and we will not seek contribution from insurance available to such person or organization.

Schedule

Persons or organizations that you are obligated, pursuant to a contract or agreement, to provide with such insurance as is afforded by this policy.

All other terms and conditions remain unchanged.

Authorized Representative

CHUBB®

Liability Insurance

Endorsement

Policy Period

Effective Date

Policy Number

Insured

Name of Company

Date Issued

This Endorsement applies to the following forms:

GENERAL LIABILITY

Under Who Is An Insured, the following provision is added.

Who Is An Insured

Owners, Lessees Or Contractors - Completed Operations

Persons or organizations shown in the Schedule are **insureds**; but they are **insureds** only with respect to their liability for **bodily injury** or **property damage** caused, in whole or in part, by **your work** at the applicable location described in the Schedule performed for such person or organization and included in the **products-completed operations hazard**.

However,

- the insurance afforded to such person or organization only applies to the extent permitted by law; and
- if coverage provided to the person or organization is required by a contract or agreement, the insurance afforded to the person or organization will not be broader than that which you are required by such contract or agreement to provide for the person or organization.

Schedule

ADDITIONAL INSURED
PERSONS OR ORGANIZATIONS THAT YOU ARE OBLIGATED, PURSUANT TO A CONTRACT OR AGREEMENT, TO PROVIDE WITH SUCH INSURANCE AS IS AFFORDED BY THIS POLICY.

All other terms and conditions remain unchanged.

Authorized Representative

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

COMMERCIAL AUTOMOBILE BROAD FORM ENDORSEMENT

This endorsement modifies insurance provided under the following:

borrow in your business or your personal affairs.

C. Lessors as Insureds

Paragraph A.1. – WHO IS AN INSURED – of SECTION II – LIABILITY COVERAGE is amended to add the following:

e. The lessor of a covered "auto" while the "auto" is leased to you under a written agreement if:

(1) The agreement requires you to provide direct primary insurance for the lessor; and

(2) The "auto" is leased without a driver.

Such leased "auto" will be considered a covered "auto" you own and not a covered "auto" you hire.

However, the lessor is an "insured" only for "bodily injury" or "property damage" resulting from the acts or omissions by:

1. You;
2. Any of your "employees" or agents; or
3. Any person, except the lessor or any "employee" or agent of the lessor, operating an "auto" with the permission of any of 1. and/or 2. above.

D. Persons And Organizations As Insureds Under A Written Insured Contract

Paragraph A.1 – WHO IS AN INSURED – of SECTION II – LIABILITY COVERAGE is amended to add the following:

f. Any person or organization with respect to the operation, maintenance or use of a covered "auto", provided that you and such person or organization have agreed under an express provision in a written "insured contract", written agreement or a written permit issued to you by a governmental or public authority to add such person or organization to this policy as an "insured".

However, such person or organization is an "insured" only:

"Includes copyrighted material of Insurance Services Office, Inc. with its permission"

(1) with respect to the operation, maintenance or use of a covered "auto"; and

(2) for "bodily injury" or "property damage" caused by an "accident" which takes place after:

   (a) You executed the "insured contract" or written agreement; or

   (b) The permit has been issued to you.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

PRIMARY AND NON-CONTRIBUTORY LIABILITY INSURANCE

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by the endorsement.

This endorsement changes the policy effective on the inception date of the policy unless another date is indicated below.

Named Insured:
Endorsement Effective Date:

SCHEDULE

Name(s) Of Person(s) Or Organization(s): BLANKET, AS REQUIRED BY WRITTEN CONTRACT
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

The following is added to Item 5. **–** "**Other Insurance**" of Item B. **–** "**General Conditions**" under Section IV **–** "**Business Auto Conditions**":

e. Regardless of the provisions of Paragraph 5.a. through d. above, for any liability arising out of the ownership, maintenance, use, rental, lease, loan, hire or borrowing by an "insured" of a covered "auto" for which an "insured" is contractually obligated to provide primary insurance coverage to a client, this Coverage Form will be primary and non-contributory with respect to the Persons or Organizations in the schedule, regardless of the availability or existence of other collectible insurance under any other Coverage Form or policy that applies on a primary basis.

Who Is An Insured/ Excess Follow–Form Coverage A

With respect to Excess Follow-Form Coverage A, the following persons and organizations qualify as **insureds**:

- the Named **Insured** shown in the Declarations; and
- other persons or organizations qualifying as an insured in **underlying insurance**, but not beyond the extent of any limitation imposed under any contract or agreement.

Who Is An Insured/ Umbrella Coverage B

With respect to Umbrella Coverage B, the following persons and organizations qualify as **insureds**.

Sole Proprietorships

If you are an individual, you and your spouse are **insureds**; but you and your spouse are **insureds** only with respect to the conduct of a business of which you are the sole owner.

If you die:

- persons or organizations having proper temporary custody of your property are **insureds**; but they are **insureds** only with respect to the maintenance or use of such property and only for acts until your legal representative has been appointed; and
- your legal representatives are **insureds**; but they are **insureds** only with respect to their duties as your legal representatives. Such legal representatives will assume your rights and duties under this insurance.

Partnerships Or Joint Ventures

If you are a partnership (including a limited liability partnership) or a joint venture, you are an **insured**. Your members, your partners and their spouses are **insureds**; but they are **insureds** only with respect to the conduct of your business.

Reference Copy

Who Is An Insured/ Umbrella Coverage B
(continued)

Limited Liability Companies

If you are a limited liability company, you are an **insured**. Your members and their spouses are **insureds**; but they are **insureds** only with respect to the conduct of your business. Your managers are **insureds**; but they are **insureds** only with respect to their duties as your managers.

Other Organizations

If you are an organization (including a professional corporation) other than a partnership, joint venture or limited liability company, you are an **insured**. Your directors and **officers** are **insureds**; but they are **insureds** only with respect to their duties as your directors or **officers**. Your stockholders and their spouses are **insureds**; but they are **insureds** only with respect to their liability as your stockholders.

Employees

Your **employees** are **insureds**; but they are **insureds** only for acts within the scope of their employment by you or while performing duties related to the conduct of your business.

Volunteers

Persons who are volunteer workers for you are **insureds**; but they are **insureds** only for acts within the scope of their activities for you and at your direction.

Real Estate Managers

Persons (other than your **employees**) or organizations while acting as your real estate managers are **insureds**; but they are **insureds** only with respect to their duties as your real estate managers.

Lessors Of Equipment

Persons or organizations from whom you lease equipment are **insureds**; but they are **insureds** only with respect to the maintenance or use by you of such equipment and only if you are contractually obligated to provide them such insurance as is afforded by this contract.

However, no such person or organization is an **insured** with respect to any:

- damages arising out of their sole negligence; or
- **occurrence** that occurs, or offense that is committed, after the equipment lease ends.

Lessors Of Premises

Persons or organizations from whom you lease premises are **insureds**; but they are **insureds** only with respect to the ownership, maintenance or use of that particular part of such premises leased to you and only if you are contractually obligated to provide them with such insurance as is afforded by this contract.

However, no such person or organization is an **insured** with respect to any:

- damages arising out of their sole negligence;
- **occurrence** that occurs, or offense that is committed, after you cease to be a tenant in the premises; or
- structural alteration, new construction or demolition operations performed by or on behalf of them.

Reference Copy

Subsidiary Or Newly Acquired Or Formed Organizations

If there is no other insurance available, the following organizations will qualify as named **insureds**:

- a subsidiary organization of the first named **insured** shown in the Declarations of which, at the beginning of the policy period and at the time of loss, such first named **insured** controls, either directly or indirectly, more than fifty (50) percent of the interests entitled to vote generally in the election of the governing body of such organization; or
- a subsidiary organization of the first named **insured** shown in the Declarations that such first named **insured** acquires or forms during the policy period, if at the time of loss such first named **insured** controls, either directly or indirectly, more than fifty (50) percent of the interests entitled to vote generally in the election of the governing body of such organization.

Limitations On Who Is An Insured

With respect to Umbrella Coverage B, the following limitations apply to Who Is An Insured.

A. Except to the extent provided under the Subsidiary Or Newly Acquired Or Formed Organizations provision, no person or organization is an **insured** with respect to the conduct of any person or organization that is not shown as a named **insured** in the Declarations.

B. No person or organization is an **insured** with respect to the:

1. ownership, maintenance or use of any assets; or
2. conduct of any person or organization whose assets, business or organization;

you acquire, either directly or indirectly, for any:

- **bodily injury** or **property damage** that occurred; or
- **advertising injury** or **personal injury** arising out of an offense first committed;

in whole or in part, before you, directly or indirectly, acquired such assets, business or organization.

C. No person or organization is an **insured** with respect to the conduct of any partnership (including any limited liability partnership), joint venture or limited liability company that is not shown as a named **insured** in the Declarations.

Reference Copy

Conditions
(continued)

Transfer Or Waiver Of Rights Of Recovery Against Others

We will waive the right of recovery we would otherwise have had against another person or organization, for loss to which this insurance applies, provided the **insured** has waived their rights of recovery against such person or organization in a contract or agreement that is executed before such loss.

To the extent that the **insured**'s rights to recover all or part of any payment made under this insurance have not been waived, those rights are transferred to us. The **insured** must do nothing after loss to impair them. At our request, the **insured** will bring **suit** or transfer those rights to us and help us enforce them.

This condition does not apply to **medical expenses**.

Reference Copy

5. We will waive the right of recovery we would otherwise have against another person or organization for "loss" to which this insurance applies, provided the "insured" has waived their rights of recovery against such person or organization under a contract or agreement that is entered into before such "loss".

   To the extent that the "insured's" rights to recover damages for all or part of any payment made under this insurance has not been waived, those rights are transferred to us. That person or organization must do everything necessary to secure our rights and must do nothing after "accident" or "loss" to impair them. At our request, the insured will bring suit or transfer those rights to us and help us enforce them.

13. **WAIVER OF SUBROGATION**
    Paragraph A.5. - TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US of SECTION IV – BUSINESS AUTO CONDITIONS is deleted and replaced with the following:

"Includes copyrighted material of Insurance Services Office, Inc. with its permission"

Conditions

Transfer Or Waiver Of Rights Of Recovery Against Others

We will waive the right of recovery we would otherwise have had against another person or organization for loss to which this insurance applies, provided the **insured** has waived their rights of recovery against such person or organization in a contract or agreement that is executed before loss.

To the extent that the **insured**'s rights to recover all or part of any payment made under this insurance have not been waived, those rights are transferred to us. The **insured** must do nothing after loss to impair them. At our request, the **insured** will bring **suit** or transfer those rights to us and help us enforce them.

Reference Copy

Conditions

Transfer Or Waiver Of Rights Of Recovery Against Others (continued)

Any amount recovered will be apportioned as follows:

- first, we shall receive all amounts recovered until we have been fully reimbursed for all amounts we have incurred, including costs or expenses of such recovery proceedings.
- Then, you are entitled to claim for any further amount recovered.

Reference Copy

TRAVELERS

ONE TOWER SQUARE
HARTFORD CT 06183

WORKERS COMPENSATION
AND
EMPLOYERS LIABILITY POLICY

ENDORSEMENT WC 00 03 13 (00) - 001

POLICY NUMBER: UB-8J443127-17-I3-G

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

This agreement shall not operate directly or indirectly to benefit any one not named in the Schedule.

SCHEDULE

DESIGNATED PERSON:

DESIGNATED ORGANIZATION:

ANY PERSON OR ORGANIZATION FOR WHICH THE INSURED HAS AGREED BY WRITTEN CONTRACT EXECUTED PRIOR TO LOSS TO FURNISH THIS WAIVER.

Policy Conditions

Endorsement

Policy Period

Effective Date

Policy Number

Insured

Name of Company

Date Issued

This Endorsement applies to the following forms:

COMMON POLICY CONDITIONS

Conditions

Under Conditions, the following condition is added.

Notice Of Cancellation To Scheduled Persons Or Organizations When We Cancel

When we cancel this policy for any reason, other than non-payment of premium, we will notify person(s) or organization(s) shown in the Schedule at least 30 days in advance of the cancellation date.

Any failure by us to notify such person(s) or organization(s) will not:

- impose any liability or obligation of any kind upon us; or
- invalidate such cancellation.

Schedule

Person(s) or Organization(s):

Address:

Reference Copy

Conditions
(continued)

All other terms and conditions remain unchanged.

Authorized Representative

Reference Copy

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

NOTICE OF CANCELLATION (OTHER THAN NONPAYMENT OF PREMIUM) SCHEDULED PERSON(S) OR ORGANIZATION(S)

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM
BUSINESS AUTO PHYSICAL DAMAGE COVERAGE FORM
GARAGE COVERAGE FORM
TRUCKERS COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

With respect to the coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by this endorsement.

SCHEDULE

Name of Person(s) or Organization(s):
IF YOU ARE OBLIGATED, PURSUANT TO A WRITTEN CONTRACT OR AGREEMENT, TO PROVIDE PERSON(S) OR ORGANIZATION(S) WITH NOTICE OF CANCELLATION, THEN WE WILL NOTIFY SUCH PERSON(S) OR ORGANIZATION(S) PROVIDED THAT WITHIN 15 DAYS OF THE DATE WE SEND NOTICE OF CANCELLATION TO THE FIRST NAMED INSURED, THE FIRST NAMED INSURED OR PRODUCER OF RECORD PROVIDES US WITH A SPREADSHEET CONTAINING THE NAME, MAILING ADDRESS AND, IF AVAILABLE, EMAIL ADDRESS OF THE PERSON(S) OR ORGANIZATION(S).

Address:

Under Common Policy Conditions the following condition is added:

NOTICE OF CANCELLATION (OTHER THAN NONPAYMENT OF PREMIUM) SCHEDULED PERSON(S) OR ORGANIZATION(S)

When we cancel this policy for any reason other than nonpayment of premium, we will notify the person(s) or organization(s) described in the SCHEDULE at least 30 days in advance of the cancellation date.

Any failure by us to notify such person(s) or organization(s) will not:

- Impose any liability or obligation of any kind upon us; or
- Invalidate such cancellation.

Chubb Commercial Excess And Umbrella Insurance

Endorsement

Policy Period

Effective Date

Policy Number

Insured

Name of Company

Date Issued

Under Conditions, the following condition is added.

Conditions

Notice Of Cancellation To Scheduled Persons Or Organizations When We Cancel

When we cancel this policy for any reason, other than non-payment of premium, we will notify person(s) or organization(s) shown in the Schedule at least 30 days in advance of the cancellation date.

Any failure by us to notify such person(s) or organization(s) will not:

- impose any liability or obligation of any kind upon us; or
- invalidate such cancellation.

Schedule

All other terms and conditions remain unchanged.

Authorized Representative

Cedar Falls and Waterloo (Iowa) Public Libraries

REQUEST FOR PROPOSAL FOR A LIBRARY MANAGEMENT/ INTEGRATED LIBRARY SYSTEM

Book Systems, Inc. Response

ORIGINAL

Bid Opening: **Tuesday, February 21, 2023, @ 5:00 PM CST**

BookSystems®
4901 University Square, Suite 3
Huntsville, AL 35816

BookSystems®

February 20, 2023

Jillian Rutledge, Assistant Director; Kelly Stern, Director
Waterloo Public Library; Cedar Falls Public Library
415 Commercial St.; 524 Main St.
Waterloo, IA 50701; Cedar Falls, IA 50613

Reference: Request for Proposal for a Library Management/Integrated Library System

Dear Ms. Rutledge; Ms. Stern,

Book Systems, Inc. is delighted to respond to the **Library Management/Integrated Library System RFP** for the Cedar Falls and Waterloo (Iowa) Public Libraries. Please see the enclosed proposal for your consideration.

For over thirty years, Book Systems has demonstrated a commitment to quality and customer satisfaction, which has resulted in implementing our library automation solutions in thousands of libraries worldwide. Based in Huntsville, Alabama, we have a simple philosophy of creating quality products, testing them with input and direction from librarians in the field, and backing it all up with customer service and support that is a priority to us, not an afterthought.

Our Atriuum Integrated Library System (ILS) provides the features you expect from today's library automation systems. We continually listen to our customers to ensure that our products offer libraries and their patrons the latest innovation and solutions.

Atriuum boasts an extensive list of capable features, including Content-Enrichment, eBook Integration with Axis360, hoopla, OverDrive and others, Federated Searching, MARC Record Enhancement, Serials, Acquisitions, and Authority Control. If you would prefer that our staff professionally manage the servers in secure, fault-tolerant facilities, we offer affordable ASP-hosting solutions.

Atriuum is truly the most affordable, feature-rich library automation solution in the industry. Best of all... it includes all the functionality of the "more expensive" ILS products at a fraction of their cost.

Book Systems has the expert staff and the right solutions to meet and exceed your project requirements. Your success is our mission. We're committed to providing complete solutions, starting with a successful implementation.

Over the past several years, we have successfully switched many public libraries from SirsiDynix Symphony products to our Atriuum ILS. I'm confident that you will find Atriuum to be an excellent fit for the Oldham County Public Libraries.

If you have questions or would like to schedule an onsite or online presentation of our Atriuum ILS, please feel free to contact me directly at (800) 249-6574 ext. 6761 or e-mail barton@booksys.com. Thank you.

Sincerely,

Barton Eby

Barton Eby
National Sales Manager

Table of Contents

EXECUTIVE SUMMARY

Book Systems, Inc. is pleased to have been invited to respond to the **Request for Proposal for a Library Management / Integrated Library System** for the Cedar Falls and Waterloo (Iowa) Public Libraries. Please refer to the enclosed proposal and information for your consideration.

Book Systems, now in its third decade, is a privately owned corporation founded in 1989 and is headquartered in Huntsville, Alabama. From our first DOS program to our current Web-based systems, our focus has been on providing library automation solutions that deliver many features and demand fewer technical and financial resources.

Today, our core values have led us to develop and deliver stress-free “cloud computing” technology, customer-driven features, and, hands down, the best support in the industry. Book Systems has developed software and services to provide total library automation solutions for thousands of customers.

Our Atriuum Integrated Library System (ILS) solution is built for the cloud, providing a stress-free hosting solution that frees up your network administrators and equipment for more critical tasks. Atriuum provides unlimited user access and includes many standard features that you would expect in a library system, such as Cataloging (Easy, Full, MARC, and Quick Cataloging), Circulation, Bookings, Inventory, OPAC, Customizable Reports, and more (see System Overview).

Atriuum is a comprehensive, reliable, and easy-to-use ILS that gives patrons, faculty, and staff instant access to digital content from any computer or mobile device. This includes native support and integrated eBook search options for Axis360, MackinVIA, hoopla, OverDrive, and many other eBook content providers, allowing users to easily search and find all digital content their library has purchased.

Our licensing model for Atriuum provides your library unlimited user access and is accessible from any computer or workstation. Unlike other vendors, we do not charge extra licensing fees. Access to all modules is available from any computer and is controlled by authorized user accounts, “Worker Records,” defined by the library administrator. This licensing model ensures that your library won’t be charged extra fees for any additional users or computers added.

Atriuum includes many industry standard protocols like LDAP, Google SSO, NCIP, SIP2, and Z39.50 (client/server) at no additional cost. As another cost savings benefit, Atriuum includes *free* mobile apps for patron and library staff use.

Combined with our unparalleled customer support, this makes Atriuum the highest quality Integrated Library System available for libraries of *any* size.

For us, it’s all about our customers. Their success is our mission, which is why we’re continually updating our software and support services to satisfy their needs.

BookSystems®

QUALIFICATIONS & EXPERIENCE

VENDOR REPRESENTATIVES / KEY PERSONNEL FOR PROJECT

Authorized Representative(s):

Robin Thrailkill, Sales Representative
Contact for Scheduling Presentations
Tel: (800) 249-6574 ext. 6763
Email: rthrailkill@booksys.com

Barton Eby, National Sales Manager
Contact for RFP Related Questions
Tel: (800) 249-6574 ext. 6761
Email: barton@booksys.com

Bryan Looney, Lead Project Manager

Tel: (800) 249-6574 ext. 6753
Email: pm@booksys.com

Cindy Gray, Lead Trainer
(MLS Degreed Librarian)
Tel: (800) 219-6571
Email: cgray@booksys.com

Jason Kelley, ASP Operations Manager

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Email: jkelley@booksys.com

Stephen Davis, Support Manager

Tel: (800) 249-6574 ext. 6743
Email: sdavis@booksys.com

Brian Gorman, Software Dev. Manager

Tel: (800) 219-6571
Email: bgorman@booksys.com

Bonnie Winstel, Product Specialist

Tel: (800) 219-6571
Email: bwinstel@booksys.com

I hereby certify, to the best of my knowledge, that we can meet and/or exceed the project requirements.

Michael S. Burton
Name

President
Title

Signature

02/20/2023
Date

EXPERIENCE

Book Systems has worked with thousands of clients, providing complete library automation management solutions for libraries of all sizes. Atriuum was first released in 2006 and is implemented in libraries all across the country and internationally.

95% of our customers are still with us after more than three decades. In total, we have 107 public libraries in Iowa that are automated with our Atriuum ILS software.

Why? In addition to providing outstanding customer service and support, we listen to the needs of our customers. We are personally invested in the success of our clients. Our customers are loyal because we focus on putting them first.

Book Systems currently employs 59 full-time, year-round employees and has (5) five MLS-degreed Librarians on staff. Our average tenure for our employees is 14.3 years, and 13 with 15-26 years of employment history with Book Systems makes our relationship with our customers very dependable and personable.

Following our company mission, “For us, it really is all about you,” we are committed to providing a dedicated account manager to ensure your success years beyond the initial implementation of our library automation solution.

With our experience, we are confident that we can provide the Cedar Falls and Waterloo (Iowa) Public Libraries the expertise needed to guarantee a successful implementation and provide the very latest innovation and product solutions.

VENDOR PROFILE

Corporate Headquarters
Book Systems, Inc.
4901 University Square, Suite 3
Huntsville, AL 35816
www.booksys.com

Dun & Bradstreet #: 92-701-4167
Number of Employees: 59
Number of MLS Degreed Librarians: 5

For over thirty years, Book Systems has demonstrated a commitment to quality and customer satisfaction, which has resulted in the implementation of our Atriuum library management automation solutions in over 1,000 public libraries all across the country.

We have a simple philosophy of creating quality products, testing them with input and direction from MLS-degreed librarians and administrators in the field, and backing it all up with customer service and support that is a priority to us, not an afterthought.

Because our products are 100% browser-based applications, you can maximize your present technology by utilizing your existing workstations and Internet connectivity while minimizing the reliance on IT personnel or staff to provide computer system support. And, if you would prefer that our staff professionally manage the servers in secure, fault-tolerant facilities, we offer affordable hosting solutions.

Innovations such as these, plus renowned responsiveness to our customers, are why a long list of libraries has chosen to be a part of the Book Systems growing family. They have learned that Book Systems has a long, successful history and solid products built the way librarians and IT support staff wants them to work: fast, easy to use, and trouble-free. And we are constantly listening to our customers to ensure that our products provide the very latest innovation and solutions.

BOOK SYSTEMS BUSINESS DESIGN

Book Systems develops, markets, sells and supports Integrated Library Systems and Asset Management software as a total solutions provider primarily to the education and public library markets. The company headquarters are located in Huntsville, Alabama, an area where technology research and development resources are prevalent.

All operations are directed from the company headquarters, including sales, product development, implementation, technical support, and training. The structure of the workforce is as follows:

Sales 25%
Product Development 30%
Implementation / Technical Support / Training 40%
General and Administrative 5%

In addition, regional account managers (in their respective regions) provide sales and support directly to our customers.

CLIENT SATISFACTION

Book Systems is proactive with respect to client satisfaction. We maintain personal contact all the way through the organization so that our Senior Management, Sales, Project Management, Software Development, and Technical Support each participate to ensure customer satisfaction.

Unsolicited praise from our clients continuously drives us to remain responsive to their needs as they arise. Our unparalleled responsiveness to customer concerns and suggestions for improvements in future product releases also prompts praise among their peers.

Success Stories

"At first, I was skeptical that the software could give the library more functionality for less money, but it honestly did. I was impressed with how intuitive it is and how the reports available in Atriuum simplified submitting my state reports. Their customer service is the best I've ever used."

Rhonda Rolen, Library Director

Columbia County Library | Columbia, AR

"It was everything I'd hoped for in a library system and more. Atriuum gives you first-rate, state of the art functionality, and gives you a lot for your money. Atriuum has really changed our world!"

Lydia Kegler, Library Director

Bloomsburg Public Library | Bloomsburg, PA

"Book Systems' Technical Support is just amazing! The technician went above and beyond to help me with a streamlined service we have done with OCLC/WorldCat. They deserve a raise!!"

Terré Rouse, Technical Services and System Maintenance Manager

Madison County Public Library | Richmond, KY

PRODUCT STRATEGY

By staying on top of changes in the industry, learning from our customers, and responding in a timely manner, we are able to stay a step ahead of the competition. We're not the biggest, but our customers think we're the best.

We really listen to our customers and encourage their feedback to assist with making improvements to our products and services. Weekly, monthly, and quarterly internal meetings are held to review customer requests for consideration as future product enhancements. Priority is made based on the number of similar requests and whether the improvements will benefit all of our customers.

Customers have multiple ways to communicate their suggestions to us: through email to support or sales, by initiating a "LiveChat" directly from our Website, through user group meetings, and by communicating with their account managers.

All product updates are included for free and made available to customers with a current Book Systems' Customer Service Agreement. These updates are available twice a year and are communicated through a variety of methods including, but not limited to, email announcements, posts on our Website, and Book Systems' Facebook page.

FUTURE PRODUCT DEVELOPMENT

Book Systems strives to stay at the forefront of technology by investing and constantly evaluating the newest emerging technologies and frameworks. Over the past year, our development team has practiced the agile scrum methodology, a sprint-based project management system to deliver the highest value to customers quickly.

Currently, we are developing the next generation of our apps with exciting multi-platform technology. These technologies include Flutter, a new mobile app development platform that allows us to develop products once and push them to multiple platforms (iOS, Android, and Desktop). These advancements in technology provide the ability to deploy new features and updates in a much faster capacity.

How does this impact our customers? These advanced technologies ensure your library is kept updated with the most cutting-edge technology on the market and are part of the software updates included with the Atriuum Customer Service Agreement and Maintenance plan.

VALUE-ADDED SERVICES

At Book Systems, our dedication to our customers goes well beyond the software. All peripherals purchased through Book Systems include our value-added services.

Benefits:

- Guaranteed to work with Book Systems' Software
- Programming assistance provided
- Lifetime support by Book Systems' technicians without additional support fees

BSI Development Roadmap 2022-2024

This document briefly outlines our current projects, upcoming projects, and continuous maintenance (ongoing support) projects.

Current Projects

- Redesign and implement a new framework for app development.
- Expand API to support upcoming projects.

Upcoming Projects

- Design and build a new web application for librarian work tasks as a supplement to Atriuum.
    - Stage 1: Acquisitions module for managing library collection development
    - Stage 2: Circulation module for daily circulation tasks
    - Stage 3: Cataloging module for robust MARC support
    - Stage 4: Serials module for managing periodicals
- Design and build a new web & mobile application for school staff and textbook coordinators as a supplement to Booktracks.
- Upgrade Atriuum's next-gen interface OPAC with further enhancements to browsing and searching, community support, and customization.

Ongoing Projects

- Maintain robust support for our flagship products, Atriuum and Booktracks, as well as our legacy products and applications.
- Continuously upgrade our patron-facing mobile application (Librista).

REFERENCES

[See Following Page]

Public Library References for Cedar Falls and Waterloo (Iowa) Public Libraries

Company/Library Name: Madison County Public Library	
Address:	507 W Main St.
City, State, Zip Code:	Richmond, KY 40475
Contact Person:	Christina Cornelison
Title:	Library Director
Email:	christina@madisonlibrary.org
Telephone:	(859) 623-6704 x103
Live Date:	06/25/2021
Services Provided:	Atriuum ASP Hosted Service

Company/Library Name: Perry Public Library	
Address:	1101 Willis Ave.
City, State, Zip Code:	Perry, IA 50220
Contact Person:	Misty VonBehren
Title:	Deputy Library Director
Email:	mvonbehren@perry.lib.ia.us
Telephone:	(515) 465-3569
Live Date:	04/18/2019
Services Provided:	Atriuum ASP Hosted Service

Company/Library Name: Franklin County Public Library System	
Address:	355 Franklin St.
City, State, Zip Code:	Rocky Mount, VA 24151
Contact Person:	Alison Barry
Title:	Library Director
Email:	alison.barry@franklincountyva.gov
Telephone:	(540) 483-3098 x0
Live Date:	6/19/2020
Services Provided:	Atriuum ASP Hosted Service

Company/Library Name: Ericson Public Library	
Address:	702 Greene St.
City, State, Zip Code:	Boone, IA 50036
Contact Person:	Jamie Williams
Title:	Library Director
Email:	jwilliams@boone.lib.ia.us
Telephone:	(515) 432-3727 x4
Live Date:	7/28/2021
Services Provided:	Atriuum ASP Hosted Service

SYSTEM OVERVIEW

ATRIUUM FEATURES OVERVIEW (BRIEF)

Atriuum, our 100% Web-based Integrated Library System (ILS), has been built on a foundation of over thirty years of experience in library technology. Because it is browser-based, patrons can easily access the thousands of resource materials housed at your library from any Internet-connected computer or mobile device. Atriuum is a powerful asset in your quest for comprehensive, reliable, and easy-to-use patron tools and resources.

Atriuum offers a long list of powerful features, including:

- Quick Cataloging: built-in Z39.50 client for searching and downloading MARC records
- Empowering patrons: patron-managed renewals, reserves, watch lists, reviews/ratings, etc.
- Flexible OPAC Templates, including over 100 OPAC design themes
- Mobile App features provide instant access to your collection from mobile devices
- Seamless eBook Integration with 3rd party providers; at no extra cost
- OPAC Snapshot: book covers, table of contents, first chapters, reviews, etc.
- SURFit™ federated searching tool
- SIP2 Integration with a variety of 3rd party vendors; at no extra cost
- Single Sign-On capabilities using LDAP or Google SSO
- NCIP Integration with state/national ILL systems; at no extra cost
- Stress-free cloud technology with centralized or distributed information infrastructure
- Powerful, customized reporting features
- Off-line Circulation - circulate items even when the network or Internet is down

Supplemental Modules, Services, and Programs:

- Serials - manage print subscriptions
- Acquisitions – create, budget, and manage orders
- Authority – import and manage author and subject authority records
- Bookings – reserve materials in advance for a future date or range of dates
- Debt Management – streamline the process of sending delinquent patron accounts to collections
- Reading Program Enhancement - Accelerated Reader, Reading Counts!, Lexile, etc.

When looking for the current generation of Web-based centralized library automation solutions, consider the following:

- Worry-free updates administered by the software vendor
- Designed specifically for Linux or Windows Servers
- Accessible from workstations with supported Web browsers
- Optional Application Service Provider (ASP)

Configurable OPAC Interfaces
Atriuum gives your library control to create a social space for your patrons to search the catalog and interact with the library. It is customizable to match library branding, and, like all aspects of Atriuum, it is easy to use and modify.

Your library can select and use any of the following OPAC interfaces:

Canvas: Atriuum's traditional OPAC interface offers a variety of layout options with over 100 eye-catching themes to customize your library catalog. Themes are available for general use, seasons, or special holidays and events! Included are new features like our interactive "What's Hot" (most frequently circulated items) and "What's New" (most recent additions) carousels, "Featured" items widget, and tabs for easy access to Lists, Links, etc.

Gallery: Atriuum's newest, modern, mobile responsive OPAC interface makes searching easier so your patrons can quickly find more print, electronic and digital resources offered by the library. Your patrons will immediately see the difference with "eye-catching" content that will drive your patron's engagement and increase your library's circulation.

Quilt Interactive Kids Catalog: Experience the next generation in your library's interactive and highly engaging kids catalog. Quilt creates a "gamification" visual interface that displays dust jackets and search categories in a patchwork quilt design that engages young readers. The visual impact encourages them to explore and discover more and increases the circulation of your children's materials. (Works with Gallery)

KidZviZ: We consulted teachers, librarians, curriculum coordinators, and kids to give young readers an attention-grabbing, age-appropriate searching mechanism like none you've ever seen. KidZviZ is an ideal library explorer's toolbox for kids to search, find, and discover their favorite next read. (Works with Canvas and Gallery)

Patron Engagement / Flexible OPAC Searching
Atriuum is user-friendly for both novice and experienced users. With preemptive "search as you type," list of near matches, and "Did You Mean" features, patrons can find materials without needing assistance from the library staff.

Search options include:

- Keyword Search
- Combo Search
- Advanced Search
- Media Search
- Visual Search
- Study Program Search
- Book Lists
- Browse Search
- Serials Search *(requires Serials module)*
- Federated Search *(requires SURFit)*

Integrated Digital Content Searching
Whether an individual library or library consortium purchases eBooks, audiobooks, and other digital content, a common goal is to make it easier for your patrons to locate and access these valuable resources. To meet this challenge, Atriuum includes an integrated search option so your patrons can easily find both

printed and electronic materials (eBooks and Audiobooks) that are being offered by your library. Book Systems offers integrations with a variety of third-party digital content providers, including Axis360, Hoopla, OverDrive and many others.

Search Results

Search results can be configured by the library to be displayed in either a list or grid-style format sorted by relevance, title, author, copyright, or call number. Search terms used are "highlighted" in the list of results. Patrons can also filter results by format, category, collections, item status, genre, and more.

Summary details include Call Number, Title, Author, Copyright, Status, Available Copies, Summaries, Enriched Content *(OPAC Snapshot)*, Star ratings/reviews, and when applicable, Study Program and Reading Program information is displayed.

Full details provide your patrons' item-level information that is neatly organized into tabs views.

- **Summary** - lists basic information, such as Title, Series Title, Author, Call Number, Subject headings, and more. If the item is associated with a Study Program, a section displays the reading level, point value, interest level, etc.
- **Snapshot** - lists the item's Title, ISBN, and possibly a UPC at the top, along with a cover image if available. Links displayed in the center allow you to view material attached to this item, such as reviews, summaries, excerpts, the table of contents, and more.
- **Details** - lists basic information plus the ISBN, publication and copyright data, physical description (pages, dimensions, etc.), and more. A card catalog image may display at the bottom.
- **Holdings** - lists each copy the library has of this Title, including Call Number, Barcode, and Status (in, out, on reserve, or on order).
- **Reviews** - displays any text reviews or star ratings patrons have submitted.
- **Media** - displays links to any documents, images, videos, sounds, etc., that are included in the bibliographic record for an item.

Patron Account Access

Authorized Patrons can log in to their account through the My Items area of OPAC using their barcode number or Patron User Name and a PIN. Depending upon the configuration and setup determined by the library, patrons can have access to the following self-service options:

- Review Items Checked Out
- Reserve/Hold Items
- Review Reserves/Holds
- Cancel Items On Hold
- Request ILL / Suggest Items
- Setup E-mail and/or Text Messaging Notifications
- Rate/Review Items
- Create/Save Bookbags
- Create Watch Lists
- Review History
- Change Email address
- Change PIN notation
- View Electronic Resources

SURFit (Optional)

Our Federated Searching tool, SURFit, provides streamlined access to both library and electronic resources. Integrated with Atriuum, patrons can perform a single search operation from the OPAC and instantly find all of the library and electronic resources available to them.

OPAC Snapshot Unbound Subscription Service (Optional)

Partnered with ProQuestTM, Book Systems' OPAC Snapshot Unbound service adds a modern, attractive, and responsive user interface. The result is a unified, enriched solution to quickly and affordably transform search results into your Atriuum's OPAC. OPAC Snapshot Unbound is a complete service with everything included with your subscription. Customize your enrichment options by enabling, disabling, reordering, and configuring the elements that suit the unique needs of your library.

Configurable Administration Interface

Administration settings control user accessibility, permissions, enabled/disabled features, and various other settings that control the configuration and behavior of Atriuum's administrative interface.

The librarian desktop interface for Atriuum provides library workers quick access to tasks, functions, and navigation throughout Atriuum. Authorized staff can configure Atriuum's toolbar, create keyboard shortcuts for quick navigation, and add widgets (News And Messages for library staff, Quick Links to commonly used websites, access to Twitter and RSS feeds, and more).

Worker Records and Worker Groups are configured and maintained by a library administrator, who can identify each worker and grant various permissions based on individual or group permissions (i.e., Admin, Staff, Volunteer, etc.). You can create an unlimited number of Worker Records and Worker Groups in Atriuum.

You can create and set a default Librarian Desktop configuration for all new workers or workers within a specified group; if you need to change your existing workers' interfaces, you can override workers' customizations and apply your own.

In addition, Atriuum provides several User Defined Fields that you can customize and rename. Any fields designated as Fixed Label (including Unique User Def 1-2) will change globally throughout Atriuum (form names, fields, options in drop-down menus, links in submenus, etc.). In addition to renaming field labels, you can customize up to five patron fields for your library: these User Def 1-5 fields can be text (for more comments or detailed explanations) or checkboxes (to add Yes/No options).

CATALOGING

Atriuum provides a catalog interface designed to meet the needs of all levels of users, whether you're an experienced cataloger proficient in MARC cataloging or a novice cataloger. Since the interface is entirely browser-based, there is no need for the library to use terminal services or other client applications.

Quick Cataloging (Z39.50) features built-in provide quick searching and downloading of MARC records from a variety of *free* and paid resources, including LOC, OCLC, and other Z39.50-enabled catalogs.

Atriuum is compliant with Z39.50 and NCIP-2 standards.

Authority Control Module (Optional)

Atriuum's authority control module identifies when author, corporate, or meeting names and subject-headings are not formatted properly or not contained within your local authority file. Catalogers can

"Browse" their local authority file for the approved format or add the new terms to their local authority file.

- Improves cataloging accuracy and searching
- Supports importing/exporting USMARC 21 authority records
- Includes author/subject-heading authority reports
- Provides the ability to search, add, and modify existing authority records
- Works with a variety of USMARC 21 Authority Subscription services

We recommend using a 3rd party authority service for an initial authority service cleanup. Afterward, authorities are maintained by Atriuum's authority module. Periodical updates can be provided by MARCIVE as an ongoing authority service or maintained locally. See the **Authorities Data Service** section for additional details.

Acquisitions Module (Optional)

Our acquisitions module is an optional module for Atriuum that facilitates the selection, ordering, receiving, and processing of invoices for print and non-print materials in your library. Patrons and staff members can place requests for items to be considered for purchase.

Acquisitions reports provide a detailed account of requests, orders, and expenditures. Standard reports available include:

- Acquisition History
- List of Orders
- List of Requests
- Orders Currently On Order
- Orders Invoiced in the Last 30 Days
- Requests From Cancelled Orders
- Requests That Have Not Been Cataloged
- Requests Under Consideration With Missing Cost
- Requests Waiting for Order

Budget forms provide an overview of your library funds, sources, and allocations giving the library easy analysis of the library's budget displaying Total Allocations, Approved, Encumbered, Working Balance, Invoiced, and Actual Balance.

Impressive Reporting Capability

Atriuum provides a variety of reports, ranging from Catalog Data, Patron Data, History, Circulation, and Statistics. Atriuum reports can be modified to include available fields or filtered only to pull specific material. Those reports can be saved as a template to be accessed at any time or set up as a scheduled report to be emailed daily or weekly to one or more email addresses.

- Generate real-time reports tailored to your needs in addition to standard reports
- Customize reports by filtering specific criteria based on your needs without vendor assistance
- Customize reports by adding/removing columns and sorting
- Create and save report templates that are used either periodically or frequently

- Save shortcuts to My Reports for quick access to frequently used reports
- Select and schedule report generation and email communication
- Export report data in CSV and XLS/XLSX for use in other programs
- Execute reports anytime without degrading system performance

Single Sign-On (SSO) Using LDAP or Google SSO

Atriuum supports both LDAP and Google SSO and is included at no additional cost. This allows patrons to log in to the OPAC using LDAP or Google SSO credentials without entering a separate username, barcode, and PIN. Library workers can also easily log in to the administrative side of Atriuum using LDAP authentication.

Integrations with RFID, Self-Check, Print Management, and ILL Systems

Unlike other ILS vendors, Atriuum includes and supports the industry standard SIP2, NCIP, and Z39.50 protocols at no additional cost. This allows Atriuum to easily integrate with any RFID, Self-Check, Time/Print Management, or ILL systems that support these standards.

Other 3rd Party Integrations

Book Systems has partnered with many leading 3rd party vendors, providing seamless integration with their products and/or services directly with Atriuum. Some of these vendors include Bibliotheca, OverDrive, Axis360, Hoopla, Novelist, EBSCO Discovery Service, Kanopy, and many others.

SYSTEM ARCHITECTURE & HOSTING SERVICES

Reliable, Advanced Technology

Atriuum is a highly configurable, 100% Web-based application that is built on top of the open-source PostgreSQL database. PostgreSQL is one of the most versatile relational databases on the market today. This powerful backend database provides robust performance with minimal to no maintenance required. Whether your library is large or small, Atriuum will meet the needs of any size library.

Accessible Anywhere

Since they are completely Web-based, Atriuum will never require a java-client application or other client software to be installed on your local computers. Whether you're searching the library catalog or performing administrative tasks, access is fast and easy from any Internet-enabled computer.

Mobile Devices

In addition to being accessible from any computer, your patrons may also access your online catalog using the Atriuum On-the-Go or Librista mobile apps. Library staff and administrators can perform circulation transactions using Atriuum Mobile Interface (AMI) and inventory using Atriuum Inventory Resource (AIR) app. These mobile apps are included for *free*.

Book Systems' ASP Hosting Service

Our ASP-hosted service delivers stress-free "cloud computing" technology, reduces IT costs and provides "worry-free" maintenance for your Atriuum system. When you factor in the cost of purchasing a new server, hiring an IT person to maintain the server and perform updates, and the cost of storing and backing up your data, you'll immediately see the cost-saving benefits of this service.

Other Advantages

- Eliminates the need for a dedicated server
- Provides secure 24/7 access to your Atriuum system
- Includes automated backup services
- Accessible from any supported browser or mobile device
- 99% uptime with all planned maintenance and scheduled downtime occurring after business hours

Best of all… if you decide to discontinue your service, there are no expensive exit fees. Data can be exported anytime by the customer in various formats, including MARC, CSV, and tab-delimited.

Book Systems' ASP Data Centers

Our secure colocation data centers for our ASP-hosted services are equipped with top-of-the-line security and disaster prevention systems. With redundant power sources and generators and prioritized security, we provide unparalleled protection and storage, regardless of the size of your library.

We use colocation services provided by top-tier data centers that include:

- 24x7x365 controlled access with server hardware residing in secured private cages
- Redundancy for power, HVAC/CRAC, and Internet
- SSAE 18, SOC-2 & 3, SAS Type II audited, GLBA, HIPAA & HITECH, PCI, and ISO27001 compliant
- Full backup services performed daily (synced between 3 different physical locations)

- Archived backups for the past 7 days with monthly snapshots and a yearly snapshot

Secure Access
Patron data is stored inside customer's database, accessible only by authorized Book Systems employees when at rest. While in transmission, all connections are secured by SSL as well as worker permissions inside the software to restrict access to Personal Identification Information (PII) for desired users.

Authorized library staff members log into Atriuum using a username and password. There are over 80 different permissions available for workers grouped by Cataloging, Circulation, Patron, Supervisor, and Admin related groups, making assigning permissions per worker fast and easy.

Patrons can be granted access to their account by logging into the OPAC and using LDAP, Google SSO, or by entering their library barcode/username and PIN. Once authenticated, patrons will have the flexibility to manage their account information, pay their fees/fines, place reserves, create "Watch Lists," create and save their personal "Bookbags," and more.

Systems can be configured to authenticate using Active Directory, Open Directory, and eDirectory using LDAP for worker and/or patron authentication and Google SSO.

All passwords stored inside the system are encrypted.

Disaster Recovery
Our disaster recovery procedure is built around preventing interruption of system use and minimizing downtime using multiple data centers and data synced between locations. The average recovery time is 1 hour to 6 hours, depending on the severity of the issue. Atriuum includes an Offline Circulation Tool utility that can be used to record circulation transactions during an outage and then easily synchronize back to Atriuum when connectivity is restored.

Remote Backup Service (RBS)
RBS is an exclusive service for customers who are self-hosting Atriuum on their local network server. As a subscriber, you receive immediate benefits of security and peace of mind. Protect your library database from natural disasters, ransomware, and other unforeseen technical crises. Your data is automatically backed up daily, securely uploaded, and stored off-site.

RBS is not needed for customers who purchase Book Systems' ASP hosting service, as backups are included with our hosting service.

IMPLEMENTATION & TRAINING

GOING BEYOND TO ENSURE YOUR SUCCESS

At Book Systems, our dedication to our customers goes well beyond the software. We're committed to providing complete solutions, starting with a successful implementation.

A Book Systems implementation consists of a three-step approach:

1. Data Services
2. System Deployment
3. Training

A Book Systems Project Manager will be dedicated to your implementation and will work closely with you and your staff, guiding you through our step-by-step implementation process. Typically, the converting library will have a primary point of contact for the project that the Book Systems' project manager will report to during the migration.

Going beyond completing a checklist of items, your Book Systems Project Manager will:

- Develop a personalized schedule based on your data conversion timeline, available training dates, and when you expect to "Go Live".
- Provide guided step-by-step assistance, export data from your existing ILS, and upload your data to Book Systems' FTP site.
- Work directly with our Data Management Team and communicate any questions regarding the transferring of your data.
- Perform regular status follow-ups with your Project Leader.
- Participate in project team status calls.
- Assist with meeting your target dates.

If you are converting from an existing library system, your assigned Project Manager will provide instructions for uploading your data to our FTP site. Whenever possible, we recommend that the customer obtains a full data extraction from their current ILS vendor to ensure we receive all the required data elements needed for a successful migration.

Our Data Management Team will then begin the process of transferring your data into your new database. During this process, any questions or concerns will be communicated to you directly through your Project Manager, ensuring that your project stays on course.

Once your data is ready and the customer has reviewed their data, our technical service department will deploy your new system. Our Certified Trainer(s) will train your staff, covering all of the essential functions of the system, making sure you and your staff are ready to hit the ground running.

At Book Systems, we're committed to making your experience with our systems and people a positive one!

DATA SERVICES

When it comes to your data, we understand the importance of maintaining its integrity. With over thirty years of experience, you can trust our expertise when handling your critical records and can be assured that they will be protected.

ELECTRONIC DATA MIGRATION

Any legacy catalog data of sufficient quality to be moved will be examined, converted, and imported into Atriuum per customer specifications. The customer will be given data conversion specification forms, instructions, data transmittal procedures, and if needed, guidance on any conversion steps necessary to ensure a successful data conversion.

The submitted forms and data will be thoroughly reviewed by our data conversion staff, and any issues or questions concerning the data or results of the conversion process will be discussed with the customer at that time. After the data conversion has been completed, a report of the conversion process results will be made available to the customer for acceptance.

AUTHORITIES DATA SERVICE (Optional Service Available)

Global changes are possible with an authorities project; for example, if you know there are inconsistencies in the catalog. If there are tags that should be deleted, or phrases that should be made consistent (e.g., video, video-recording, Video), we can include the processing to make things consistent with authorities processing. Usually, these types of cleanup incur no additional cost.

Reading Notes can be added (Accelerated Reader, Lexile, Reading Counts, or any combination of the three) to the database at no per record cost with an authorities project.

Authorities processing will bring all the headings in your database up to current standards and make the headings consistent, providing better access.

The following MARC tags will be processed unless you indicate that there are specific tags you wish for us to omit. There are also more profiling options for some of these fields, as defined in our profiles.

100	Main entry, personal name.
110	Main entry, corporate name.
111	Main entry, meeting or conference name.
130	Main entry, uniform title heading.
240	Uniform title heading.
400	Series personal name/title (changed to 490/800).
410	Series corporate name/title (changed to 490/810).
411	Series meeting or conference name/title (changed to 490/811).
440	Series title.
600	Subject heading, personal name.
610	Subject heading, corporate name.
611	Subject heading, meeting or conference name.
630	Subject heading, uniform title.
650	Subject heading, topical.

651 Subject heading, geographic name.
655 Index term—Genre/form (gsafd and lcgft)
700 Added entry, personal name.
710 Added entry, corporate name.
711 Added entry, meeting or conference name.
730 Added entry, uniform title heading.
800 Series added entry, personal name.
810 Series added entry, corporate name.
811 Series added entry, meeting or conference name.
830 Series added entry, uniform title heading.
840 Series added entry, title

Initially, the entire heading is matched against the 1XX and 4XX of the LC authority records. If no match is made, we continue to match various parts of the string after temporary suppression of various components, depending on the type of heading. If the match is a success, the part of the heading that matched is replaced. The components that were suppressed are then merged back onto the newly updated string. This is a very simple way to explain a highly complex algorithm.

DATABASE CLEANUP (Optional Service Available)

We perform many tasks on bibliographic records apart from authority processing. This includes, but is not limited to:

- Expansion of commonly used abbreviations to full wording
- Correction of general LC subject subdivisions
- Removal of invalid LC subject subdivisions
- Correction of obsolete abbreviations
- Change of meeting names to conform to AACR2
- Automatic subject heading generation
- Validation of name/title series entries
- Automatic correction to appropriate MARC tagging
- Correction of non-filing indicators
- Update of obsolete MARC content designation
- Moving of content from obsolete MARC tags to current MARC tags
- Change of obsolete subfield codes to current subfielding
- Convert direct geographic subdivisions to their indirect form
- Perform chronological conversions
- Deletion of obsolete data
- Correct spelling, capitalization, and punctuation when a match occurs
- Correction of $x to $v, where appropriate

RDA CONVERSION SERVICE (RDACS) (Optional Service Available)

AACR2 and RDA-formatted records can both co-exist in Atriuum. As an option during authorities processing (both back-file and ongoing), we can perform several tasks to convert bibliographic data to RDA compliance. If purchasing an Authorities Data Service, there is no additional cost to perform these tasks.

SYSTEM DEPLOYMENT

Performed by a Certified Book Systems Technician
Before the initial deployment of your system, our project management team will create an online review site where you and your staff can assess your data conversion.

Once the data has been reviewed, necessary changes made, and ultimately approved by you, our deployment team springs into action, working closely with your IT staff. A certified Book Systems Technician remotely manages your installation, making your system "live" and preparing the way for your training session with our Certified Book Systems Trainer.

Rest assured that your project manager and our friendly support team is always available to answer questions and assist you during and after your system's deployment.

TRAINING

Our #1 Goal is Ensuring Your Success
Atriuum is an extremely easy-to-use, versatile, yet powerful library management system. Book Systems offers several training options and ongoing follow-on training offerings for our customers. Each provides innovative learning content that helps you work effectively and teaches you how to take advantage of our product functionality for the most efficient results.

The training follows an agenda designed to maximize instruction and eliminate time spent on unnecessary topics. A Book Systems Instructor will create a customized training course agenda with the customer and include areas of particular emphasis unique to the customer. Software administrator tasks can also be covered independently using presentation software remotely with the appropriate personnel before the trainer comes on-site.

On-site Training
On-site training at your library by one of our Certified MLS Degreed Trainers will make the most of your software purchase and will help you and your staff work effectively right from the start. We highly recommend at least (2) days of initial on-site instructor-led training for staff (directors and assistants) to satisfactorily accomplish training for all product features. Additional training days may be required, depending on add-on modules and services purchased.

The training environment should be at a location that can facilitate all staff with access to a computer or laptop with Internet access and, if possible, a projector hooked to one of the computers so everyone can easily follow along with the instructor. Training is done using live conversion data, so all of the admin settings are retained. Functional topics, live workflow scenarios, and setting configurations are all part of the training coursework.

On-line Training
Our interactive online training option is especially effective for follow-up learning and can be focused on specific areas such as inventory or training new staff members. Our online sessions are designed to deliver real-time, cost-effective training at a convenient time and place. All you need is a computer with high-speed Internet connection and a telephone.

Additionally, online help, video tutorials, and PDF User Guides are accessible for *free*.

Go Live & Go Live Support

After training has been performed, the project is ready to move forward to the "Go Live" stage, so your library staff can immediately begin putting in place what they have learned in class. During this stage, your project manager will continue to work with you, even after your deployment.

Book Systems provides a "What's New" guide to all of our customers after each upgrade, along with information on our company website and a list of all new features on the main administration page of Atriuum. For any major feature changes in the program, we provide videos and offer additional online or on-site follow-on training for a small charge at the customer's request.

Additional online resources are available through the built-in context-sensitive help, printable PDF or Word formatted materials, and eLearning videos.

Should any technical issues arise, your account will be placed at the highest priority level for all support issues for a period of 90 days.

SOFTWARE WARRANTY, MAINTENANCE, SUPPORT & UPDATES

The priority of the Book Systems Technical Support Center (BSI) is to meet the needs of the customer when problems occur, and provide advice that keeps the Atriuum system in operation and running smoothly.

WARRANTY

1) Provides a 90-day warranty and optional annual, renewable support for products manufactured by BSI.

2) Passes the manufacturer's warranty through to the customer for all third-party products purchased from BSI. For hardware purchases, BSI typically adds an enhanced 3-year warranty, plus two years additional hardware maintenance with 24x7 support as part of the hardware purchase price.

3) Provides support for all the products purchased from BSI using the Book Systems Technical Support Center.

Warranties for the products supplied by other vendors are the responsibility of those vendors, except as separately negotiated with BSI.

SOFTWARE MAINTENANCE

Software Maintenance for all BSI software products is included for the first year at no additional cost. The first year's agreement expires one year from when the system is deemed live by BSI. Additional or recurring Software Maintenance is available separately after the initial year as an option and may be quoted separately with this Proposal. It is highly recommended that Software Maintenance be kept in force for the duration of the life of your Atriuum system to receive technical support and software updates.

For all third-party hardware, software, or services purchased from BSI, the manufacturer's warranty supersedes any BSI warranty and is passed through directly to the customer.

The BSI warranty supports our products through contact with the Book Systems Technical Support Center. Warranties for the products supplied by other vendors are the responsibility of those vendors, except as separately negotiated with BSI.

TECHNICAL SUPPORT

When customers purchase from Book Systems, we provide total support—a single source to address and resolve problems. We staff our support teams based on the number of products and customers supported. Based on this approach, Book Systems dedicates more employees per customer than our competition.

For parts of the system purchased outside of the BSI contract, we will negotiate with the customer and other suppliers to resolve responsibility for system availability, performance, and support.

A one (1) year Customer Service Agreement (CSA) is included with the initial purchase. CSAs include toll-free telephone support, "LiveChat," unlimited email support, software maintenance, and product updates.

During normal Technical Support Center hours, your technical support telephone call will be answered and addressed by a support receptionist who will document your problems and respond accordingly. At no time will you be required to leave a voice mail to report a problem during support hours.

BSI Technical Support Center personnel are available between the hours of 7:00 a.m. and 7:00 p.m. Central Time, Monday through Friday. **The toll-free telephone number for the Support Center is (888) 289-1216.**

Technical support is not limited to specific individuals unless otherwise directed by the customer. There are no limits to the number of contacts that can be made to our Technical Support Center. However, we encourage customers to refrain from using our support center for training purposes. Additional online training options and *free* access to our eLearning tutorial are made available to all customers.

Hardware failure - Dell is the BSI-selected vendor for PC and Server hardware and corresponding support. The specific level of support will be detailed in the pricing or hardware specification section of this proposal. This policy only applies to such hardware purchased through BSI.

Software failure - In the case of a hardware failure that affects the software, the first step will be for the hardware vendor to remedy the hardware failure and certify that the remedy has corrected the failure. BSI will then advise the customer on all nuances of the required OS installation and then proceed to re-install the Atriuum software and assist with restoring the most current database backup.

The Technical Support Center works with the customer to resolve technical problems as they are reported. To ensure a rapid resolution to the problem, it is very important that the customer understand the circumstances under which the problem is occurring. Additionally, the customer should provide to the BSI Technical Support Analyst as much detailed information as possible about the symptoms during the initial call.

Technical Support Center Priority Levels

PRIORITY LEVELS, RESPONSE TIMES, AND RESOLUTIONS			
Priority	**Problem Description**	**Response Time**	**Resolution**
Level One	Loss of data Data corruption Productive use inhibited No workaround available Aborts	Immediate Initial Response 2-Hour Callback with Action No Voice Mail	12 hours – Program code correction or a procedural workaround
Level Two	Primary purpose compromised Productive use significantly impacted A workaround is generally not available	Immediate Initial Response 2-Hour Callback with Action No Voice Mail	48 hours – Program code correction or a procedural workaround
Level Three	Productive but incomplete operation Workaround available Productive, issue mainly cosmetic in nature Workaround or configurable options are generally available	Immediate Initial Response 2-Hour Callback with Action No Voice Mail	One week – Procedural workaround Solutions are generally scheduled in a future software release

Priority Level One or Priority Level Two problems with no reasonable workaround are escalated to Book Systems, Inc. Senior Management, who will direct the decision-making and resolution process.

PRODUCT UPDATES

The Atriuum system architecture allows for rapid feature-enhancement prototyping and delivery. Software (under maintenance protection) will be kept current with Book Systems' latest applicable updates, maintaining the latest Atriuum features and benefits long into the future.

We have quarterly cycles with one major release per year and two or more minor releases per year. Release notes are delivered automatically to workers when they log in after an upgrade. If self-hosted, upgrades are scheduled with main library contacts. If Vendor-Hosted, upgrades are applied automatically after a notice in advance for major upgrades. Typically, we notify customers at least 30 days before updating their system.

All software releases are subject to quality assurance and automated and manual testing for each hardware platform we support our software for use on. We support the latest major and minor releases thereafter. Older versions will continue to work; however, new features or changes with third-party interfaces available in Atriuum may require upgrades to be implemented.

SYSTEM REQUIREMENTS

[See Following Page]

BookSystems®

APPROVED ATRIUUM® CLIENT WORKSTATION HARDWARE SPECIFICATIONS

Library Circulation Computers

The customer circulation computers must be capable of connecting to the Book Systems Atriuum server(s) via any of the Internet browsers below, and without any firewall, virus scanner or popup blocker impediments.

System Requirements

- Any workstation capable of running a supported Internet browser, and able to connect to the Atriuum server's location.

Software Requirements

Current Versions of the following:

- Microsoft Edge®; or,
- Mozilla® Firefox®; or,
- Apple Safari®; or,
- Google Chrome®
- Adobe® Acrobat® Reader®

Operating System Requirements

- Windows 10®
- Macintosh OS (latest two releases)

Hardware Requirements

- 1024 x 768 resolution and 5 GB Free HD Space

Library OPAC Computers

System Requirements

- Any workstation capable of running a supported Internet browser, and able to connect to the Atriuum server's location.

Software Requirements

Current Versions of the following:

- Microsoft Edge®; or,
- Mozilla® Firefox®; or,
- Apple Safari®; or,
- Google Chrome®
- Adobe® Acrobat® Reader®

Supported Platforms

- Windows 10®
- Macintosh OS (latest two releases)

Monitor

- 1024 x 768 resolution or higher

Software Sounds

In order for sounds to work correctly, the computers need a Media Player installed supported by the Operating System.

COST PROPOSAL & 5-YEAR PLAN

[See Following Pages]

BookSystems®

4901 University Square, Ste. 3 Huntsville, AL 35816
Tel: (800) 219-6571 Fax: (800) 230-4183
(256) 533-9746 (256) 536-1175

QUOTE

Quote Number: BSIQ31957

Quoted On: Feb 20, 2023

Prepared For Account ID 901912	
Jillian Rutledge & Kelly Stern **Cedar Falls and Waterloo Public Libraries** 524 Main St. Cedar Falls, IA 50613 United States	Phone: (319) 273-8643 Email:

Project	Sales Representative	Expires On
Upgrade to Atriuum ASP ILS	**Robin Thrailkill** Ext. 6763 robin@booksys.com	**8/31/2023**

Description	Part No.	Qty	Ext. Price
BSI HOSTED SOFTWARE **(Includes Hosting, Support & Updates for 1st Year) :**			
Atriuum ASP (BSI-Hosted): Integrated Library System (ILS) for Public Libraries	11-AASP	2	
For: Cedar Falls & Waterloo Public Libraries			
Acquisitions Module for Atriuum	20-ACQA	2	
Serials Module for Atriuum	20-SERA	2	
Authority Module for Atriuum	20-AUTHA	2	
Kiosk License for Atriuum: Patron Self-Service; Holds Pickup for Drive-Thru and After Hour Pickup Locations; Includes SIP2 Communication and First Year of Customer Service Agreement and Updates	20-ALKDS	2	
OPAC Snapshot (Unbound): Content Enrichment Service for Public Libraries with 500,000 Annual Circulation or Less	20-SYNUP	2	
Summary Total:			**$19,940.00**
TRAINING:			
Atriuum On-Site Professional Development Training (4) Consecutive Days (24 Hours Total): Must be Performed Between 8 AM - 5 PM CST; Travel Expenses Included. **Note: Training is required with the purchase of Atriuum.** **Library should be closed during training days.**	80-AOSTFD	1	

Continued On Next Page ...

Prices Quoted Must Remain Confidential

Terms: Net 30-Days

Thank you for your interest in Book Systems and our resource management solutions. Note that prices quoted are subject to change without notice.

Description	Part No.	Qty	Ext. Price
DATA MIGRATION:			
Atriuum Set-up and Electronic Data Loading from SirsiDynix Symphony for up to 230,000 items (All Patrons Included)	80-EDL	1	
Electronic Data Loading of Current Circulation Transactions for Atriuum	80-EDLC	1	
Note: Data Migration does not include exit services through SirsiDynix.			
Total for Upgrading to Atriuum ASP:			**$29,756.00**
Annual Hosting & Maintenance (Starting Year Two):			
Atriuum ASP Annual Renewal: Includes Hosting and Updates	60-SAASP	2	
Acquisitions Module for Atriuum: Yearly Contract	60-ACQA	2	
Serials Module for Atriuum Customer Service Agreement Renewal: Yearly Contract	60-SERA	2	
Authority Module for Atriuum: Yearly Contract	60-AUTHA	2	
Kiosk Renewal for Atriuum	60-ALKDSR	2	
OPAC Snapshot (Unbound) Subscription Renewal: Public Libraries with Annual Circulation of 495,000 or Less; Yearly Subscription	60-SYNUPR	2	
Total for Annual Hosting & Maintenance:			**$14,626.00**

Prices Quoted Must Remain Confidential

Terms: Net 30-Days

Thank you for your interest in Book Systems and our resource management solutions. Note that prices quoted are subject to change without notice.

Quote to:
Jillian Rutledge; Kelly Stern
Cedar Falls Waterloo Public Libraries
524 Main St.
Cedar Falls, IA 50613

Date: 02/20/2023
Exp. Date: 08/31/2023

BookSystems ®

Two Year Cost Proposal

Software, Services and Components	Initial Purchase	Annual Hosting, Support, and Renewals* Year 2
Atriuum ASP (includes Circulation, Cataloging, Authority, Acquisitions, Serials, Kiosk, On-line Web-Based Public Access Catalog with Remote Patron Authentication, Inventory, Reports, Offline Circulation, SIP2, Z39.50 and Backups for up to 2 Libraries	$ 29,161.00	**$ 14,334.00**
Atriuum Setup and Electronic Data Loading of MARC and patron records exported from SirsiDynix Symphony including Current Circulation Transactions for up to 230,000 items	Included	$ -
Initial OnsiteTraining (4 Consecutive Days) [travel costs included]	Included	$ -
OPAC Snapshot (Unbound); Yearly Subscription	Included	**Included**
Total:	**$ 29,161.00**	**$ 14,334.00**

Initial Purchase price: *includes the first year of support, hosting & updates to the software & the first year for the subscription services.*

* A 2% discount is applied and is reflected in the pricing above if Year 2 is pre-paid with the initial purchase.

Prices Quoted Must Remain Confidential

Thank you for your interest in BSI products and services!

Quote to:
Jillian Rutledge; Kelly Stern
Cedar Falls Waterloo Public Libraries
524 Main St.
Cedar Falls, IA 50613

Date: 02/20/2023
Exp. Date: 08/31/2023

BookSystems ®

Three Year Cost Proposal

Software, Services and Components	Initial Purchase	Annual Hosting, Support, and Renewals* Year 2	Year 3
Atriuum ASP (includes Circulation, Cataloging, Authority, Acquisitions, Serials, Kiosk, On-line Web-Based Public Access Catalog with Remote Patron Authentication, Inventory, Reports, Offline Circulation, SIP2, Z39.50 and Backups for up to 2 Libraries	$ 28,864.00	$ 14,188.00	$ 14,188.00
Atriuum Setup and Electronic Data Loading of MARC and patron records exported from SirsiDynix Symphony including Current Circulation Transactions for up to 230,000 items	Included	$ -	$ -
Initial OnsiteTraining (4 Consecutive Days) [travel costs included]	Included	$ -	$ -
OPAC Snapshot (Unbound); Yearly Subscription	Included	Included	Included
Total:	**$ 28,864.00**	**$ 14,188.00**	**$ 14,188.00**

Initial Purchase price: *includes the first year of support, hosting & updates to the software & the first year for the subscription services.*

* A 3% discount is applied and is reflected in the pricing above if Years 2 & 3 are pre-paid with the initial purchase.

Prices Quoted Must Remain Confidential

Thank you for your interest in BSI products and services!

Quote to:
Jillian Rutledge; Kelly Stern
Cedar Falls Waterloo Public Libraries
524 Main St.
Cedar Falls, IA 50613

Date: 02/20/2023
Exp. Date: 08/31/2023

BookSystems®

Five Year Cost Proposal

Software, Services and Components	Initial Purchase	Annual Hosting, Support, and Renewals* Year 2	Year 3	Year 4	Year 5
Atriuum ASP (includes Circulation, Cataloging, Authority, Acquisitions, Serials, Kiosk, On-line Web-Based Public Access Catalog with Remote Patron Authentication, Inventory, Reports, Offline Circulation, SIP2, Z39.50 and Backups for up to 2 Libraries	$ 28,269.00	$ 13,895.00	$ 13,895.00	$ 13,895.00	$ 13,895.00
Atriuum Setup and Electronic Data Loading of MARC and patron records exported from SirsiDynix Symphony including Current Circulation Transactions for up to 230,000 items	Included	$ -	$ -	$ -	$ -
Initial OnsiteTraining (4 Consecutive Days) [travel costs included]	Included	$ -	$ -	$ -	$ -
OPAC Snapshot (Unbound); Yearly Subscription	Included	Included	Included	Included	Included
Total:	**$ 28,269.00**	**$ 13,895.00**	**$ 13,895.00**	**$ 13,895.00**	**$ 13,895.00**

Initial Purchase price: *includes the first year of support, hosting & updates to the software & the first year for the subscription services.*

* A 5% discount is applied and is reflected in the pricing above if Years 2-5 are pre-paid with the initial purchase.

Prices Quoted Must Remain Confidential

Thank you for your interest in BSI products and services!

SAMPLE AGREEMENTS

[See Following Pages]

Hosting & Customer Service Agreements

This Application Service Provider (ASP) Hosting Agreement (the "Agreement") is by and between **Book Systems, Inc.** ("BSI"), and the **Cedar Falls and Waterloo Public Libraries** (the "CUSTOMER").

1) Ownership

BSI does and will hold any and all rights to Atriuum® and all related software developed and provided by it.

BSI agrees to host the data files from the CUSTOMER and the CUSTOMER will have exclusive copyright to those data files as provided to them by law. All copyrights of the data files remain the responsibility of the CUSTOMER.

CUSTOMER acknowledges that the BSI does not own or control the various telecommunications lines and facilities by which it may provide access except as those specifically identified as belonging to BSI.

2) Services

BSI agrees to act as an ASP for the purposes of hosting the specific number of BSI software sites licensed by the CUSTOMER. The software shall be accessible at a URL address provided by BSI to the CUSTOMER.

At no time shall CUSTOMER have direct access to any files, shells or other areas of BSI servers or other equipment.

Software Warranty, Maintenance, Support, and Updates are included, but shall be governed by the attached **Customer Service Agreement** ("CSA").

3) Planned or Emergency Service Outage

BSI agrees to maintain maximum uptime of ASP hosting to CUSTOMER. Occasionally, (at BSI's discretion) BSI will deliver recommended or vital updates to CUSTOMER sites. In most cases, CUSTOMER will not be aware of minor updates. In cases where changes will be significant, or operationally apparent to CUSTOMER, BSI will always strive to notify and seek written authorization for changes prior to implementation.

In cases where unilateral BSI action will prevent or minimize CUSTOMER data corruption, BSI may perform updates without notification.

In all cases, BSI reserves the right to perform system maintenance of an emergency or required nature without notification.

4) Term

This Agreement shall commence on the date executed by all parties and shall terminate twelve (12) months from the date the site becomes available for use by the CUSTOMER ("Live" operations), and is automatically renewed upon receipt of renewal fees.

The term is renewable in a minimum of twelve (12) month increments.

BSI shall invoice the CUSTOMER for term renewal sixty (60) days prior to the end of the term of the Agreement. This rate shall be guaranteed by the BSI for a period of no more than 5 years from the date of this original signed agreement.

Should CUSTOMER wish to terminate service at any time, CUSTOMER will notify BSI in writing thirty (30) days prior to desired termination date. CUSTOMER will then have thirty (30) days beyond the termination date to request export of CUSTOMER data from BSI system.

BSI will supply CUSTOMER an electronic (CD or DVD) export of CUSTOMER Materials (MARC file) and Patrons (delimited text) within sixty (60) days of the termination date. BSI is not responsible for storage of CUSTOMER data beyond sixty (60) days past the termination date.

5) <u>Fees</u>
Unless otherwise agreed, the first-year ASP hosting fees are included with each new CUSTOMER system. All recurring annual ASP hosting fees shall be paid in advance, and due prior to the system "Live" anniversary date, which is defined as the date the site becomes available to the CUSTOMER for live, operational use. CUSTOMER unconditionally agrees and promises to pay to the order of BSI, the fees quoted in separate CUSTOMER invoice(s) for the stated term of the of ASP hosting invoice(s).

Under no conditions shall the CUSTOMER be entitled to a refund if service is terminated by CUSTOMER before the end of the term for any reason.

CUSTOMERs invoiced for Agreement renewal must remit payment prior to the end of the existing term, or face suspension of service.

Suspension of service does not relieve the CUSTOMER from its obligation to pay any and all fees, charges, and costs due BSI.

Suspended service will be resumed upon receipt of full payment of all amounts due and charges as determined by BSI, plus any applicable reinstatement fee.

6) <u>Prohibition of Individual Site OPT-OUT</u>
For multi-site CUSTOMERs, all sites must renew annually, regardless of funding source or ability of the individuals' sites to pay renewal fees. After reasonable notice and cure negotiation, failure of a single site to renew support will result in possible suspension of site access to entire system.

7) <u>Migration from BSI ASP to Self-Hosted</u>
Under this agreement, BSI will allow a CUSTOMER to migrate their hosted system from BSI to CUSTOMER Servers. BSI understands that in certain circumstances the CUSTOMER will choose to establish a data center and desire to host BSI data from CUSTOMER premises. Migration may occur at any mutually-negotiated time and date, provided CUSTOMER:

a) provides thirty (30) days' notice to BSI prior to desired migration date.
b) has paid current-term support fees in full.
c) acknowledges BSI may charge a reasonable migration fee of $125.00 per site for this service.
d) forfeits all remaining pro-rated ASP hosting fees of the current term.
e) acknowledges and assumes full control of managing CUSTOMER hosting environment, and
f) provides RDP or similar secure direct access to the new hosting environment to BSI, for the purposes of efficient transition support, and ongoing technical support. Access shall be limited to BSI software sites only.

8) Disclaimer

The services provided by BSI and any equipment owned by BSI and used by the CUSTOMER, are provided AS IS, WITHOUT WARRANTY OF ANY KIND, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE CUSTOMER AGREES THAT THE BSI SHALL NOT BE LIABLE FOR ANY LOSS OF PROFITS, LOSS OF USE, INTERRUPTION OF BUSINESS, OR ANY DIRECT, INDIRECT, INCIDENTIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, EXCLUDING NEGLIGENCE OR WILLFUL MISCONDUCT, WHETHER UNDER THIS AGREEMENT OR OTHERWISE. EVEN IF BSI WAS ADVISED OF THE POSSIBLILITY OF SUCH DAMAGES OR WAS GROSSLY NEGLIGENT.

9) Usage & Indemnification

BSI exercises no control whatsoever over the content of information passing through its equipment. The CUSTOMER agrees to use the BSI software for lawful purposes only. CUSTOMER shall have no right to assign or transfer the rights and services granted hereunder to any other person or any other location without mutual written consent. Use of BSI's software, consulting and services constitutes acceptance of the Agreement in full.

10) Confidentiality of CUSTOMER Information

BSI and CUSTOMER acknowledge that CUSTOMER's patron or user data ("Confidential Information") will reside on BSI systems.

BSI agrees that Confidential Information will be accessed or viewed strictly for the purposes of the CUSTOMER's successful implementation, operational and technical support.

BSI further agrees to take all reasonable steps necessary to protect any Confidential Information, and to prevent such information from falling into the public domain or into the possession of unauthorized persons.

BSI is aware of the CUSTOMER's intention to prevent identity theft, and the fact that the Federal Trade Commission or other federal agency had proposed and may in the future enforce a regulatory requirement on CUSTOMER to protect the confidentially of its patron's information. BSI can and will comply with the requirements of this program and shall not breach or allow the breach of any requirements imposed on CUSTOMER, and BSI remains liable for loss caused by a breach of these requirements by BSI employees or agents.

11) Entire Agreement

This Agreement and the attached Schedule(s) supersedes any and all other agreements, either oral or in writing, between the parties hereto with respect to the matters stated herein and contains all of the covenants and agreements between the parties with respect thereto. This Agreement may be amended or modified only in writing and signed by the BSI.

12) Governing Law

THE CONSTRUCTION, VALIDITY AND PERFORMANCE OF THIS AGREEMENT SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF ALABAMA AND THE PARTIES HERETO CONSENT TO VENUE AND JURISDICTION OF ANY ACTION ARISING OUT OF OR RELATED TO THIS AGREEMENT IN HUNTSVILLE, ALABAMA.

13) General Terms
CUSTOMER agrees to be responsible for obtaining and maintaining all insurance covering all risks of loss. Every provision in this Agreement is intended to be severable. If any term or provision herein is illegal or invalid for any reason whatsoever, such illegality or invalidity shall not affect the validity of the remainder of the Agreement. Captions contained in this Agreement are for reference purposes only and are in no way intended to describe, interpret, define, or limit the scope, extent, or intent of the Agreement or any provisions hereof.

The CUSTOMER shall not sell, transfer, or assign this Agreement. Any such assignment shall be null and void and shall not relieve the CUSTOMER of its obligations to BSI.

The BSI shall not be liable for delays or defaults in furnishing goods or services hereunder, if such delays or defaults on the part of BSI are due to:

(a) acts of God or of public enemies;
(b) acts of the United States or any state or political subdivision thereof;
(c) fires, severe weather, floods, explosions, or other catastrophes;
(d) embargoes, epidemics, and quarantine restrictions;
(e) force majeure
(f) shortage of goods, labor strikes, slowdowns, differences with workmen, or labor stoppages of any kind;
(g) delays of supplier or delay of transportation for any reason; or
(h) causes beyond the control of BSI in furnishing services including, but not limited to, breakdown or failure of CUSTOMER equipment, or delay in the CUSTOMER reporting problems or furnishing information or materials. Use of BSI software by CUSTOMER shall constitute a waiver and release by CUSTOMER of any claim for damages on account of delay.

CUSTOMER SERVICE AGREEMENT ("CSA")

BSI Software Warranty, Maintenance, Support, and Updates

The following CSA governs the Software Warranty, Maintenance, Support, and Updates offered and provided by BSI and ordered and paid for by the CUSTOMER.

CUSTOMER agrees to accept the following Terms and Conditions ("AGREEMENT"):

1) Warranty
BSI warrants that the CUSTOMER service provided to CUSTOMER under this AGREEMENT shall be performed with due care, and in a professional manner. BSI does not otherwise warrant the accuracy or completeness of any services provided in pursuant to this AGREEMENT.

a) For all third-party hardware, software, or services purchased from BSI, the manufacturer's warranty supersedes any BSI warranty, and is passed through directly to the CUSTOMER.

b) BSI warranty provides support for BSI products through contact with the Book Systems Technical Support Center. Warranties for the products supplied by other vendors are the responsibility of those vendors, except as separately negotiated with BSI.

BSI DISCLAIMS ALL IMPLIED WARRANTIES INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE ABOVE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, AND REPRESENTS THE FULL AND TOTAL OBLIGATION AND LIABILITY OF BSI.

2) Maintenance
Maintenance for all BSI software products consists of updates, bug fixes, and new releases or versions of validly Licensed Software at such time as BSI makes them available to CUSTOMER. Maintenance may, but does not necessarily include updates, upgrades, bug fixes and new releases or versions of any third-party software included or sold along with the Licensed Software. All Maintenance deliveries are subject to the applicable End User License AGREEMENT ("EULA") for the Licensed Software.

3) Support
Support entitles CUSTOMER to toll-free telephone support, "LiveChat", unlimited email support, or other automated processes with the Licensed Software. BSI Technical Support is available on business days Monday through Friday during normal business hours of 7 a.m. and 7 p.m. CST.

BSI Technical Support Center works with the CUSTOMER to resolve technical problems as they are reported. To ensure a rapid resolution to the problem, it is important that the CUSTOMER understand the circumstances under which the problem is occurring. Additionally, the CUSTOMER needs to provide to the BSI Technical Support Analyst as much detailed information as possible about the symptoms during the initial call.

After hours and weekend support are available for emergency situations where as CUSTOMER Licensed Software is completely down or inaccessible; otherwise, general support inquiries will be handled during normal business hours. Email inquiries will be responded to within 24 – 48 hours.

Support is available for the current and immediately preceding version of the Licensed Software, and for any version released within eighteen (18) months of the date of the Support request, provided that CUSTOMER has a current CSA.

Unless CUSTOMER has purchased a BSI vendor hosted solution, it is the responsibility of the CUSTOMER to make and maintain adequate back-ups. In no event will BSI be responsible for lost data.

Support is provided for ongoing use of the Licensed Software; it is not intended to be a substitute for training or professional services necessary for the implementation or system redesign of the Licensed Software, which are outside the scope of this AGREEMENT.

Unless otherwise stated, Support does not include any of the following: (i) resolving network, workstation or environmental errors not directly related to the Licensed Software; (ii) supporting any Licensed Software being used in a manner for which it was not designed.

4) <u>Updates</u>

BSI system architecture allows for rapid feature-enhancement prototyping and delivery of updates. Software (under maintenance protection) will be kept current with Book Systems' latest applicable updates, maintaining the latest product features and benefits long into the future.

CUSTOMER will receive product updates as they are made available by BSI. If CUSTOMER self-hosts Licensed Software, upgrades are scheduled with main library contacts. If BSI hosts the Licensed Software for CUSTOMER, upgrades are automatically applied.

All software releases are subject to quality assurance, automated and manual testing for each hardware platform we support our software for use on. BSI supports the latest major and minor releases thereafter, as stated under the Support section of this AGREEMENT. New features or changes with third-party interfaces available in Licensed Software may require upgrades to be implemented.

5) <u>Term/Termination</u>

CSA is included with the initial purchase of Licensed Software, expiring twelve (12) months from the date the system is deemed live by BSI. CSA renewals are offered on an annual basis (each, a "Term"), and will automatically expire at the end of each Term. BSI shall invoice CUSTOMER for term renewal sixty (60) days prior to the end of the term of the Agreement.

If CUSTOMER elects not to renew, a written notice of their intent not to renew shall be provided to BSI at least thirty (30) days before the end of the then-applicable Term. CSA may later be reinstated through payment of the fees described under "Fees."

This AGREEMENT will automatically terminate as to each Licensed Software upon termination of the EULA corresponding to such Licensed Software. CUSTOMER may also terminate this AGREEMENT for convenience at any time, but CUSTOMER will not be entitled to a refund of any paid Fees in such event.

If a BSI breach remains uncured more than one month after BSI receives written notice from CUSTOMER of such breach, CUSTOMER may terminate this AGREEMENT for breach and receive a pro-rata refund of the CSA fees paid to CUSTOMER. Any such refund shall be CUSTOMER exclusive remedy, and BSI's sole liability, for BSI's breach of this AGREEMENT.

6) Fees

CUSTOMER will automatically be invoiced prior to any renewal Term and CUSTOMER agrees to make payments to BSI, no later than thirty (30) days from invoice date. BSI's obligations hereunder are subject to CUSTOMER's timely payment, and if BSI does not receive timely payment for products or services provided by BSI to CUSTOMER, BSI may immediately terminate or suspend this AGREEMENT. CUSTOMER will directly pay BSI for CSA renewals. If CSA terminates, and CUSTOMER later reinstates, CUSTOMER will be charged a reinstatement fee. You are responsible for any and all federal, state, dominion, provincial or local sales, use, personal property, excise, or other taxes, fees or duties related to this AGREEMENT.

7) Limitation of Liability

IN NO EVENT, UNDER ANY THEORY OF LAW SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXCLUDING NEGLIGENCE OR WILLFUL MISCONDUCT OR LOST PROFITS ARISING OUT OF OR RELATED TO THIS AGREEMENT, EVEN IF A PARTY IS ADVISED OF THE POSSIBILITY THEREOF. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW BSI'S LIABILITY UNDER THIS AGREEMENT SHALL NOT EXCEED THE PREPAID AND UNUSED PORTION OF CUSTOMER CSA FEES PAID TO BSI. BSI SPECIFICALLY DISCLAIMS ALL RESPONSIBILITY FOR ANY SERVICES PROVIDED BY ANY PARTNER OR ANY OTHER THIRD PARTY.

8) Severability

If any provision of this AGREEMENT is held to be unenforceable; This AGREEMENT will remain in effect with the provision omitted, unless omission would frustrate the intent of the parties, in which case this AGREEMENT will immediately terminate.

9) Miscellaneous

This AGREEMENT constitutes an agreement between CUSTOMER and BSI relating to the CSA (and any subsequent orders of the CSA for additional License Limits or new BSI products and/or licenses which will increase the CSA fees), and any additions to, or modifications of, this AGREEMENT will be binding upon the parties only if in a writing duly executed by CUSTOMER and an authorized officer of BSI. THE TERMS AND CONDITIONS OF ANY CUSTOMER PURCHASE ORDER ARE ONLY BINDING ON BSI IF THEY ARE AGREED TO IN WRITING BY AN AUTHORIZED BSI OFFICER AND IN A DOCUMENT OTHER THAN THE PURCHASE ORDER FORM.

Unless otherwise agreed to by BSI, CUSTOMER will not be able to purchase additional licenses of the Licensed Software if CUSTOMER does not have a current CSA. CUSTOMER may renew CSA on one group of dependent BSI product(s) without renewing CSA on another group of BSI products(s) that are determined to be distinct and separate from the first group, provided that the determination whether products(s) are distinct and separate is at BSI's sole discretion. CUSTOMER may assign this AGREEMENT only in connection with a proper and valid assignment of the corresponding EULA to the extent permitted thereunder, provided that CUSTOMER give written notice of such assignment to BSI.

10) Acceptance

Facsimile dated signatures of CUSTOMER and/or agents shall be considered a binding Agreement enforceable in accordance with the stated rates, forms, and conditions of the Agreement and/or any applicable schedules attached.

By signing below, you acknowledge your review and acceptance of the terms and conditions contained within these agreements.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by its duly authorized representatives as of the date listed below:

BOOK SYSTEMS, INC.
4901 University Square
Suite 3
Huntsville, AL 35816
United States

CEDAR FALLS AND WATERLOO PUBLIC LIBRARIES
524 Main St.
Cedar Falls, IA 50613
United States

For Book Systems, Inc. (BSI):

BY:______________________________
Authorized Signature **(BSI)**

NAME: Barton K. Eby
Printed Name of Signer

TITLE: National Sales Manager

DATE:______________________________

For Customer:

BY:______________________________
Authorized Signature **(CUSTOMER)**

NAME:______________________________
Printed Name of Signer

TITLE:______________________________

DATE:______________________________

SAMPLE IMPLEMENTATION TIMELINE

[See Following Pages]

For us, it really is "all about you."

Cedar Falls and Waterloo Public Libraries
Sample Atriuum Implementation Timeline

When converting to a new automation system, there is a timetable that you need to be aware of. Please see your Project Manager for guidance with this document and additional information. Typically, it takes a diligent customer 5 to 6 weeks to be live with our system. Below you will see a description of the main areas that must be addressed for a successful implementation and the timeline for each.

Key Implementation Milestones	• Submit Data Management Profile Forms 05/01/2023 • Preliminary Data Extraction 05/01/2023 • Data Review Approval 05/29/2023 • Final Data Extraction 06/05/2023 • Training / "Go Live" 06/072023 – 06/09/2023

Before our Data Transfer process can begin, we need to receive the preliminary data extraction and completed Data Transfer Forms.

1. Completed Data Transfer Forms **Submission Date -05/01/2023**
2. Preliminary Data Extraction files.

Once we receive these items from you, we will take a few weeks to create your Atriuum databases. When the databases are complete, you will receive access to a review site that allows you to see how your data has been organized. You use the final time before your training to work one on one with our Data Management Team to make any changes to the data that you need/desire. Please share these cutoff dates for the Preliminary and Final data extractions with your assigned project manager overseeing the Exit Services from your current ILS vendor.

Data Review Approval Forms

When our data management department completes the preliminary conversion of the MARC and patron records, they will provide instructions on how to review the data online. After the data has been reviewed and meets approval, we ask that someone fax a copy of the signed conversion approval form back to us. The approval form will be sent with the data review email.

• Sign and Fax Data Approval Form **Submission Date: 05/29/2023**

Final Data Extraction

We ask that the final data extraction is completed and submitted to Book Systems on **06/05/2023**. Please make arrangements to use an alternative method for checkouts after the final production data has been extracted leading up to the Atriuum training.

• Final Data Extraction **Submission Date: 06/05/2023**

Training / "Go Live" Dates

Training is a requirement for Atriuum. A successful implementation will allow you to walk away from your training session and have immediate access to your new Atriuum system.

- Atriuum Training / "Go Live" **Atriuum Training: 06/07/2023 – 06/09/2023**

SirsiDynix Data Extraction Information

File Name	File Type	Note
authsUTF8.dat	MARC - UTF8	
bibsUTF8.dat	MARC - UTF8	Bib Records with 949 or 999 holdings tags
borrowers.dat	Tab delimited with header	
borrowerNotes.dat	Tab delimited with header	
circ.data	Tab delimited with header	
requests.dat	Tab delimited with header	
fineSummary.dat	Tab delimited with header	Summary of all outstanding fines and the outstanding balance.
blocks.dat	Tab delimited with header	All blocks with all details including both those with fine amounts and those without.
blockHistory.dat		All Historical blocks with all details including both those with fine amounts and those without.

949 Holdings Subfield Tags **MARC Holdings Tags**

Subfield	Data
a	item#
b	ibarcode
c	collection
d	call
e	copy
f	last_inventory_date
g	volume
j	n_pieces
k	creation_date
l	last_update_date
n	location
p	price
r	last_cko_date
s	source
t	itype
u	notes
v	call_type
w	cki_notes
x	item_status
y	n_ckos
z	internal_note

RESPONSE TO PROPOSAL REQUIREMENTS

[See Following Pages]

Proposal Requirements

Firms interested in providing the services described above are requested to submit the following information.

Company Information & History

Vendor's full company or corporate name

The company's office location responsible for performance under a contract with CFPL/WPL.

URL for the Vendor's website.

BSI Response: See Section – **Vendor Profile** for details

Each proposal should be accompanied by an executive summary not exceeding two pages which summarizes key points of the proposal and which is signed by an officer of the firm who is responsible for committing the firm's resources.

BSI Response: See Section – **Executive Summary** for details

Features

Please list all key features included in the Vendor's core ILS product and features included in any additional modules, add-ons or third-party products that the Vendor would recommend.

We expect to have the following areas addressed within the response: Customer Experience (including discovery system/layer), Staff Experience (Circulation and Customer management), Cataloging and Collection Management, Acquisitions and Serials, and Data Migration & Reporting capabilities.

Include an itemized list of what services (maintenance, hosting, training, support, etc.) are included in the pricing and what services come at an additional or optional price. See the attached questionnaire for specific features.

BSI Response: See Sections – **System Overview** & **Cost Proposal** for details

Consortium Support

A key component for CFPL/WPL is the ability to support our unique system sharing. Please detail how the system can best support our situation, as described in the above About section.

BSI Response: Our Atriuum Integrated Library System can accommodate the needs of the Cedar Falls and Waterloo (Iowa) Public Libraries by offering our centralized data structure. Both libraries can operate and maintain items at their respective locations while separating patron accounts by location.

This configuration ensures patrons from either library can access and borrow items from both collections.

Future Development

Please detail the Vendor's current development plans, including new features or products planned for release over the next two years as part of its ILS, and plans for continued support of newly implemented features or products. Please also include a product "road map".

BSI Response: See Pg.7 **– Future Product Development** section for details.

See following **BSI Development Roadmap 2022 - 2024** as requested.

System Requirements

If the Vendor's product is cloud-based or otherwise hosted by the Vendor, please detail the minimum and recommended requirements for hardware clients and Internet connectivity.

BSI Response: See Section **– Hardware Requirements** for details

Data Backup & Security

CFPL/WPL requires that updated security protocols be used to protect customer data in accordance with federal, state and local requirements. CFPL/WPL also requires that library transaction data be backed up on an hourly basis at minimum.

Please describe the Vendor's ability to meet these requests.

BSI Response: See **Customer Privacy & Security Policy** on our website. You can access the document here: **Customer Privacy & Security Policy.**

Tech Support

CFPL/WPL prefers that Vendor support be available 24/7 with remote access, phone, and email support. CFPL/WPL also prefers that Vendors use a support ticketing tool to track support requests.

Please describe the Vendor's ability to meet these requests.

BSI Response: See Section – **Implementation & Training** for details

Pricing and Terms

Please provide a pricing breakdown for the Vendor's ILS and additional modules as listed in the section above and indicate whether the price is a one-time fee or an annual cost. Also describe if there are levels of service that apply and how those affect overall pricing.

BSI Response: See Section – **Cost Proposal** for Price Quotes

Please provide pricing for any initial installation and migration services.

BSI Response: See Section – **Cost Proposal** for Price Quotes

Please describe any package discounts, discounts based on contract length, or other price reductions from the quoted price above that may be available to CFPL/WPL.

BSI Response: See Section – **Cost Proposal & 5-Year Plan** for Multi-Year contract plans (1, 2, 3 & 5-Year Plans) with discounts offered for pre-payment of multiple years upfront.

Please confirm if both libraries can be invoiced separately for 50% of the total cost.

BSI Response: Yes, we can invoice each library separately for 50% of the total cost.

References

List at least three entities for which similar work is or has been conducted recently and give the name, title and telephone number of persons who may be contacted for reference concerning the services you provided. Give dates and lengths of service.

BSI Response: See Section **- References** for details

Anything not previously covered

Please use this area to describe services and/or products not already mentioned in the company's proposal that may be of interest to CFPL/WPL.

RESPONSE TO ILS FEATURES QUESTIONNAIRE

[See Following Pages]

ILS Features Questionnaire:

Customer Experience

1. Provide an overview of the patron user experience (Discovery).

   BSI Response:

   Atriuum's Gallery OPAC interface provides a modern, attractive, and mobile-responsive interface that offers several features to encourage patron engagement.

   Here are some of the key features:

   Modern and Attractive Design: Atriuum's Gallery OPAC interface has a sleek and modern design that is visually appealing and easy to navigate. The interface uses responsive design principles to ensure that it looks great on desktops, laptops, tablets, and smartphones, providing a consistent user experience across all devices.

   Robust Search Capabilities: The interface offers a powerful search engine that enables patrons to find what they're looking for quickly and easily. The search engine provides users with suggestions as they type, making it easier to find what they're looking for without having to enter the entire search term.

   Personalization: The interface allows patrons to create and save reading lists, view their borrowing history, and manage their account information. This helps to create a more personalized experience for patrons and encourages them to engage more with the library.

   Social Features: The interface includes social features such as ratings and reviews, allowing patrons to share their opinions and engage with other users. This creates a sense of community around the library and encourages patrons to come back and interact with the library and other patrons.

   Overall, these features encourage patrons to engage more with the library, making it easier for them to find the items they need and helping to create a sense of community around the library.

2. Describe the customization and maintenance capabilities of the discovery experience.

   BSI Response:

   Atriuum's Gallery OPAC interface showcases new and popular items on the home page so patrons can immediately access library resources. The home page also displays messages, curated library book lists, community events, website links, Librista (mobile app for iOS and Android), and library hours (all customizable).

   Atriuum's inline-block editor makes it easy for authorized staff to modify the Gallery discovery interface. Blocks or widgets can be added, edited, rearranged, or removed from the interface. All changes can be previewed before publishing to the general public.

3. Describe how the discovery interface encourages engagement.

   BSI Response:

   The Gallery OPAC interface provides rich item details for each title, including book covers, summaries, reviews, and other useful information. This allows patrons to get a better idea of what each item is about and helps them make more informed decisions about what to borrow.

By providing visually engaging content, enriched catalog records, and personalized reading recommendations, Atriuum's Gallery OPAC can help to create a more immersive and engaging user experience for library patrons.

4. Describe how the system recommends materials for patrons.

   BSI Response:

   Partnered with ProQuest, Book Systems OPAC Snapshot Unbound service provides enriched content that drives patron engagement with features like **You May Also Like**, **Look Inside**, and **Reader Reviews** that piques your library patrons' curiosity and encourages their exploration.

5. Describe how the system integrates with third party electronic material (e-books) for discovery and borrowing, including but not limited to content provided by Overdrive and Hoopla.

   BSI Response:

   Whether an individual library or library consortium purchases eBooks, audiobooks, and other digital content, a common goal is to make it easier for your patrons to locate and access these valuable resources. To meet this challenge, Atriuum includes an integrated search option so your patrons can easily find both printed and electronic materials (eBooks and Audiobooks) that are being offered by your library. Book Systems offers integrations with a variety of third-party digital content providers including Axis360, Hoopla, OverDrive and many others.

6. Describe how the system integrates with third party hardware, including but not limited to automated materials handler systems, security gates, self-check machines, etc.

   BSI Response:

   Unlike other ILS vendors, Atriuum includes and supports the industry standard SIP2, NCIP, and Z39.50 protocols at no additional cost. This allows Atriuum to easily integrate with any RFID, Self-Check, Time/Print Management, or ILL systems that support these standards.

7. Describe how the discovery system integrates enhanced content from third parties, including but not limited to ProQuest Syndetics, NoveList/NoveList Plus, etc.

   BSI Response:

   Partnered with ProQuest™, Book Systems' OPAC Snapshot Unbound service adds a modern, attractive, and responsive user interface. The result is a unified, enriched solution to quickly and affordably transform search results into your Atriuum's OPAC. OPAC Snapshot Unbound is a complete service with everything included with your subscription. Customize your enrichment options by enabling, disabling, reordering, and configuring the elements that suit the unique needs of your library.

   Additionally, we can also integrate with Novelist Select *(currently limited to our classic/canvas OPAC)*.

8. Describe how the customer interface allows patrons to customize their library experience.

   BSI Response:

   Patrons signed in to their account in the OPAC have access to their personal information and circulation details. Patrons set up and/or change some of their personal account preferences, update their contact details, edit notifications, manage personal history, change/reset their password, and see/renew their library card (based on settings). Based on library settings, patrons can see details like contact info, notification preferences, and can access their digital "virtual" library card. Patrons can also customize the account view by switching between the Dashboard or List displays.

9. Describe the online patron registration procedure.

   BSI Response:

   When enabled, patrons can sign up and register for a patron card online through the online catalog interface using the Library Card Registration form. Patrons can fill out an online form with the required fields designated by the library. When the application is submitted, an email notification is sent to a designated library staff member along with a link to review the request for approval. Requests can also be reviewed in bulk using the **Requests for Library Card** report in Atriuum. Alternatively, you can enable auto-approval for a temporary card and accept patrons for a temporary time frame, and provide limited access to eBooks. Atriuum also generates Action Items in the system notifying library staff to review and approve new applications.

10. Describe how patrons can pay fines and fees associated with their account.

    BSI Response:

    Patrons can pay their fines in-person using cash, credit, or alternative forms of payment (i.e., donation given to the library). Patrons can also pay their fines and fees online through the OPAC. Atriuum supports online payment services from PayPal and Comprise. If the library uses a different payment service, please let us know and we will work with your libraries to try and support your existing provider. The Book Systems Pay app allows you to process (in-person) electronic payments for your patrons. The app is integrated with your Atriuum database for real-time account updates when fines/fees are processed. The Book Systems Pay app works with PayPal and Square card readers.

11. Describe how holds are placed and managed by the patron, including placing holds on either library's collection and selecting a preferred pick-up location.

    BSI Response:

    Holds for patrons can be initiated by authorized library staff from the administrative side of Atriuum, or initiated by the patron from the OPAC interface. When an item is placed on hold, a patron can select their desired "preferred" pick-up location. Pick up locations can be branches, a book mobile, a drive-through, kiosk, or other library defined location *(i.e., curb-side)*.

12. Describe how a patron would submit a request for an item the library does not have.

    BSI Response:

    Patrons can submit a request for an item the library does not have by using the Suggest Item forms available from Atriuum's OPAC interface.

13. Describe capabilities and the access patrons have in their My Account feature.

    BSI Response:

    Authorized Patrons can login to their account through the My Items area of OPAC using their barcode number or Patron User Name and a PIN. Depending upon the configuration and setup determined by the library, patrons can have access to the following self-service options:

    - Review Items Checked Out
    - Reserve/Hold Items
    - Review Reserves/Holds
    - Cancel Items On Hold
    - Request ILL / Suggest Items
    - Setup E-mail and/or Text Messaging Notifications
    - Rate/Review Items
    - Create/Save Bookbags
    - Create Watch Lists
    - Review History
    - Change Email Address
    - Change PIN Notation
    - View Electronic Resources

14. Describe how the discovery system utilized optimized relevancy ranking.

BSI Response:

Atriuum's relevance sort uses a customized PostgreSQL database ranking system that considers the number of search terms appearing in the index fields and lexical stems of the search terms (i.e., dog, dogs, dogies, etc.), proximity, and structural information to sort the results.

Exact title matches receive the highest priority, followed by the number of times the terms appear in the title and ranking higher the closer your search terms are to each other.

For example, if you search for "cat moon," there are two titles: "The Cat Jumped Over the Moon" and "The dog howled at the cat moon." The latter will be ranked higher because the words "cat" and "moon" are closer together.

In addition, the more often the search terms or variations of the words appear in the indexed fields, the more likely it will bring those results to the top of the list.

The following are the primary index fields used in Atriuum:

- Title and related fields
- Subject
- Author and related fields
- Summaries
- Notes

What MARC fields are indexed with the Keyword Index?

Tag(s)	Subfield(s)	Field Name
010	a	Control Number
100,110,111	a, d	Author, Author dates
240	a	Uniform Title
245	a, n, p, b	Title
246	a	Parallel Title
440, 490	a	Series Title
500, 504, 505, 534, 586	a, t	Bib Note
511	a	Artist
520	a	Summary
600, 610, 611, 630, 648, 650, 651, 655	a	Subject
700, 710, 711	a	Author Analytics
730, 740	a	Title Analytics
992	d, m, h	Donor, etc.

15. Describe how the discovery system provides suggestions as search terms are entered.
    BSI Response:
    Atriuum provides predictive searching to anticipate what the patron is searching for and provide relevant suggestions. As a patron starts typing, the predictive search algorithm analyzes the letters entered and matches them against the index of possible search terms based on the library's data. The predictions are ranked based on their relevance to the patron's query with most relevant suggestions displayed at the top of the list.

Staff Experience

Circulation and Patron Management

1. Provide an overview of the circulation system.
   BSI Response:
   Atriuum's circulation system is accessible from any computer workstation with Internet access and a supported web browser (i.e., Chrome, MS Edge, Firefox, or Safari). Unlike other ILS systems, there are no additional costs or licensing fees for each circulation station.

   Here are some highlights:

   The circulation interface offers the ability to check in/out items, renew and reserve items, pay/waive fines, print/email circulation receipts, assign special check out/in dates, and view various patron information (based on permissions) such as current items checked out, outstanding fine/fees owed, items on hold or reserved, and more.

   Patron look-up functions include: search by patron barcode, name, nickname, address, birth date, phone, email, patron user-defined and unique-user define fields, and browsing by patron report class.

   Check outs/ins can be performed using a barcode reader or manually entered. Atriuum supports special barcode scanning to perform frequently used circulation tasks (i.e., Check-In, Check-out, Pay Fine, Review Patron, Edit Patron, Edit Item, Bulk Renew, Renew All, Print Receipt, and Next Patron).

   Atriuum offers a variety of circulation receipt options that are configurable (including a custom header and footer), along with four types of Reserve Shelf receipts with discreet slip and spine label options. Circulation receipts can also include cost savings (based on the cost of items), today's transactions, and items currently checked out with current status.

   The circulation system alerts staff of various tasks, such as items needing to be moved to the reserve shelf or transferred to another location, quarantined items, items needing set aside for complete processing, fines accessed, ILL items needing returned to a lending library, and more. Various audible sounds (customizable) are included and designed to grab your attention for alerts or indications of a successful check out/in.

2. Describe how hold requests are managed in the system.
   BSI Response:
   The Reserve Shelf feature in Atriuum lets you review items that are awaiting patron pickup; you can filter/sort the list as needed. You can also add newly available items, send patron notifications (based on settings), cancel reserves, and more. Additionally, our **List On Reserve**

Shelf report shows a list of items that are sitting on your Reserve Shelf awaiting patron pickup. The standard report displays the following information: Reserve Shelf Date, Patron Name, Title, Pick Up At, Reserve Shelf Comment, and Expired. You can create a standard List On Reserve Shelf report or customize your report using our built-in Report Wizard, giving you full control to see what's important to you.

When items are put on the Reserve Shelf, library staff can print a Reserve Slip that contains the patron's contact information and date and time the item was put on hold.

You can set the maximum number of days items are held on the Reserve Shelf before an email notification is sent to the librarian in the Reserve Shelf Timeout: field. The default is "14".

Patron Circulation Classes allow you to group patrons together with uniform restrictions and privileges. Below are some of the settings related to Holds/Reserves.

- **Items Reserved Limit:** Allows you to specify the maximum number of items patrons in this class can reserve.
- **OPAC Items Reserved Limit:** Allows you to specify the maximum number of items patrons in this class can reserve from OPAC.
- **Reserve Priority:** This field is used to specify the ranking for patrons in this class if they should be given precedence when reserving items.
- **Reserve Fee:** If applicable, allows you to specify an amount charged to patrons in this class when they reserve an item.

Atriuum offers a variety of configurations that allow libraries to decide how Holds and Reserves are handed and managed in the system.

Reserve Settings

Allow Patrons To Reserve From OPAC	This setting allows patrons to reserve items from the public catalog. **Circulation rules** and **patron circulation class** control how many items patrons can reserve.
Show Number Of Prior Patron Reservations	This setting shows each patron where they are in the queue for a reserved item in OPAC; for example, a patron might see ***You will be 3rd in line*** on the **Reserve Item** dialog when making the initial request or the patron might see ***You are 4th in line.*** on the **Reserves** tab of the **My Items** page when checking the status of an existing request. If you enabled the **Allow Quick Reserve In OPAC** setting (see below), this information is only visible from **My Items**. Keep in mind that patrons may see their place in line fluctuates if you use **Reserve Priority** ranking (**Patron Circulation Class**).
Allow Reserve On Order Items	This setting allows patrons to reserve items in the public catalog that are currently on order, but not yet on the shelves.
Allow Patrons To Reserve Items From Their Bookbag In OPAC	This setting allows patrons to reserve items from a personal bookbag when logged on to **My Items**, meaning the general title is reserved and whichever copy is available first is tagged for the patron.

Allow Patrons To Auto Reserve Watch List Items	This setting allows patrons to automatically reserve newly activated holdings that match one or more watch list term(s).
Automatically Assign Patron-Cancelled Reserves To Next In Line	By default, when a patron cancels a reserve through **My Items**, the reserved item is assigned to the next patron in line. Disable this setting to manually make these reserve decisions instead.
Allow Reserve Comments In OPAC	This setting allows patrons to add a comment when they reserve items in the public catalog. This does not apply if patrons are using **Quick Reserve**.
Allow Quick Reserve In OPAC	This setting allows patrons to reserve items with one click from the **Summary** tab of the **Full Details** pop-up. This method skips the steps of adding reserve comments and specifying a branch (**Centralized** only) for pickup. If disabled, patrons can still reserve items from the **Holdings** tab of the **Full Details** pop-up. If patrons have not logged on yet, they will be prompted to enter their username/barcode and password before the item is reserved.
Allow Individual Holdings To Be Reserved In OPAC	Clicking this setting's link allows you to specify whether each Material Type can be reserved only by the holding. This is a good option if your library catalogs magazine issues as separate holdings of one bibliographic record. By default, all Material Types are reserved by bibliographic record, meaning patrons can pick up the first copy that is available.
Reserve Available Copies From Any Location (Centralized Only)	When enabled, reservations made in OPAC place a hold on any available copies, regardless of the patron's branch. A single **Reserve** button displays on the **Holdings** tab of **Full Details**. Enable this option if your library system does not have branch-specific collections and instead moves items frequently from branch to branch as patrons need them.
Reservation Option For Items Not Checked Out	If a patron tries to reserve an item in OPAC that is currently checked in, Atriuum offers three options: allow the reserve, move to the Reserve Shelf, and block the reserve.
Notify Librarian For OPAC Reservations	This setting allows you to receive notifications when patrons reserve items and cancel reserves. This helps you know if there is any action needed, for instance, removing items from the physical reserve shelf in your library so they are available for other patrons.
Email Address For Librarian Notifications	If you enable the setting above, this field allows you to enter an email address where notifications will be sent when patrons reserve items or cancel existing reserves.

3. Explain how daily holds lists are managed.

   BSI Response:

   Our built-in tools provide multiple ways to manage patron holds. These include email alerts, Pull List Report, and *"Action Items"* notifications that appear on the administrative side with "to do" messages and alerts that notify staff to pull items off the regular shelf and put on hold for a patron.

4. Describe how patron relationships are created and managed (e.g., family relationships).

   BSI Response:

   Atriuum's Responsibility feature on the Edit Patron form allows you to tie patron accounts together. Linking patron records of family or household members makes it possible for you to set associated circulation limits. For example, you can block circulation for patrons if anyone else tied to their account has exceeded a circulation rule limit (maximum items out, outstanding fines/fees, etc.).

   Once you set up this feature, you can easily add, edit, and delete responsibilities as needed. For example, if a family moves to a new home, you can easily modify all linked patron records to reflect the updated demographic information. Additionally, when a child reaches legal age, the linked record can be removed, making that patron responsible for their own account.

5. Describe how patron categories are created and managed (e.g., limited borrowing privileges, signed waivers, etc.).

   BSI Response:

   Item Circulation Classes and Patron Circulation Classes are used to create and define circulation rules and policies in Atriuum. There are no limits to the number of classes that can be created in the system.

6. Describe how the system allows the library to interact with patrons, including automated notices.

   BSI Response:

   Atriuum provides multiple methods of communicating with library patrons including: printing/emailing form letters and automatic generation of patron notifications via email or text for items coming due in X days, overdue items, items marked lost after X days overdue, reserve notifications "ready for pickup", fines owed, and custom notifications defined by the library.

   Atriuum can work with any 3rd party automated telephone notification provider that accepts reports in a CSV or Tab delimited file formats. Reports can be automatically scheduled and electronically delivered to the provider (hourly, daily, weekly, monthly, or specified date).

7. Explain how the patron account differentiates changes made by the patron from those made by library staff.

   BSI Response:

   When an authorized library staff member makes an edit to a patrons' account, the system tracks Patron Edit History information that displays what information on the patron record was changed, when, and by which worker.

8. Describe methods to capture incidents with patrons at the library.

   BSI Response:

   Atriuum provides the ability for authorized staff to capture and record incidents or other relevant patron message by use of the Patron Circulation Message feature which is accessible and viewable from the circulation and review/edit patron screens.

9. Describe how the system supports paperless workflows for patron registration and account designation.

   BSI Response:

   Atriuum includes a Library Card Registration form that is accessible from the online catalog, which provides the ability for patrons to electronically submit a library card application. When a patron fills out and submits their application, a notification is emailed to designated library staff members. The librarian can access and approve the request using a link from the email or review requests in bulk using the Requests For Library Card report. Alternatively, if you enable auto-approval for online card requests and accept patrons for a temporary time frame, Atriuum generates Action Items allowing you to quickly review new applications and grant them final approval.

10. Describe how a single patron account can accommodate multiple active and inactive barcodes.

    BSI Response:

    Our Consolidate Patron feature allows you to combine duplicate patron records into a single record. This is useful if a patron has registered with the library more than once and the database contains similar records that represent the same individual or if a missing or incorrect patron link identifier caused a duplicate to be created during an import. This feature allows you to move the patron's checked out items, fines, reserves, history, and other information to the better record and delete the defunct record.

11. Describe how your system encourages increased library use.

    BSI Response:

    Atriuum's Gallery OPAC is a powerful tool that can drive patron engagement and library circulation trends by providing a visually engaging, personalized, and easy-to-use interface for accessing library resources

    Here are some ways that Atriuum's Gallery OPAC can drive patron engagement and library circulation trends:

    Visual Display: The Gallery OPAC features a visually appealing display of book covers, images, and other media, which can catch the attention of patrons and encourage them to explore the collection further. The ability to see book covers and images can help patrons quickly identify books that interest them and help library staff to curate and highlight items in the collection.

    Personalized Experience: The Gallery OPAC provides a personalized experience for patrons, allowing them to create reading lists, save searches, and rate and review books. This functionality can help patrons to engage more deeply with the collection and feel more connected to the library.

    Easy to Use: The Gallery OPAC is designed to be intuitive and easy to use, making it accessible for patrons of all ages and technology levels. The search functionality is robust and includes the ability to filter by author, title, subject, and more. Patrons can also easily check their account and renew items online.

    Increased Circulation: By providing an engaging and user-friendly online interface, the Gallery OPAC can drive increased circulation of library materials.

Patrons who are able to quickly and easily find materials that interest them are more likely to check them out, leading to increased circulation numbers.

Improved Patron Satisfaction: Atriuum's Gallery OPAC can help to improve patron satisfaction with the library by providing a modern and convenient interface for accessing library resources. This can lead to increased loyalty and patron engagement with the library.

12. Describe how expiring accounts are tracked by patrons and staff.

    BSI Response:

    During the circulation process, Atriuum alerts the circulation desk operator when a patron's card is expired, and provides authorized staff members the ability to renew the patron's card on-the-fly. Additionally, Atriuum includes patron reports that provide the ability to generate reports that identify patron cards that have expire or that are about to expire (based on filtered criteria).

13. Describe how the system integrates with automated materials handling systems, self-check machines, off site storage and pick up lockers, etc.

    BSI Response:

    Unlike other ILS vendors, Atriuum includes and supports the industry standard SIP2, NCIP, and Z39.50 protocols at no additional cost. This allows Atriuum to easily integrate with any RFID, Self-Check, Time/Print Management, or ILL systems that support these standards.

14. Describe how the system integrates with RFID security systems.

    BSI Response:

    See previous response

Cataloging and Collection Management

1. Provide an overview of the cataloging capabilities.

   BSI Response:

   Atriuum offers a variety of ways to catalog using multiple methods including Full MARC entry, Full entry (no knowledge of MARC cataloging required), and easy entry for original manual input. The Full MARC view provides a Full MARC editor for adding, editing, deleting or changing MARC tags, sub-fields and their content.

   Quick cataloging and Advanced Quick cataloging features provide the ability to search and download MARC records using Z39.50 technology for assisted input. Atriuum includes connections to different Z39.50 server databases including Library of Congress, Silo, OCLC (requires username and password) and many others.

   And finally, we offer import and export of your MARC records. Export features include the ability automatically schedule and export additions/deletions to SILO or OCLC via FTP/SFTP.

   Authority validation features identify invalid or non-preferred subject, title, and author headings. Atriuum includes warnings for non-preferred terms so you can add a new term, browse and replace the term, or link it to a preferred term. Quick Authority Lookup features provides the ability to search LOC authorities to add/update your local authority headings.

2. Describe how collection management (including weeding and inventory) is accomplished.

   BSI Response:

   Atriuum offers a variety of reports for weeding purposes.

   Collection Age Report: breaks down the library holdings by copyright and allows you to view the list from that year and add the date of last use.

   Item and Title Usage Reports: lists all holdings in the catalog and the number of times they have been used, specifically which items are checked out and which items are used in-house. Results are sorted by title so that all related copies are grouped together. The standard report displays the following information: Item Usage, In-House Usage, Entry Date, Holdings Barcode, Author's Name, Title, and Cost. You can create a standard Item Usage report or customize your report using the Report Wizard. If you would like to see the total number of check outs for all holdings associated with a bibliographic record, you can run the **Title Usage** report

   Holdings Summary Report: displays the following information sorted by category/class: your library's total number of items and their status (number of items that are lost, out, in, and reserved). For each category/class, aggregate and average costs associated with any active holdings also display along with the average copyright year. Categories with a low average copyright can provide indicators that a particular area of you collection may need weeding and for you to acquire newer copywritten materials.

   Atriuum includes a built-in inventory module that can target specific areas of the collection or the entire collection. Inventory can be performed from any computer or laptop using a corded or wireless scanner directly in Atriuum using a supported web-browser or via our free mobile inventory app (AIR).

3. Explain how the system automates the process of adding and removing items from temporary shelves (e.g., new books, holiday collections, etc.).

   BSI Response:

   Atriuum has a built-in utility called Reclassify that allows the batch movement of materials based on predetermined conditions and filtered criteria such as current location.

   For example, suppose you assign all your new novels to a physical location called New Releases and need to move them to the regular shelf once they become dated. In that case, you can filter or scan the items through reclassify and bulk move them to their new physical location, "regular shelf." The changes are globally applied and updated immediately in the system.

4. Describe how library items can be shared easily and equitably by any branch in the system (e.g., including floating collections).

   BSI Response:

   Items can be easily moved between locations using the reclassify tool to change their current location. Floating collections can be processed using a similar method in the system based in various filtered criteria. Items can also be designated as “Do Not Transfer” to restrict/allow this item from being loaned, reclassified, or circulated to other branches.

5. Describe how the system facilitates the efficient rotating, weeding, repair, and/or cleaning of items.

   BSI Response:

   Atriuum provides your library with various reporting capabilities that provide real-time status and information regarding items out for repair, in quarantine, or that haven't circulated within a designated time frame. These reports help libraries make decisions on what actions need to be taken such as cleaning items that are currently in quarantine, identify patterns in item usage and circulation, allowing them to make more informed decisions about resource allocation, and identifying items that are out for repair.

   These reporting capabilities can help library staff work more efficiently because they can quickly and easily identify items that need attention, rather than spending time manually checking the status of each item.

6. Describe the authority clean up/maintenance process.

   BSI Response:

   Please refer to the **Authorities Data Services** located under the **Section – Implementation & Training**.

7. Describe the process of importing and loading bibliographic records.

   BSI Response:

   Using Atriuum's Import MARC File form, you can upload MARC records directly into your database. If you import a vendor-supplied file with MARC records for electronic and print items, Atriuum will identify eBooks based on MARC tags. Use the Import MARC eBook File feature if you receive these records in a separate file.

   Before importing MARC records, you can configure your import options and import rule set definitions to determine how data in your new files will display once the records are in your system. Creating rules that tell Atriuum how to read information in the imported records ensures new records are saved as the proper type or class in your database. Most MARC rules assign a tag that Atriuum uses to appoint the correct item types or other information to imported records. If no rules apply to an incoming MARC record, Atriuum uses a default rule.

   Bibliographic records are imported automatically, but depending on your Item Settings on the Worker Settings form, holdings may be imported automatically or placed in an import bin for you to review first and then accept. Once accepted, the record will be available for use in the system.

Acquisitions and Serials

1. Provide an overview of the acquisitions system.

   BSI Response:

   The acquisitions module for Atriuum facilitates the ability for libraries to track their budget and expenditures, facilitate patron and staff suggested items for purchase, ordering, receiving, processing, and invoicing of print and non-print materials in your library.

   Depending on settings, patrons can initiate request through the online catalog or through a library staff member. New patron requests are automatically assigned a status of "Under Consideration," until either approved or rejected. Once approved, patron requests can be added to a new or existing order, and tracked through the system.

Orders can be placed directly through your preferred vendor portal and imported into Atriuum or built inside of the acquisitions module and processed. Orders can also be processed using EDI ordering.

2. Provide an overview of the serials system.

   BSI Response:

   Our optional serials module lets your library catalog, archive, and circulate newspapers, magazines, journals, and other periodical publications. You can add records, manage subscriptions, keep track of issues, and allow patrons to search for serial titles and holdings in the Online Public Access Catalog (OPAC). You can also view reports about your serials and subscriptions and import and export serial MARC records using features designed for these types of items.

   When a new issue or publication is received, authorized staff members can process and check them in, mark them received, generate routing slips, and distribute the publication to the appropriate department or section within the library. The system also allows sending claim notices to notify vendors of issues that do not arrive.

   Once received, serials can be cataloged, barcoded, and circulated through Atriuum using the bibliographic entry interface, material type identification, and circulation policies.

   The system also facilitates the archiving of back issues for reference, and bulk deletion of expired serials for removal from the system.

3. Describe how the system supports EDI ordering.

   BSI Response:

   EDI ordering, invoicing, and receiving are supported through the system to streamline the process of ordering and to receive new acquisitions. The system supports Advance Shipping Notices (ASNs). If the book vendor uses ASN, the library can reconcile and receive shipments through the system by scanning an ASN barcode on packages.

4. Describe how the system measures the library's requests from patrons.

   BSI Response:

   Atriuum gives you multiple ways to approve requests. Depending on your library's approval process, you can look over each individual request using the Review Request form, or you can use the Approve Requests option to view a summary report of incoming requests from library staff and patrons where you can merge duplicates, reject extraneous requests, and approve multiple requests at once. By default, all requests are flagged as Under Consideration until their status is updated to Approved or Rejected.

   A comprehensive report lists patron requests and the current status of each one. Authorized staff can customize the standard List Of Patron Requests with additional details and save them a template for future use, and even schedule these reports to be automatically generated and delivered to appropriate staff for review/approval.

5. Describe how donations given to the library are processed and tracked.

   BSI Response:

   Donations can be added as a Fund Category and expenditures are tracked through the ordering process as acquisitions are encumbered and invoiced. Budget Form and Reports provide details of funds used to purchase items.

6. Describe how the system facilitates the ordering and receipt of serial subscriptions.

   BSI Response:

   Serial orders are processed through the acquisitions module with fund allocations assigned and processed similarly to traditional items ordered through acquisitions. Receipt of serials is handled through the serials module and marked received and cataloged after being checked in. The invoice is then processed through the acquisitions module, which completes the cycle.

7. Describe how the system closes out and rolls over orders at the end of the fiscal year.

   BSI Response:

   Atriuum provides the ability to roll over remaining funds into the next fiscal year or the library reset both invoiced amounts and allocations to zero when you close your fiscal year. Approved and encumbered amounts for pending orders always roll over.

Reporting & Data Migration

1. Provide an overview of the data migration process, including what exactly is migrated from our current system.

   BSI Response:

   Please refer to the **Sample Atriuum Implementation Timeline**

2. Provide an overview of the standard reports included in the system.

   BSI Response:

   Atriuum includes a variety of pre-built reports, ranging from Catalog Data, Patron Data, History, Circulation, and Statistics.

Main Categories	
Items	
Accession List	List of the items sorted by local holdings barcode.
Shelf List	List of all items sorted by call number, author, title, and local holdings barcode.
Titles	List of bibliographic records in your database sorted by title.
Items on Loan	List of items you have loaned to other branches/libraries.
Study Programs	List of titles assigned to a study program (AR, Reading Counts, Lexile, etc.).
Patrons	
Patron List	
Patrons with Items	
Circulation	
Fines/Fees	
Reserves	
Pull List	
Administration	
History	
Today's Statistics	
Statistical Reports	(See Sub-Category Reports)
Standard/Saved	(See Sub-Category Reports)
List of Vendors	
Utilities	
Schedule	
Schedule for FTP	
Console	
Scan Items for Reports	

Sub-Categories	
Statistical Reports	
Bibliographic Summary	Items Added and Deleted by Material Type
Branch Statistics Report	Items Added and Deleted by Physical Location
Cash Draw Statistics	Items Added and Deleted by Report Class Grouping
Circulation by Age Group	Loan Statistics
Circulation by Item Circulation Class	Manual Statistics Reports
Circulation by Item Report Class	OPAC Search Term Statistics
Circulation by Material Type	OPAC Statistics
Circulation by Patron Report Class	Patron Summary
Circulation by Physical Location	Patrons Added and Deleted by Patron Report Class
Circulation by Report Class Grouping	Reserves by Age Group
Circulation for Study Program	Reserves by Circulation Class
Collection Age Report	Reserves by Item Report Class
Copyright Sensitive Areas Report	Reserves by Material Type
eBook and Web Resource Statistics	Reserves by Physical Location
Holdings Summary	Reserves by Pickup Location
Items Added and Deleted by Age Group	Reserves by Report Class Grouping
Items Added and Deleted by Item Circulation Class	Subject Headings Summary
Items Added and Deleted by Item Report Class	Waive Fine/Fee Statistics
Standard/Saved	
Approved Community Posts	Patron Reviews/Ratings
Circulation by Patron	Patron Usage
Community Report	Patrons Awaiting A Refund
Debt Management with Items	Patrons Referred to Collection Agency
eBook and Web Resource Usage	PayPal IPN Messages
Fines/Fees by Patron	Phone Call Requests
Item Usage	Requests of Library Card
List of Book Lists	Review Pending Brief Records
List of Brief Records	Title Usage
List of Circulation Messages	Unused Holdings Barcodes
List of Deleted Items	Unused Patron Barcodes
List of High Demand Items	Used Holdings Barcodes
List of Items in Carts	Uses Patron Barcodes
List of Items in Quarantine	View Bookings by Patron
List of Lost Items	View Bookings for Today
List of On Order Items	View Bookings for Tomorrow
List of Overdue Items	View Titles Booked by Patron
List of Reserved Items	View Titles Booked for Today
List of Reserves by Patron	View Titles Booked for Tomorrow
List of Titles by Author	View Titles Book for Tomorrow or Earlier
List On Reserve Shelf	View Watch Terms
Patron Reviews Needing Approval	

3. Describe how staff can set parameters and schedule reports for standard report templates.

   BSI Response:

   Atriuum allows you to schedule automatic report generation for standard, saved, or statistical reports as applicable as well as choose the delivery format (HTML, Text, etc.), date, and time. Results can be sent to any email address (to one or more email recipients) or worker (Action Items) that you specify.

   If you use services that require patron records or MARC records to be sent to a File Transfer Protocol (FTP) server instead of being emailed, Atriuum allows you to schedule automatic report generation for unique saved reports as well as choose the delivery format, date, and time. Results can be sent to any FTP server you specify.

   Reports can be scheduled to be sent hourly, daily, weekly, monthly, or yearly.

4. Describe how staff can create their own custom reports, including the level of customization and specificity that can be achieved (eg, can specific MARC fields be utilized in custom reports).

   BSI Response:

   The Report Wizard in Atriuum makes building a filter simple and fast. Design your filter using the drop-down lists, fields, and check boxes to select criteria. You can make your report as broad or narrow as needed using the Easy or Advanced Filtering options.

   You can use the Columns feature on the Report Wizard to change the columns of data that you wanted displayed and change their position on the generated report.

   Additionally, you can change the sorting parameters by using the ascending or descending options with up to a maximum of three selected fields. You also can quickly sort your generated report results by clicking report column headers. For example, to sort items in an Accession List by title, click Title. The report will refresh with items sorted alphabetically rather than by the default holdings barcode field.

5. Describe how system reports allow staff to make timely, data-driven decisions.

   BSI Response:

   Atriuum's reports allow library staff to make timely, data-driven decisions by providing them with real-time data, customizable reports, and a user-friendly interface. By using these reports, staff can make informed decisions that are based on the most current information available, which can help them better serve their patrons and achieve their library's goals.

   Real-Time Data: Atriuum's reports provide staff with real-time data, meaning they can access up-to-date information about their library's circulation, usage, and patrons whenever they need it. This allows them to quickly identify trends and patterns, and make decisions based on the most current information available.

   Customizable Reports: Atriuum's reports can be customized to meet the specific needs of each library. Staff can choose the data they want to track, and the format in which it is presented, so they can easily analyze and interpret the information. This customization allows staff to focus on the data that is most relevant to their library and make informed decisions based on that information.

User-Friendly Interface: Atriuum's reports are designed to be user-friendly and easy to navigate. Staff can quickly access the data they need, and the reports are presented in a logical and intuitive manner. This means that staff can spend less time trying to understand the data and more time making informed decisions based on that data.

6. Share unique reports your system is capable of.

   BSI Response:

   Cash Drawer Statistics: This statistics report tracks the cash drawer totals for received (cash and electronic), waived, refunded, and currently owed fines and fees, sorted by Item Report Class. Payments received are also broken down into fines for overdue, damaged, or lost items, as well as missing components and rental charges. The report also tracks the total amount of fines/fees received, refunds given, and credit used. The standard report displays data from the first of the month until now, but you can filter by any date or range of dates as needed.

   Collection Age Report: This statistics report tracks items in your library, sorted in descending order by copyright year. The report includes the number of items as well as the total and average costs of the items for each year. The percentage of the total collection represented by the number of items for each year also displays. Items with no copyright are listed as "Unknown." Items with no recorded cost are excluded from the average cost. The average copyright year is listed at the bottom of the report.

   Library Kiosk Statistics: This statistical report tracks information about your Library Kiosk reserves. It shows the number of items picked up from each kiosk. If you have a Centralized database, you can filter by any or all of your branches and by current and/or home locations. The standard report displays data from the first of the month until now, but you can filter by any date or range of dates as needed.

   Copyright Sensitive Areas Report: This statistics report tracks the number of items in your library's specialized areas, such as Computer Science or Astronomy, which should be monitored to prevent outdated content. The report includes Call Number range, Call Number description, and the number of holdings in each area.

   History: The History report tracks worker actions performed in Atriuum for a specific time period. Actions include checking items in and out, reserving items, assessing and processing fines/fees, maintaining credits, managing community posts, modifying and cancelling bookings, sending notifications, consolidating records, and more. The standard report displays the following information: Title, Author's Name, Holdings Barcode, Patron Name, History Action Comment, Date of Action, History Action, Worker Name, and History Branch.

   Schedule Reports: Atriuum allows you to schedule automatic report generation for standard, saved, or statistical reports as applicable as well as choose the delivery format (HTML, Text, etc.), date, and time. Results can be sent to any email address or worker (Action Items) that you specify; empty reports will not be sent.

   Scan Items For Reports: This report utility allows you to scan individual items with holdings barcodes to create a unique subset of either the Accession List report or the List Of Titles report. The steps below cover just one example of how you might use this feature; for instance, you might scan a select group of summer reading titles that you plan to display with the intention of tracking how many are circulated for a specific time frame.

7. Describe how the system measures the library's continuing success.

BSI Response:

Atriuum offers a range of statistical reports to help libraries gain insights into their circulation trends, usage, and patrons. Here are some ways in which Atriuum statistical reports can provide your library with invaluable information and insights:

Circulation Trends: One of the key benefits of Atriuum statistical reports is the ability to track circulation trends over time. By analyzing data on how many items are being checked out, when they are being checked out, and which items are most popular, librarians can gain a better understanding of the needs and interests of their patrons. This information can help them make informed decisions about which resources to acquire, where to allocate resources, and how to best serve their community.

Usage: Another key benefit of Atriuum statistical reports is the ability to track usage of library resources. These reports can provide librarians with information on which items are being used most frequently, which areas of the library are busiest, and which services are most popular. This data can be used to identify areas of the library that need more attention, as well as to guide decisions about future programming and outreach efforts.

Patrons: In addition to tracking circulation trends and usage, Atriuum statistical reports can provide valuable insights into the library's patrons. For example, librarians can use these reports to analyze the age, gender, and other demographics of their patrons, as well as to track the types of materials that different groups are interested in. This information can be used to develop targeted outreach efforts and to better understand the needs and interests of the community.

Overall, Atriuum statistical reports can be a powerful tool for libraries looking to gain insights into their performance and better serve their patrons. By tracking circulation trends, usage, and patron information, librarians can make informed decisions about resource allocation, collection development, and outreach efforts, ultimately leading to a better, more efficient, and more effective library.

8. Describe how reports are output and shared.

BSI Response:

Generated reports are displayed directly through a web-browser giving users the ability to interact with the report. Most generated reports contain two or more of the following links, which display at the top and bottom of reports:

- **Edit This Report** - reopens the Report Wizard so you can refine your report criteria. Click Generate Report when you are finished.
- **Email Report** - opens a dialog box so you can enter one or more email addresses. Click OK to electronically send the report; otherwise, click Cancel.
- **Printable Version** - generates a plain text report without buttons or links for printing. Use your browser's onscreen options to print. Statistical reports display in regular report format or the selected chart format as applicable.
- **Export MARC Records** - allows you to export MARC records to other locations, including another drive.
- **Export Report As CSV** - converts report data to comma-separated values for exporting. A progress bar displays while data is being exported, and the form refreshes. Click Download Exported Report. Use your browser's onscreen options to save or open the report as needed.
- **Export Report As Text** - converts report data to text (tab-delimited) for exporting. A

progress bar displays while data is being exported, and the form refreshes. Click Download Exported Report. Use your browser's onscreen options to save or open the report as needed.

- **Export Options** - allows you to remove column headers and line numbers from exported data. A pop-up displays where you can deselect check boxes as needed. Atriuum saves your preferences.

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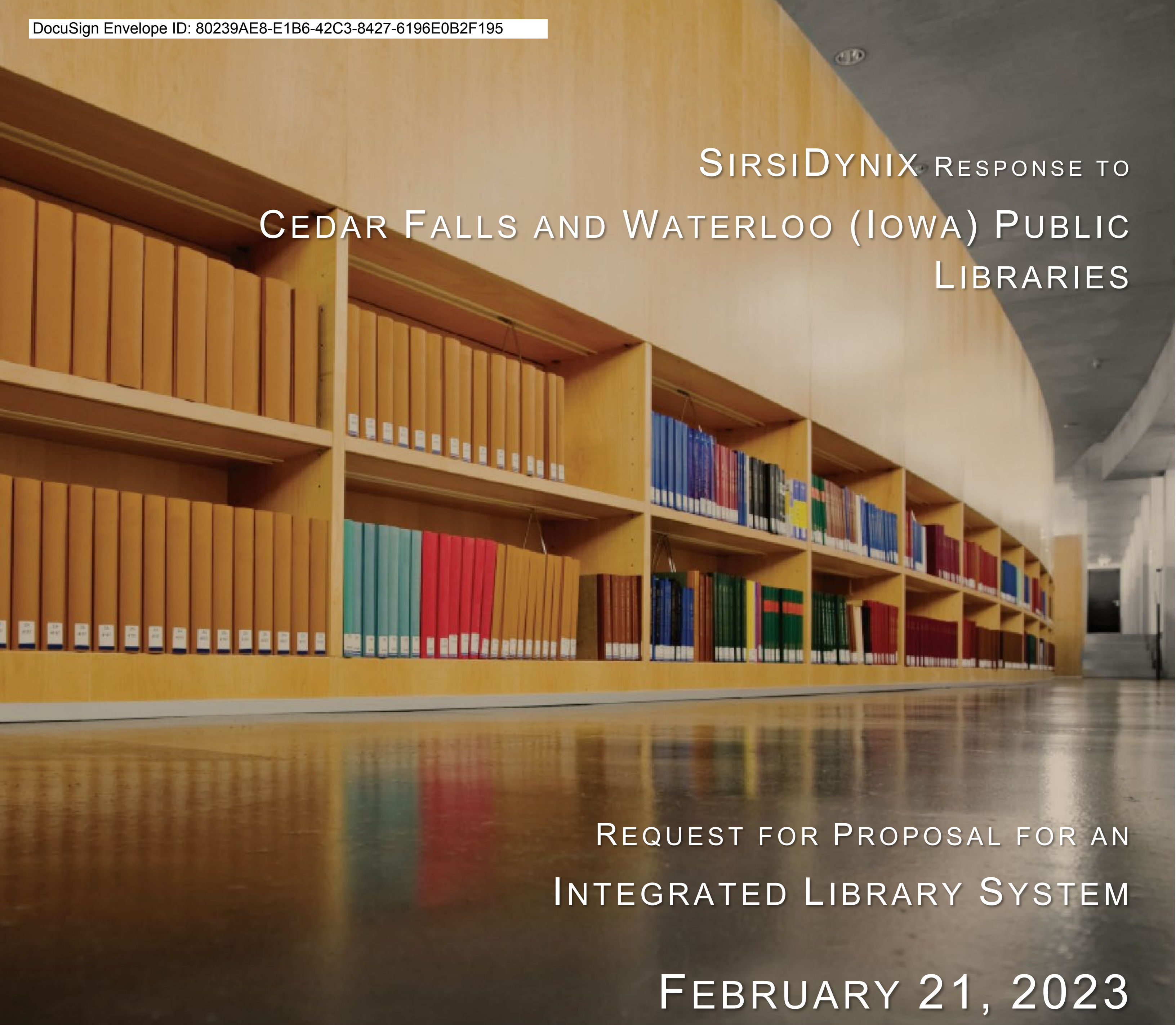

SirsiDynix Response to

Cedar Falls and Waterloo (Iowa) Public Libraries

Request for Proposal for an

Integrated Library System

February 21, 2023

For Questions Regarding This Submittal:
Larry Menlove
Executive Account Manager
Email: larry.menlove@sirsidynix.com
Ph: 800-288-8020 x5675

SirsiDynix®

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February 21, 2023

Jillian Rutledge, Assistant Director, Waterloo Public Library
Kelly Stern, Director, Cedar Falls Public Library

RE: Request for Proposal – Library Management / Integrated Library System

On behalf of **SirsiDynix**, I would like to thank you for the opportunity to respond to your Request for Proposal for a Library Management System/Integrated Library System for the Cedar Falls and Waterloo Public Libraries. As you may know, SirsiDynix has over 30 years of experience in library technology and is devoted to delivering top-tier service to libraries worldwide. Our products are proven, established, and benefit from continuous industry-leading development.

As the incumbent vendor and provider of your current ILS, SirsiDynix is best qualified to offer a cost-efficient, risk-free, and seamless path forward. No migration required. SirsiDynix **Symphony** along with our new **BLUEcloud** products provide a next-generation environment that link all your data and library operations together in the cloud, creating a better experience for your patrons and staff.

Our proposal is structured to meet the size, scope, and requirements listed in your RFP, and includes **Significant Price Discounts** on the items already utilized by your libraries.

Our proposal also includes **At No Additional Cost:**

- **Additional Symphony System Administrator Training** to make sure those administering the system have the best skills and knowledge available.
- Access to the same **CloudSource Open Access** Pilot for the Cedar Falls Public Library which is currently in use with Waterloo Public Library.
- And much more.

In addition, Cedar Falls and Waterloo Public Libraries will continue to enjoy the best support in the industry. In a recent survey, **97% of our customers** stated they were “Satisfied” or “Very Satisfied” with SirsiDynix support.

Lastly, we would like to say that we have sincerely enjoyed our partnership with the entire team at the Cedar Falls and Waterloo Public Libraries. We want to do everything possible to not only continue this relationship, but to also ensure that you have the best system available.

If you have questions or require additional assistance, please let me know. Thank you again for your consideration.

Sincerely,

Larry

Larry Menlove, Executive Account Manager
Larry.Menlove@SirsiDynix.com
800.288.8020 Ext 5675

DocuSign Envelope ID: 80239AE8-E1B6-42C3-8427-6196E0B2F195

Table of Contents

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Proposal Requirements

Company Information and History

SirsiDynix: Sirsi Corporation was founded in 1979 as a computer consulting business. The company developed a Unix-based library automation system for the Georgia Institute of Technology in 1981 and offered it as a turnkey system to other libraries beginning in 1983. Also in 1983, Dynix Corporation first partnered with libraries to spearhead the development of Integrated Library Systems (ILS) technology. Both companies evolved steadily over the next 40+ years, becoming dominant forces in the industry. Their strengths were combined when Sirsi Corporation and Dynix merged in 2005, forming SirsiDynix. SirsiDynix was acquired by Vista Equity Partners in December of 2006 and was then acquired by ICV Partners, a leading investment firm, in December of 2014.

SirsiDynix maintains numerous offices in the United States and around the world, including our corporate headquarters in Lehi, Utah, and offices in 18 countries including Canada, Australia, throughout Europe, Asia, and Central and South America. This global reach provides you with a dedicated team that can support your needs 24/7. Our team of industry experts, many with library and MLS experience, includes over 330 full-time individuals devoted exclusively to our electronic library systems.

SirsiDynix is a global leader in library automation, management, and user experience solutions. Our customer base includes over 4,700 library customers around the world serving more than 200 million people through more than 20,000 library outlets. With over 40 years of industry experience, we know how to deliver outstanding solutions and on-time implementations to academic, public, school and consortia libraries, helping you to deliver a great patron experience while increasing productivity and lowering costs.

Vendor's full company or corporate name

SirsiDynix: Sirsi Corporation

The Company's office location responsible for performance under a contract with CFPL/WPL

SirsiDynix:

3300 North Ashton Blvd

Suite 500

Lehi, UT 84043

URL for the Vendor's Website

SirsiDynix: https://www.sirsidynix.com/

EXECUTIVE SUMMARY

Cedar Falls and Waterloo Public Libraries are a long-time valued customer of SirsiDynix. We have worked with you to set up the necessary policies and parameters to accomplish your goal of making sure both libraries' resources are available to all who live in the Greater Cedar Valley area.

While we are aware that most of your staff are familiar with the products included in this proposal, we have provided detailed answers to fully comply with the RFP and to give helpful information to any staff who may still benefit from it.

We have included significant price discounts in this proposal on the products that your libraries are already using.

We are proposing that your libraries continue to use the following solutions:

- **Symphony Integrated Library System,** with both foundational and specialized modules located in one convenient interface including:
    - Circulation (and offline circulation), including patron accounts
    - Cataloging
        - Authority Control
        - Z39.50 server
    - Acquisitions
        - EDI
        - 9XX
    - Universal SIP2 License
    - Debt Collect
    - Reporting
- **Enterprise** patron search and discovery tool (OPAC), with integrated access to **eResource Central** for eBook discovery.
    - **Overdrive**
    - **Unbound Content**
- **BLUEcloud Analytics,** our web-based reporting tool that provides easy to use reports and dashboards.
- **BLUEcloud MobileStaff,** our staff tool for simple circulation and cataloging workflows in the library stacks, book mobile, or anywhere a handheld device can be used.
- **Platinum Services,** a special services package that gives your library discounts on future services, free access to our Mentor Learning Management System, special privileges with our support team, and more.
- **CloudSource OA (Open Access)** gives libraries the tools necessary to deliver top-notch, current research materials while limiting exposure to escalating subscription costs. CloudSource OA is a curated collection of the most trusted, highest-use scholarly materials—drawn from a pool of over 100 million scholarly articles and books licensed for open access. CloudSource OA helps libraries expand the breadth and depth of their digital collections, track OA usage and analyze database overlap to develop collection strategies that have a greater impact on your patrons.
    - Our proposal will include adding Cedar Falls Public Library to your current CloudSource OA subscription at no extra cost.

Optional:

- **Community Engagement Platform,** a marketing automation tool for libraries. CEP uses data from your SirsiDynix Symphony ILS to streamline and enhance your library's marketing efforts. CEP is built with WordPress, making the tool easy to learn and use. CEP uses data from BLUEcloud Analytics to understand how your patrons interact with your marketing. With CEP, you can organize and publish event programming, manage rooms and equipment, and send targeted emails based on demographics from the patron record. It is the optimal customer relationship management tool.

In addition to the products and services that your libraries are already benefitting from, we are including with our proposal a newly developed System Administrator training program.

SirsiDynix will also include new training that will help your libraries fully utilize the resources offered by CloudSource OA.

We also hope to continue serving you with our industry-leading support team. You will continue to have access to our extensive catalog of supporting documentation, help, and trainings via our online support portal, in addition to the support privileges included with your Platinum Services subscription.

SirsiDynix has proudly served the Cedar Falls and Waterloo Public Libraries for many years. We look forward to answering any questions you might have regarding our proposal, and we are excited to continue our longstanding relationship with you.

Scott Worthington

Authorized Representative Name

DocuSigned by:
Scott Worthington
BDD0DE0E60CE45B...

Authorized Representative Signature

Feb-17-2023 | 14:37 MST

Date

FEATURES

Please list all key features included in the Vendor's core ILS product and features included in any additional modules, add-ons or third-party products that the Vendor would recommend.

We expect to have the following areas addressed within the response: Customer Experience (including discovery system/layer), Staff Experience (Circulation and Customer management), Cataloging and Collection Management, Acquisitions and Serials, and Data Migration & Reporting capabilities.

Include an itemized list of what services (maintenance, hosting, training, support, etc.) are included in the pricing and what services come at an additional or optional price. See the attached questionnaire for specific features.

SirsiDynix: SirsiDynix will be pleased to continue to provide the maintenance, hosting, training, and support that we have been providing for Cedar Falls and Waterloo Public Libraries. Below are the key features included in our product.

SirsiDynix Symphony SaaS Core

SirsiDynix Symphony's Core Package includes Cataloging, Circulation, and Public Access modules. Additional functions include: utilization of an Oracle database, a Z39.50 server, Authority Control, Backup Circulation, and Reports.

SirsiDynix Symphony complies with Bath Profile release 1.0 and most of release 2.0 Functional Area A. We comply with Release 1.0 of Functional Area B. SirsiDynix Symphony complies with Z39.50 Level Three (client and server), provides broadcast searching as a standard, and complies with Bath Profile Level One.

SirsiDynix SaaS Acquisitions Package

SirsiDynix Acquisitions Package for Symphony or BLUEcloud provides efficient online tracking of materials from ordering through claiming, receiving, invoicing, and processing. Includes 9xx and EDI.

SirsiDynix Symphony SaaS Universal SIP2

SirsiDynix Certified Solutions Providers offer SIP2-certified products to our customers. We certify that their products are compliant. This interface price encompasses all SirsiDynix Certified SIP2 vendors.

VPN (2) and SSL (2)

SaaS Enterprise

SirsiDynix Enterprise is a state-of-the-art faceted search solution that empowers libraries to make their collections more searchable and discoverable than ever before. Capitalizing on fuzzy search logic technology never before available to libraries, SirsiDynix Enterprise delivers leading-edge faceted search capabilities, simplified search interfaces, and much more.

BLUEcloud Analytics

The BLUEcloud Analytics Platform provides a web-based, cloud-hosted suite of data mining and OLAP tools with the following functionality:

- Unique view of data warehouse for analysis of your institution, collections, and users
- Supports advanced and predictive analysis to establish trends and patterns
- Presentations for effectively communicating to boards and administrators
- Drill anywhere capabilities, users can view summary-to-detail-level data
- Robust security, flexible information distribution/collaboration, and easy self-service analysis
- Ability to print, download, and e-mail data and graphs in a variety of formats (Microsoft Excel® and PowerPoint®) This Plus package provides 3 years of transaction data, 8 Reporter accounts, 2 Creator accounts and 10 Premium Feature Credits. These Credits expire at the end of each subscription year. Storage of Custom Data is an optional extra.

BLUEcloud MobileStaff

MobileStaff enables library staff to work wherever they are, with or without a data connection. Features include:

- Mobile circulation. Perform common tasks like check-ins, checkouts, and renewals. Register new users by scanning driver's license (selected regions only) or by manually entering user information.
- Flexible inventory. Integrates with Bluetooth scanners to make taking inventory faster and easier.
- Efficient shelving. Provides real-time lists of candidates for weeding and items needed to fill holds. MobileStaff lists include filters designed specifically for library staff.

SirsiDynix eResource Central (with Connector for OverDrive and Unbound Content)

eResource Central provides eBook integration which allows libraries to provide seamless access to all library resources via a single user interface.

Platinum Services

With our Platinum Services, you will receive 10% off ALL qualifying future purchases, as well as:

- Unlimited access to online eLearning training courses for 20 users
- Web access to customizable electronic training documentation
- Three distance group training or consulting courses

Debt Collect

SirsiDynix's Debt Collect module provides libraries with a vital cost-effective method for recovering long overdue library materials and corresponding fees. In addition, it reduces the amount of staff time libraries typically spend in debt collection.

New System Administrator Training Program

CloudSource OA Training

CONSORTIUM SUPPORT

A key component for CFPL/WPL is the ability to support our unique system sharing. Please detail how the system can best support our situation, as described in the above About section.

SirsiDynix: As a current customer of SirsiDynix, CFPL/WPL would continue using Symphony with the policies and parameters you have established.

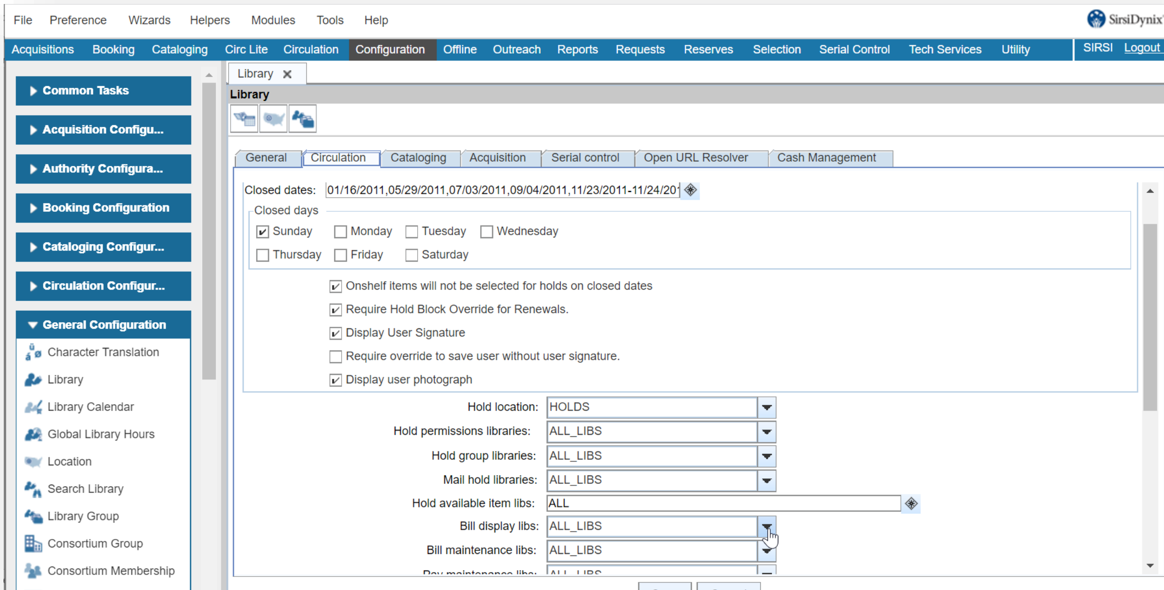
With SirsiDynix software, you get:

- Flexibility to select the libraries you'll share resources with.
- Flexibility to own, manage, and control your library's records and enforce its policies.
- Flexibility to extend access to even more information with a portal that shows your library's face.
- Flexibility to share physical and digital resources.
- Flexibility to support MARC21, UNIMARC, Dublin Core, and other metadata formats in the same database.
- Flexibility to allow your users to search and place holds with other member libraries—and to allow users of other member libraries to search and place holds on your library's resources.
- Flexible transaction reporting per library or group.

With Symphony, consortia can set record ownership parameters for all types of data:

- circulation (holds, mail delivery, bills, circulation, users, credits)
- cataloging (items, call numbers, MARC holdings data)
- acquisitions (funds, vendors, orders)
- serials (check-in, control records)

Record ownership, called Display and Maintenance policies in Symphony, lets each library in the consortium determine which other libraries will have rights to display (read-only display and copy) or maintain (create, modify, and remove) records associated with that library



Flexible display and maintenance permissions are easy to configure for each library.

Furthermore, there is no practical limit to the number of policy settings libraries can create in Symphony, such as user profiles, item types, location codes, circulation rules, and Enterprise gateways and profiles for a unique user experience.

Within a multi-library system, libraries are able to configure policies defining the parameters of resource sharing and then automatically route requests between libraries and circulate items to patrons of any library. Within this model, system-wide policies control all holds and requests.

Future Development

Please detail the Vendor's current development plans, including new features or products planned for release over the next two years as part of its ILS, and plans for continued support of newly implemented features or products. Please also include a product "road map".

SirsiDynix: SirsiDynix conducts formal annual roadmap planning along with semi-annual roadmap review so that adjustments can be made in response to rapidly emerging technologies, standards, customer enhancement requests and other needs identified in the library marketplace. The resulting roadmaps are then published on the SirsiDynix Client Care portal available to all customers (if you are not familiar with how to access or use the roadmap feature on the support site, please ask your LRM who will be happy to walk you through it).

Our roadmap also identifies functionality added to products in recent releases. A copy of our roadmap has been included in the Appendix at the end of this proposal. Please note that we consider our roadmap to be confidential and proprietary.

SYSTEM REQUIREMENTS

If the Vendor's product is cloud-based or otherwise hosted by the Vendor, please detail the minimum and recommended requirements for hardware clients and Internet connectivity.

SirsiDynix: SirsiDynix is proposing that Cedar Falls and Waterloo public libraries remain on their current Symphony SaaS system. As such, your current configurations can remain in place with no requirement to adjust or implement any new hardware. However, for your convenience, below we have included recommendations for a Network Infrastructure specific to SaaS implementations.

OVERVIEW

SirsiDynix's next-generation library automation system, combines performance, scalability, and the unrivaled ability to connect your library's users with the information they seek. The graphical user interface (GUI) is an integral element to the design of SirsiDynix software and makes the software easier to navigate and help the users connect to specific information.

It is the underlying networking that makes the "real" connections and, like any client/server system, performs best when that network is optimized according to a collection of best practices.

Below we set forth a set of best current practices, including recommended specifications for cabling, central site LAN, WAN circuits, remote sites, IP addressing, DNS tables, Internet connectivity, and firewalls.

CABLING INFRASTRUCTURES

Cabling for the SirsiDynix solution should support networked PCs connected at 10Mbps. At the minimum, the cabling structure should be consistent with the networking technology use, which means Category 3 for 10Mbps and Category 5 for 100 Mbps, although SirsiDynix recommends a minimum of Category 5 twisted-pair cabling infrastructure for new cabling infrastructures, which must be installed using the TIA/EIA-568A Commercial Telecommunications Cabling Standard.

WAN BANDWIDTH

The SirsiDynix bandwidth calculation for sizing WAN circuits is 10K per networked PC for each remote site. Since circuits are available in increments of 64K, some examples of this calculation would be a 128K circuit for 10 devices at a remote site, and a 256K circuit for 20 devices.

If you are installing new data circuits, SirsiDynix recommends preparing 36-month workstation projections for each remote site. Those projections and the SirsiDynix bandwidth calculation will provide a guide for sizing and ordering circuits.

If your network design is frame relay, the bandwidth calculation for sizing the frame relay circuit(s) to the central site location is 40% of the total amount of bandwidth supporting all remote sites.

REMOTE LIBRARY LANS

Each remote site will require a device (DSU or other) to connect to the WAN circuit, a router, and an Ethernet hub or switch with the proper number of ports based on the number of PCs to be connected. Also recommended is a minimum cabling infrastructure supporting networked PCs connected at 10Mbps.

IP ADDRESSES

IP addresses are provided by the primary ISP servicing the library network. Each networked device (PC, server, or other) will require an IP address and subnet mask. Client workstations can use static and/or dynamic IP allocation (DHCP). NAT translations from private IP addressing are allowed.

DNS TABLES

Standard DNS (Domain Name Service) tables should be configured for proper name and address resolution.

INTERNET CONNECTION

The bandwidth calculation for sizing the WAN circuit for your Internet connection is approximately 10K for each PC with access to the ISP connection. However, bandwidth usage varies greatly depending on the number of simultaneous users and the functions being performed by those users. If you experience periods of slow Internet response, you may want to consult your ISP about the possibility of increasing your available bandwidth.

REQUIRED PORTS

There are a number of customer specific ports that will be defined during the implementation phase. Below are the standard ports that may be opened prior to your specific hosted ports.

Port 80 (HTTP)

If you have purchased the Content Enrichment Stream you will need to open port 80 on your firewall for both ***enrichment.sirsi.net*** (**206.187.6.20**) and ***content.sirsi.net*** (**206.187.6.18 – 206.187.6.19).** Your e-Library communication will use this port.

Port 210 (Z39.50) **SmartPort**

If you have also purchased **SmartSource**, you will open your firewall to ***lcmarc.dra.com***

Ports 7090 For training purposes (Library of Congress)

Ports *xxxx* WorkFlows to SirsiDynix Server (to be defined during project implementation)

Port 8001 IP range of SingleSearch Blade server – 150.147.23.31-150.147.23.37 (for SingleSearch Hosted customers only)

Port 15100 For the Best of Web Server IP: 206.187.5.201

- **Note:** Subscribers to SirsiDynix hosted SingleSearch or Resolver that are using a proxy server will have to open their firewall to allow traffic across their proxy server port.

If you have purchased **SIP2** or **NCIP** to use with self-check units or other third-party software packages there will be additional ports to be opened within your network to allow communication with your SirsiDynix server.

Data Backup & Security

CFPL/WPL requires that updated security protocols be used to protect customer data in accordance with federal, state and local requirements. CFPL/WPL also requires that library transaction data be backed up on an hourly basis at minimum.

Please describe the Vendor's ability to meet these requests.

SirsiDynix: Complies. For SaaS, SirsiDynix is extremely proud of the security it offers hosted customers, and we welcome opportunities to demonstrate that security through appropriate audits and certifications.

No other individuals or companies will have access to the Library's SirsiDynix software instance or data. In fact, we have several high profile and high security customers in government and the defense industry where data confidentiality and security are a priority currently using SirsiDynix SaaS.

SirsiDynix maintains all devices, including operating system and RDBMS environment, at the latest patch and security levels.

The SirsiDynix SaaS engineers regularly check for access or penetration capabilities of newly implemented protocols, new DoS attacks, etc.

SirsiDynix's firewalls are regularly updated with new firmware to provide the best possible solution to repel new types of attacks.

SirsiDynix uses active Intrusion Prevention Software to analyze all traffic and scan for potential threats.

SirsiDynix uses active scanning at the server level to detect attacks that do make it past the firewall, and alert network administrators of the fact.

SirsiDynix's SaaS solution is officially certified for compliance with the **ISO 27001** security standard. SirsiDynix is now one of the only vendors in the industry to become certified to this rigorous standard. Published by the International Organization for Standardization (ISO), the ISO 27001 standard is used by many governments worldwide to indicate that security is properly implemented throughout an organization. Compliance with ISO 27001 ensures that senior management is aware of security and involved with assessing risks, and that the organization continuously improves its information security management system (ISMS).

For all our SaaS solutions we perform daily backups of every application server using standard full and incremental backup strategy. Backups are performed in the following fashion:

- When available, snapshot technology is used to provide quiescent point-in-time images of all filesystems. These snapshots are then used to backup data to highly reliable LTO5 tape media
- Backup software clients are also used to ensure accuracy and restorability of all backups
- Copies of backup media is picked up on a weekly basis and deposited at a secure vaulted storage facility and fresh media is then returned to our hosting location
- A copy of full backups is retained on-site for 7 days to facilitate quicker restores

Data is further protected in the following fashion:

- All disk devices are fully mirrored across redundant controllers
- All server systems have hot-swappable, hot-pluggable components and in-force service contracts with 4 hours or less response time

SirsiDynix maintains cold standby hardware for recovery purposes to reduce the amount of downtime to customers while the original hardware is being serviced.

While we do not provide hourly backups, our SaaS solution has a proven history of resiliency, averaging >99.95% uptime over the last six years. We also have extensive security, incident response, and disaster response plans in place to ensure quick and accurate restoration of data in the rare case that an event occurs. In addition to the protections described above, the Symphony system does maintain detailed history logs that can be accessed and exported via report on a schedule determined by the library.

In addition, data security is incorporated into the entirety of the SirsiDynix system development methodology. SirsiDynix Development follows the SCRUM methodology and includes security reviews by SCRUM masters who also serve as Information System Security Managers (ISSMs). ISSMs on the Implementation and teams also review all configuration items and the entirety of the implementation process to ensure implemented products meet SirsiDynix's security standards.

Personal information is collected automatically within the software during patron registration, or manually entered by library staff. Library administrators select the patron data elements to be collected during registration. Information is collected through product interfaces and transmitted over secure connections to product databases. Information transmitted from client/patron site is transmitted using the secure communication option the client selects for each product, e.g., VPN's, SSL, or other key-based encryption mechanisms. Where applicable, information transmitted within the system is secured using Secure Socket Layer (SSL) technologies and secure database connections. Data stored on active systems is retained in system databases under strict security access controls limiting visibility of data to only the SirsiDynix support personnel required to ensure system operability.

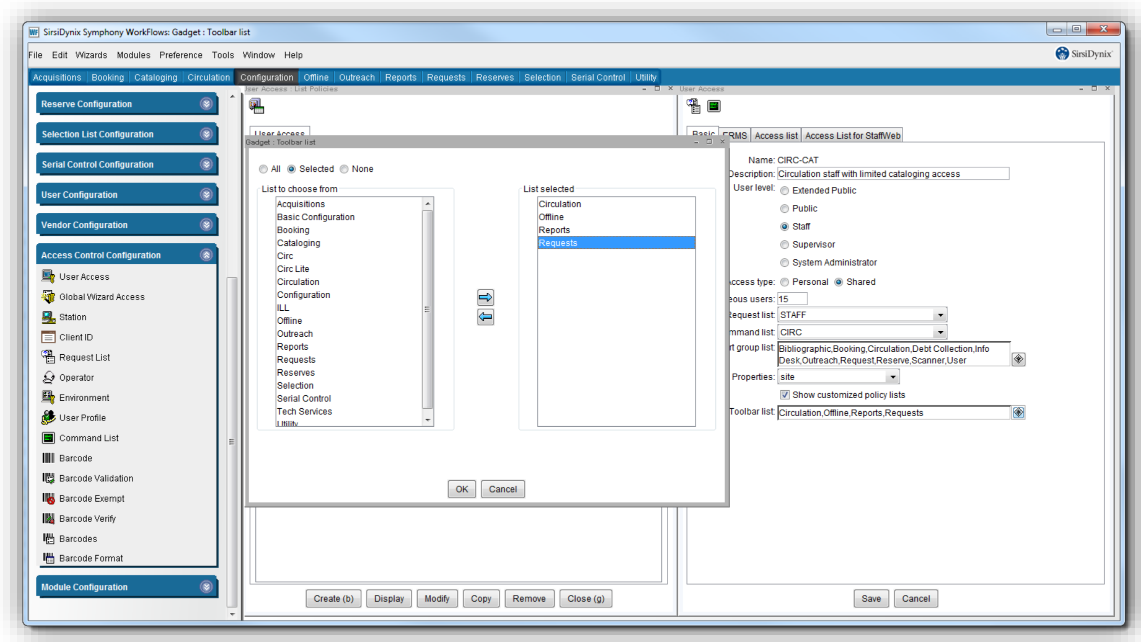
Personal information is retained in active systems only until a client no longer requires SirsiDynix services. SirsiDynix does not share information collected from client users/patrons with any third parties unless specifically authorized to do so by the client for the purpose of added functionality. The privacy policies and data management provided by these third parties is able to be provided to clients at the time of selection.

Symphony staff client permissions can be very granular. Symphony maintains separate accounts, privileges, roles, and access for each and every user in the system. This allows for as broad or as fine a level of control as the Library desires, and allows the library to determine which staff members can access, add, modify, or delete user data.

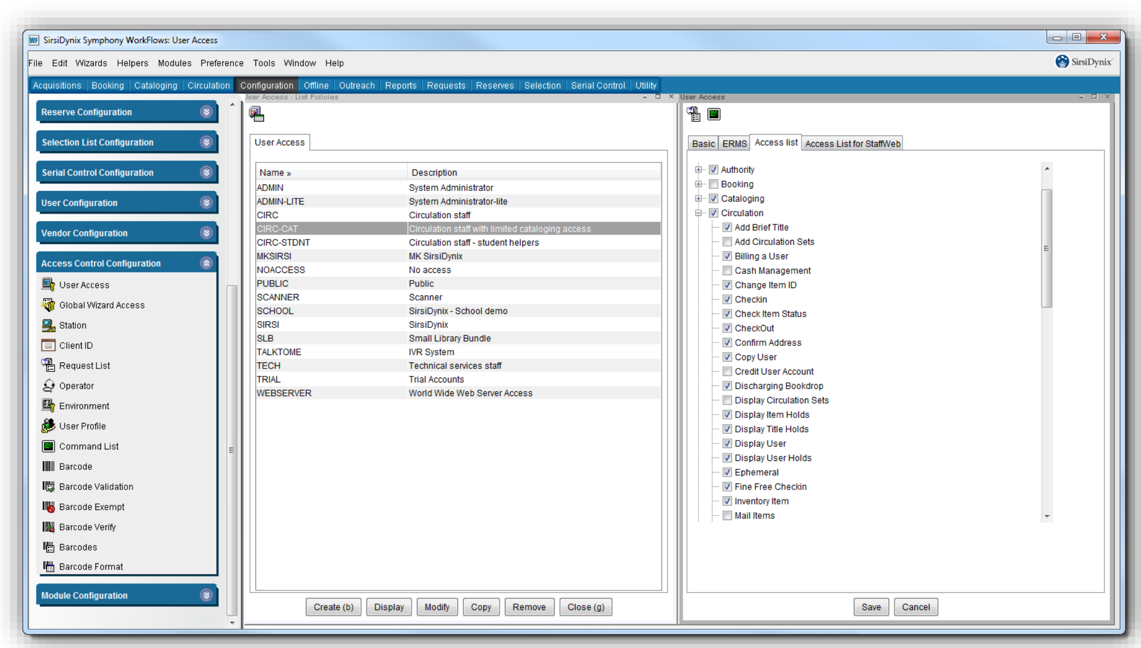
Users gain access to Symphony through the use of a User Record. User Records contain a User's Name, location information, USER ID, USER ALT ID, their PIN (Personal Identification Number) and their User Access profile. When using any SirsiDynix client, users identify themselves for authentication by supplying their USER ID or USER ALT ID and their PIN or in cases in which external authentication occurs, their WebAuthID.

Once a user is authenticated, his or her User Access profile defines the system functions he or she can access. Each User Record in the system is assigned a User Profile that defines the complete set of system functions available to that user. Functions are broken down into actions (query/display, update, create, remove, duplicate, etc.) by database object (bib record, volume record, copy record, order record, fund record, etc.). Security configurations allow the building of a matrix that defines the combination of actions and associated objects that a user is authorized for use.

An administrator can establish access permissions for staff operators using user profile policies. The Library can control a staff operator's access to modules, wizards/commands within modules (create, edit, delete), and to groups of reports.



The User Access screen has multiple tabs where rights and permissions are assigned. On the Basic tab, above, you can define the specific toolbars staff with this user profile can access.



Access is configured with screen-by-screen granularity separated into toolbar-based functional areas.

TECH SUPPORT

CFPL/WPL prefers that Vendor support be available 24/7 with remote access, phone, and email support. CFPL/WPL also prefers that Vendors use a support ticketing tool to track support requests.

Please describe the Vendor's ability to meet these requests.

SirsiDynix: The SirsiDynix Support Center is the first point of contact for all questions and problems. Critical Care support (24x7) is available to all SirsiDynix SaaS customers. If the Library experiences any problems, they can contact SirsiDynix Customer Support via the SirsiDynix Support Center website, toll-free phone number, email, or fax.

SirsiDynix also accepts software problem reports through our website. A link to the SirsiDynix Customer Support system allows library clients to submit, edit, or cancel service requests to Customer Support via the Web. You can also track the status of your request online. In addition, library clients may search the Knowledgebase to find answers to common questions that have already been submitted to Customer Support by other clients or that have been specially prepared by SirsiDynix staff.

All SirsiDynix clients are assigned to a dedicated Client Care team. This familiarity allows for more personalized service in all areas, including escalations. Our goal when taking a problem report over the phone is to resolve the issue during the initial call wherever possible. Incidents that are not resolved on the initial and/or incident or are received by other means are prioritized based on the impact that the problem is having on your library's operations. Critical issues are responded to immediately and worked continuously until they are resolved, 100% of the time.

With SirsiDynix SaaS, our staff proactively monitors all levels of the infrastructure including network, server, storage and applications for latency and availability. In the event SirsiDynix recognizes abnormal trends we will immediately work with the appropriate internal group on a resolution. If these trends affect overall customer performance and/or availability SirsiDynix will alert the necessary customers via email.

Platinum Services

Cedar Falls and Waterloo Public Libraries benefit from our Platinum Services, which provide an extra level of support service. Our Platinum Services and give customers access to priority, round-the-clock support with reserved technicians, and to experts who have a thumb on the pulse of SirsiDynix technology and a personal understanding of your library goals. Platinum customers leverage SirsiDynix consultants who are experts at amplifying your technology's value and making your solution exceptional.

PRICING AND TERMS

Please provide a pricing breakdown for the Vendor's ILS and additional modules as listed in the section above and indicate whether the price is a one-time fee or an annual cost. Also describe if there are levels of service that apply and how those affect overall pricing.

Please provide pricing for any initial installation and migration services.

Please describe any package discounts, discounts based on contract length, or other price reductions from the quoted price above that may be available to CFPL/WPL.

Please confirm if both libraries can be invoiced separately for 50% of the total cost.

SirsiDynix: We can confirm that it is possible to invoice both libraries separately as described.

As a current SirsiDynix customer already using a Symphony SaaS system, a lengthy and costly implementation will not be necessary, one of the many benefits of remaining with SirsiDynix.

See our pricing breakdown below:

License Metrics (unless otherwise indicated in the item description)					
• *Annual Circultion: 500,000*	• *Discovery users: Unlimited*				
• *Concurrent SaaS staff users: 100*					
BLUEcloud Library Services Platform	**Year 1**	**Year 2**	**Year 3**	**Year 4**	**Year 5**
Products and Subscriptions	**$55,249**	**$58,509**	**$61,961**	**$65,616**	**$69,488**
• SirsiDynix Symphony SaaS Core					
• Acquisitions, EDI & 9xx					
• BLUEcloud Analytics					
• Symphony Debt Collect					
• Universal SIP2					
• Enterprise Discovery & PAC (includes Content Management System)					
• eResource Central with OverDrive Connector					
• Unbound Enriched Content					
• MobileCirc / MobileStaff					
• Platinum Services					
• CloudSource Open Access Pilot - Waterloo Public Library					
• NEW: CloudSource Open Access Pilot - Cedar Falls Public Library					
• VPN (2)					
• SSL					
• Circulation, Offline Circulation & Inventory					
• SaaS Hosting Services (including Disaster Recovery)					
• Software Updates (free updates through Customer Support Center or scheduled M-F)					
• Symphony Database & Application Services					
• Additional Symphony System Admin Training					
NEW: Customer Loyalty & Multi-year Agreement Discount	**($12,847)**	**($16,107)**	**($18,330)**	**($20,719)**	**($23,289)**
TOTAL SOFTWARE & SERVICES AFTER DISCOUNTS	**$42,402**	**$42,402**	**$43,631**	**$44,897**	**$46,199**
OPTIONAL ITEMS					
• Community Engagement Platform (50,000) (After Discount)	$12,425	$12,425	$12,785	$13,156	$13,538
• Community Engagement Platform Implementation (After Discount)	$3,332				

REFERENCES

List at least three entities for which similar work is or has been conducted recently and give the name, title and telephone number of persons who may be contacted for reference concerning the services you provided. Give dates and lengths of service.

SirsiDynix:

Note: SirsiDynix considers our references to be confidential and proprietary and requests that they be treated as such.

Ector County Public Library

Howard Marks

Director

432-227-2038

Symphony customer since 2001

Pella Public Library

Chris Brown

Assistant Library Director

641-628-4268 ext. 205

Symphony customer since 2015

Manitowoc-Calumet Library System

Rebecca Sherer

Director

920 686-3051

Symphony customer since 2006

ANYTHING NOT PREVIOUSLY COVERED

Please use this area to describe services and/or products not already mentioned in the company's proposal that may be of interest to CFPL/WPL.

SirsiDynix:

SirsiDynix Outsourced System Administration Services

In addition to our included System Administrator training, we are able to offer a service where SirsiDynix can assist in some of the daily and regular tasks typically done by the library's System Administrator. We have several options and levels of services we can offer, and we would be happy to discuss in more detail.

Community Engagement Platform

Quoted as optional, CEP is a robust tool with many features to help you meet your library's customer relationship management goals. See an overview of CEP in our response to question 6 of the Staff Experience – Circulation and Patron Management section.

ILS Features Questionnaire:

Customer Experience

1. Provide an overview of the patron user experience (Discovery).

SirsiDynix: SirsiDynix Enterprise is the Library's next-generation catalogue and resource discovery system. Enterprise supports discovery and delivery of all types of resources – printed, digital and electronic – all within the one platform. Enterprise is a full-feature discovery platform offering library end users an intuitive, friendly public access experience while empowering libraries to add tremendous value by customizing that experience—including appearance, available features, filtering options, and resources included in the discovery environment. Enterprise prioritizes the end user experience.

Enterprise is a comprehensive search solution capable of searching not only your library's catalogue, but a true "everything search" for e-books licensed from a growing list of partner vendors, electronic journal collections, free/public databases, licensed databases, and virtually any other resource your library wishes to deliver to its users.

Enterprise is a powerful tool that extends far beyond the capabilities of more conventional OPACs to offer not just library catalogue searching, but library resource discovery.

2. Describe the customization and maintenance capabilities of the discovery experience.

SirsiDynix: While Enterprise offers interfaces that are public-ready and available with little to no customization or modification apart from populating appropriate details about profile policies, indexing rules/targets, etc., Enterprise's true strength lies in its construction as a true discovery platform. That is to say that Enterprise offers extensive options for customization, for integrations with external systems, and even opportunities to leverage its existing technology stack in the development of a library's own solutions, software, and systems.

Enterprise's power is in its flexibility and the value that many of our most satisfied Enterprise customers find in the platform is primarily related more to work *they* have done using Enterprise than with work that SirsiDynix has done to develop it. Enterprise is not a "black box" solution, so much as it is a "tool box," allowing your library to create and customize the discovery experience your library wishes to deliver its users (and even to deliver distinct experiences to different constituencies of users). Your library can modify the appearance, the search targets, the preferences, the information displayed, and more.

Enterprise's customizability is not delivered simply as a handful of options for modifying the color scheme or uploading your logo for branding purposes. Enterprise is customizable in virtually every way because it is controlled by and built with a full-feature content management system (CMS). The Drupal-based CMS is used by SirsiDynix as we develop Enterprise, but is also available for every Enterprise library. Libraries can use the what-you-see-is-what-you-get (WYSIWYG) page editor and builder to create or modify Enterprise pages to satisfy needs of their user community. Libraries can also use the tools to directly add or edit custom HTML, CSS, and JavaScript. Libraries have used these tools to deliver interfaces, functionality, and experiences to their users that go beyond the scope of any software vendor's imagination about what their software can accomplish.

Virtually all Enterprise behaviors, functionality, appearance, etc. are governed by profile. The profile determines the policies, functionality, appearance, etc. that Enterprise will present to the end user. Profile can be assigned based on a variety of factors—including authentication by user, URL, or IP range—allowing you to create different Enterprise experiences and pages for distinct libraries within a shared system, different types of users, location of the terminal being used, and more.

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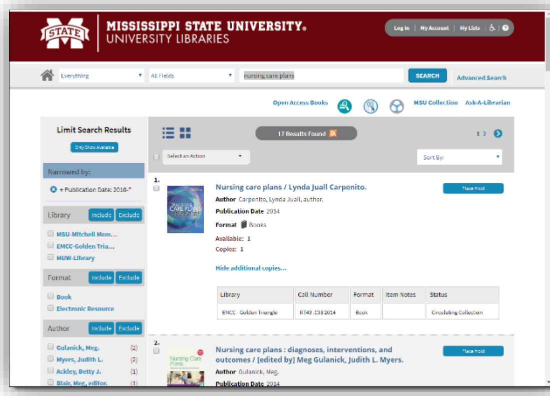
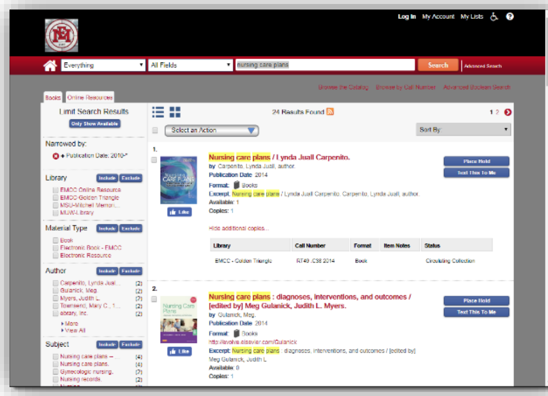
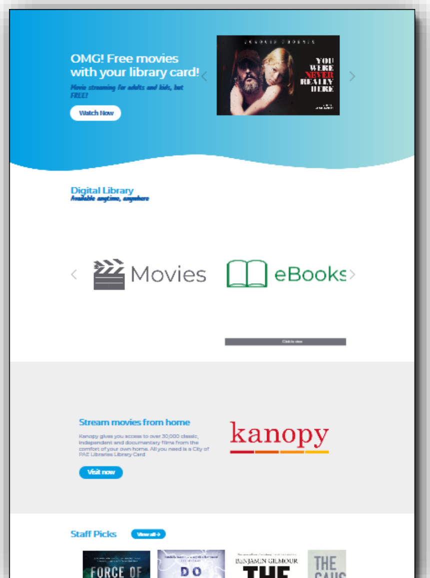
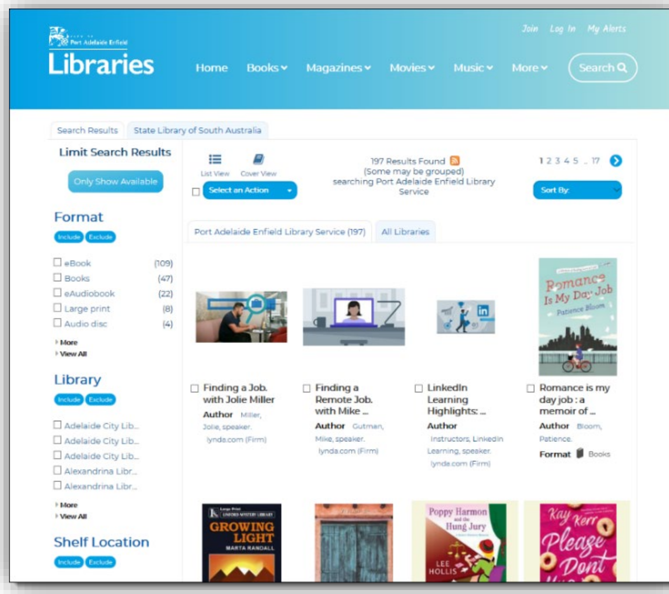


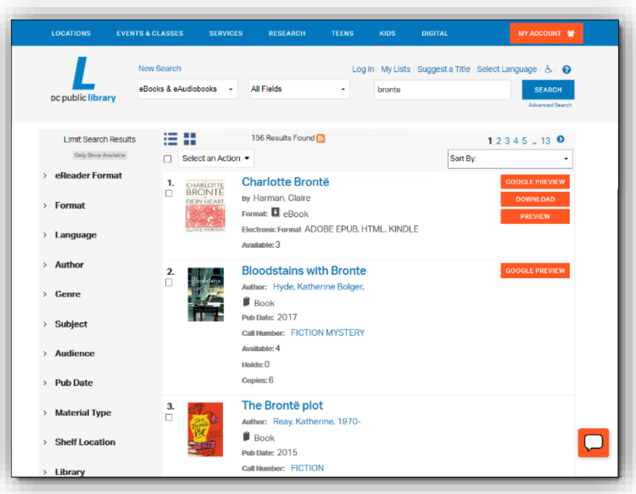


Mississippi State University Library and East Mississippi Community College results pages. Please note that these two institutions share an Enterprise instance. All differences between the two are strictly profile-based.



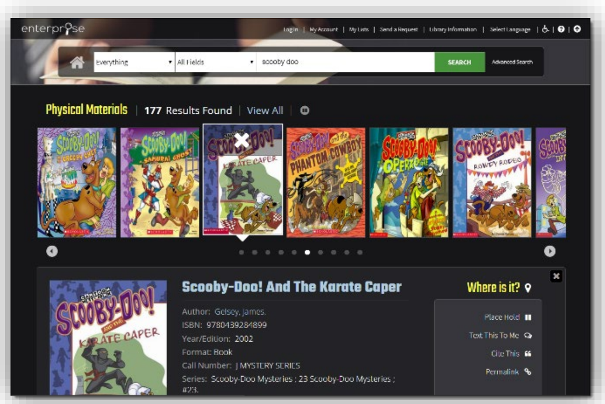


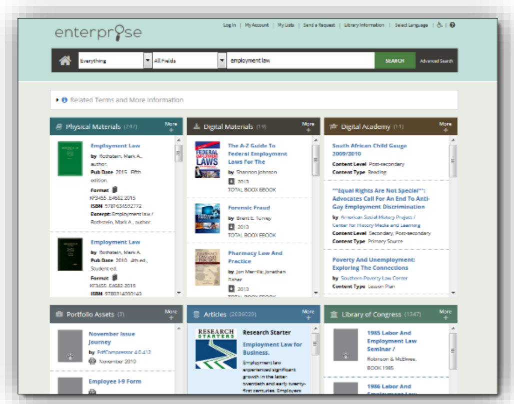
Port Adelaide Enfield Library (part of the South Australian Public Library Network) offers an extremely engaging implementation of Enterprise with attractive, modern design. The system includes content from multiple libraries and electronic resource providers as well as FRBR-style grouping of resources across multiple formats.



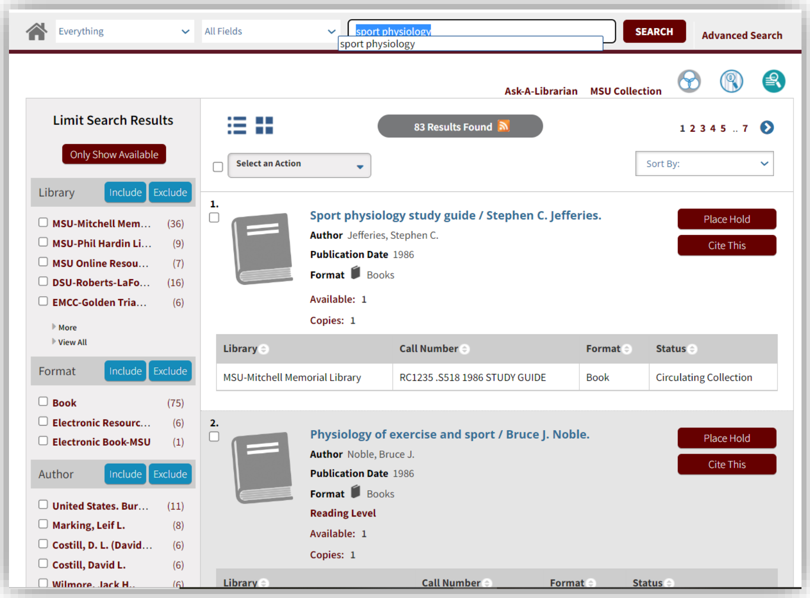
Washington DC Public Library (left) and Houston Public Library (right) also use Enterprise to power their own unique discovery experience.

The Enterprise CMS allows you to build virtually whatever types of pages you wish, and Enterprise's unique profile-based architecture allows you to deliver multiple unique discovery options based on user needs, preferences, use cases, etc. Some unique interfaces are shown here to demonstrate the types and the depth of the flexibility Enterprise delivers.

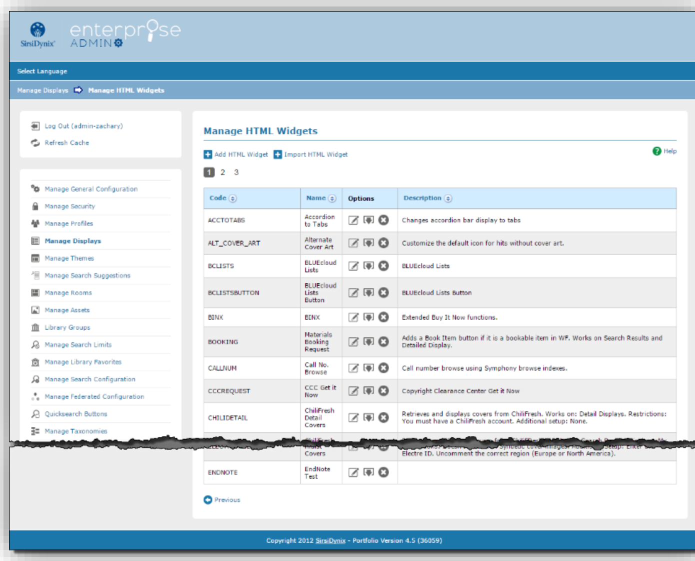


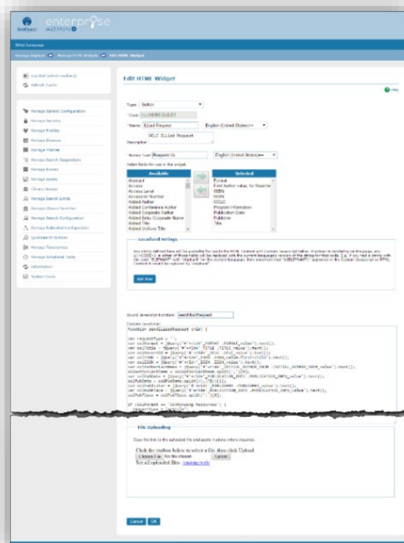


A heavily image-based results "browsing" interface presenting results in content "rivers" within Enterprise, reminiscent of streaming site apps (left).
A "Bento Box" search results page presenting multiple silos separately in order to enhance transparency about sources from which they have been obtained (right).



Enterprise’s content management system supports JavaScript and widgets, meaning that you can not only modify the interface, but add actual functionality to Enterprise. You can extend your system using widgets of your own design or widgets from other sources. Widgets can be created or customized by the library or simply plugged in by copying and pasting the appropriate code from external sources. You can connect to external systems in order to add additional capabilities, link services, and more.



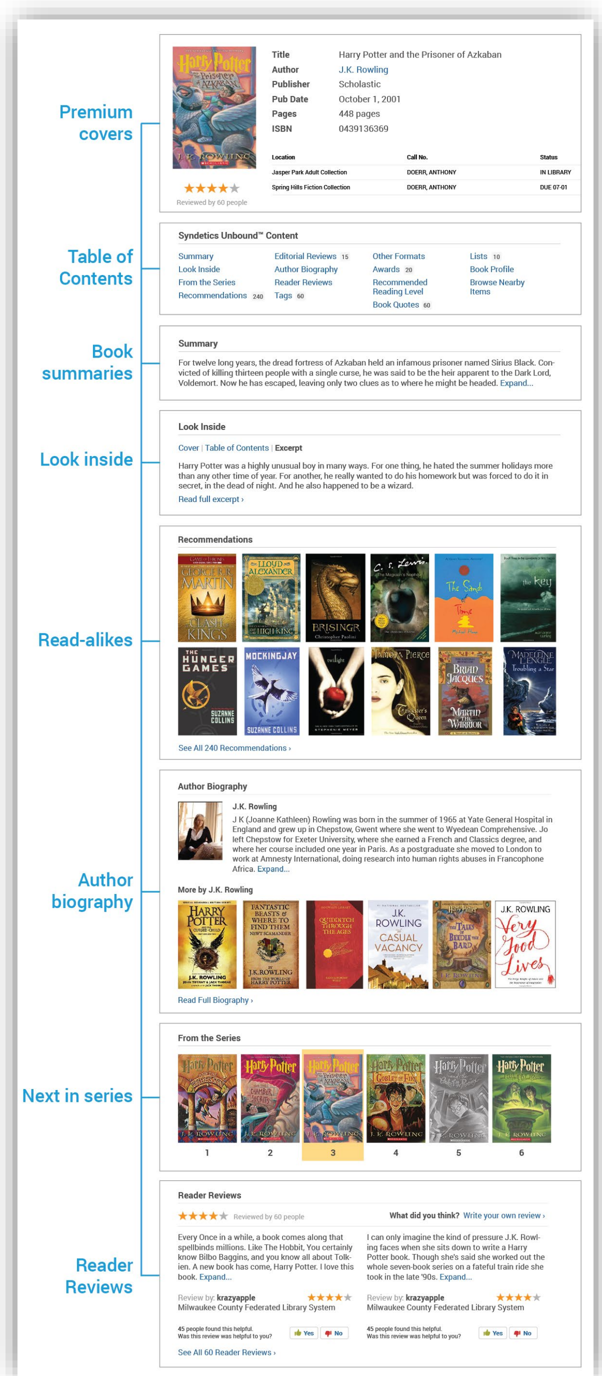


System administrators can add or manage widgets (left) and widgets can be uploaded in completed form or edited within the Enterprise administrative interface (right).

This open architecture also allows us to deliver massively beneficial enhancements to customers through partnership agreements and co-development with other companies. We know that depending entirely on our own development resources, there are very real limits to the types of enhancements we can deliver our customers directly. Through partnerships, we are able to effectively extend systems for our customers beyond what we could deliver on our own. While partnerships can help us enhance and extend all parts of our solutions, the benefits are especially pronounced and apparent when adding features and functionality to Enterprise.

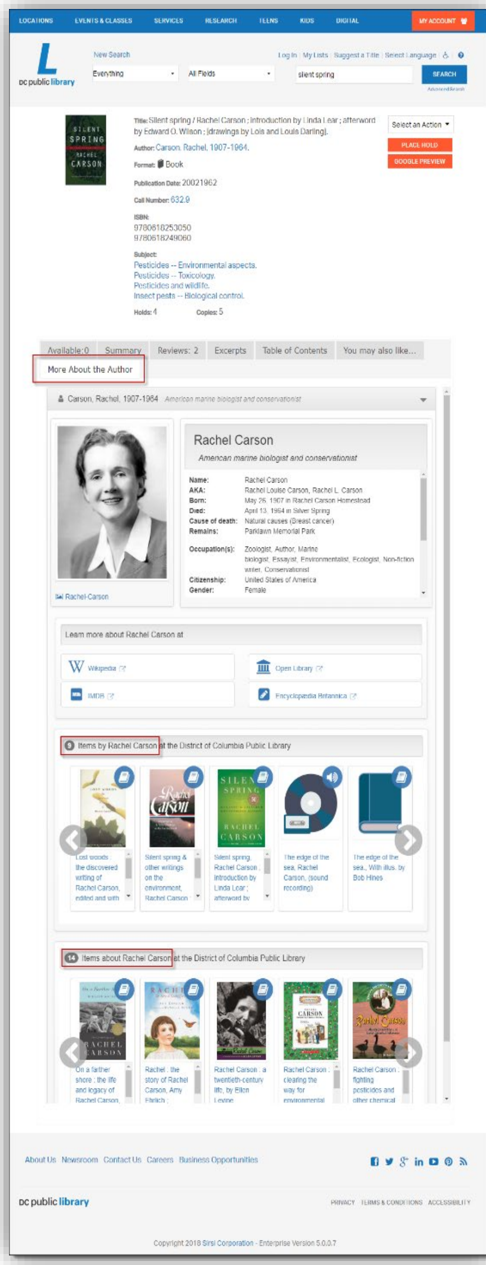
Enterprise enhancements delivered through partnerships include, but are not limited to the following:

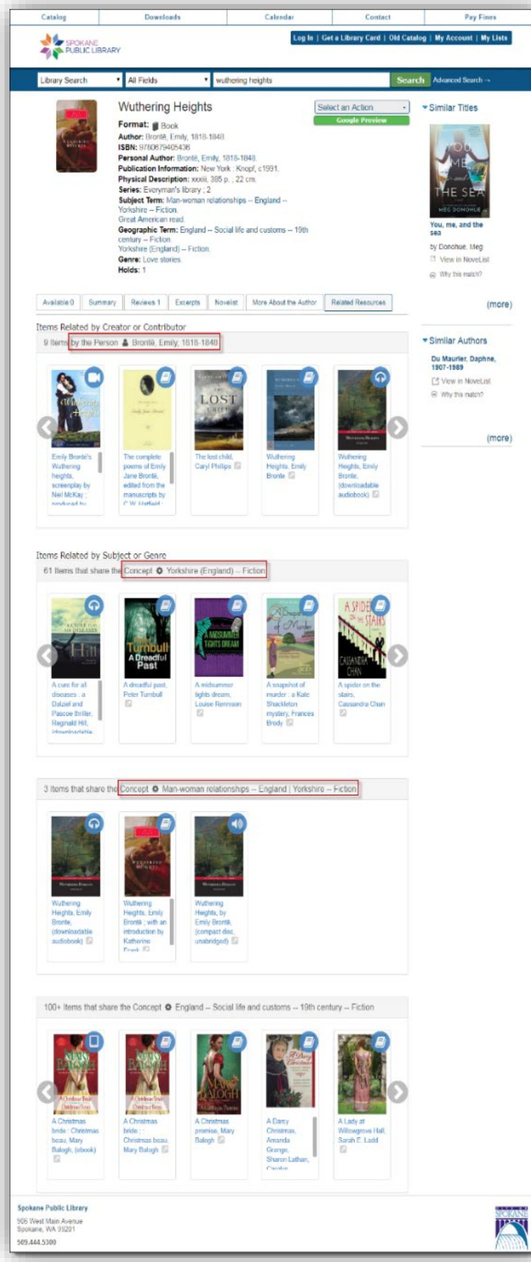
- **Syndetics Unbound** adds a wealth of enriched content to Enterprise, including cover art, tables of contents, series data, reviews, summaries, award details, read-alike links, patron-driven tagging, reading level data, and more.



View of enhanced content provided through Syndetics Unbound

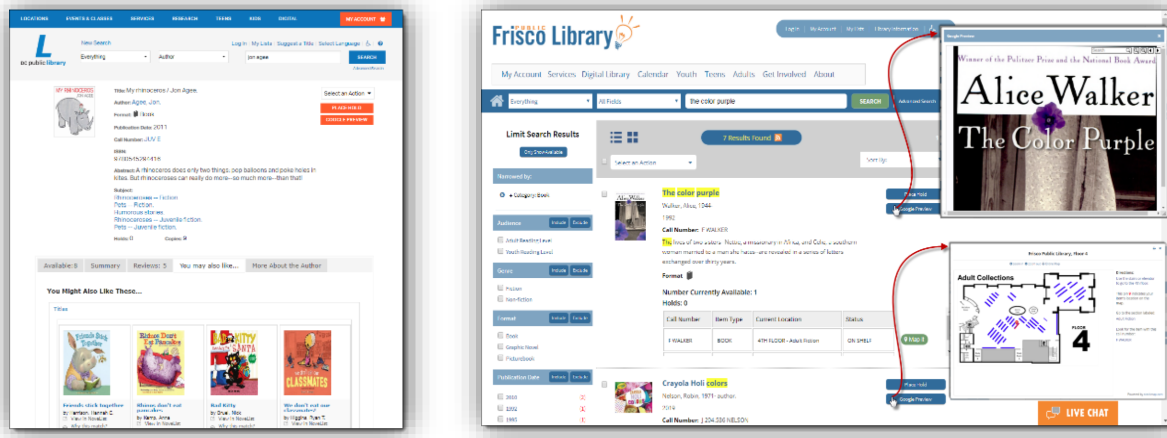
- We offer **BLUEcloud Visibility**, which can be quoted upon request, in collaboration with Zepheira, the same firm contracted by the Library of Congress to develop the architecture for BIBFRAME. BLUEcloud Visbility includes a service to transform and publish all library MARC records as BIBFRAME resources with linked data enhancements. Within Enterprise, a variety of widgets are available to leverage BIBFRAME and linked data elements to create knowledge graphs, establish clear relationships between resources, and more.





BLUEcloud Visibility leverages BIBFRAME authorities and linked data to establish clear "things, not strings" relationships. For example (at left) offering a Semantic Web "More About the Author" view creates a knowledge graph with biographical details as well as links to works that are both <u>by</u> and <u>about</u> the person.

- Other partnerships leveraging our open architecture to enhance your search environment with physical location details (StackMap), book previews (Google Books), and curated series information or recommended related titles (NoveList), and more.



NoveList, Google Books, and StackMap enhancements in Enterprise

3. Describe how the discovery interface encourages engagement.

SirsiDynix: SirsiDynix offers a premium discovery experience that emulates the type of modern search experience to which users are accustomed from time spent on many websites. That is, it offers comparable views as well as the types of tools ubiquitous on e-commerce sites, social media pages, news sites, and other pages frequented by your users. Results lists provide sufficient information about resources to allow users to review their results without opening the full record. With an enriched content subscription, thumbnail images (album art, cover pages, image previews, or icons) accompany results to keep the interface fresh and inviting. Delivering this type of experience to library users gives you an inviting presence on the web and enhances users' confidence that they will be able to discover resources without a meaningful learning curve.

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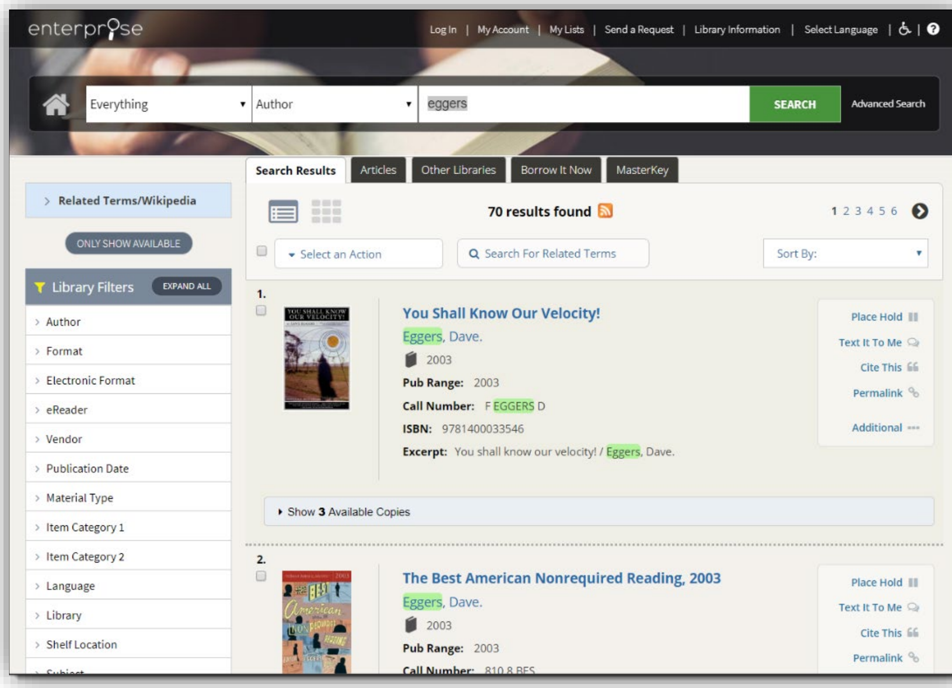


Enterprise offers a pleasant appearance, familiar tools, and appropriate at-a-glance information.

"Out of the box," Enterprise offers a clean and attractive discovery experience that will align well with your users' expectations while delivering reliable search results and a marked improvement to their experience. Enterprise packages extensive options to powerfully guide users' searches without overwhelming the user or requiring them to apply separately learned sophisticated strategies while equipping them with extensive tools empowering them to make better use of library resources.

SirsiDynix strives to deliver features in such a way that they are transparent, accessible, and of comparable utility to novices, power users, and library staff. Perhaps the most powerful tools delivered by Enterprise are the facet-based search limiters, which can be used (in any combination) to limit and further specify search results after a user performs an initial search.

Enterprise facets differentiate themselves from those available in competitor systems as well as on external websites because they offer much greater flexibility than most facet-based limiters allow. Enterprise allows users to select as many or as few facets in any given category and to select to include matching results OR to exclude those resources from the results. Users can specify in this fashion across all groupings. In essence, this delivers the ability for users to apply Boolean AND, OR, and NOT logic to their search results *after the fact* and to do so *with no prior training or familiarity* with Boolean search logic or operators.

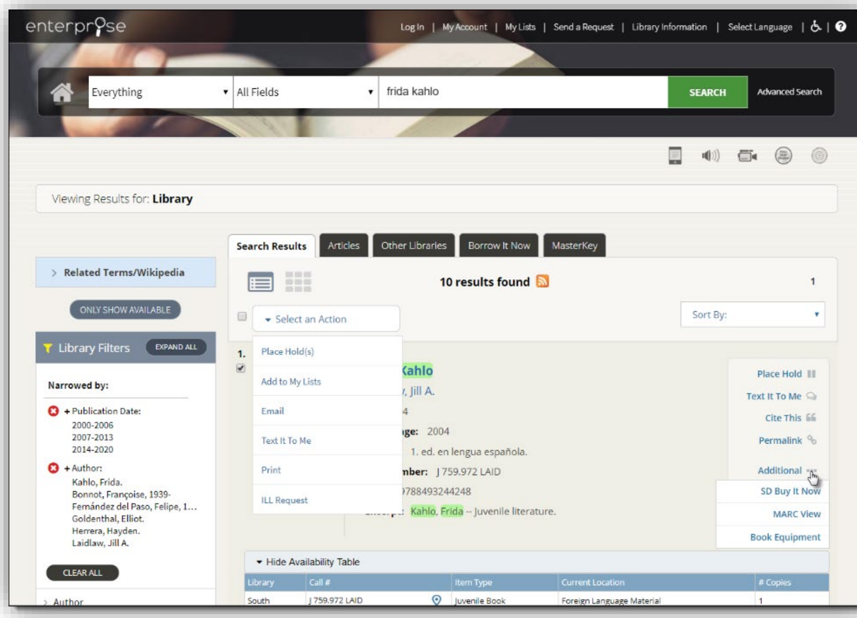
Enterprise facets allow even the most basic search to be easily (and incrementally) narrowed to results that – in previous generations of library OPACs – would have required prohibitively-complex advanced searches (and likely several attempts to select the proper set of search criteria). A user can begin a search rather generally (perhaps to get a sense of the scope of the library's resources in a particular area) and then gradually hone in on items that more closely match her desired results. This method of searching potentially eliminates the need to scroll through many pages of (frequently irrelevant) search results to find the best resources. It also diminishes the possibility of a user missing out on valuable resources due to an excessively limited advanced search while building the user's confidence in her own searching abilities, library resources, and the usefulness of your public discovery tools.

Enterprise facets allow you to make multiple selections under a heading and to include or exclude those selections.
You can expand to view more or all facets under a heading. Enterprise clearly displays the facets that have been applied to arrive at a narrowed set of results and allows users to remove any previously-applied limiters.

By default, Enterprise offers facets for author, format, material type, location, subject, language, electronic format, eReader, publication date, and so forth. But your library can create a facet for any metadata field from any harvested record (and the facet will only show when applicable to at least one record captured in the search results).

On a per-profile basis, any and all facets are completely customizable, including the order in which they are displayed, the way they are labeled and the individual facets that are enabled. Administrators can create a facet based on any indexed metadata field from the MARC record, enriched content, or elsewhere. Each library can, therefore, use its own terminology to describe each facet. (For example, different libraries could use “publication year,” “year of publication,” “year published,” and “published in…” to describe the same facet. Meanwhile, you can select to show a smaller number of facets to children than to adults.)

Enterprise allows users to execute a variety of actions while viewing search results. They can place items on hold/reservation, send item details (including title, author, call number/location, etc.) via SMS or email, add resources to lists linked to their account, print results, or output the data to relevant tools such as a citation manager or personal reading list manager.



Patrons can perform actions against individual titles or groups of titles.

4. Describe how the system recommends materials for patrons.

SirsiDynix: Reader's advisory capability is available with third party products such as Novelist or Syndetics Unbound. Syndetics Unbound includes a "read-alikes" feature that suggests similar titles to the items displayed. We have quoted Syndetics Unbound.

SirsiDynix has also developed a JavaScript file for Enterprise to support NoveList enriched content as well as a number of other third-party content and review providers including ChiliFresh, Library Thing for Libraries (LTFL), Good Reads, Google Books, Digg, Del.icio.us and more.

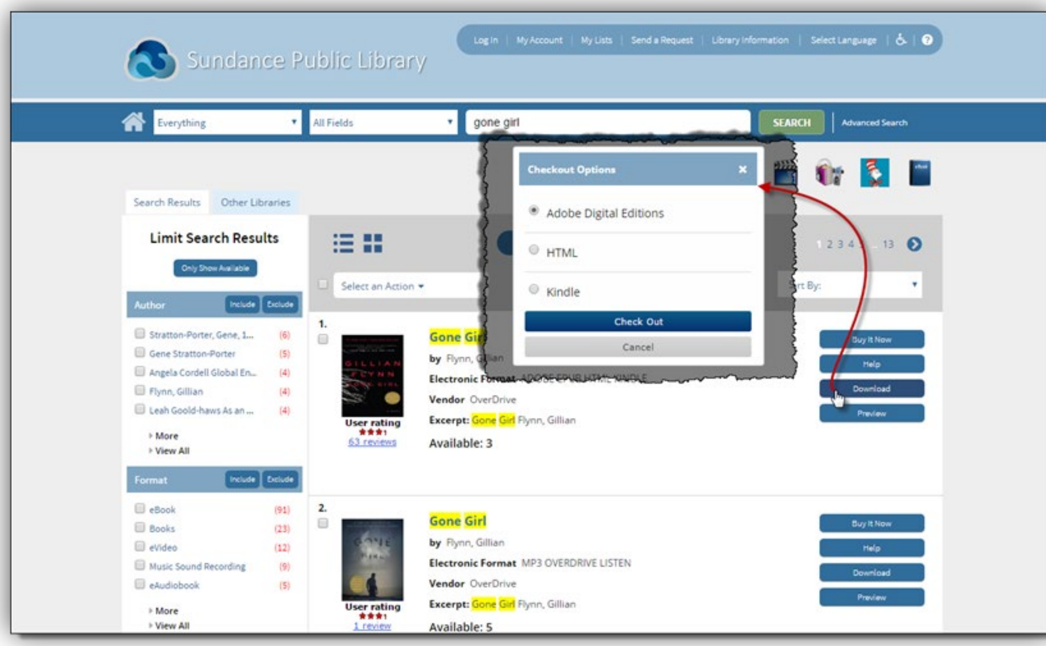
Enterprise also allows libraries to add book lists and carousels. This can include best seller lists, new additions, most popular, or other lists selected by the library.

5. Describe how the system integrates with third party electronic material (e-books) for discovery and borrowing, including but not limited to content provided by Overdrive and Hoopla.

SirsiDynix: Cedar Falls and Waterloo Public Libraries could continue using Enterprise in conjunction with eResource Central to access content provided by Overdrive and Hoopla, as well as other content providers. In addition, our CloudSource OA offers access to a variety of digital materials. While we know that many of your staff are familiar with one or both of these products, we have provided overviews of them below.

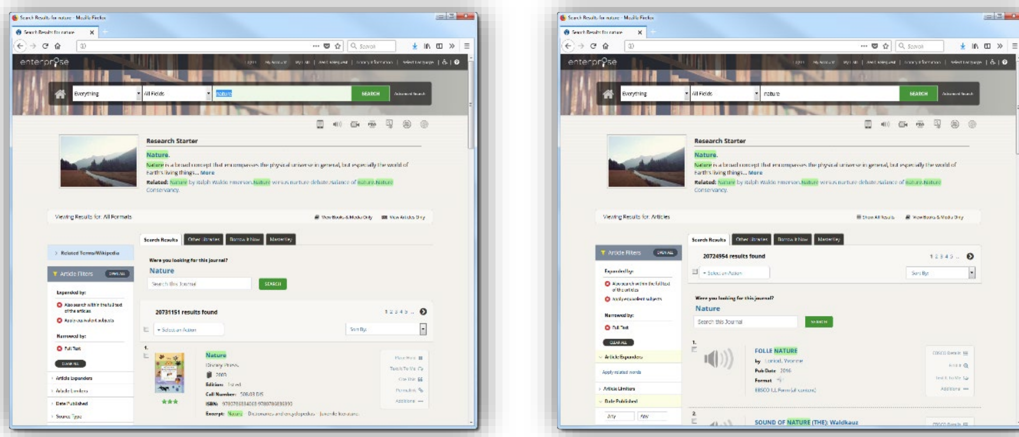
eResource Central

BLUEcloud eResource Central allows your users to directly access electronic content from integrated content partners (including content vendors like OverDrive, Hoopla, and Axis360 as well as open-source providers Project Gutenberg and OpenLibrary). Users can search your electronic resources directly within Enterprise and then access, checkout, and/or download those titles directly from Enterprise as well. This eliminates steps in the process of checking out electronic resources, helping you encourage more usage and delivering greater benefit per e-resource subscription dollar spent.



Patrons can download available titles directly from Enterprise without visiting the vendor portal.

Enterprise can tightly integrate with the **EBSCO Discovery Service** (**EDS**) thanks to an embedded API and extensive co-development with EBSCO, allowing library users to search and access ebooks, journal articles, and any other resource available through EDS.



Enterprise integrates results from—and value adding features of—the EBSCO Discovery Service (EDS). Here, search results for "nature" include a research starter guide, the option to search within the journal of that name, and results that separate EDS results and that commingle library results with those from EDS are shown.

Partner library catalogs, subscription databases, etc. can be integrated in search results directly using Web Services tools, Z39.50 broadcast searching, and other tools.

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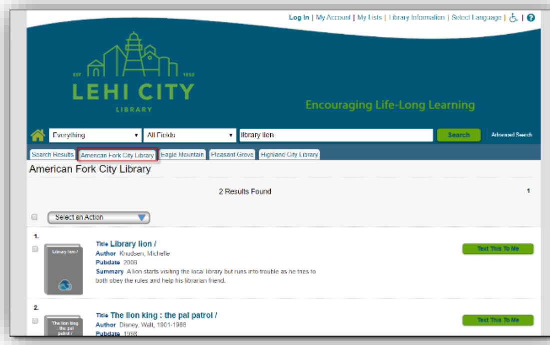
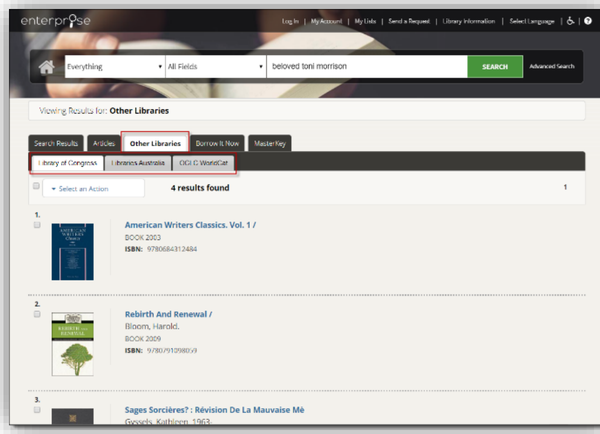
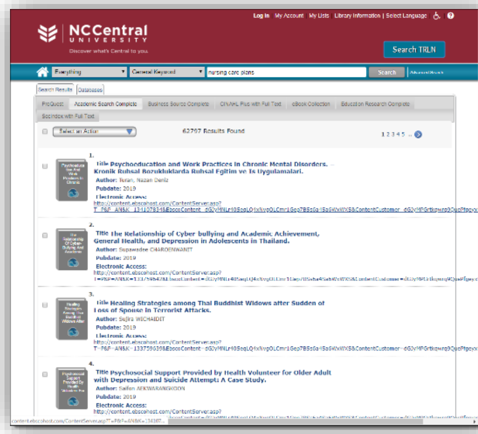


Your library may wish to present searches of independent, neighboring libraries.





Search results can include multiple external catalogs (left) or databases (right).

Many libraries offer so many more resources than their patrons know about. And, even when patrons do know about additional resources offered by the library, they are unlikely to find them when needed if doing so would require them to repeat a search in a dozen different databases. Enterprise tries to address these difficulties by giving you tools to integrate these sources directly into the same tool patrons will use for searching your catalog, adding potentially-valuable resources to patron search results while enhancing the value you are able to deliver with resources that live outside your library catalog (and, indeed, outside your library in many cases).

CloudSource OA

CloudSource OA is a new software solution that enables libraries to take advantage of the growing body of Open Access (OA) content available today to better meet the needs of patrons engaged in research activities, including students, citizen scientists, amateur historians, and local business owners. The first version of CloudSource OA includes a curated collection that starts with metadata from sources such as Unpaywall[1], Knowledge Unlatched[2], and the Open Textbook Library[3]. Our initial curation involves

[1] https://unpaywall.org/
[2] https://www.knowledgeunlatched.org/
[3] https://open.umn.edu/opentextbooks

a selection of high-quality Gold and Hybrid journals[4], including the English-language journals from the Directory of Open Access Journals (DOAJ)[5].

The resulting collection is currently at about 2.5M articles, eTextbooks, and eBooks from more than 13,000 publishers. These journals are among the top in the field—peer-reviewed, quality publications that were often very expensive to access before they converted to an OA model. The data we're presenting are not junk data from "predatory" journals, blogs, or other dubious sources. The library will be able to customize the collection based on metadata parameters. For instance, the library can choose to only show items relating to Education, Business and Technology—skipping the titles on highly specialized medical topics.

In addition to the curation and aggregation services, CloudSource includes hosting not only the source metadata but also the digital items themselves, with full-text indexing of the items.

CloudSource is also providing metadata enhancement to include relevant, authority-controlled headings, abstracts, and multiple links to source data. The result is a robust discovery and direct access to the digital items without broken links or multiple clicks. The consistent display within the UI makes it easy for users to find the article link and open the PDF immediately without having to provide login credentials.

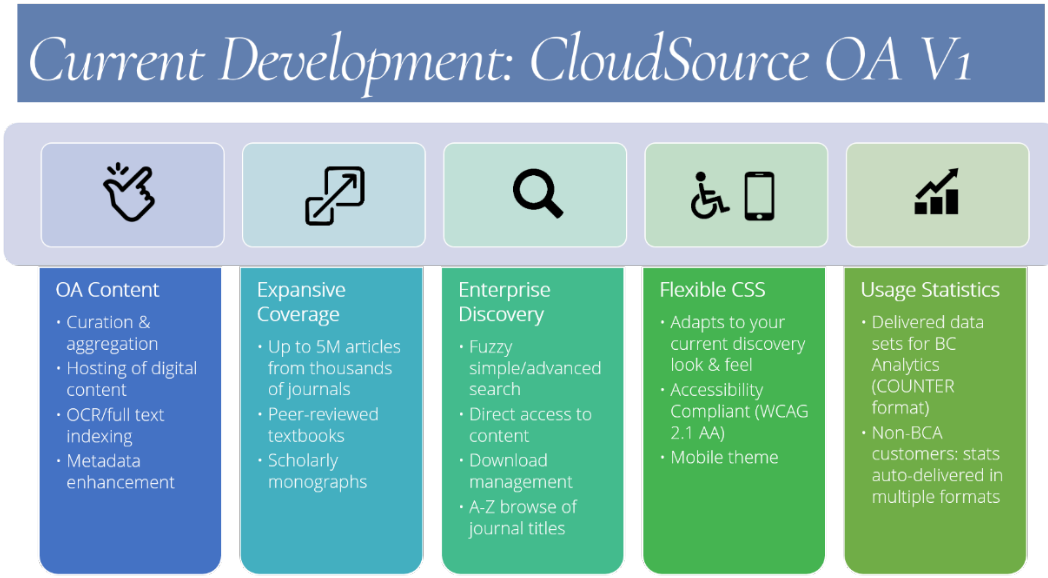
Since CloudSource OA integrates with Enterprise and BLUEcloud Mobile, the setup is simple and will require very little staff time.

Consultants will assist the library in determining how the CloudSource OA results should be presented within discovery: interfiled with "everything" results (using facets to narrow down to specific OA resources), or delivered as a separate collection in a tab, bento box, or carousel.

In addition to the discovery integration, the library will get COUNTER compliant usage statistics for the OA collection that may prove useful in future proprietary database negotiations.

[4] https://en.wikipedia.org/wiki/Open_access#Colour_naming_system
[5] https://doaj.org/

CloudSource OA components



1. Content

At launch, CloudSource OA will feature over 2M items from reputable publishers. This collection will grow daily with ongoing additions and updates. Initial collection development focus will be on English language journal articles and non-fiction books on topics of broad interest. Libraries can curate the collection locally as well as recommend additional items to be indexed.

2. Discovery

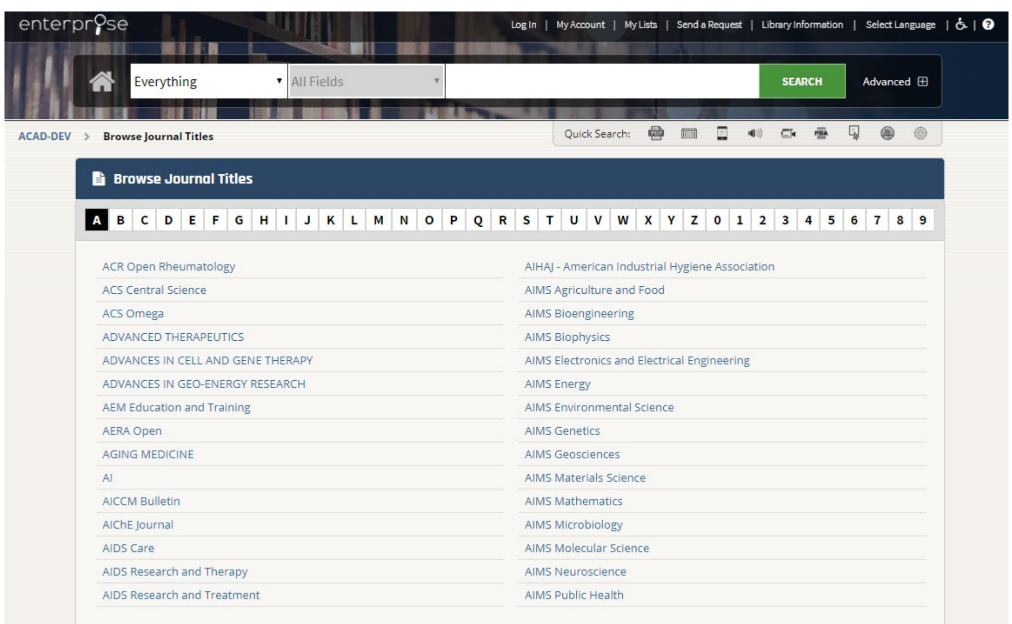


Figure 1: Our current curated title list includes more than 2.3M articles from mostly Gold OA and Hybrid OA journals, representing more than 13,000 journals. We are also investigating multiple reliable sources of peer-reviewed open textbooks and scholarly monographs.

CloudSource OA features a user-friendly interface with powerful searching facilitated by enhanced item level metadata and full-text indexing. As a hosted solution, it offers quick and direct access to content-eliminating broken links and patron frustration. The platform integrates seamlessly with Enterprise, Enterprise Mobile, and BLUEcloud Mobile and meets WCAG 2.1 AA accessibility compliance standards.

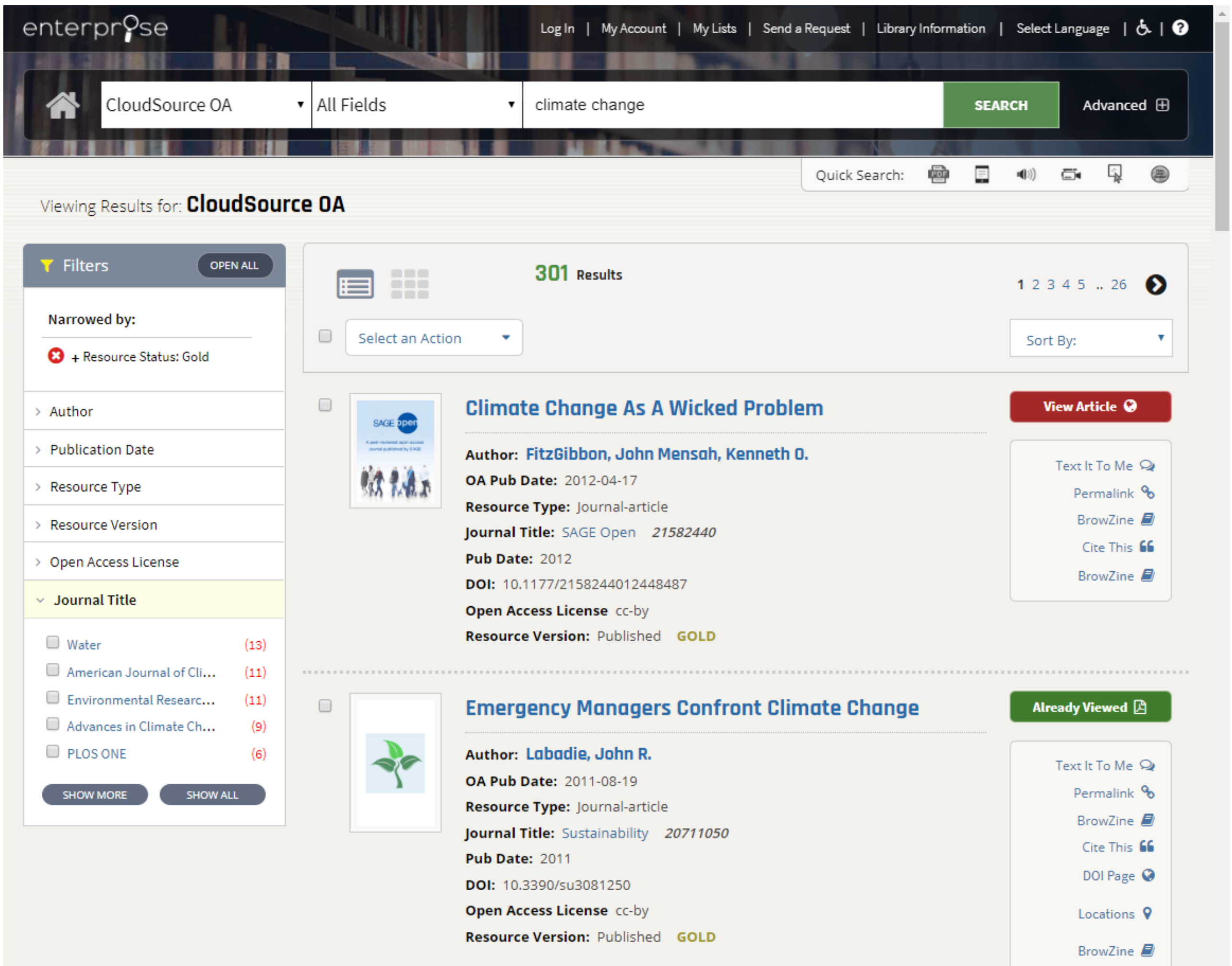


Figure 2: CloudSource OA can be searched as a discrete collection (target) within Enterprise or interfiled with other resources in an "everything" search. Articles are easily accessed, and widgets provide additional actions, such as the ability to: add items to citation managers, access the publisher site, see multiple versions of an article, and browse the full journal issues using the BrowZine widget.

3. Analytics

Easily measure and analyze the success of the library's Open Access initiatives with usage statistics delivered to your inbox or BLUEcloud Analytics.

Benefits of CloudSource OA

CloudSource OA makes it easy for your library to take advantage of the growing body of scholarly Open Access (OA) content available today.

Provide more for less

CloudSource OA gives libraries the tools necessary to deliver top-notch, current articles and books while limiting exposure to spiraling subscription costs. Drawing on a pool of over 100 million non-fiction articles and books licensed for open access, libraries can expand the breadth and depth of their collections, track OA usage and analyze database overlap to develop collection strategies that deliver more with fewer dollars.

Increase library usage

CloudSource OA empowers libraries to meet the needs of local researchers with high-quality, current content. Small businesses, entrepreneurs, consumers, citizen scientists, authors, amateur scholars, and students can all benefit from expanded digital research collections. CloudSource OA platform has been designed to optimize the end-user experience, making the library's digital collection a favorite destination for patrons seeking reliable information. The CloudSource OA platform features include: uncluttered look and feel, clearly labeled PDF download button, instant access to content without login, save to list functionality and citation support. With powerful search capabilities, CloudSource is destined to become a preferred starting point for both novice and experienced researchers. Partner with local schools, community colleges, businesses, and non-profit organizations to promote this valuable resource.

Show impact

CloudSource OA usage statistics make it easy to measure and broadcast the success of your library's Open Access program, keeping the library in the public eye as a vital economic and educational resource in the community.

6. Describe how the system integrates with third party hardware, including but not limited to automated materials handler systems, security gates, self check machines, etc.

SirsiDynix: SirsiDynix solutions are designed to interoperate smoothly with other components, including third party hardware. Documented SirsiDynix Web Services and APIs as well as compliance with dozens of industry standards such as NCIP and SIP2 significantly increase your library's opportunities for system integration.

The SirsiDynix system will work with a number of RFID related solutions including automated material handling, security gates, self-service systems, and portable inventory systems that comply with SIP2. SirsiDynix has a strategic partnership agreement with a number of vendors to provide integration with a range of available RFID systems.

7. Describe how the discovery system integrates enhanced content from third parties, including but not limited to Proquest Syndetics, NoveList/NoveList Plus, etc.

SirsiDynix: Any common, commercial, or open-source products and services can integrate with our proposed solution.

Enriched content for Enterprise is currently provided by Syndetics including book covers, reviews, excerpts, tables of contents, etc. SirsiDynix has also developed a JavaScript file for Enterprise to support NoveList enriched content as well as a number of other third-party content and review providers including ChiliFresh, Library Thing for Libraries (LTFL), Good Reads, Google Books, Digg, Del.icio.us and more. Using configurable widgets, the Library can choose to include practically any third-party resource or even a local collection of book jacket images and other content.

8. Describe how the customer interface allows patrons to customize their library experience.

SirsiDynix: By selecting My Account, patrons can manage their library account within Enterprise. Patrons can change default settings, including language, certain aspects of the appearance, their preferred pickup library, and account details like addresses (based on what options are made available by the library).

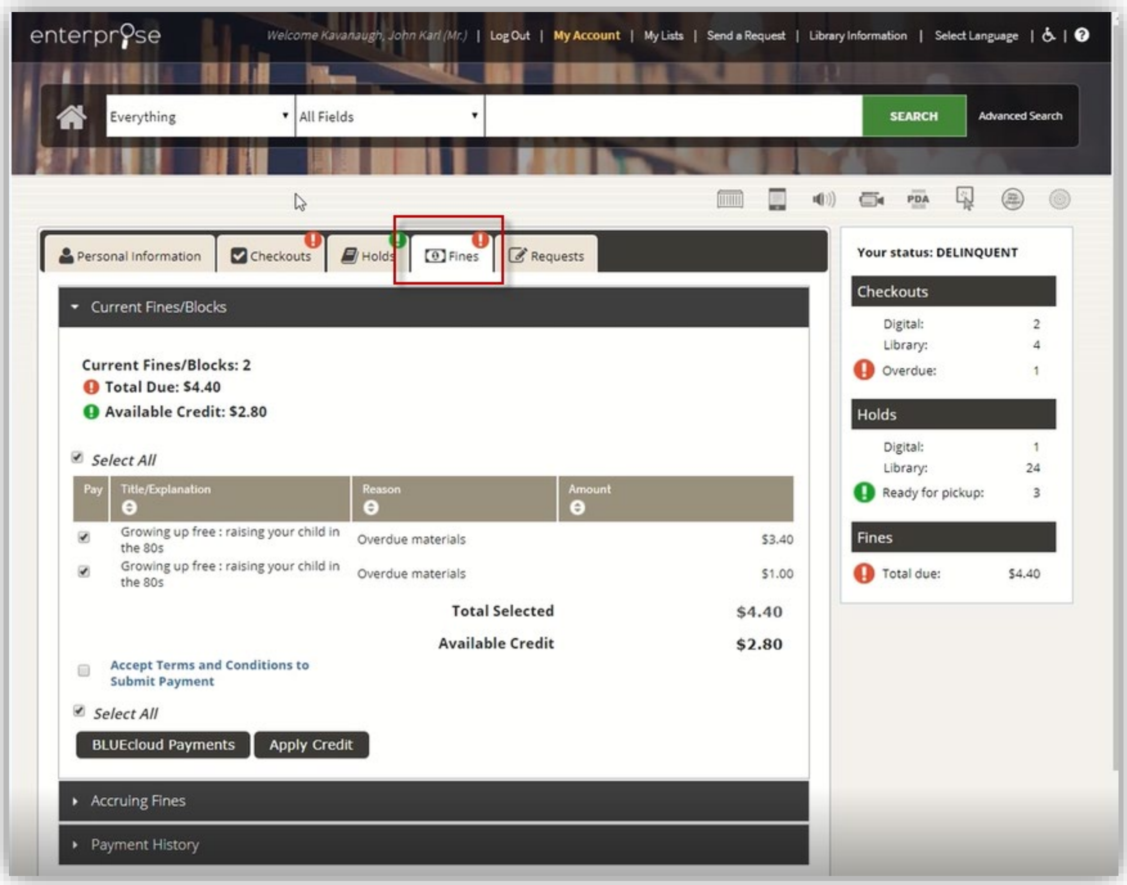
9. Describe the online patron registration procedure.

SirsiDynix: Enterprise allows the library to enable borrowers to self-register online and be assigned a user profile that gives limited rights and requires the user to 'activate' the registration to gain full library privileges.

The process for self-registration is available in My Account in Enterprise. Users can create a new account and register for a library card. When a user self-registers, they will receive a temporary ID number, which the library would then update with the permanent library card number when the physical card is issued either in person or by mail.

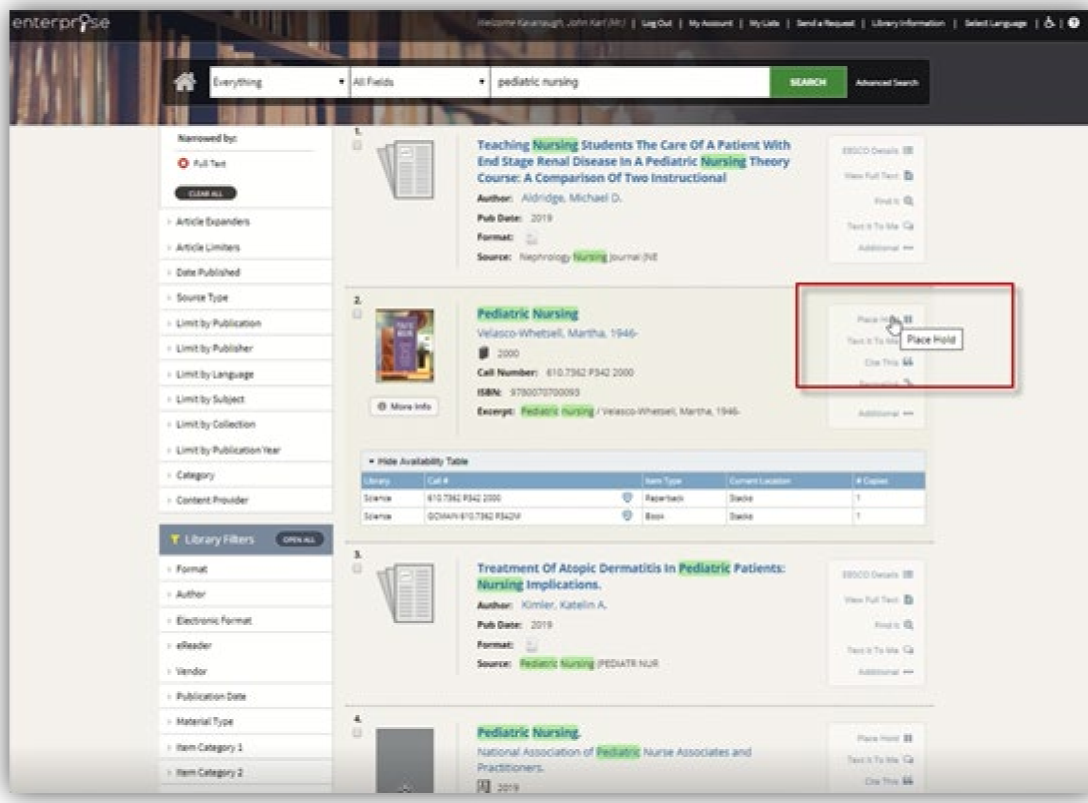
10. Describe how patrons can pay fines and fees associated with their account.

SirsiDynix: A user can both view and pay fines, from the Fines tab in My Account:



11. Describe how holds are placed and managed by the patron, including placing holds on either library's collection and selecting a preferred pick up location.

SirsiDynix: Users can place holds on materials directly from our Enterprise discovery solution. Users can easily place holds on items from either library's collection directly from search results as shown below:



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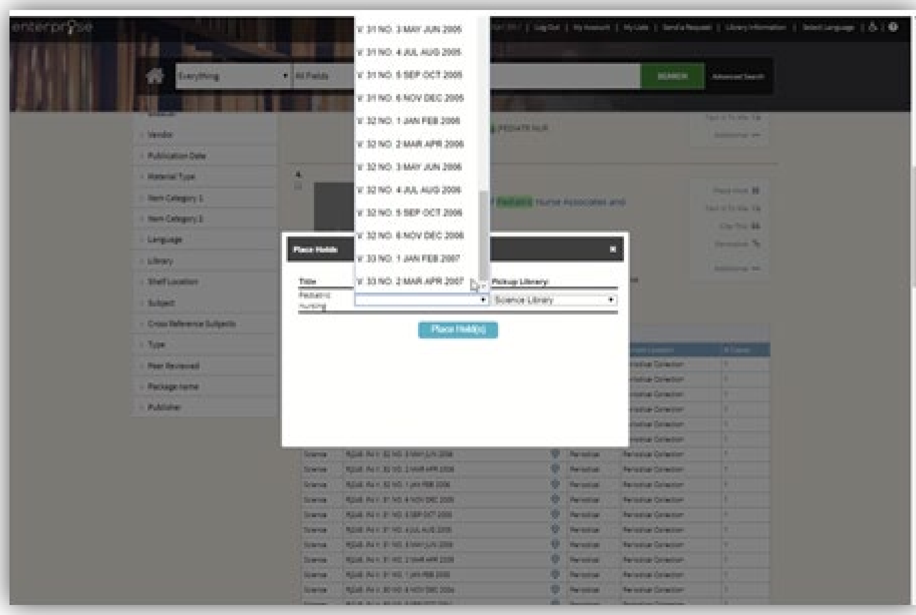
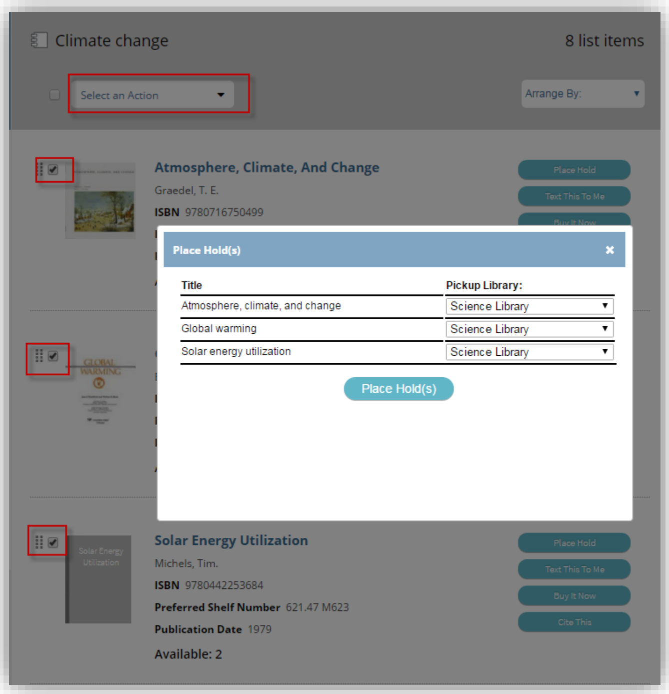
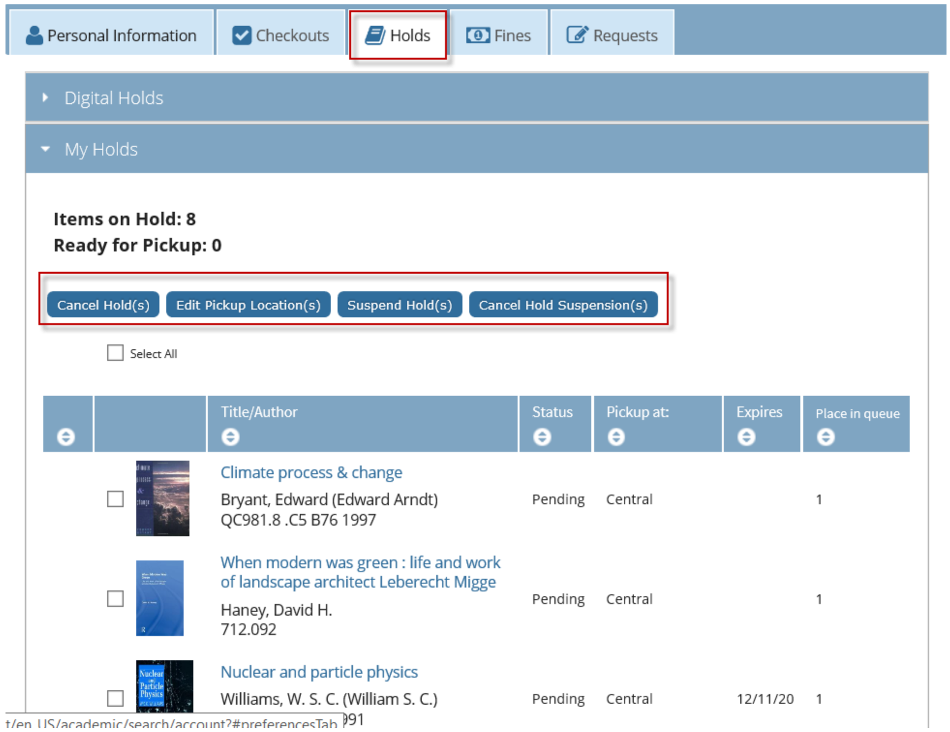
Enterprise also supports part/issue specific holds:



Users can also place holds on multiple items simultaneously within Enterprise by selecting the checkbox next to the desired items and clicking the Place Hold(s) option within the select an Action dropdown menu. This can be accomplished within the search results page or from the My Lists feature.



Once the items have been placed on hold, users can manage the items from within the holds tab of the My Account feature. There they can edit, cancel, and suspend their holds.



Users can easily choose their preferred pickup library by going to the settings in My Account.

12. Describe how a patron would submit a request for an item the library does not have.

SirsiDynix: The library can easily implement automated acquisitions workflows such as demand-driven acquisitions (DDA). Additionally, patrons can fill out purchase request forms with those requests routed to the acquisitions staff.

Interlibrary Loan

The Enterprise discovery interface supports patron ILL requests. The completed request is checked by the system to ensure that all required fields have been completed and that the user ID is valid and sent to the ILL librarian for processing. The library's response to the ILL request (received, processing, ready, etc.,) can be recorded for display in the user's password protected OPAC account.

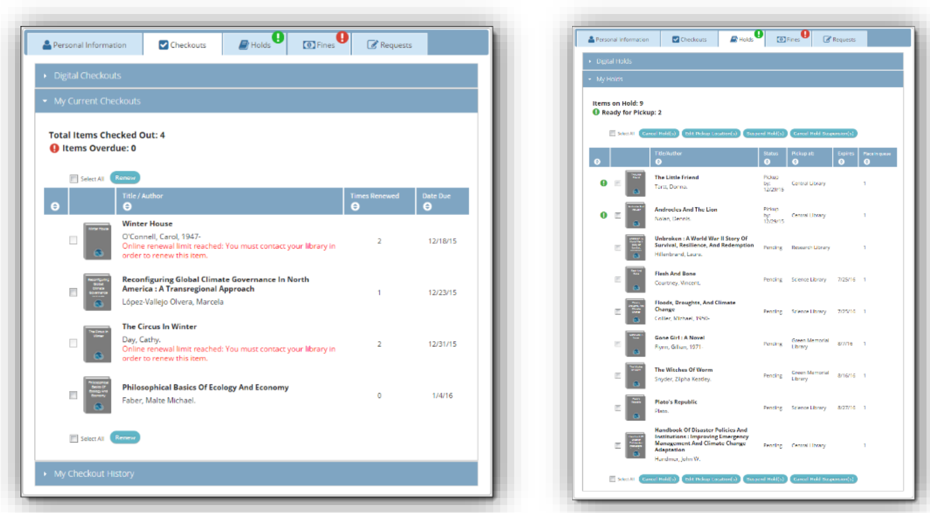
When the user is connected to a remote resource via Z39.50, Symphony will automatically fill in the bibliographic and location information from the record displayed at the time the request is initiated, so the user needs only to input any other data required by the library (e.g., "need before" dates, etc.) before sending the request.

The ILL request can also be a library-defined blank request form, into which the user can enter required bibliographic information sufficient to identify the item requested, and other notes, such as date needed. The completed request is checked by the system to ensure that all required fields have been completed and that the user ID is valid and sent to the ILL librarian.

The ILL request is attached to the user record, alerting staff to the presence of a request. A basic catalog record is automatically created in the system, and when an item is received, the system generates a temporary item record. This is used to issue the material for a designated amount of time. The library defines whether the record appears on the public access catalog and if it can be requested by other end-users or not. The acquisitions module is utilized to maintain ILL budget expenditure.

13. Describe capabilities and the access patrons have in their My Account feature.

SirsiDynix: Patrons can manage their library account within Enterprise. Patrons can change default settings, including language, certain aspects of the appearance, their preferred pickup library, and account details like addresses (based on what options are made available by the library). They can also renew materials, manage their holds (including suspending, canceling, changing pickup location, and more), and even pay fines through the My Account interface.



My Account allows patrons to view their checkouts and request renewals (left) as well as manage their holds (right).

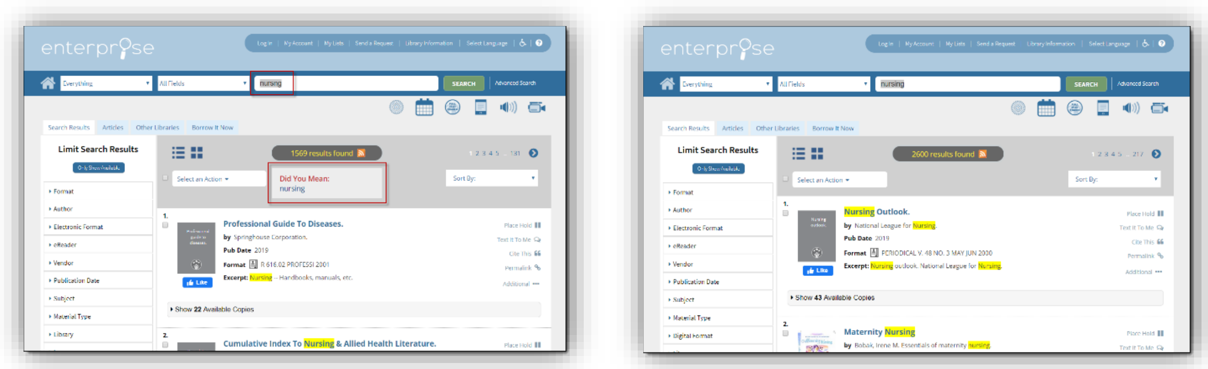
14. Describe how the discovery system utilized optimized relevancy ranking.

SirsiDynix: Enterprise offers powerful searching technologies to reliably delivery highly relevant results to searches. Enterprise delivers fuzzy search matching. That is, results can and will be returned even when search terms and indexed content are not precise matches. This prevents basic misspellings in search terms (as well as in resource metadata) from inhibiting discovery of valuable resources as well as empty search results or "dead ends."

Using SOLR-based indexing processes and search matching, Enterprise performs matching based on an n-gram structure in which all indexed data as well as all search terms are broken down into smaller chunks (or n-grams) for the purposes of determining relevance.

Enterprise fuzzy logic searching is incredibly powerful not only because of its capability to help users overcome non-preferred or incorrect spellings, but because it largely eliminates variations in natural language and usage from interfering with relevancy rankings. For example, because they are typically so close, books using singular and plural forms of a noun will be treated much the same in search results. Variations in spellings such as those stemming from different dialects (e.g., British v. American English: colour v. color, aluminium v aluminum, etc.), changing uses (e.g., fungi v. funguses), and altered forms (e.g., archaeology v. archeology) are all easily accommodated by fuzzy logic searching.

The indexed content also serves as the basis for providing "did you mean" suggestions to help guide users in their searches. When a user enters a non-preferred or (most commonly) a misspelled search term, Enterprise offers a "did you mean" suggestion. Simply clicking on the link provided corrects the entry and immediately re-executes the search as if the intended term had been entered in the first place.

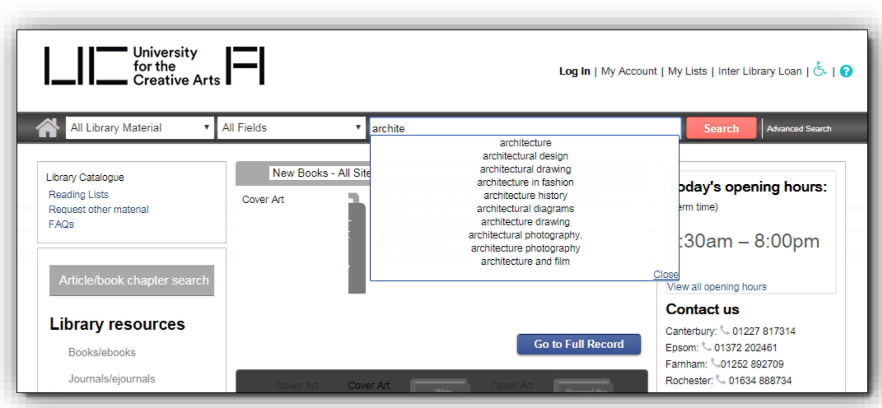


Enterprise "did you mean" suggestions allowing users to conveniently correct search terms, including misspellings.

15. Describe how the discovery system provides suggestions as search terms are entered.

SirsiDynix: Enterprise offers auto-completion, with the option for staff to enable/disable the feature per profile, and also to 'black-list' words to reduce inappropriate terms and language appearing in the auto-complete selections listings.

As a user enters a search term in the Enterprise Search field, a list of likely terms is displayed. This is much like the auto-complete feature common to web browsers, except that the terms do not come from previous searches done on your computer. Instead, the list is made up of search terms that have successfully returned results at least three times in the last ten days.



Enterprise auto-complete

If there are any search terms that the library does not want to be suggested, even though they may have successfully returned results three or more times in the past ten days, administrators can add these terms to a 'blacklist' of terms. Blacklisted items do not display. Enterprise comes with a default set of blacklisted terms that library administrators can add to or delete terms from as desired.

STAFF EXPERIENCE

CIRCULATION AND PATRON MANAGEMENT

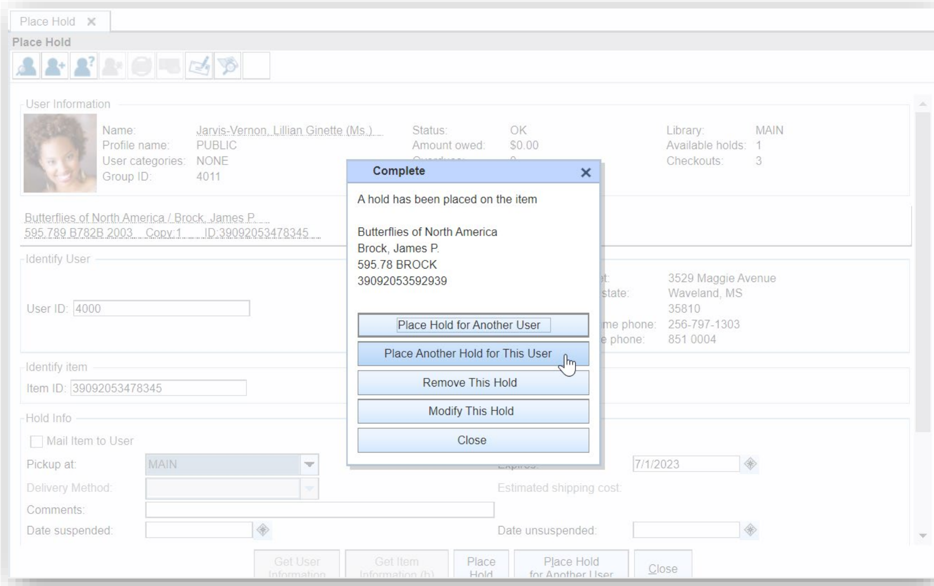
1. Provide an overview of the circulation system.

SirsiDynix: Symphony Circulation Control enables automation of all activities normally associated with managing circulation of materials to your library's users. Automated circulation functions include:

- User Registration and Management
- Charging Items (Check-out)
- Discharging Items (Check-in)
- Renewals
- Holds
- Overdues, fines, and bills
- Interlibrary loans
- Routing of materials among locations within your library or among multiple libraries sharing one Symphony system
- Generating user notices, item lists, and statistical reports
- Backup circulation for temporary use in the event connection to system is not possible
- Optional patron self-checkout (with SIP2 Interface)

2. Describe how hold requests are managed in the system.

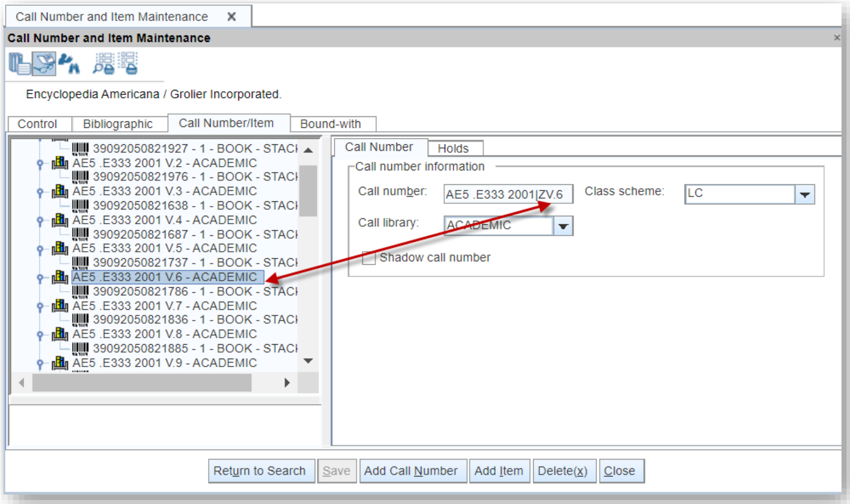
SirsiDynix: Symphony gives libraries complete flexibility over holds creation and management. Patrons can easily place holds in Enterprise, and staff can create more complex holds using the Place Hold tool in Symphony.



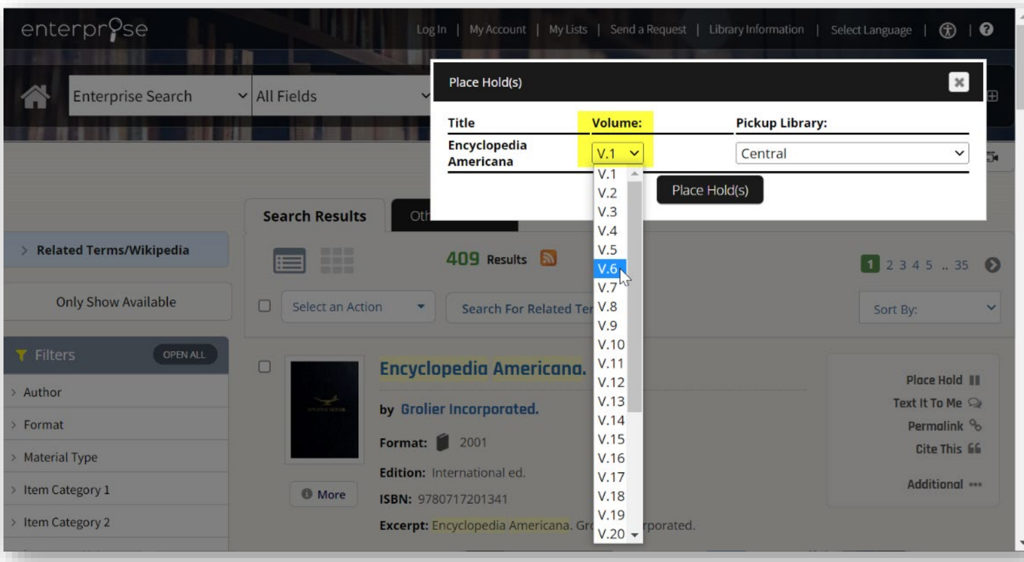
Staff can use the Place Hold tool to place multiple sequential holds for a patron, or can enter a new user ID at any point.

Symphony's holds features include:

- **Hold suspensions** for patrons who will be on vacation or academic break when the item becomes available; the user's hold can resume its place in the hold queue when the suspension period ends.
- **Blanket holds**, which are ideal when a user wants any books by a particular author or any items on a specific subject (e.g., four books by Atwood). Users specify how long they want the blanket hold to last, how many items will satisfy the hold, and where they will pick up the materials.
- **Specialized hold requests** on titles with volumes, issues, parts, and so on. These special enumerations are cataloged as a suffix in the call number record (using the |z delimiter), which then triggers Enterprise to prompt the user to select a particular volume for the hold.



The call number field includes an optional subfield z to denote a volume, part, issue, etc.



Enterprise prompts the user to select a volume when the call number includes this enumeration in subfield z, as shown above.

System-wide policies control all holds and requests. During implementation, your SirsiDynix project manager works closely with you to develop demand management policies using hold-fulfillment policy tables. In a multi-library system, these holds can be applied across a range (library, group, or system) of item records.

Policies control the ability to place holds according to any combination of item type, item's owning library, and user profile. Other configuration features include:

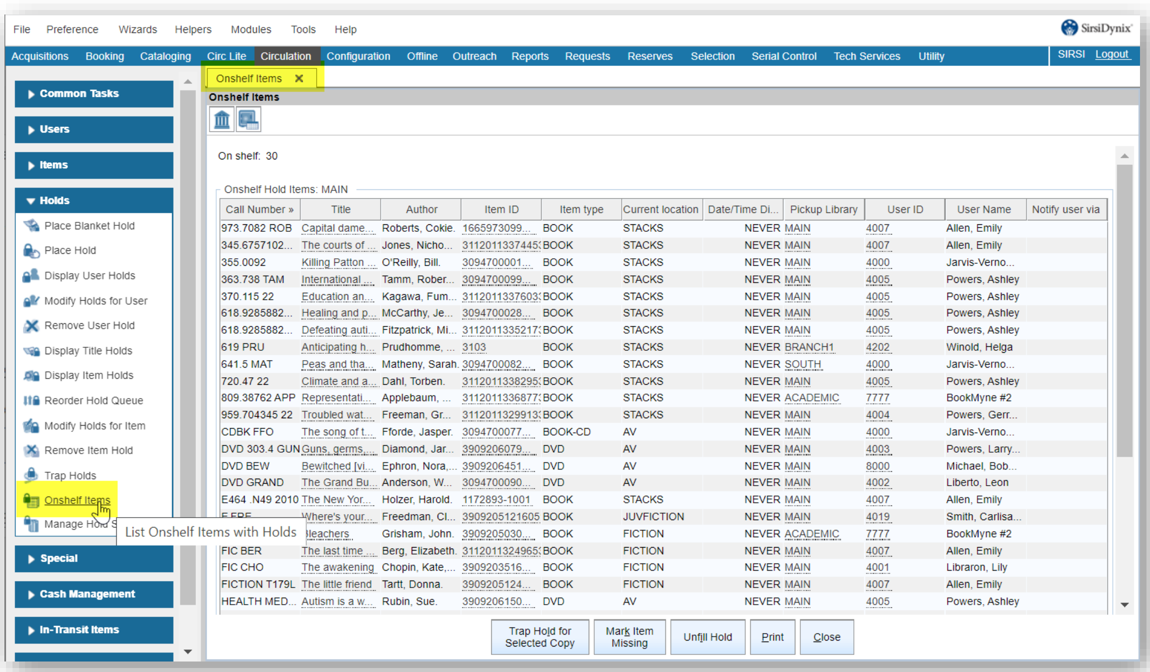
- **Preventing holds on specific items:** Libraries can specify whether an item type is holdable. For instance, you can create the REFERENCE item type, make it non-holdable, and apply this item type to encyclopedias and other reference works.

- **Hold Range tool:** Your library can limit specific item types from leaving the library without changing overall hold permissions, so you can honor reciprocity agreements.
- **Custom hold-queue priorities for user profiles:** If you prefer, you can give some patrons higher priorities in holds queues than others.
- **Hold fulfillment policies:** If desired, you may choose for a library's items to first fill holds by patrons in defined groups of libraries. Or you may choose to first fill holds that will be picked up at a given library or group of libraries. The library system can also define which libraries' items will fill holds based on factors such as geographical convenience. For example, you can specify that holds at a given library should be filled by Library A, then Library B, then Library C, based on which sites are closest to the pickup location.

3. Explain how daily holds lists are managed.

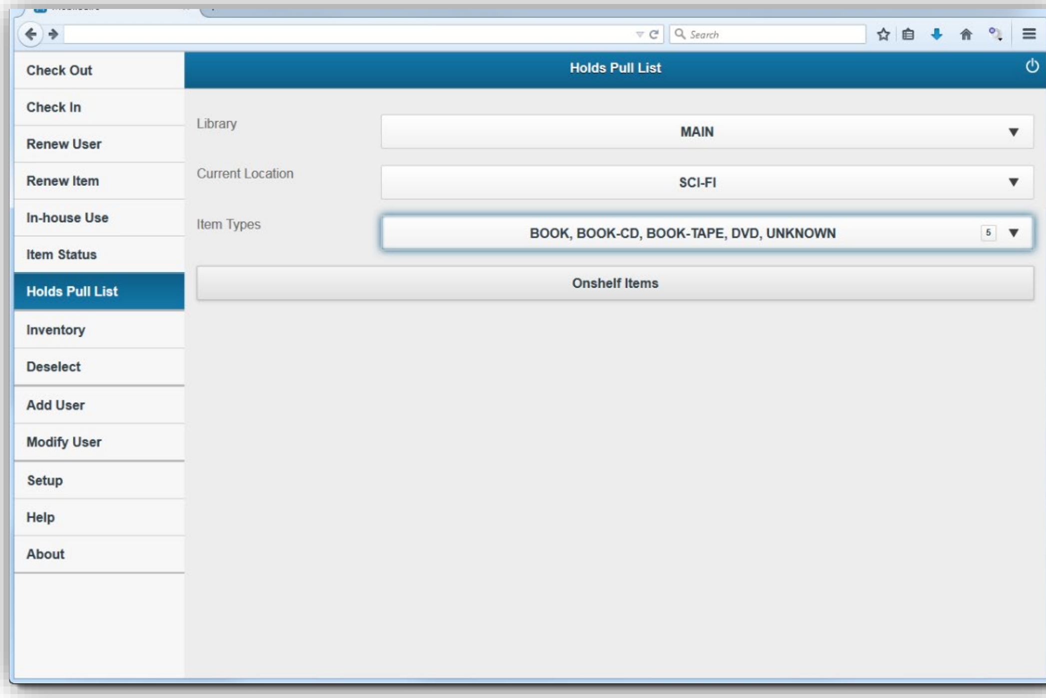
SirsiDynix: Symphony automates a significant portion of hold fulfillment processing. To start filling holds, each library branch runs the List Onshelf Items with Holds report. If staff cannot locate the item on their shelves, they can mark the requested copy as "unavailable." Then Symphony automatically transfers the request to the next available copy in the system. If an available copy is not located, staff send the Cancel Hold Notice with library-customized text to a user.

Staff can trap items to fill holds using the Trap Holds tool. This tool can process on-shelf items selected by the List Onshelf Items with Holds report. The Trap Holds tool indicates if an item should be routed and where it should be routed to.

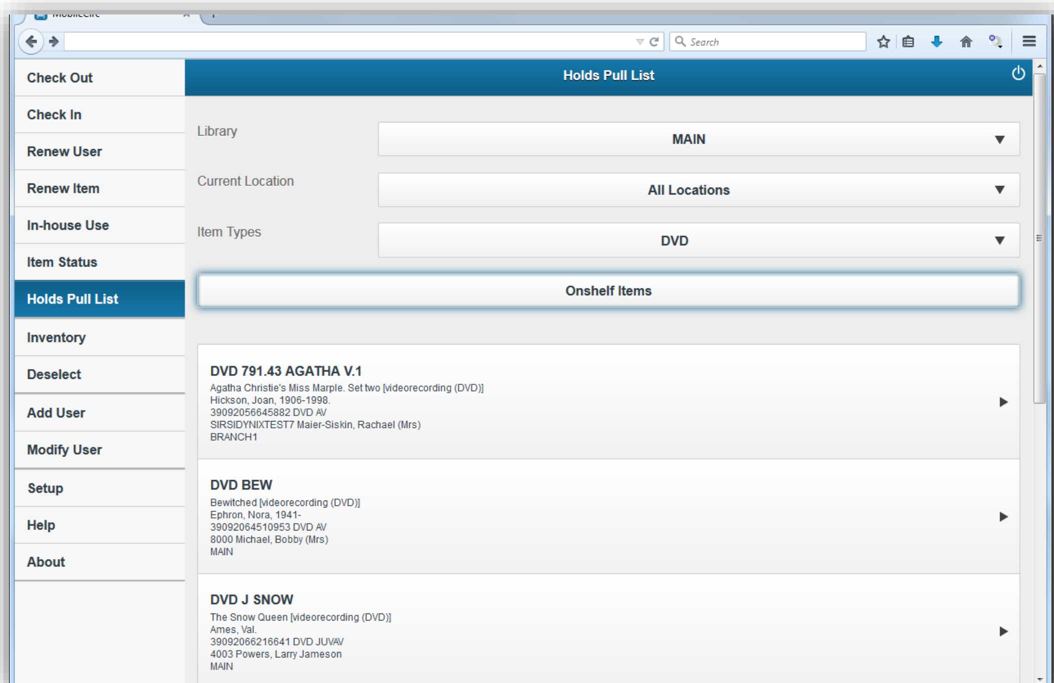


Symphony also has an Onshelf Items tool (above), which provides the same data as the List Onshelf Items with Holds report but can update in real time as holds are placed, cancelled, suspended, or unsuspended.

In addition, **BLUEcloud MobileStaff** includes the Holds Pull List as one of its inventory functions. The Holds Pull List produces an interactive shelf list of items in the stacks that need to be fetched in order to satisfy holds. From the list displayed, you can tap to select an option to trap the item before routing to the holds shelf, or to mark the item as missing. See the images below.



Holds Pull List scoping



Holds Pull List

4. Describe how patron relationships are created and managed (e.g., family relationships).

SirsiDynix: In the patron record, family member user records can be linked by the Group Name field. Searching by Group Name will display all associated user records. When Family Card groups are set up, the library will be able to determine:

- if members can view other charges for members within the same group,
- if member's can checkout other members' hold items,
- if members can view and pay other members' bills, and
- if delinquencies are linked together.

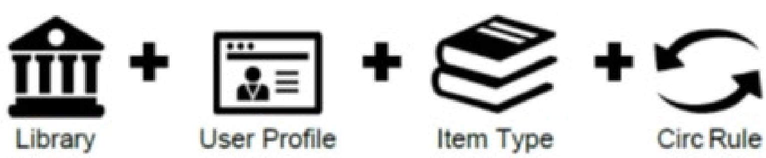
The library can set up groups where users have different levels of access within the group; the library determines if group members are linked together for delinquencies and if the entire group will inherit the worst-case delinquency. The library determines if group members can view charges, holds, and bills for members in same group, if members can check out other members' hold items, and if members can pay other members' bills. A group member may also be designated as the notice master for notice reports.

5. Describe how patron categories are created and managed (e.g., limited borrowing privileges, signed waivers, etc.).

SirsiDynix: The Circulation Control module in Symphony includes all functions necessary to create and maintain needed information on each user registered on the system. As you know, patron categories (profiles) were defined as part of your implementation; as you create new patrons you assign them to an existing category/profile.

Libraries also have a great deal of flexibility with 12 library-defined user category fields. These categories not only help you customize your user records but are also used to generate statistics and reports with information *you* decide is important.

Symphony's circulation module uses a three-dimensional policy matrix to relate users, items, and locations. The circulation policy map (the **Circ Map**) for each user profile tells the system whether and for how long the user can check-out material from each item type/location, how many renewals he or she is allowed for that item type, what the fine rate and maximum amount are, etc.



The circulation policy matrix allows your library to define the precise terms under which items can be circulated to users from various locations in your library (or from various libraries in your multi-library system). Staff can override this limitation. Unless overridden by an authorized operator, each circulation transaction is automatically governed by a specific policy (or circulation rule) based on:

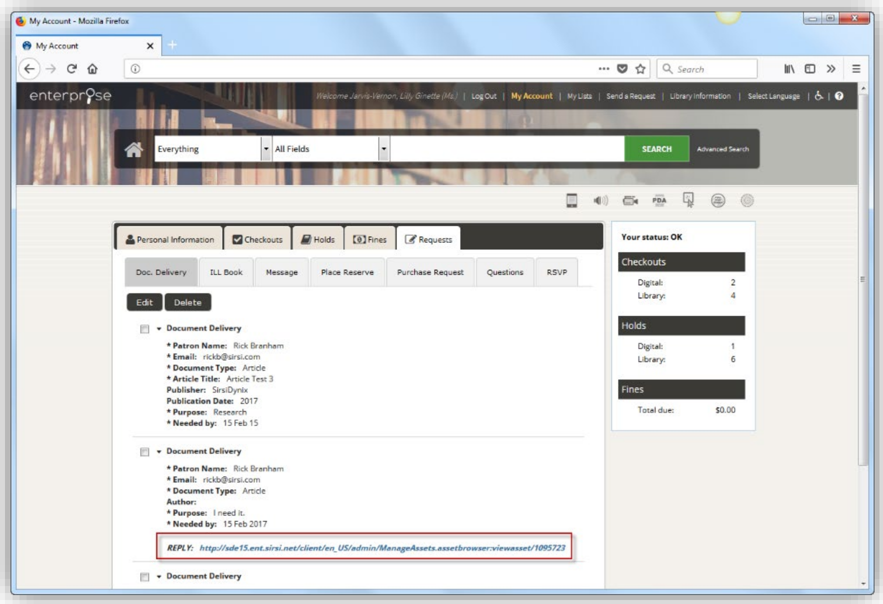
- the **library** or circulation point from which the item is to be circulated
- the **item type**
- the **user profile** for the user to whom the item is to be checked-out

Since there is no limit on the number of libraries, item types or user profiles that can be defined in each Symphony system, authorized library staff can define the policies that are needed to represent the circulation rules established for your library.

6. Describe how the system allows the library to interact with patrons, including automated notices.

SirsiDynix: Each library can create as many types of notifications as needed, configure the status changes or timers that will trigger them and completely customize the text of those notifications. A variety of standard notification templates are delivered with the system (e.g., overdue notices, holds, fines owed, etc.) but you can alter each of these to meet more specific needs, use them as the basis for new notification templates or create your own notifications entirely from scratch. Notices via SMS (optional), email, printing, and integrated interface with an external system are all available.

When desired, it is also possible to deliver a notification, message, etc. through the My Account feature. A notification to the patron can prompt/require them to login in order to view the message.



Secure communication requiring the patron to authenticate in order to view information supplied by the library can be delivered through My Account features. Here: A document delivery request and response.

As Enterprise is a complete content management system, URSUS can also customize the content of the discovery layer to include broad notifications and alerts to public users.

Community Engagement Platform

Our **Community Engagement Platform (CEP)**, quoted as optional, combines marketing automation with data from your ILS crafted to strengthen and empower your library's marketing efforts.

CEP can be broken out into two areas: **CEP Events** and **CEP Marketing**. We have provided details on the features available within each area of CEP below.

CEP Events

<u>Dashboard</u>

Library staff can view the dashboard to quickly get a view of reports as well as upcoming events and targeted emails to be sent.

- **Creating events.** The Dashboard provides easy access to buttons for creating a new event, which is the main task that staff will need to undertake in managing their engagement with customers.
- **View reports.** Staff can see summary reports for emails sent and their effectiveness. Staff can also see an event report with information about registration versus attendance. Staff can quickly filter the reports for specific time frames. In addition, the Dashboard contains a button to easily navigate to the Reports page.
- **View upcoming events.** The Dashboard shows information about upcoming events. Staff can click an event to go directly to the Edit page where they can make any necessary changes, view the settings, and preview the event.

Reports

Library staff can get detailed reports in order to evaluate the effectiveness of their efforts to create events for their patrons.

- **Report dashboard.** While the dashboard shows summary report information, the Reports page displays detailed information and data. Staff can quickly filter the reports for specific time frames.
- **Events report details.** Staff can drill down to each event and compare page views to event registration to event attendance in order to evaluate the progress of events.

Rooms features

Library staff can manage rooms and room types for all library locations where events may happen.

- **Room management.** Staff can edit, view, and publish room information.
- **Room details.** Staff can specify the room location, type, capacity, availability, equipment, and requirements for using the room.

  Larger rooms can be divided into child rooms, allowing for multipurpose rooms to be booked in their entirety for large events, or piecemeal, to independently cater to several smaller groups in a single space.
- **Room types.** Staff can organize rooms into types that they manage and specify.

Events calendar

Library staff can add events to a calendar for patrons to view upcoming programming. Additional features include multi-view calendar, search bar, and facet searching for library events.

- **Event ticketing.** Library staff can create tickets and RSVPs for paid and non-paid events, set ticket price, schedule a room, specify the presenter, and limit event capacity. Events can be set up as recurring or one-time. Library staff can scan tickets and mark registrants as attendees.
- **Events registration.** Patrons can register or RSVP for events from the events calendar. Registrants receive tickets by email and purchase tickets using PayPal.
- **Events details.** Patrons can view details for an event, including the presenter, contact information, and location. Patrons can add the event to a Google calendar or export to iCalendar format.
- **Internal events.** A separate URL can be created for a staff calendar. Events marked with the Event Category of "Internal Event" will not show up in the public-facing calendar but are present on this staff calendar.

- **RSS feeds.** Customizable RSS feeds allow public events from the calendar to be displayed on other websites, such as a city's official website, or a website for a local public access channel.

Media management

Library staff can manage all media to use with Community Engagement Program.

- **Adding and viewing media in the library.** Library staff can add a variety of media to CEP, from images to multimedia to various document types. Library staff can filter and search items in the Media Library.
- **Media Library usage.** Library staff can add items from the Media Library to emails, pages, event descriptions, locations, presenters, and rooms.

Page creation

Library staff can create pages to direct patrons to their events pages.

- **Page linking.** Library staff can add links to pages from events, locations, and presenters within the rich text editor.

BLUEcloud Analytics integration

CEP uses BLUEcloud Analytics to extract patron data from the ILS and put it into CEP.

CEP Marketing

Dashboard

Library staff can view the dashboard to quickly get a view of reports as well as upcoming campaigns and targeted emails to be sent.

- **View activity.** The Dashboard provides graphics so you can quickly ascertain activity over a given period of time, including the number of contacts created, page visits, form submissions, and the latest administrative activities completed in the system.
- **View upcoming emails.** The Dashboard shows information about upcoming emails to be sent. Staff can click an email to go directly to the Edit page to make any necessary changes, to view the settings, and to preview the email.

Email campaigns

Library staff can create email campaigns with library data. Patrons may opt out of Community Engagement Platform emails and still receive circulation emails.

- **Custom layouts.** Staff members can use available layout options to create responsive emails optimized for multiple devices. Drag-and-drop functionality lets staff easily add and edit content blocks to emails. Custom branded, professional email templates let staff plug in content to send. Staff can send newsletters, announcements, event promotions, or updates to members intuitively and quickly. (The option for library members/patrons to opt in or sign up for newsletters and other communications requires additional customization)
- **Targeted recipients.** Staff members can create lists for targeting specific groups or patron types. Staff members can manage and preview members of that list, as well as apply filters and reference available data fields from BLUEcloud Analytics.
- **Date range filter for lists.** Library staff can filter the list to display results for a specified number of days rather than a finite date range. For example, creating a list of patrons who have been active in the last 120 days or new patrons for the past 30 days.

- **Email template management.** Staff members can create new emails to use as templates, copy existing email templates, and modify any email template using a simple interface.
- **Email scheduling.** Emails can be configured to be sent immediately or at a specified date and time.

Segments

Libraries can connect more meaningfully with patrons, boost open rates, and hone marketing initiatives with Segments. Staff can create complex queries and filtering to ensure messages find the right people.

- **Filtering.** Staff members can filter on demographic data from the ILS patron table. The filter allows for AND and OR Boolean searches for more flexible queries.
- **Engagement.** The Segments feature lets library staff focus on particular aspects of the patron population to promote interest in library programs and services.

Campaigns

The Campaigns feature helps staff users create dynamic experiences for patrons.

- **Campaign builder.** The Campaign builder offers an easy, intuitive way to create anything from a simple campaign—like sending out a newsletter—to more complex, multistage campaigns with configurable wait stages, triggers, and A/B testing.
- **Triggers.** Libraries can configure their systems to let form submissions, data value changes, or patron actions determine the next steps in campaigns.

SMS messages

Library staff can send SMS messages to keep in touch with patrons. Text messages can be seamlessly integrated as part of a campaign to send reminders, hold notifications, general messaging, and program information.

- **SMS templates.** Staff can use SMS templates to quickly create new SMS messages.
- **Campaign triggers.** SMS messages can be used as triggers for campaigns.

Landing pages

Landing pages help libraries create marketing campaigns using forms and surveys.

- **Landing page editor.** The editor lets library staff maintain branding and create landing pages that deliver the exact message you want your patrons to see. It includes an intuitive, drag-and-drop interface, the ability to edit HTML directly, and options for multiple-column layouts.

Forms

The Forms tool lets staff users create surveys to get feedback or data directly from patrons. The resulting forms seamlessly integrate with the Marketing module's landing page feature, ensuring a united look and feel with your library's branding.

- **Surveys.** With the Forms tool, libraries can create surveys that include multiple-choice, open-ended, and true/false questions. The results from these surveys are made available in the Reporting tool.

Reporting

The Reporting tool offers accurate, specific insight into patrons' activities and interests. It lets staff track website activity, messaging engagement, and event program attendance.

Other features

- **Customizable Dashboard.** Library users can choose from several widgets that report different data to add to the dashboard.

- **Import and export contacts.** Libraries can import large lists of contacts from a comma separated value (CSV) file prepared in a spreadsheet or other application that can produce CSV files. They can also export contacts to a CSV file or Excel file to share with other applications.
- **Enhanced Subscription Center.** The Contacts feature helps library users add new contacts and manage existing contacts.
- **Social Media Integrations.** The Channels feature provides templates for quickly create messages for distribution through emails, tweets, and text messages, and helps library staff monitor social media engagement surrounding the library's social presence.

Available Languages

Community Engagement Program Marketing includes translations of the interface for several languages, including the following:

- Arabic
- Basque
- Bulgarian (Bulgaria)
- Catalan (Spain)
- Chinese (China)
- Chinese (Taiwan)
- Chinese Simplified
- Czech
- Danish
- Dutch
- English (United Kingdom)
- English (United States)
- Esperanto
- Filipino
- Finnish (Finland)
- French
- German
- Greek
- Hebrew (Israel)
- Hungarian
- Indonesian (Indonesia)
- Italian (Italy)
- Japanese
- Korean (Korea)
- Lithuanian (Lithuania)
- Macedonian (Macedonia)
- Norwegian Bokmal (Norway)
- Persian (Iran)
- Polish (Poland)
- Portuguese (Brazil)
- Portuguese (Portugal)
- Russia
- Serbian (Serbia)
- Slovak
- Slovenian (Slovenia)
- Spanish
- Spanish (Argentina)
- Spanish (Mexico)
- Swedish
- Thai
- Turkish
- Ukrainian (Ukraine)
- Vietnam (Viet Nam)

7. Explain how the patron account differentiates changes made by the patron from those made by library staff.

SirsiDynix: One place you can differentiate this is in the history logs which are accessible in BLUEcloud Analytics as well as in Symphony Reports. The logs include 2 data codes that help identify the user access policy (FF) of a user who made the edit as well as the client ID (dC) where the edit was performed.

The example below shows the history log of two edits made to the same patron, one with the patron login from Enterprise and the other with a staff login from workflows. The relevant parts of the log are underlined and in bold.

For a Patron edit, it would show this:

2/13/2023,14:39:54 Station: 0009 Request: Sequence #: 25 Command: Edit User Part B
station user's user ID:ADAM **<u>station login user access:PUBLIC</u>** station library:MAIN station login

clearance:NONE **Client Type:13** user primary key:10615 user library:ELEMSCHOOL extend privilege flag:N 4v:N 4e:N 4f:N 4g:N 4q:N 4h:N 4i:N 4j:N P6:N Max length of transaction response:2147483647

For a Staff edit, it would show this:

2/13/2023,15:03:45 Station: 0010 Request: Sequence #: 75 Command: Edit User Part B **station login user access:SIRSI** station library:MAIN station login clearance:NONE station user's user ID:SIRSI user ID:ADAM accountability Y/N display flag:N user library:GOVERNMENT display outreachs user information flag:Y orchuser active status:Y orchuser total requested:0 **Client Type:3** P2:AVIATORS 4d:PARENT List of user categories:1:|2:|3:|4:|5:|6:|7:|8:|9:|10:|11:|12: user category one: user category two: uV:0 user library:GOVERNMENT User category 3: User category 4: User category 5: Max length of transaction response:5000000

User Access is the access level assigned to the user. For patrons, this would be PUBLIC or ADULT, or whatever policy naming convention the site has. For staff, it would be SIRSI, ADMIN, STAFF, or whatever the library chooses. Client Type tells where the transaction came from, with a variety of numbered possibilities.

8. Describe methods to capture incidents with patrons at the library.

SirsiDynix: Our solution provides different options for capturing incidents. You can add notes to a patron record that staff see when using the patron record (e.g., during checkout). This could reflect comments such as "Jonathan has asked that we speak slowly and clearly" or "Cherise is interested in volunteer opportunities at the library next winter". If an incident was of a severe nature and you chose to take action, you could manually block a patron and include a note.

9. Describe how the system supports paperless workflows for patron registration and account designation.

SirsiDynix: As described in our response to "Describe the online patron registration procedure", the patron registration process when done by patrons via Enterprise is entirely paperless.

Staff can register patrons using a variety of methods:

- importing a file of user records from another source—for example, a pre-existing patron database, campus administration system, or student records management system.
- using the Copy User tool to create a new user record from an existing user record.
- using the User Registration tool to input a new user record from scratch.

All of the above are paperless.

10. Describe how a single patron account can accommodate multiple active and inactive barcodes.

SirsiDynix: Symphony has a User Lost Card wizard which replaces a user's lost library card. The old User ID is deactivated. After the user is assigned a new library card, the lost card is deactivated, and its user record assigned a User Profile Policy of LOSTCARD. If the lost card is found later, it cannot be used. When the *Configure Checking previous ID when User ID is not Found* option is enabled by the library, a user may be found by his/her Previous ID when a User ID is scanned. This wizard can be used multiple times on a single patron.

11. Describe how your system encourages increased library use.

SirsiDynix: The customizability of Enterprise allows your library to take measures that will encourage patrons to use more materials. Below are some examples of how this can be accomplished. See our response to question 2 of the Customer Experience section for screen shots of the following tools.

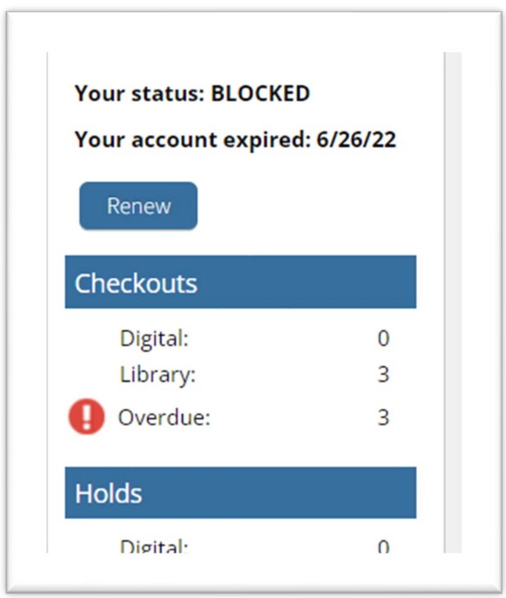
- **Syndetics Unbound** adds a wealth of enriched content to Enterprise, including cover art, tables of contents, series data, reviews, summaries, award details, read-alike links, patron-driven tagging, reading level data, and more.
- We offer **BLUEcloud Visibility**, which can be quoted upon request, in collaboration with Zepheira, the same firm contracted by the Library of Congress to develop the architecture for BIBFRAME. BLUEcloud Visbility includes a service to transform and publish all library MARC records as BIBFRAME resources with linked data enhancements. Within Enterprise, a variety of widgets are available to leverage BIBFRAME and linked data elements to create knowledge graphs, establish clear relationships between resources, and more.
- Other partnerships leveraging our open architecture to enhance your search environment with physical location details (StackMap), book previews (Google Books), and curated series information or recommended related titles (NoveList), and more.

Community Engagement Program

Our Community Engagement Platform, listed in our quote as optional, offers numerous ways to encourage increased library use. Targeted email campaigns can be used to promote library materials and events, ensuring that as many people as possible are able to fully benefit from your library's resources. See our response to question 6 of this section for a full overview of CEP.

12. Describe how expiring accounts are tracked by patrons and staff.

SirsiDynix: Enterprise has a setting that allows the patron to renew their library card (see image below). While this does not give them advance notification, it allows them to renew their account on the spot.



Staff can run a report that identifies patron expirations within a designated date range and can use the "Set User Expiration Date" to change selected user's expiration date.

13. Describe how the system integrates with automated materials handling systems, self check machines, off site storage and pick up lockers, etc.

SirsiDynix: SirsiDynix solutions are designed to interoperate smoothly with other components.

SirsiDynix software supports a variety of standards important to libraries, including (but not limited to) MARC 21, UniMARC, Z39.50, UNICODE, 13-digit ISBN, SIP2, NCIP, RDA, TCP/IP, SQL, X12, LDAP, BISAC, and SISAC.

Integration with RFID systems is generally accomplished through a SIP2 interface, though the interface can also be customized and created using API tools.

Specific to an automated materials handling system an RFID reader would identify an item number or alternate ID and use that to look up the item in Symphony, which would then return data about the home, and/or current location to which that item should be routed (including what library or library sublocation). This information would then be received by the sorting system which has its own policies that corresponds those locations to its own actions (for example, placing all items needed to fulfill holds in one bin, items going to the first floor in another bin, items going to the second floor in another, and all items going to X library (or libraries) in another).

14. Describe how the system integrates with RFID security systems.

SirsiDynix: As indicated above, integration with RFID systems is generally accomplished through a SIP2 interface, though the interface can also be customized and created using API tools.

SirsiDynix has successfully integrated with numerous RFID security systems, including 3M, Bibliotheca, Bayscan Technologies, Adilam, Centec, D-Tech, and more.

CATALOGING AND COLLECTION MANAGEMENT

1. Provide an overview of the cataloging capabilities.

SirsiDynix: Symphony Cataloging and Authority Control functions provide an online, interactive system for creating catalog records and establishing a single, authoritative form for all headings. Each official heading links automatically to each occurrence of the heading in the library's catalog. Symphony provides advanced tools for accommodating both local and outsourced authority control.

Symphony's fully integrated system immediately reflects all additions, changes, and deletions made in the Cataloging module throughout all other staff modules, as well as the OPAC.

Key features and strengths include the following:

- SmartPort / SmartSource Z39.50 copy cataloging
- Bibload (with multiple match point options)
- Item Search & Display (including ability to print the entire results of a search)
- Flexible, intuitive MARC editor with onscreen helps
- Authority validation wizard and global authority updates
- Label Designer
- Global editing of items, bibs, and call numbers
- Merging, bound-with, and review wizards
- Unicode, including right-left scripts
- URL checker

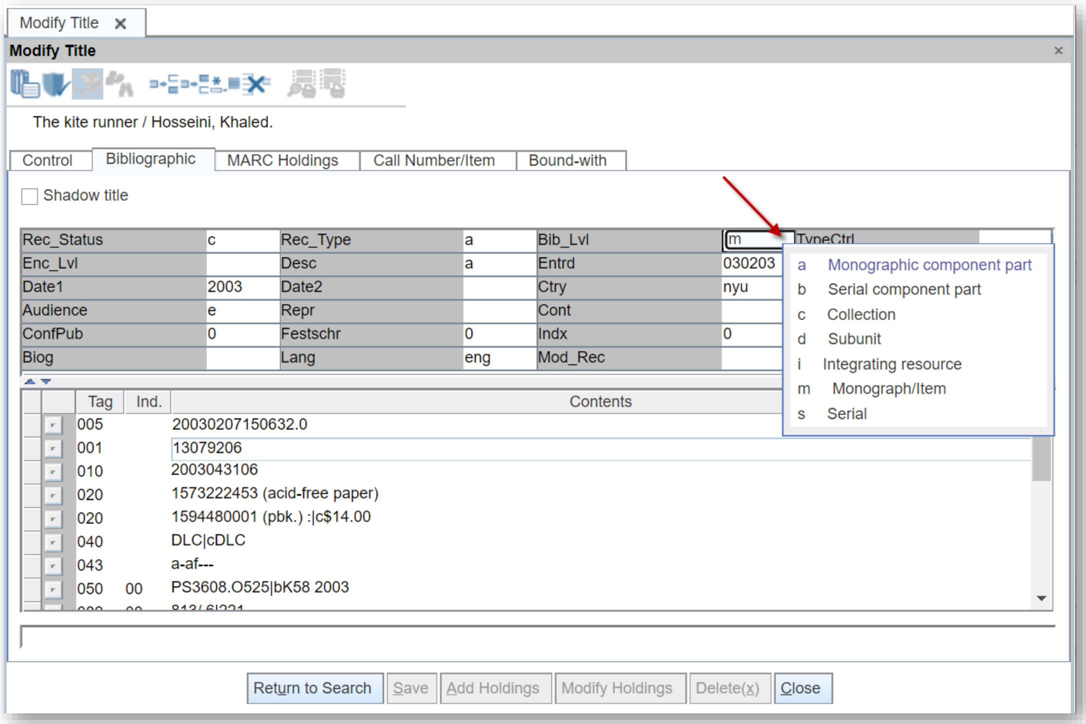
Symphony Cataloging also includes:

- full support and templates for all MARC bibliographic formats, including UNIMARC, Dublin Core, and even library-defined metadata formats
- full support, templates, and automatic creation of MARC holdings records
- detailed displays for linked copies, bills, bookings, checkouts, holds, orders and serials control information
- multi-layer "shadow" options at copy, volume, and title levels, making material viewable only to staff as desired
- enhanced features to assist in the maintenance and display of Unicode scripts with alternate graphic representation paired fields (880 tags)

Appropriate permissions allow catalogers to access functions from any other module from the same Symphony toolbar. (The same is true for all staff and all modules, given proper authorization.)

Standards Compliance. Symphony fully supports the MARC 21 formats for bibliographic and authority records, including the ANSI/NISO Z39.2/ISO2709 standards for record structure, the content designations defined by each MARC format, and content standards such as ISBD, AACR2, LCSH, ANSI/NISO Z39.44, etc. Symphony supports the Z39.85, Dublin Core Metadata Element Set as an available record catalog format. You can also specify custom formats for the catalog, for example, abstracts, or even complete documents, as well as the MARC formats. Because the policy configuration utility allows new formats to be defined as needed, Symphony accommodates changes to standard and local formats *without* reprogramming. Symphony also supports RDA (Resource Description and Access).

Record Editing. Symphony's MARC Record Editor simplifies input of bibliographic records by providing appropriate codes for fixed fields, indicators, and subfields. It also displays an alternate, expanded view of indicator and subfield data. The Record Editor presents MARC21 definitions for most MARC elements. Full screen editing enables staff to move freely within the record to add, delete, or edit text. Staff can copy records using the Duplicate Title wizard or copy individual fields or groups of fields within and among records using copy, cut and paste.



Interactive MARC help is available via right-click.

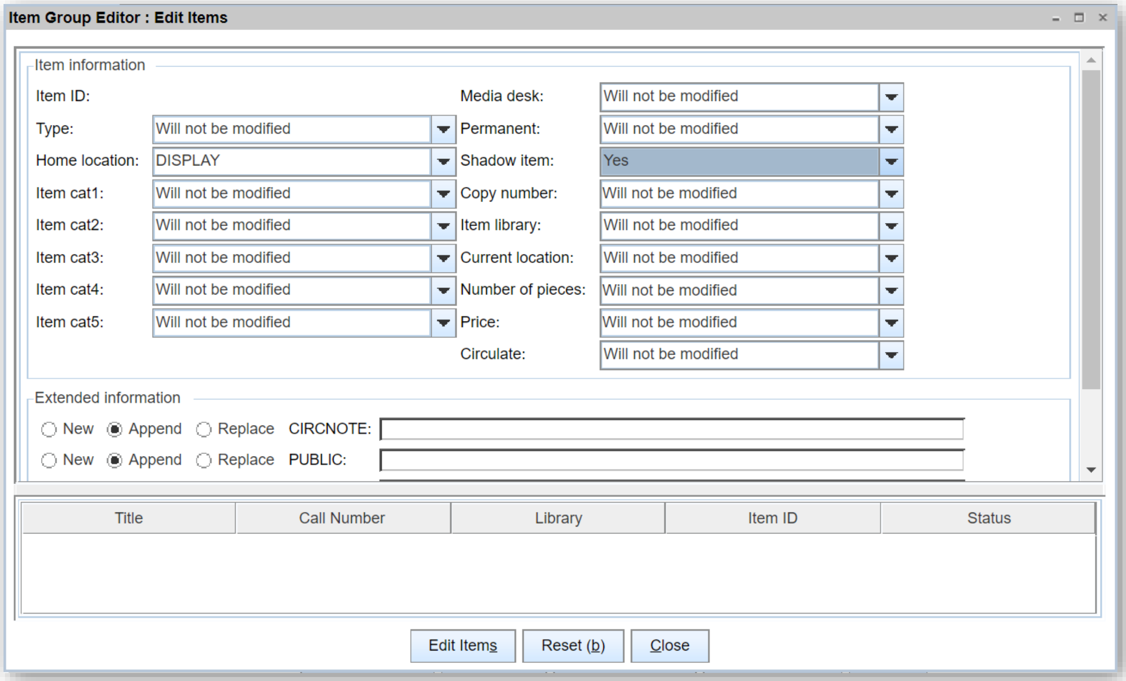
Symphony supports full MARC format error checking (tags, indicators, and subfields) for all formats. An error message displays when incorrect values are entered and prompts for correct data. Symphony automatically verifies and validates the structure of each type of record maintained by the system.

Shadow Catalog. The Shadow Catalog enables the library to create and maintain MARC records that are searchable by library staff only and do not display in the OPAC. Records may be shadowed

- at the title level (hides bibliographic data and all associated items),
- at the call number level (hides selected volumes and all associated copies),
- at the copy level (hides selected copies),
- or by assigning the item to a location previously defined as shadowed.

Public users cannot see records, call numbers, or copies placed in the Shadow Catalog. Changing the shadow flagging or the location allows these records to be "unshadowed" for display in the public catalog.

Symphony includes a **Bibliographic Record Loader** to transfer records you import from any MARC compliant source to your library's local catalog. Symphony also supports **global editing** of bibliographic and item records (using more than one method).



The Edit Items screen displays to staff the various fields that can be modified.

Authority Control features are also integrated into the Cataloging module, providing staff with all the needed functionality to maintain your catalog.

2. Describe how collection management (including weeding and inventory) is accomplished.

SirsiDynix: Your Symphony solution provides collection management capabilities through reports as well as through BLUEcloud MobileStaff. Included in the standard Symphony reports are the “My Copies” group of reports that allow you to review your copy inventory. The “My Copies” reports accomplish the following tasks:

- run reports for the purpose of collection development or weeding
- count copies in full collection
- list various copies by the funding source used to purchase the material

Specific to weeding, the following reports allow you to identify items used infrequently:

- Weed by Item Type
- Weed by Last Date Checked Out
- Weed by Publication Year
- Weed by Total Checkouts

Specific to inventory, this can be accomplished within Symphony or by using BLUEcloud MobileStaff. Symphony has an Inventory Item wizard that will create a physical inventory list of items by entering item IDs. This wizard updates the Times Inventoried counter and the Date Inventoried field in the item record. If Symphony determines that the item currently should be anywhere but on the shelf in its home location, an alert message displays to indicate what should be done with the item.

Some of your library staff are familiar with BLUEcloud MobileStaff, but we have provided an overview of its inventory capabilities below.

BLUEcloud MobileStaff

SirsiDynix MobileStaff brings circulation and inventory functions to handheld devices. Like our BLUEcloud products, MobileStaff uses web services to connect to Symphony.

MobileStaff is browser-based and uses HTML5. This means that staff can use MobileStaff from any device. It is accessible from a web browser connected to the internet or as a download for Android and iOS devices.

Inventory control functions

Item Status. Display an item's current location and status by typing or scanning an item ID or barcode.

Holds Pull List. Produce an interactive shelf list of items in the stacks that need to be fetched in order to satisfy holds. From the list displayed, you can tap to select an option to trap the item before routing to the holds shelf, or to mark the item as missing.

Hold Shelf. Manage items on the hold shelf. You can organize the list items displayed with filters and a sort function. From the list, you can process items to remove holds, mark items as missing, or process inactive holds. You can also modify items on the hold shelf to change details such as pickup library, pickup by date, expiration date, and suspension dates.

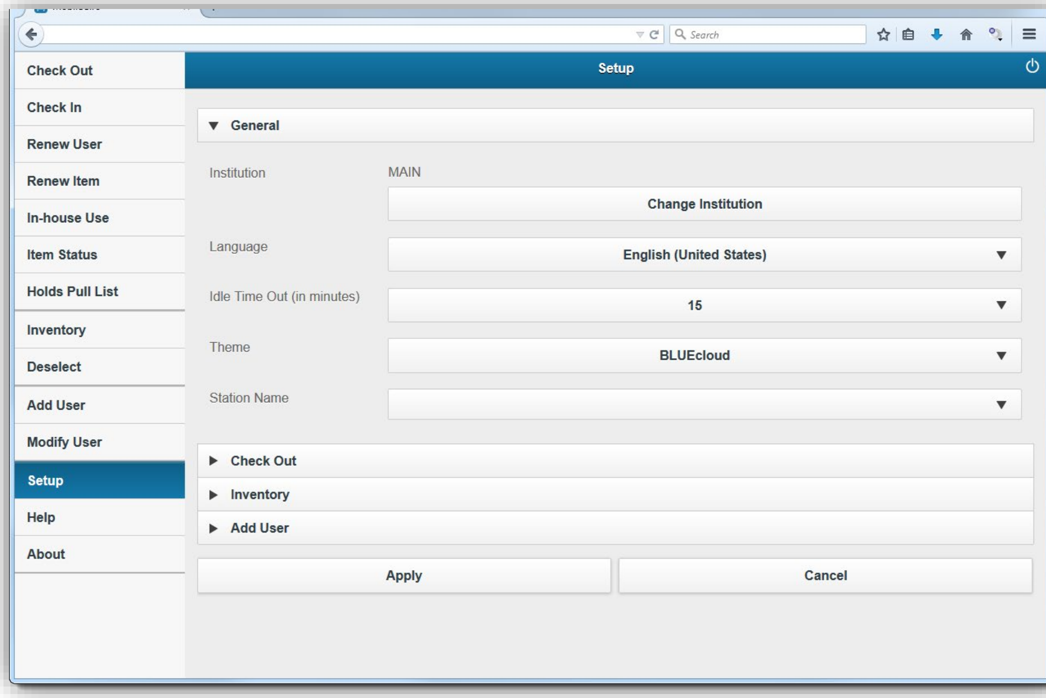
Inventory. Perform inventory checking by typing or scanning item IDs/barcodes. Optional audible alerts can notify you when an item is shelved incorrectly (also available for Symphony users in Offline mode).

Deselect. Produce an interactive shelf list of items seldom or never borrowed, or which have not circulated since a specified date. From the list displayed, you can tap to select an option to withdraw an item from the catalog or mark the item as missing.

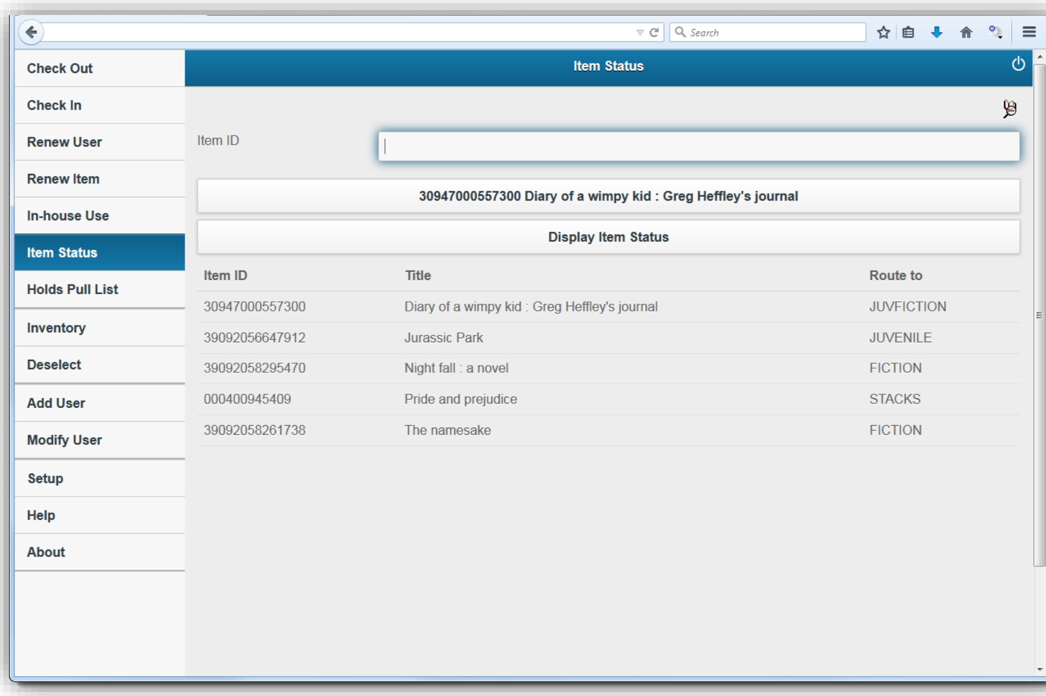
Not only can staff perform all of the above remotely from their handheld device in real time, but should you experience network interruptions or power failures, staff can work offline, later uploading transactions to the Symphony database server.

Sample screens are shown below.

PC Browser Screenshots:



MobileStaff Setup



You can check the status of any item by scanning the barcode.

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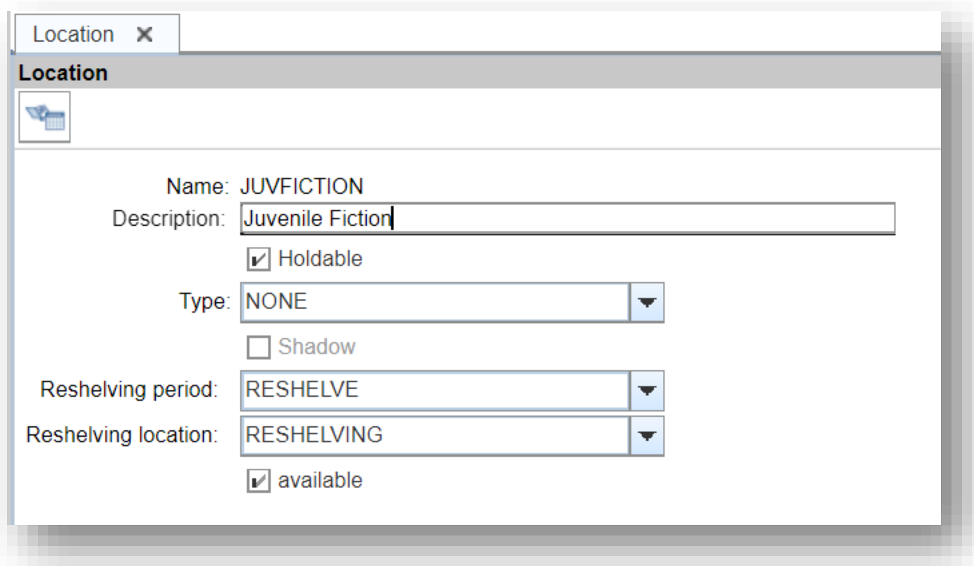
3. Explain how the system automates the process of adding and removing items from temporary shelves (e.g., new books, holiday collections, etc.).

SirsiDynix: Items can be charged to a temporary location for circulation, such as charging material to a Bookmobile for a library-specified time period. In addition, the Move Collection report may be used to automatically change items from one location to another on a specified time period (e.g., automatically changing the location from NEWBOOKSHELF to STACKS after 30 days).

Symphony can also be configured to display “Reshelving” to allow the material time to be returned to its home location. It is not necessary to discharge the material again. Please refer to the screen below showing the FICJUV location, reshelving period, and status given to in-transit material (“Reshelving”):



The RESHELVING location type indicates that this location represents a temporary holding area where items are kept after being discharged but before being reshelved. If the Reshelving Location attribute of a location policy contains the RESHELVING location type, when an item is discharged, the reshelving location displays instead of the item’s current location. After the length of time specified in the Reshelving Period attribute, the item’s current location displays instead of the reshelving location.

In Symphony, a status is reflected through location policies. Status changes are triggered using wizards, such as Trap Hold, Receive from Transit, Charge, Discharge, or Mark Item Missing.

4. Describe how library items can be shared easily and equitably by any branch in the system (e.g., including floating collections).

SirsiDynix: Your library has the flexibility to own, manage, and control your library's records and enforce its policies, as well as the ability to easily share physical and digital resources. Symphony and BLUEcloud automatically identify the ideal item to fulfil requests using library groups, hold matrices, demand management policies, and highly customizable circulation policies.

Symphony supports floating collections that do not need to be routed back to a home location at a specific branch each time they are checked in.

While there are a variety of ways to achieve this within the system, the most straightforward method is simply through item type policies. When defining policies for a given item type, you can select “floating” which will disable a variety of automatically triggered routing workflows. (Note that Symphony can support as many item types as needed and it would not be at all irregular to have many item types for common materials such as books, video disks, etc.) With this attribute selected, the ownership of the item is

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transferred upon check-in to the library where that transaction takes place and are thus routed to a location at the check-in library, rather than to a permanent location at another branch.

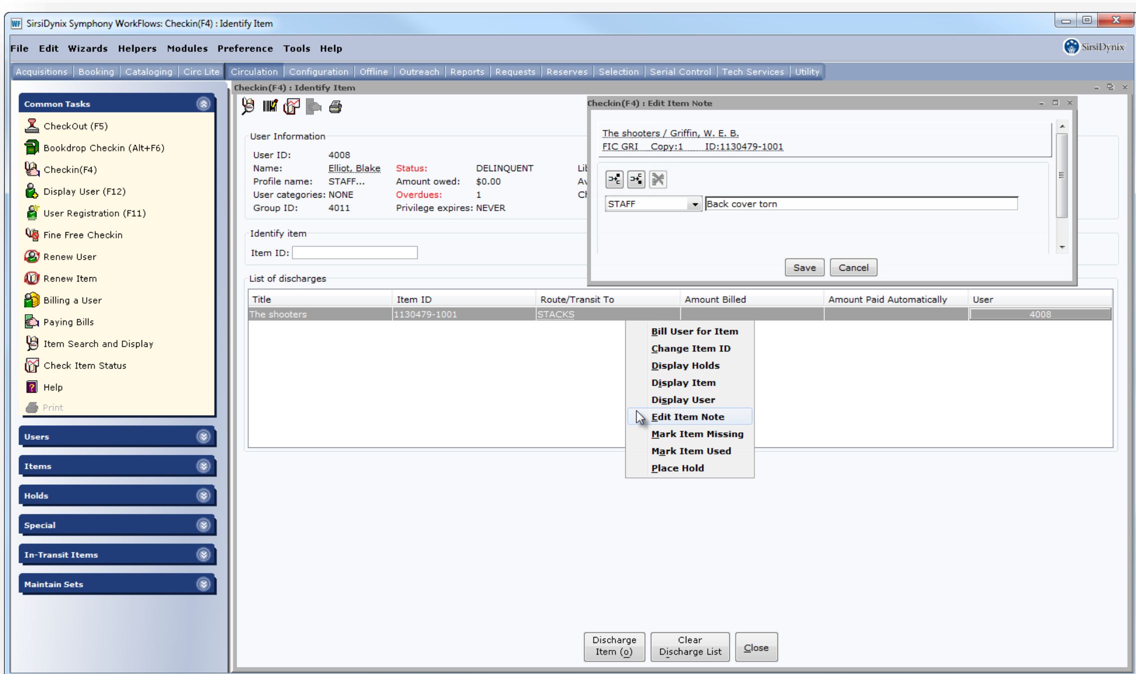
In instances where the item is needed to satisfy a hold (or is being routed to technical services or ILL or some other condition), this status can override the floating collection workflow so that it will be routed to the appropriate location rather than having its ownership changed and kept locally.

It is also possible to define floating collection policies with greater granularity—for example, limiting collections to float within a given library group rather than across all library locations.

Regardless of the methodology used, Symphony and BLUEcloud Analytics offer a variety of reports that could be used to identify any "pooling" of items at individual locations and to balance those. (For example, if a given branch close to a commercial district is a popular place for users to return books on their way to work but it does not circulate nearly as many items as the neighborhood branches.)

5. Describe how the system facilitates the efficient rotating, weeding, repair, and/or cleaning of items.

SirsiDynix: The reports used for weeding, and described in response to question 2 of this section, accommodate weeding of items based on various criteria. When an item is checked in and needs repair or needs to be cleaned, staff can indicate this by right clicking the record to edit the item or add notes to the record:



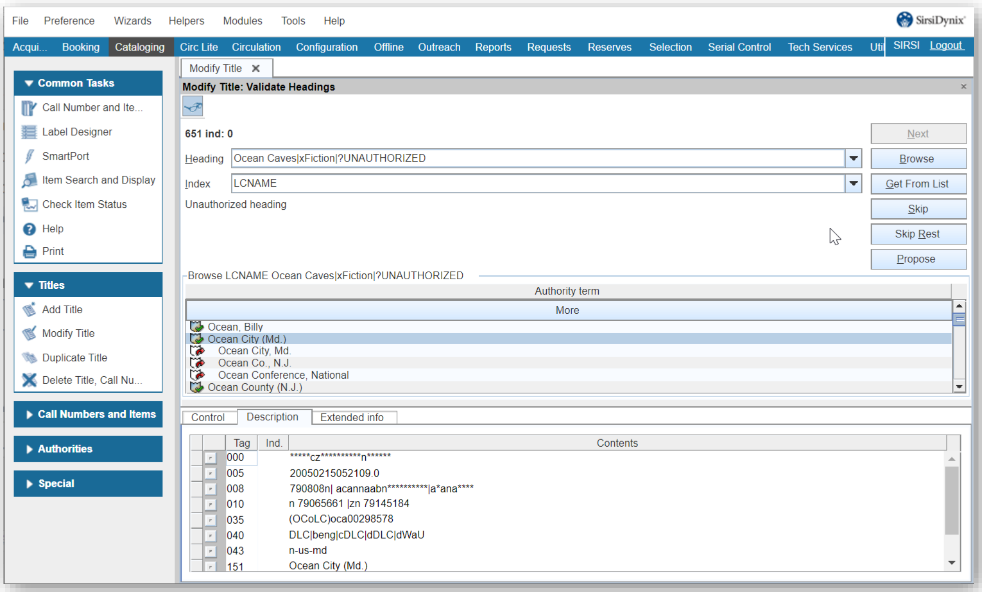
To add a note to an item record during check-in, simply right click on it and select "Edit Item Note"

If the item is damaged, it can also be flagged for review and routed to appropriate staff for repair and/or deacquisition.

Symphony also supports floating collections, which allows materials to rotate from one location to another based on the point of check-in.

6. *Describe the authority clean up/maintenance process.*

SirsiDynix: The Authority Control module supports the Symphony tools that enable catalogers to maintain the authority files, validate bibliographic headings as they are added or changed in the course of cataloging, and update all linked bibliographic headings by editing the authority record.



To streamline working with both bibliographic and authority records, authority control tools integrate with other Cataloging wizards in the same Symphony toolbar

7. *Describe the process of importing and loading bibliographic records.*

SirsiDynix: Symphony can import bibliographic records using the Load Bibliographic Records report and Z39.50 connections to public and subscription records repositories.

Symphony Workflows includes a **Bibliographic Record Loader** to transfer records you import from any MARC compliant source to your library's local catalog. Multiple load parameters can be established to accommodate ongoing loading of records from multiple sources, defining:

- whether existing records in the database will be updated or new records added
- if the OCLC# or other control number in the record should be used as the title control key
- in which fields the appropriate call number and holdings information is to be found
- whether any unwanted fields in the records are to be discarded

Embedded holdings data in the MARC record are used to generate copy level data in the catalog.

SirsiDynix's SmartPORT uses the Z39.50 communications standard to streamline the process of searching and capturing bibliographic and authority records for use in cataloging and acquisitions in SirsiDynix Symphony.

SmartPORT allows real-time capturing and loading of MARC bibliographic and authority records from any Z39.50-compliant server directly into the library's catalog.

With SmartPORT, technical services staff can perform the following tasks easily, without even exiting the application:

- Search multiple Z39.50 bibliographic resources using familiar commands and displays.
- Capture new MARC records directly into the cataloging workform.
- Overlay brief order records with complete MARC catalog records.
- Save MARC records for later professional review and loading.
- Post holdings for captured records back to OCLC in real time.

The Z39.50 search screen is available in a separate window that can be opened simultaneously with cataloging workforms. Once a MARC record is captured, it is placed directly into the cataloging workform for staff to review. Records may also be viewed directly within the SmartPORT client for approval or rejection. Approved records are then immediately loaded into the catalog server with all default holdings information interpreted and loaded into the item database.

SmartPORT has three separate methods for handling the catalog match points specified by the library for loading records into SirsiDynix Symphony.

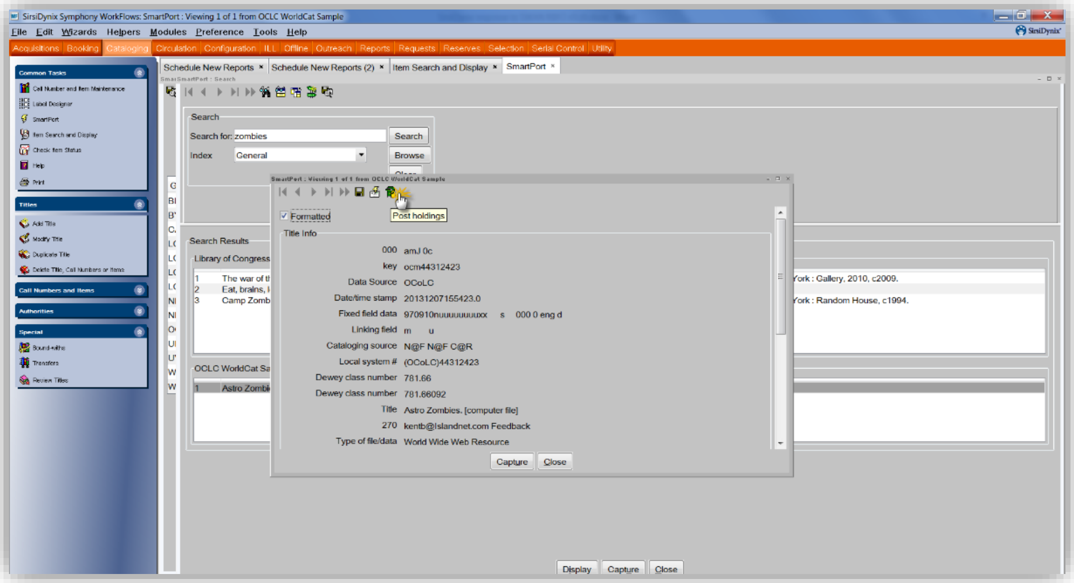
- **Non-matching records** – When no matching record is found in the catalog, SmartPORT places the new record in a cataloging workform, and creates a new title record, ready for editing, based on library defined policy.
- **Matching records** – When a match record is found in the catalog, SmartPORT places the new record in a cataloging workform, ready for editing. In addition, SmartPORT displays a dialogue box containing information on the record that it matched. The new record can be either accepted and merged with the original record, or rejected.
- **Replace current record** – SmartPORT may also be configured not to use any match points when loading new records. Instead, the matching record would be one selected by the staff member at the time of capture. This feature is particularly useful, for example, when overlaying brief records created during the acquisitions process.

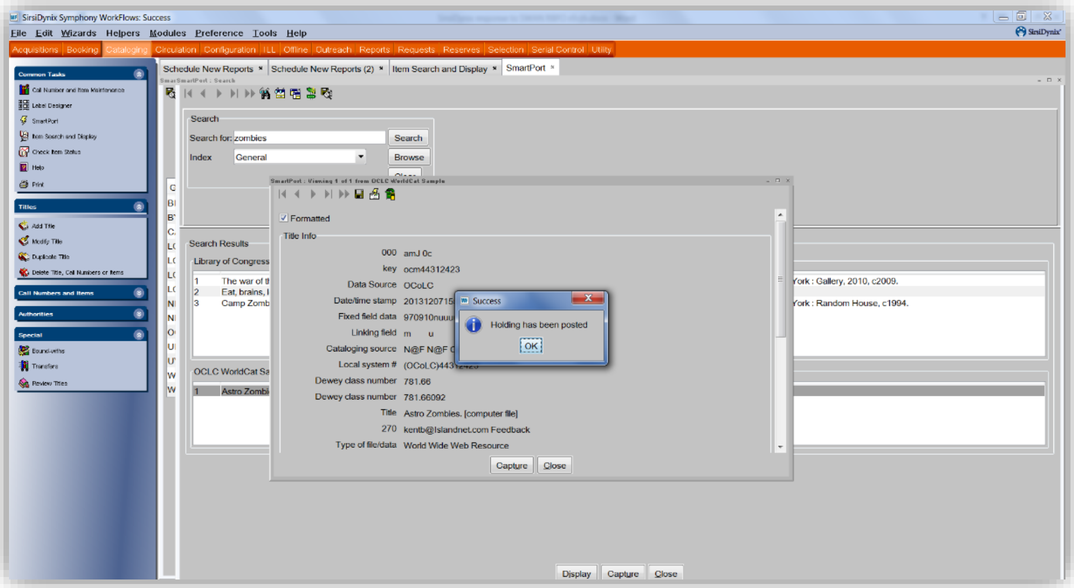
SmartPORT also has the facility to capture authority records from Z39.50 sources. When capturing authority records staff can specify whether they wish to:

- **Replace current authority record** – The captured authority record will replace the last authority record selected in WorkFlows.
- **Match and load** – The system will search for a matching record to be identified by a number of criteria, including control numbers from the 001, 010, or 035 MARC authority tags. If no match is found, a new record will be created and assigned the first title control number source listed for which an entry is found in the incoming record.

SmartPORT is capable of automatically updating the OCLC WorldCat with the library’s code when bibliographic records are imported. This function is called “Post Holdings.”

To use this feature, display the record and click Post Holdings. The wizard sends the OCLC record control number to the OCLC server. OCLC adds the library’s institutional symbol associated with your OCLC login to the master record in WorldCat. OCLC archives a copy of the master record for the library. The SmartPORT wizard then responds with a confirmation dialog box indicating that holdings have been posted.


SirsiDynix Symphony WorkFlows: SmartPort : Viewing 1 of 1 from OCLC WorldCat Sample
Search
Search for: zombies
Index General
Search
Browse
Post holdings
Formatted
Title Info
000 amJ 0c
key ocm44312423
Data Source OCoLC
Date/time stamp 20131207155423.0
Linking field m u
Cataloging source N@F N@F C@R
Local system # (OCoLC)44312423
Dewey class number 781.66
Dewey class number 781.66092
Title Astro Zombies. [computer file]
270 kentb@islandnet.com Feedback
Type of file/data World Wide Web Resource
Capture
Close
Display


SirsiDynix Symphony WorkFlows: Success
Search for: zombies
Success
Holding has been posted
OK
Title Astro Zombies. [computer file]
270 kentb@islandnet.com Feedback
Type of file/data World Wide Web Resource
Capture
Close
Display

ACQUISITIONS AND SERIALS

1. Provide an overview of the acquisitions system.

SirsiDynix: SirsiDynix Acquisitions tools are designed to take the complexity out of acquisitions and collection development. Symphony makes it easy to manage the entire acquisitions process, from selection lists to distribution.

The Symphony Acquisitions module allows you to efficiently track materials from ordering through claiming, receiving, invoicing, and processing. Symphony can easily accommodate firm orders, gifts, subscriptions, approval, and standing orders, uniting complicated acquisitions processes in one simple interface.

Using the Acquisitions module, you can:

- Manage budgets and fund accounting with up-to-the-minute accuracy
- Monitor vendor performance by tracking average receipt period, average discount, and number of copies claimed or canceled
- Place, track, receive, claim, and invoice orders
- Maintain a secure audit trail and generate comprehensive reports on all orders and materials expenditures

Key features and strengths of the Acquisitions module include:

- Patron purchase requests from Symphony's OPAC
- Full suite of selection list tools
- Flexible 9xx Order / Selections Loading
- EDI X12 with 23 vendors
- Single-click receiving and invoicing
- Interactive reporting with *.csv and XML export options
- International tax support and currency conversion for orders and invoices
- Unlimited field lengths and local field definitions for all acquisition data objects, including orders and individual order line items
- Vendor Information Port (VIP) to search multiple vendor databases in real time and capture selected items into the Symphony database with one click

Fund Management

Symphony supports an unlimited number of library-defined funds. With Symphony's record structure, you can define funds in great detail and structure fund records so you can get the information you want.

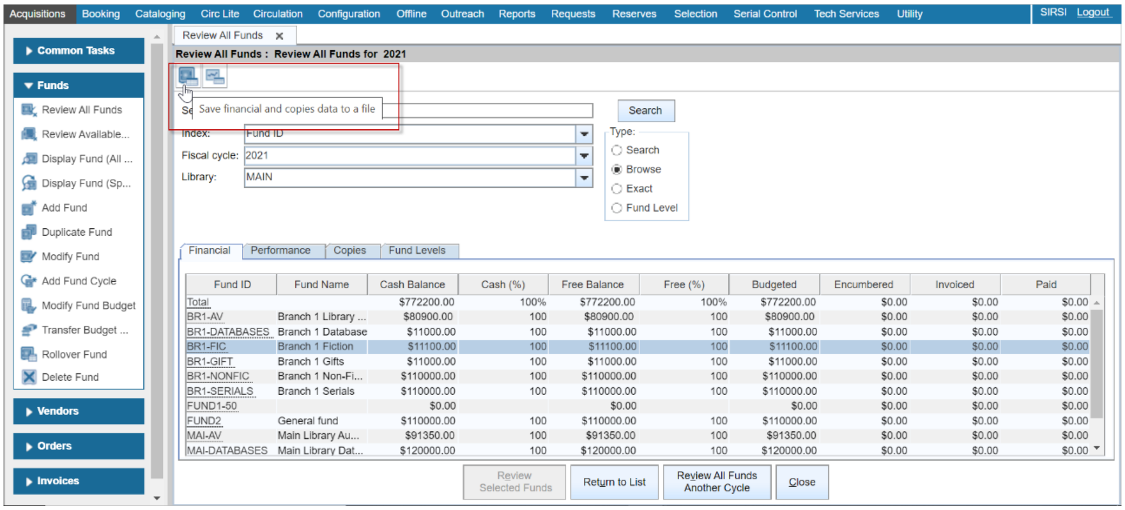
Each fund is represented by a master fund record and by a fund cycle record for each year, which details fund amounts and activity for a period of time.

Each master fund record may be associated with one or more fund cycle records. Fund cycle records identify:

- time covered
- budget amount
- encumbered percentage allowed
- overencumbrance block
- ordering block
- payment block

Acquisitions tools and helpers make easy work of fund management and budget control. Staff can adjust funds by percentage or amount, or completely redefine how funds are allocated.

Fund accounting tools are designed like spreadsheet programs, with single lines divided into columns with totals at the top. Individual fund details display in child windows when users click hyperlink glossaries in any fund list. You can output details of your budget to a .csv file using the Review All Funds tool.



Review all fund performance information for a fiscal cycle in one location and easily export data to a .csv file by clicking the helper.

As orders are created, placed, received, canceled, and paid, Symphony automatically maintains:

- original budget allocation of the fund
- dollar amount of orders outstanding
- dollar amount of orders paid
- free balance
- cash balance
- number of items on order
- number received
- number paid for
- number of orders placed for the fund

You can define which funds will pay for each line item ordered. Copy costs may also be divided among multiple funds by percentage or by specific amount.

Symphony provides extensive fund "scoping" to ensure that acquisitions staff can see and manipulate only those funds that apply to their own libraries. Symphony expands this scoping even further so that staff with access to all funds can designate some funds to only certain libraries. This protects your consortium by preventing anyone from using the wrong fund or even seeing financial details which they are not authorized to view.

Vendor Records

Authorized staff can easily create and modify an unlimited number of vendor records, which contain constant information about the vendor. These vendor records are linked to vendor cycle records, each detailing vendor activity for a specific period of time. In a multi-library system, each vendor record belongs to the library that created it.

Symphony links all order and fiscal cycle information to each vendor cycle and uses this data to automatically update vendor performance statistics.

If you have a deposit account with a vendor, you can keep track of the available amount in the current fiscal cycle. Every time you order from the vendor, the deposit amount decreases as amounts are encumbered and paid to the vendor. Symphony monitors the deposit amount and alerts you when an order would cause the account to be over-encumbered or overspent.

Discount Table

Vendors often offer discounts to libraries that order in volume; Symphony's Acquisitions module calculates these discounts into each order.

Staff can either enter a specific discount as they create an order or allow Symphony to calculate the appropriate discount automatically from a vendor discount table, based on the current vendor cycle and either quantity or line item amount. Either way, the system will encumber the discounted total against the appropriate funds and verify that the discount has been applied when the order is invoiced.

Currency Control

The currency control feature automatically calculates foreign currency purchases in your local currency. While creating an order, authorized staff can either enter a specific exchange rate or allow Symphony to calculate the cost automatically from an exchange rate table. Libraries can set up as many currencies as they need, with no limit on the type of currency. Symphony can convert between currencies using library-configured conversion rate tables or through APIs using a regularly updated table managed by a third party.

Selection Lists

Selection lists help librarians make informed decisions as they develop collections. Acquisitions uses the following information to manage selection lists:

- selection list control records, which provide basic information about the selection lists and how they are used
- list line records, which are linked to titles in your catalog
- decision records, which are linked to both the list line records and user records so that each selector can individually contribute to purchasing decisions
- order and order line records, which can be automatically created from selection list decisions, and which are linked to fund records and vendor records

Reports notify selectors when they can add information to an active selection list, and then remove rejected temporary titles from the selection list. If you create selection lists on vendor websites or use approval plans, you can load this selection data into Symphony to avoid extra keying.

Ordering

Symphony matches your library's preferred workflow for ordering. When you place an order, you do not need to create a special acquisitions record to replace with a MARC record once you receive the item. Instead, order records automatically link order information to a catalog record when you create an order.

The linked catalog record can be as brief or complete as you choose. When you create an order, you can use the SmartPort Z39.50 client to capture a full MARC record for the item—or you can create a brief record that will be edited or overlaid later. Either way, Symphony maintains the links to orders.

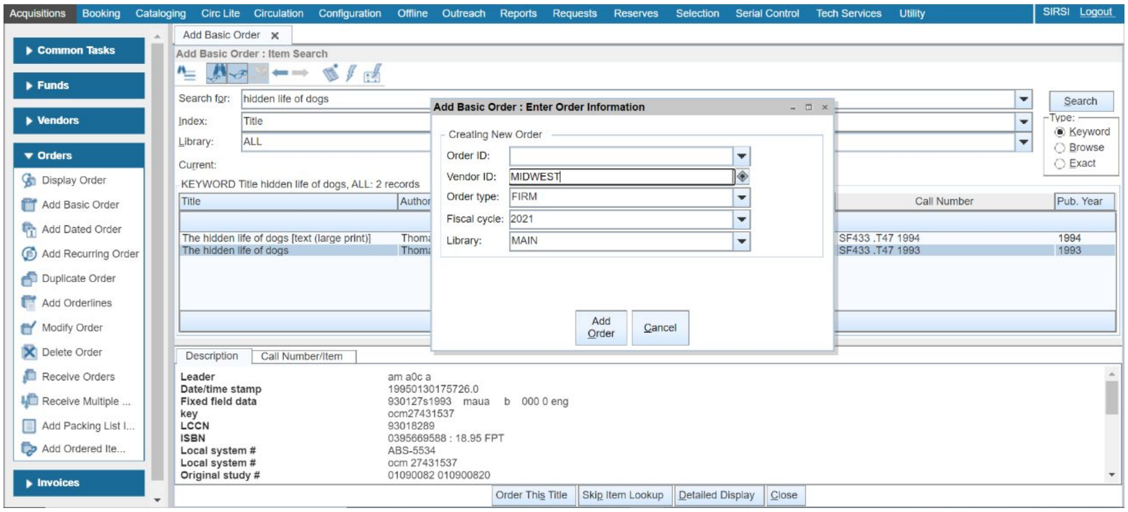
After you place an order, the bibliographic records of items on order are displayed in the staff catalog and, optionally, in the OPAC. By searching the catalog, staff can easily determine whether a title has already been ordered and view any pending orders associated with it.

The Acquisitions module streamlines your work with basic, recurring, and dated orders. Recurring orders are standing and blanket orders, and dated orders are subscriptions and memberships.

The Create Order tool guides you through the process of:

- locating or creating a catalog record
- identifying the vendor (from your library's vendor file) and the funds (from your library's fund file) to use for the order
- entering the order type, price of each item, and other order information according to templates defined by your library

Every order line is hyperlinked to its corresponding catalog record, and to details on price, funds, and copy distribution.



Add Basic Order tool.

For each order, you may either enter a purchase order number or allow the system to automatically generate an order ID. Symphony will stamp the order with the date created, the date the order was sent, and other status information for future reporting. Each purchase order can contain as many order lines as you need.

Orders can also indicate how copies are to be distributed upon receipt. Symphony allows multiple distribution methods:

- by each library's unique holdings code
- directly to the requester's address
- indirectly to the requester with shipment to library for processing.

Symphony also supports orders for multivolume sets with multiple copies of each volume. For example, Symphony automatically handles an order for three copies of a 2-volume set.

Symphony can print purchase orders or send them to the vendor electronically as soon as the order has been recorded in Symphony. However, you do not need to place the order as soon as you complete it—you can enter a future date in the “date ready” field to tell Symphony when the order should be sent.

You can change the details of an order at any time, whether you need to cancel a single item or the entire order. You can also link the order to a new bibliographic record at any time in the acquisitions process. As orders are placed, received, or canceled, or invoices are paid, Symphony automatically updates the data in the fund and vendor records in real time.

Receiving

As ordered items arrive, staff receive them into the system using the Receive Order tool. Symphony then transfers holdings from the order file to the catalog and generates a list of any items missing from the order. The link between an order and a title allows the transfer of holdings from the order file to the catalog. Symphony can load an item from the order record into the catalog using the ordered item’s holding code. Items that have been received may then be moved efficiently onto invoices.

Claiming/Canceling

If an order passes its library-defined "date to claim," the system automatically adds a claim segment to the appropriate line items on the order. Each claim segment is updated automatically and includes:

- a claim reason
- number of copies claimed
- times claimed
- part or volume claimed (for multipart items)
- date mailed
- vendor response
- date of vendor response
- claim status (OPEN, RECEIVED, CANCELED).

Symphony can generate claim notices to vendors on demand or automatically according to a predetermined schedule. Staff can create or modify the text of the claim notice or select a library-defined notice.

On any order, you may have to cancel some or all of the copies you ordered. Staff can enter cancel information into the line item ID, including a cancel reason: library, user, or vendor. If the cancel reason is VENDOR, the vendor cycle record is updated with the number of copies canceled. Symphony can automatically generate a letter to the appropriate vendor about the canceled copies and the cancel reason.

Invoicing

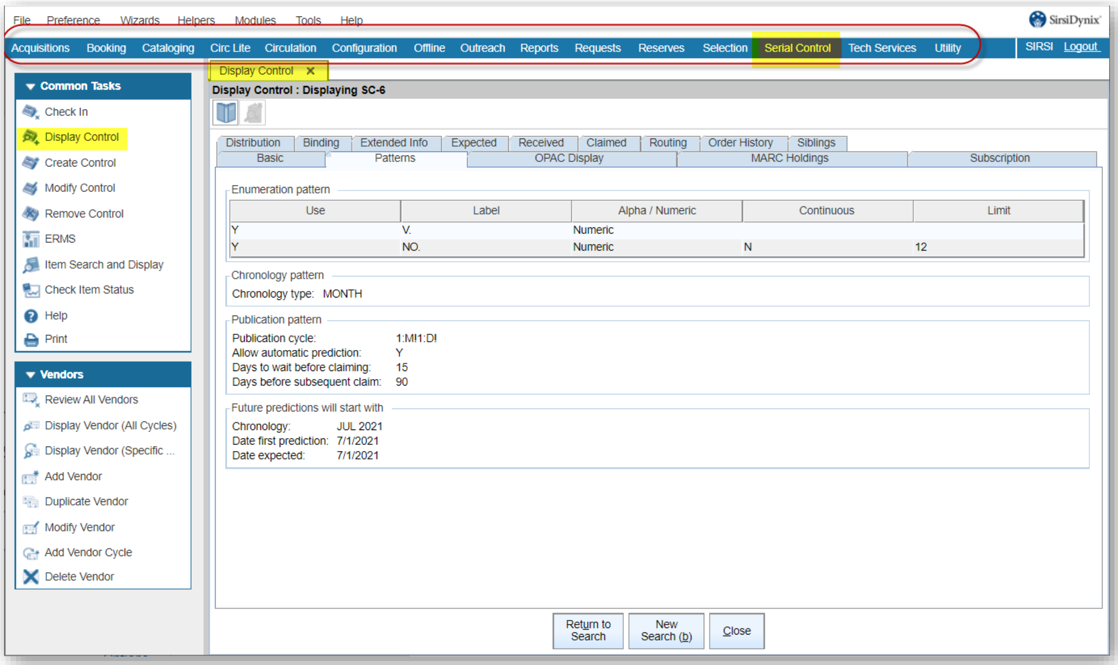
Authorized staff can easily generate and transmit invoices. Symphony automatically reconciles information from the invoice against the individual line items on the purchase order. Symphony can also charge special fees, such as shipping and postage, against specific accounts, prorated across copies or line items. Invoices can be searched by Invoice Number (full or truncated), check number, line item number, and library.

2. Provide an overview of the serials system.

SirsiDynix: The Symphony Serials Control module includes all of the tools needed to manage your library's subscriptions to journals, series, and supplements. Authorized staff operators can use the complete set of specialized wizards provided as part of the staff client to predict, receive, claim, and route issues.

The Serials Control module is fully integrated with the other Symphony modules and is SISAC compliant. It uses the database common to all other modules, so no information is duplicated. All serials holdings can be displayed in the online catalog. Missing issues are claimed, and routing lists are supported.

Because Symphony is a fully integrated system, all additions, changes, and deletions made through the Serials Control module are immediately reflected throughout the system, in every other module as well as in the public catalog. Records accessed through the Serials Control module likewise reflect current circulation, acquisitions, and all other transactions up to the instant that each record is displayed. As shown below, operators with appropriate permissions can also access functions from any other modules from the same staff toolbar:



A sample Serials staff screen showing the Display Control tool with the Patterns tab selected: The left column shows available Serials Control tools. Tools from other modules for which the operator is authorized are available via tabs at the top (circled in red).

Serials Database

Each serial title has a bibliographic record, either a short form (brief author/title, ISSN) or a full bibliographic record, depending on the system option. Each physical issue of a serial received may be listed in the bibliographic record in an issue received note or added as an individual item to the on-line catalog database. If added individually to the catalog database, any item can be either circulating or non-circulating. Other information about a piece may include its item number, issue number or name, date of receipt, and current location. For those serial titles to which the library currently subscribes, the control information consists of the vendor, number of copies being received, and a receipt tolerance period.

Access

Serials records can be searched using standard bibliographic search keys, or by item number, ISSN, and serials control ID. If one hit is made, Symphony displays the information for that specific item. If several items match the search key, a list displays from which the user may select a single item for display.

Check-in

When new copies are received, they are checked in at a workstation. The operator identifies the serial title, and Symphony supplies the predicted enumeration of the issue to be checked in. The operator verifies the issue enumeration and the number of copies received, and checks in the copies with a single keystroke. The operator may change the predicted issue on the screen if necessary and Symphony will not lose its place in the prediction pattern. Symphony then records the new pieces and their arrival dates.

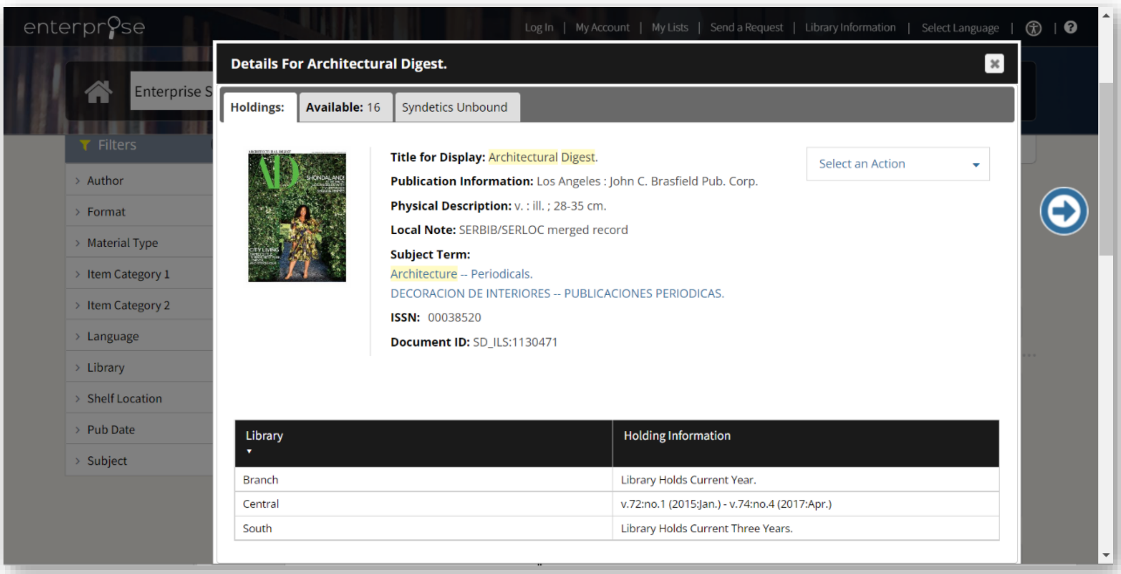
Symphony is also SISAC compliant, so for journals that include the issue's chronology in barcode format, the library can simply scan the barcode to record the receipt of the issue.

USMARC Holdings

SirsiDynix supports the MARC21 Format for Holdings Data (MFHD) and allows users to import, export, update and retrieve full MARC holdings records. Serials holdings are stored and displayed in the MARC Format for Holdings and linked to the bibliographic record.

Separate holdings records, linked to the bibliographic record, contain MARC21 holdings data. A separate holdings record can be generated for each library defined in Symphony. Serial check-in automatically generates multi-library holdings data for the 852, 853, 863 and 866 holdings tags. The holdings record follows the punctuation as described in the Z39.44 - Serials Holdings standard.

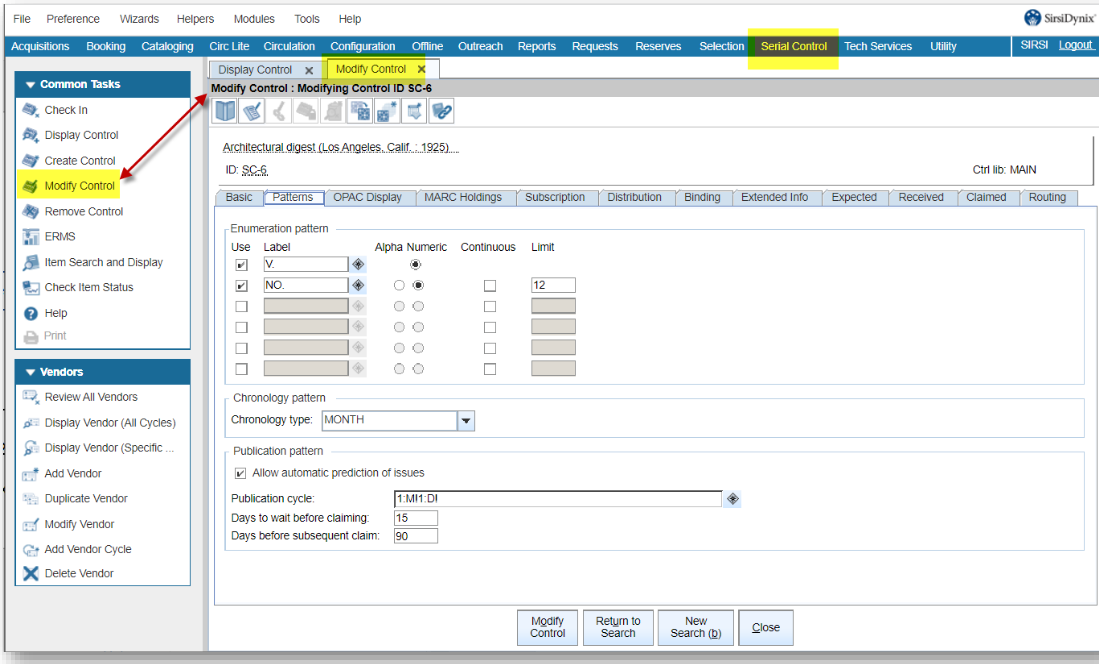
Holdings records can be created manually through Serials or automatically generated through system processes. By taking advantage of SirsiDynix's automated check-in process, individual libraries can let Symphony automatically insert and update holdings tag data when issues are received. No manual intervention is required by library staff to input detailed or consolidated holdings statements.



Serials Holdings information in the Enterprise OPAC.

Control

The control record maintains basic information about the entire serial item to be checked in. Generally, each control record corresponds to a library subscription. Prediction patterns established in the control record allow the operator to set up the sequential publication pattern that each issue follows.



The Modify Control tab of the Serial Control module, with the Patterns tab selected.

The check-in enumeration of a serial may not be appropriate for display in the catalog to identify an issue to on-line catalog users. Therefore, Symphony allows the operator to define a more appropriate issue reference, substituting a [Date/Month/Season + Year] statement for a possibly cryptic [Year/Volume/Issue/Number] reference used at check-in. For example, 22 Vol. 1 # 1 may be converted to August 16, 2022, the latter being displayed to on-line catalog users. Or, both forms may be displayed.

Late Issues

Symphony can, on demand, produce a list of titles that are late in arriving. Any titles for which no issues have been received within the expected time are considered late.

Claims

The missing and late issues are automatically fed into the claims processing. A letter can be sent to the appropriate vendor regarding the issues. The text of the letter is supplied by the library using Symphony word processing facilities. In addition, the standard claiming letter, or a custom written one, can be sent to vendors at the request of an operator, without the system having initiated the process.

X12 EDI

SirsiDynix supports the SISAC Claims, Invoice, and Functional Acknowledgment. Symphony can electronically transmit and receive information in these formats using X12.

Routing

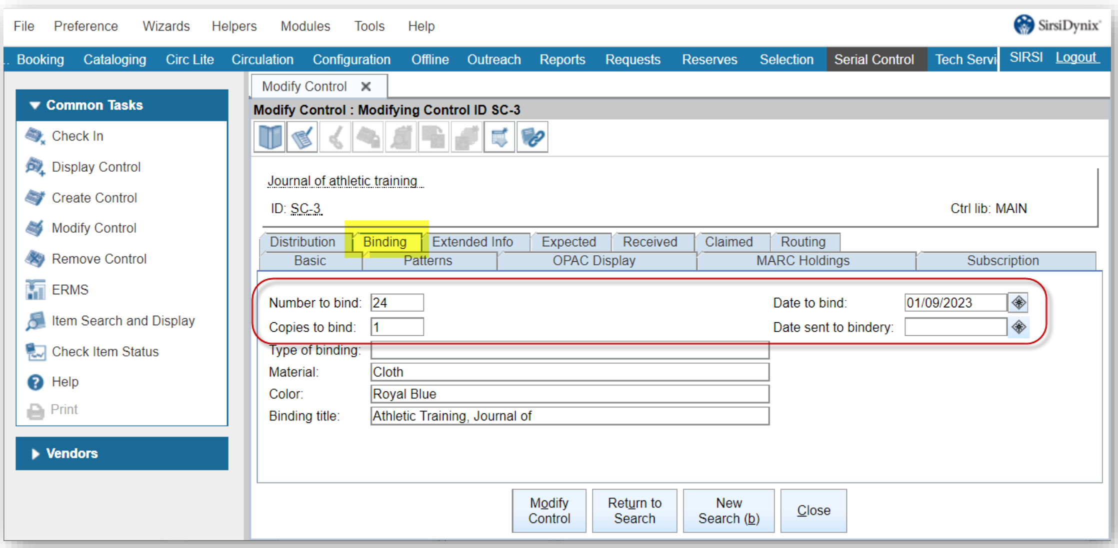
A routing list can be maintained for each copy of an issue received through serials control. A routing record contains the user ID of each user who should see the copy. The routing record contains the user's rank which positions all users on the routing list.

Separate lists of users are maintained for each copy to be routed. An operator may display all routings for a title, add a user to a list, change a user's rank, or remove a user from a routing list. Routing records can also be created for an issue's table of contents. In Table of Contents routing, a staff member duplicates and distributes a copy of the table of contents to each of the users on the routing list for a particular journal.

Bindery Control

The serials control module may be used to perform many bindery control functions. The Symphony serial control record contains information about binding cycles, including:

- Number to bind
- Copies to bind
- Date sent to bindery
- Type of binding
- Material
- Color
- Binding title



Binding Tab.

Data in each field can be entered and modified by an authorized operator. Reports can list all titles whose DATE TO BIND in the serials control record falls within a certain relative or fixed time period. Other serials control data fields may be combined with the binding element selection to list, for example, all issues still not received for volumes ready to be collected and sent to the bindery.

Bindery statuses can be assigned and treated as pseudo patrons to permit automatic routing of materials and display of bindery status in the catalog.

Serials Reports

In addition to the missing and late issues lists and the claiming notices, there are many other reports designed to monitor the serials collection and the check-in process.

3. Describe how the system supports EDI ordering.

SirsiDynix: The EDI Transaction Manager transfers order and subscription information between your library and your vendors using standard transaction sets such as EDIFACT and X12. This suite of reports interacts with the Acquisitions and Serials modules to send, receive, and confirm delivery of EDI transmissions.

Symphony users record EDI information on the vendor record of EDI-capable vendors. The data stored in these EDI address fields include the type of transfer (e.g., FTP), login and password information, and directories where the files are to be placed and picked up. Symphony reports use this information to automatically transmit X12 transaction files, such as orders and claims, to each EDI-capable vendor, rather than printing them for standard mail.

Symphony also uses the login and directory information in the vendor EDI address fields to connect to the vendor's system via FTP. The system automatically retrieves EDI functional acknowledgment files, invoices, claim responses, and other types of data and downloads them to the appropriate Symphony directories.

4. Describe how the system measures the library's requests from patrons.

SirsiDynix: The library can easily implement automated acquisitions workflows such as demand-driven acquisitions (DDA). Additionally, patrons can fill out purchase request forms with those requests routed to the acquisitions staff.

5. Describe how donations given to the library are processed and tracked.

SirsiDynix: In the Acquisitions module, using the Add Basic Order tool, the order type is also used to record donations.

Gift orders are created to keep a record of materials that are donated to the library. A gift order may be used, often for tax purposes, to track the value of donated items. If your library uses gift orders in this way, create a fund called “GIFT” and a vendor ID named “DONOR.” If you have regular donors, you may create multiple donor vendors. A printed purchase order is not required. Your library procedures may not require entering orders for gift materials.

If a monetary gift is given to the library, create a separate fund or funds and spend the gift money as you would a budgeted fund, creating purchase orders as usual. Make sure that gift fund values are not totaled in any budgeted fund statistics.

6. Describe how the system facilitates the ordering and receipt of serial subscriptions.

SirsiDynix: SirsiDynix’s Serials solutions make it simple to manage the hundreds or thousands of periodicals your library receives. Staff can set up prediction schedules for virtually any publication—no matter how irregular—and then let the software do the rest, with automatic claiming, one-click receiving, and other streamlined processes. Symphony allows staff to specify prediction patterns, catalogue serials, manage claiming and subscription rules, and so forth. It offers an intuitive and clean interface for these tasks and offers

Firm orders can be created from the staff client using the Add Basic Order tool. The workflow allows searching of remote catalogues via Z39.50 for copy cataloguing, or a brief record can be created using the Add Temporary Title helper. The library can also order additional copies of an existing title (or link to an existing record) by searching the catalogue in the first step.

After identifying the ordered title, the operator is prompted to enter the vendor details and the order type. The order type can be used to distinguish between print and electronic titles. The order type is also used to record donations, or to indicate an urgent order. The operator enters the price, quantity, funding, and distribution (i.e., copy) characteristics.

7. Describe how the system closes out and rolls over orders at the end of the fiscal year.

SirsiDynix: At the end of the financial year, system processes run to rollover fund, vendor, and order records. Each report process includes a selection of different data elements to roll-over. For example, within the “Rollover Fund Cycles” report, staff select the funds to roll-over and the amount of money as a percentage of the current year. This may be greater than or lower (e.g., 110% or 77%).

Within the “Rollover Vendor Cycles,” staff can specify the vendor or vendors that are to be rolled over. Similarly, it is possible to be specific as to which order, or group of orders is to be rolled overusing the “Rollover Basic/Dated/Recurring Orders” reports. For example, the system is set to roll overall subscription and standing orders that are supplied by a particular range of vendors and funded from a certain group of funds. Other order types, for example firm orders, could be handled entirely differently.

Standard reports provide the facility to list and provide totals and subtotals of expenditure relating to current and past orders.

Where a budget ends on 31st March the fiscal cycle is set for that year. The “Rollover Fund Cycle” report copies the fund details into the next fiscal cycle. It does not copy the amount committed just the general budget.

The “Rollover Basic Orders” report copies unfulfilled orders into the new fiscal cycle and commits the orders on the new fund. The unfulfilled orders on the old fiscal cycle are then removed. However, this process is not necessary if you wish to either cancel these orders or retain them as committed on an existing fund.

Existing, completed orders can be archived and purged from the system at any time.

There is full documentation on the rollover process in SirsiDynix Symphony online help, and SirsiDynix staff can advise on procedures at any time in the year.

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Reporting and Data Migration

1. Provide an overview of the data migration process, including what exactly is migrated from our current system.

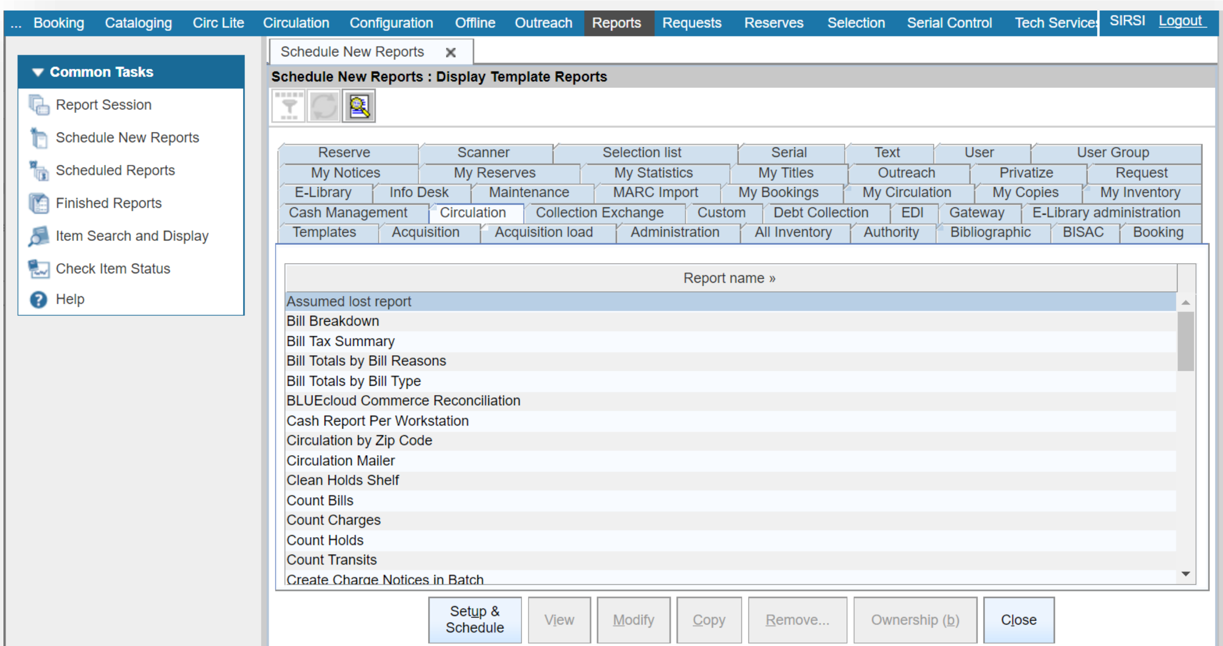
SirsiDynix: As Cedar Falls and Waterloo Public Libraries are a current SirsiDynix customer already using the Symphony SaaS system, a lengthy and costly migration and implementation will not be necessary.

2. Provide an overview of the standard reports included in the system.

SirsiDynix:

Symphony Reports

Symphony is delivered with a comprehensive suite of over 750 customizable report templates, designed to provide management statistics, working lists, notices, and database management tools across all system modules. Reports can be scheduled to run automatically and unattended according to a pre-set timetable, with results directed to the user(s) who need them, (for example, so that every morning the circ desk automatically gets a list of items to be pulled from the shelf to fill holds placed in the preceding 24 hours). Reports can also be launched on demand by an authorized operator from any Symphony staff workstation, and the resulting report output directed to a word processing or spreadsheet application on that user's desktop. The system need not be paused or "down" in order to run reports.

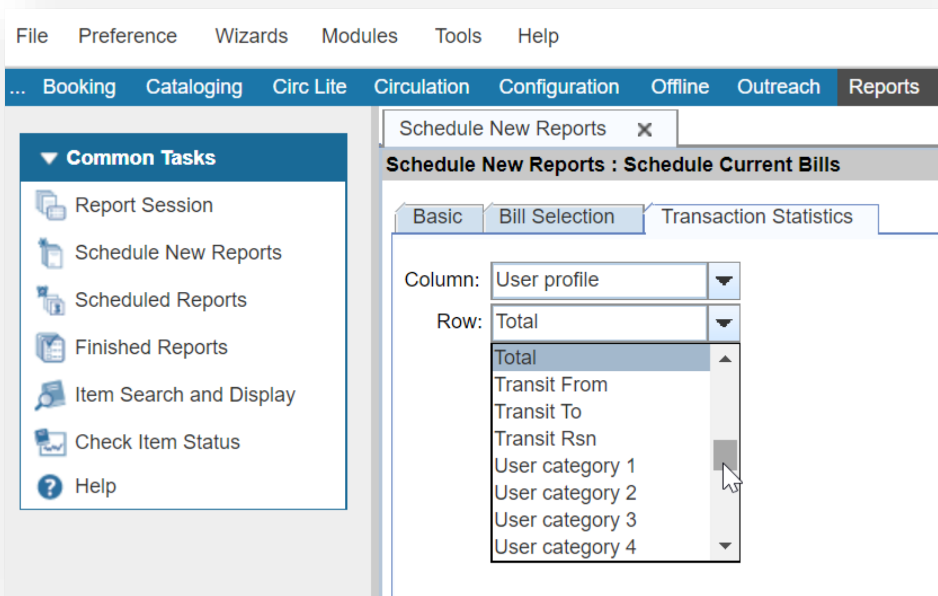


All Symphony reports fall into one of the following categories.

Count reports simply provide statistical information on the number of records or transactions meeting one or more operator-specified criteria. Examples of this type of report are Count Bills, Count Charges, and Count Items. By selecting the appropriate criteria, these standard reports can be used to produce counts of titles, call numbers and copies in the on-line catalog, items borrowed by a particular user group, number of interlibrary loan items lent and borrowed, number of active and inactive users, number of active and inactive items, etc.

List reports select and output records meeting one or more operator-specified criteria. Many special purpose reports are based on a list report with selections and formatting decisions already made; for example: new items added to the catalog every week, users blocked due to overdue books or fees, orders ready to be sent to vendors, missing journal issues to be claimed, lists of users by profile and zip code, bibliographies on a specified subject, items not checked out in ‘x’ months or years, override PINs entered by workstation and by operator, etc. Examples of the list type of report are List Users, List Items, and List Order Line Items.

Statistics reports produce ‘column and row’ tables of statistical information combining counts of records meeting one set of criteria with records meeting another set; for example, circulation statistics for all categories of item types divided by the user categories that borrowed them, or cataloging statistics showing the types of material added to the catalog divided by classification area. Examples of statistics reports are Average Publication Year, Average Price of Books, and List User Department, Birth year. To analyze staff activity on the system, statistics reports can also query the system’s transaction logs to report usage of functions by library-specified criteria, including workstation/login, functions, and time and date, with function usage presented as totals or percentages.



Notices selectively or inclusively list every item meeting a set of library-specified criteria, order these into notices for each user or vendor, select the users or vendors to receive the notice and the notice text, and print or e-mail the appropriate items in letter form. Symphony notices include welcome, overdue, and bill notices, hold pickup notices which may be sent to selected users, and purchase order and cancellation notices which may be sent to selected vendors. Examples of this type of report are Vendor Acquisition Claims, Print Cancellation Notices, and User Announcement.

Label reports export information in a format designed for printing labels, e.g., mailing labels for users and vendors, and spine or book pocket labels for selected titles. Examples of this type of report are Vendor Address Labels, Labels for Check-in Records, Added Item Labels.

Import/Export reports are used for importing new information to Symphony or extracting Symphony information for use by an external system. Examples of this type of report are Load Bibliographic Records, Send Bibliographic Records, and Load Authority Records.

Remove reports permanently remove information from the Symphony system. Caution is advised when running reports of this type, so these reports are PIN protected. Examples of the remove type are Remove Selected Orders, Remove Users, and Remove Bills.

Housekeeping reports make changes to existing information in the Symphony system. Regularly scheduled housekeeping reports include the text indexing utility which corrects the text index nightly with new records, changed records and removed records. Other examples include the rollover series in the Acquisitions group to transfer order records from one fiscal cycle to the next, the reorganize and rebuild (indexes) reports, and the global update report which scans each bibliographic description to find and change a specified string within a specified field to another string. Housekeeping reports are PIN protected beyond the normal system security governing access to reports.

BLUEcloud Analytics

BLUEcloud Analytics, SirsiDynix's enterprise-class reporting and business intelligence tool, is designed especially for libraries. BLUEcloud Analytics harvests data from the Symphony server and uses a powerful MicroStrategy engine, customized report templates, and data cubes to deliver the information you want without complex intervention.

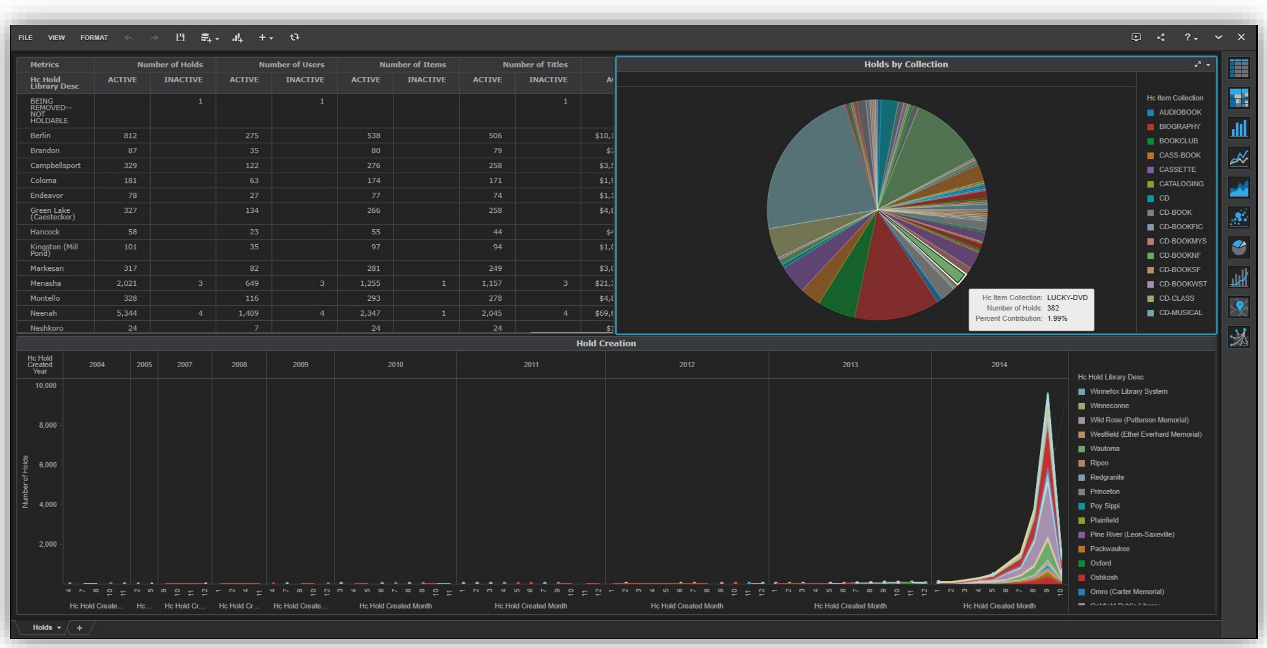
It includes the following types of visual data representations:

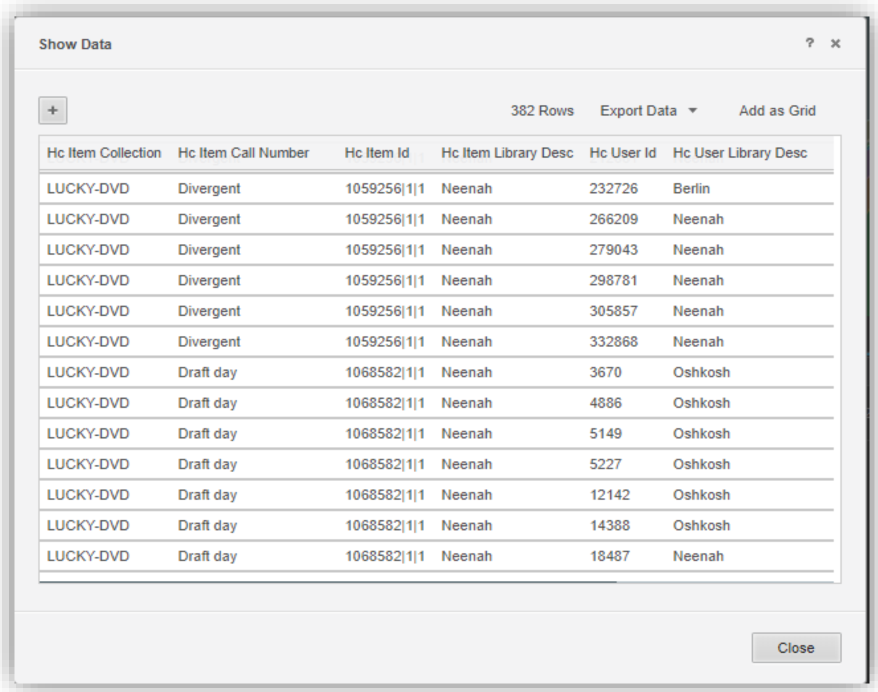
- Line Graphs
- Bar graphs
- Pie charts
- Gauges
- Dials
- Heat maps
- Speedometers
- Traffic lights
- Bullet graphs
- Waterfalls
- Graph matrices
- Funnels
- Bubble graphs/grids
- Data clouds
- Tables
- Spark lines

Drill Down For Details

BLUEcloud Analytics reports are layered, allowing you to drill down into statistics for better incremental analysis and precise reporting.

For example, the following BLUEcloud Analytics report displays the number of holds by collection:





Hc Item Collection	Hc Item Call Number	Hc Item Id	Hc Item Library Desc	Hc User Id	Hc User Library Desc
LUCKY-DVD	Divergent	1059256|1|1	Neenah	232726	Berlin
LUCKY-DVD	Divergent	1059256|1|1	Neenah	266209	Neenah
LUCKY-DVD	Divergent	1059256|1|1	Neenah	279043	Neenah
LUCKY-DVD	Divergent	1059256|1|1	Neenah	298781	Neenah
LUCKY-DVD	Divergent	1059256|1|1	Neenah	305857	Neenah
LUCKY-DVD	Divergent	1059256|1|1	Neenah	332868	Neenah
LUCKY-DVD	Draft day	1068582|1|1	Neenah	3670	Oshkosh
LUCKY-DVD	Draft day	1068582|1|1	Neenah	4886	Oshkosh
LUCKY-DVD	Draft day	1068582|1|1	Neenah	5149	Oshkosh
LUCKY-DVD	Draft day	1068582|1|1	Neenah	5227	Oshkosh
LUCKY-DVD	Draft day	1068582|1|1	Neenah	12142	Oshkosh
LUCKY-DVD	Draft day	1068582|1|1	Neenah	14388	Oshkosh
LUCKY-DVD	Draft day	1068582|1|1	Neenah	18487	Neenah

To see the most popular titles within each collection, the user can right click to expose the full set of underlying data.

The drill down feature is also useful for comparing metrics for groups like:

- User categories, such as undergraduates, graduate students, and professors
- Item categories, such as language of the material
- Bill reasons, such as overdue fines or fees for equipment use
- Dates for holds created, checkouts, etc.
- Different sites in a consortium

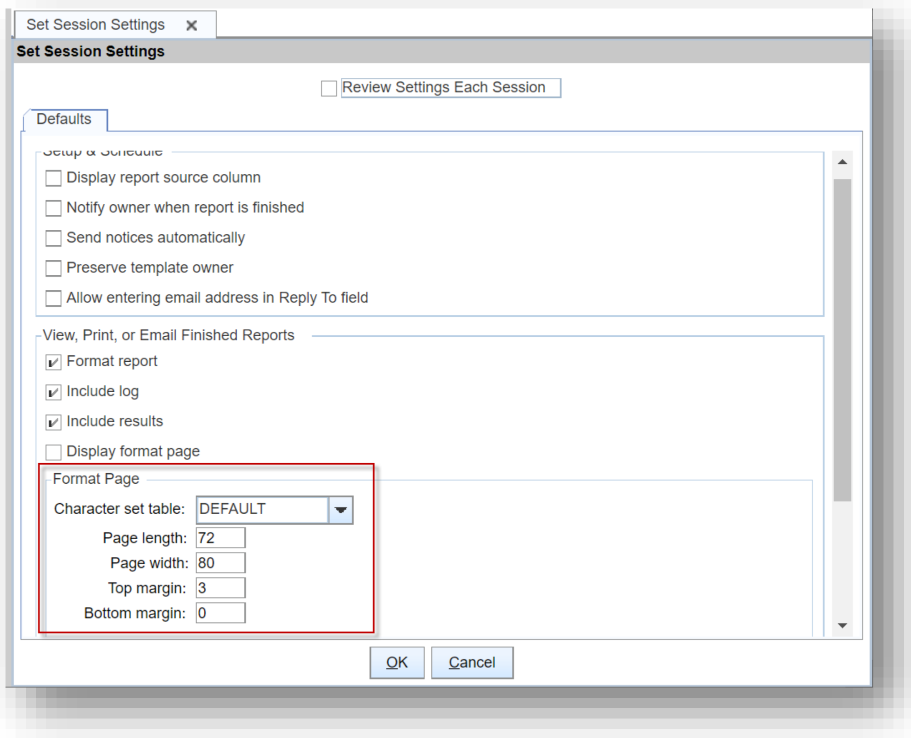
With the drill-down feature, libraries can quickly generate the necessary reports for virtually any kind of analysis.

3. Describe how staff can set parameters and schedule reports for standard report templates.

SirsiDynix:

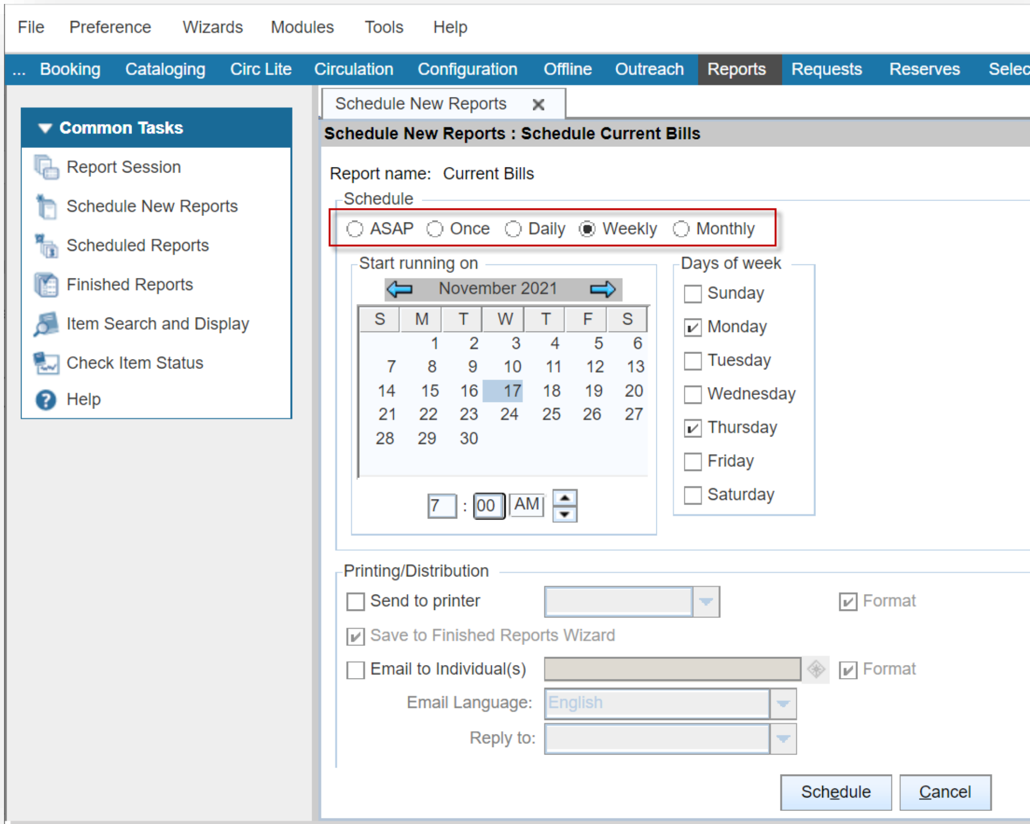
Symphony Reports

Symphony empowers staff with the ability to set report parameters and format report pages, e.g., margins:



Symphony Reports can be scheduled to run automatically and unattended according to a pre-set timetable, with results directed to the user(s) who need them, (for example, so that every morning the circ desk automatically gets a list of items to be pulled from the shelf to fill holds placed in the preceding 24 hours).

To set-up and schedule or run a specific report, the operator needs only to highlight the report and click the “Schedule” button or else simply double click.



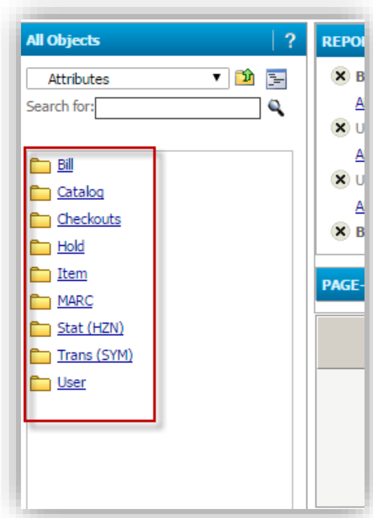
From the resulting screen, the operator can schedule the report to run “ASAP” or “Once” (at a specified date/time), or on a regular schedule (Daily, Weekly, Monthly), in which case the operator can also set the first date to run the report and fine tune the schedule, e.g., by specifying every third day, every other week, etc. From the same screen, the operator can specify the disposition of the report output, once the report has run. Each default report template can be modified through selected options and saved under separate names, enabling a virtually limitless number of regularly scheduled reports to run automatically.

BLUEcloud Analytics

In BLUEcloud Analytics, reports can be run ad hoc or regularly scheduled for export by email, whether you need the information every day or once a year. Your library can ensure that the right staff always get the information they need when they need it. See more information about how much control staff have over report parameters in our response to the next question.

4. Describe how staff can create their own custom reports, including the level of customization and specificity that can be achieved (eg, can specific MARC fields be utilized in custom reports).

SirsiDynix: In BLUEcloud Analytics, users can create custom reports from ILS data sets. (BLUEcloud Analytics currently covers all non-serials ILS data. Within a single report, virtually any combination of data sets can be used for metrics, attributes (rows and columns in tabular reports), filters, and report pages. Your library can also create multifaceted filters—such as items with a checkout date in a particular fiscal year—that can quickly be applied to a report.



As users design reports in BLUEcloud Analytics, they can flexibly choose the ILS data to be analyzed.

With this flexibility, you will not be limited to the reports a vendor provides you. Instead, you can create your own reports by customizing delivered reports, using a fully prompted report builder, or compiling a report from scratch to generate the exact insights you need.

As seen in the image, BLUEcloud Analytics has MARC data reports to help maintain the library's cataloging standards.

Symphony Reports also contains over 750 reports templates, all of which are customizable.

5. Describe how system reports allow staff to make timely, data-driven decisions.

SirsiDynix: BLUEcloud Analytics equips your library to gain new insights and make data-driven decisions. It brings enterprise-class reporting to your library. With completely flexible reports and powerful visualizations, you can easily find the information you need to make evidence-based decisions. Powered by the same MicroStrategy engine used by dozens of the world's largest companies, BLUEcloud Analytics is a powerful business intelligence solution that harvests your ILS data and allows you to investigate it in new and powerful ways. Using preconfigured reports delivered by the system, created on your behalf by SirsiDynix DevOps teams, shared by other SirsiDynix customers, or through your own report-building efforts, BLUEcloud Analytics empowers your library to access simple or complex information at the click of a button.

6. Share unique reports your system is capable of.

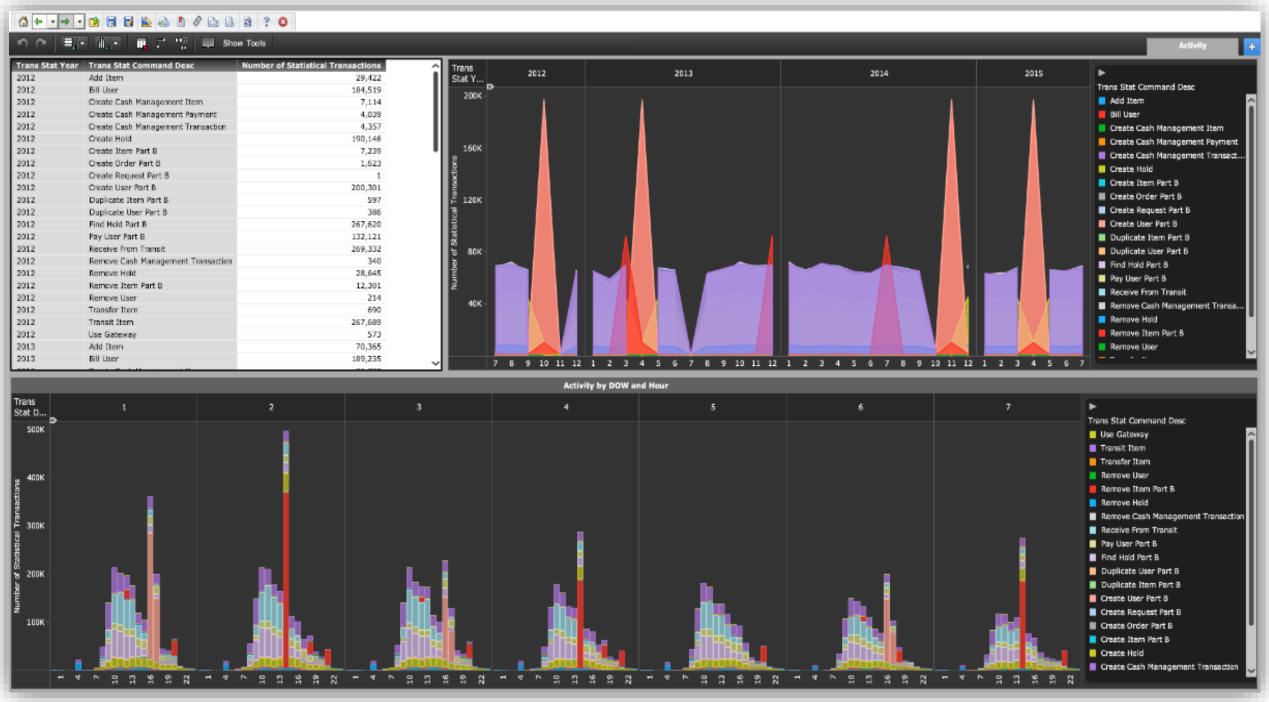
SirsiDynix: Symphony has hundreds of customizable reports, and BLUEcloud Analytics provides the option for even more unique reports. And while we do not have the information to compare available reports between each ILS vendor, we are confident that we can provide reports needed by them.

Through our Platinum Services, which are part of your current subscription, consulting hours could be used to have us create a custom report for you if needed.

7. Describe how the system measures the library's continuing success.

SirsiDynix: BLUEcloud Analytics is an enterprise-class reporting and business intelligence tool designed especially for libraries. BLUEcloud Analytics delivers powerfully contextualized reports for when libraries need to argue for increased funding, submit reports for accreditation periods, present to library stakeholders, or make virtually any data-dependent decision.

BLUEcloud Analytics not only *illustrates* your library's value but also helps you *increase* that value. With a report that takes minutes to create, you can make the decisions that will most benefit your users now and in the future.



BLUEcloud Analytics offers powerful, interactive reporting that instantly reveals trends that might have taken hours or days of manual analysis.

8. Describe how reports are output and shared.

SirsiDynix: Symphony reports may be exported in standard formats such as ASCII, CSV, and MARC, for importing into external systems. Export data can be scheduled to run and transfer to financial systems using FTP. In addition, reports can be exported into XLS and also XML.

BLUEcloud Analytics has granular permissions and powerful exporting options so you can always deliver the right data to the right staff. BLUEcloud Analytics provides four major export options, depending on the report type: interactive PDF, Excel, .csv, and Flash file. With interactive PDFs, even staff without logins to BLUEcloud Analytics can get the full impact of visualizations. By hovering over different parts of the report, users can see the appropriate labels and metrics.

APPENDIX

SIRSIDYNIX ROADMAP

Note: SirsiDynix considers our roadmap to be confidential and proprietary and requests that it be treated as such.

Disclaimer: SirsiDynix operates in a dynamic environment and the Product Roadmap is subject to change - we may add or adjust features and timing at any time in order to deliver products benefitting our customers. The Roadmap is intended to provide general information as to future releases, and with respect to any particular customer the timing of specific releases may be impacted by language, geographic location and size or complexity of the customer.

Symphony ILS, SymphonyWeb, and Data Control

SirsiDynix released Symphony and SymphonyWeb 4.0 in Q1, 2022. Data Control version 3 was also included with this release. This release focused on significant technical updates along with several user-inspired new features. Updates in these releases included:

- Support for Postgres database on RHEL
- Updates to SymphonyWeb to include remaining key configuration options; this means that most libraries using SymphonyWeb will have no need to use the workstation-based Java WorkFlows client, even to perform administrative tasks.
- Support for additional variable data in the APIS
- User account lockout configuration options; typically used for access control for staff users
- Support for Amazon Corretto JDK
- Support for TLS 1.3 in SIP2
- Updated perl libraries for use with API tools
- Additional LDAP logging added
- Support for Windows 2019 Server
- Data control:
  - improved relationships for displaying and modifying Acquisitions data
  - Request system data available (note that the request system is a task management system that many SirsiDynix customers use to handle reference questions, mediated inter-library loan requests, and other interaction between end users and staff)

Symphony 4.1 is planned for mid-2023. It numerous functional and technical features for Symphony, SymphonyWeb and Data Control:

- Optional interface with Lyngsoe IMMS which improves efficiency for moving materials among libraries sharing a Symphony system. IMMS may also be used to improve management of items in storage in academic settings.
- Support for controlled text for non-serial volume analytics to improve data entry
- Additional editable fields in SirsiDynix data control
- Support for 5 additional customer-defined Item Categories for statistical purposes or IMMS management purposes

- Formalized concept of return bins for automated material handling
- Support for Acquisitions taxes to three decimal points
- SymphonyWeb: Optional CAS/SSO protocol to CAS support
- Other User Group Enhancements

Web Services:

SirsiDynix Web Services are a powerful, REST-based tool that SirsiDynix uses to manage interactions between the Symphony ILS and many of our newer products including Enterprise/Portfolio, BC Mobile, and our BLUEcloud suite of products. Web Services also includes a software development kit (SDK) that allows SirsiDynix customers and authorized third party vendors the full power of the integration capabilities provided by Web Services.

Recent updates include:

- Externalizing calls to the Serials module
- Updated patron registration calls, including new patron duplicate checking capabilities, reCaptcha support, and "offensive term" checking
- Enhanced logging
- Access to authority data
- MARC holdings record access improvements
- Security updates
- Allow list for resources and action by client ID for both staff and patron accounts
- Deny list for staff accounts can be configured
- Additional security options support
- Self-check capabilities

Capabilities under consideration for 2022-2024

- Oauth authentication options
- Updates to NCIP responder (NCIP functions as a layer on top of Web Services (**ongoing).** Note that we have recently completed testing and initial installs of the SirsiDynix NCIP responder with the ReShare ILL module
- Library Communications Framework (LCF) authentication support layer (planned for release in 2023)

Generally, we expect to have one-two releases per year. These releases will continue to be heavily influenced by our BLUEcloud development schedule, for example adding additional functionality around database structures to support Community Outreach along with ongoing work on Cataloging, Circulation, Acquisitions, Serials, and Booking. Web Services updates will also be influenced by enhancement requests from customers and third parties using the SDK to support local development.

Unified Harvest

In 2022-2023, SirsiDynix will complete a unified harvest function designed to move all SirsiDynix harvest processes into a single component. Architecture and features planned:

- Multi-tenant architecture to improve speed of development and deployment of new features

- Additional data sets such as authority and other ILS-data sets included
- Allow BLUEcloud and discovery clients near real time index updating
- Support Enterprise, BLUEcloud, and Analytics harvest
- Optionally support third party harvest needs. Note that customers and third parties may elect to use the Universal harvest in lieu of building situational bibliographic, etc. extracts and feeds.

Post initial release, Unified harvest will be updated as necessary to meet SirsiDynix and third-party partners' needs.

Discovery

Enterprise/Portfolio:

SirsiDynix recently released Enterprise and Portfolio 5.1 which included a number of updates, requested by customers:

- Further improvements to Enterprise/Portfolio mobile theme to provide an excellent experience for end users regardless of device used to access the catalog
- Support for WCAG 2.1 AA standard
- Support for optional Electronic Resource Central (eRC) connector for RB Digital magazines: libraries using this connector can automatically harvest RB Digital magazine metadata into Enterprise/Portfolio to ensure that end users can discover this content without needing to leave the library's discovery experience
- Update to underlying search engine
- Customer enhancement requests around search relevancy including:
    - Improved discovery for titles in which the key terms may be included in the 245 $a
    - Synonym list support
    - Additional stop word functionality
    - Updated administrative interface
    - Updated integration with Memento API for French language content
    - Optional support for File Manager that eases distribution of Java Script and other files across multiple Enterprise profiles.
    - Support for eRC Overdrive Magazine connector
    - Support for LIbraryPass eRC connector
    - Amazon Corretto JDK support

Enterprise/Portfolio 5.1.1 has been released for our CloudSource customers:

- CloudSource OA support: search, including Boolean option for SirsiDynix's CloudSource open access journal collection
- Support for Gold Rush link resolver
- Copyright Clearinghouse link options

Enterprise/Portfolio 5.2 (Q4, 2021) (limited release)

- Enterprise/Portfolio Admin technical and security updates

- Sorting improvements

Enterprise/Portfolio 5.2.1 + (Q2, 2023)

- Multi-factor authentication options for Enterprise Admin
- New password policies for Enterprise Admin
- Discovery File Manager for easier distribution and management of customizations

Post 2022, we plan several additional enhancements around architecture, search relevancy and integration with additional sources of external content, in particular those planned for CloudSource OA along with new eRC connectors.

In addition to updates released by the Development team, note that SirsiDynix has a strong Dev/Ops culture. Our team of consultants also provides updates to Enterprise/Portfolio on a regular basis. Recent updates and offerings include:

- "Bento Box" display options that allow libraries to highlight specific portions of their collections
- Browse and Boolean search options
- Authority cross-reference integration
- Integrations with Library.Link linked data to highlight author information and "more like this" materials
- Load of e-Resources directly into Enterprise/Portfolio
- FRBRish widget that collapses titles across formats and makes it easy for your patrons to find the format that best fits their needs

BC Mobile:

BLUEcloud Mobile is a library-branded mobile app that will help your patrons to find library materials, renew checkouts, place holds, and learn about library events from an iOS or Android-based mobile device. Through the easy-to-use mobile app, patrons will have easy access library materials and account information from anywhere.

BC Mobile typically receives updates 4 or more times per year. Recent updates include:

- Customer requested enhancements to My Account capabilities
- Support for "Books by Mail", a Symphony features that supports direct delivery of materials to patrons
- Support for RFID and/or barcode-based self-check
- Click and Collect options to support curbside pickup of materials
- New Search Sort options

In upcoming releases, we expect to support

- Additional e-Commerce options
- Updated home screen with additional book feed displays
- Updates to My Account to more readily call out digital vs. physical checkouts as well as enhanced graphics around materials on hold, materials almost due, and materials past due.

BC Mobile also offers an optional self-check and curbside pickup interfaces. Both of these options have become increasingly popular.

<u>**Electronic Resources Central (eRC)**</u>

eResource Central bridges the gap between the library's physical and digital collections, offering users a unified search experience and ensuring that all of the library's resources are readily discoverable and usable. eRC supports approximate 18 e-content vendor and allows the library to offer eResources from vendors such as Overdrive, B&T, hoopla! and many others without the time intensive need to load vendor metadata into the ILS.

Recent updates include:

- Support for Overdrive magazines
- Addition of Comics Plus connector
- Additional vendor integrations may be considered

eRC will continue to be updated as customers and third parties identify electronic content that can be integrated into eRC for improved discovery and reduced staff management time.

<u>**BLUEcloud Analytics**</u>

BLUEcloud Analytics provides everyone from desk staff to library directors with visibility into library data via a cloud-based tool that provides actionable intelligence through customizable reports and dashboards.

Recent updates include:

- Ongoing provision of new "standard" BC Analytics reports
- Libraries now have an interactive interface that allows them to request that a new report be delivered directly to their Analytics interface
- Integration with Community Engagement Platform (CEP)
- Support for Platform Analytics: allows SirsiDynix to better plan for use by overall customer load

Current pilot programs, planned for GA in 2022:

- Support for push API which allows real time movement of data from a given source (ILS or external to the ILS). The push API is one option for having near real time integration with a given data source
- ODBC connections with SirsiDynix ILS platforms (real time/near real time date) (Available in GA for SirsiDynix Horizon Customers)
- Private intelligence server: an option that allows Analytics sites with large databases or high report load to have a dedicated intelligence server
- Platform Analytics for customers: dossiers will provide additional insight to customers on which library staff use Analytics, how they use it, and other details such as ad hoc vs. scheduled reporting

Late 2022-early 2024:

- New maps integration options to expand visualization capabilities
- Single sign on support
- Improvements to data harvest
- Ongoing updates to reports catalog

As we consider time periods in 2023 and beyond, we anticipate that we will continue to add to the number of customer-facing reports and dossiers that are readily available to customers. Even more exciting, the Analytics platform offers area of growth in ingesting not only new ILS data, but also much improved options to pull in library data external to the ILS, for example Counter data from e-Resource vendors, data from other software used by the library, even GIS and other data that may improve library planning capabilities.

BLUEcloud Staff Clients/BC Central

BLUEcloud staff updates discussed below are planned between now and Q2, 2024 unless otherwise noted. Items with asterisk have been completed recently:

BLUEcloud Central:

BLUEcloud Central unifies the management of SirsiDynix applications in the cloud. The focus for this year will be to enhance the user interface, increase the indexing speed, support global customers, and improve the search experience.

- Additional PIN security options similar to updates noted for Symphony above (second half of 2021)
- *Update to Staff permissions framework to simplify set up of new staff accounts
- *Ongoing updates to Single Sign On

BLUEcloud Cataloging:

BLUEcloud Cataloging streamlines the copy cataloging and maintenance process, allowing library staff to enhance catalog records to ease user discovery with minimal keystrokes.

- *(Completed) Improved permissions for holdings management make it easier to define which staff members can perform holdings management functions for which libraries. This is especially useful for libraries in consortial settings.
- *(Completed) Updates to field displays to simplify view of details such as last activity dates for items
- *(Completed)Updated Privileges structures

Post 2023-2024:

- Item template support for original cataloging
- Bib import
- Label printing

BLUEcloud Circulation:

BLUEcloud Circulation provides front-line staff the tools they need to register patrons, view patron charges and holds, check out and check in materials, and renew current charges.

- *(Completed) Improvements to email receipts
- *(Completed) Display of patron notes at checkout
- *(Completed)Hold management updates: additional hold details, hold deletion
- (Ongoing) RFID testing
- *(Completed) Updated Privileges structures
- Completion of hold workflows
    - Hold shelf is displayed; next actions such as ‘trap hold” and “mark item missing” are in current development

- *Special due data support
- *(Phase 1 Completed) Item updates such as mark item missing, damaged, check in in transit improvements
- *Create and record payment on bills
- Hold Shelf Management tools
    - These tools support the final stage of the hold processes where items may be reshelved or sent to other libraries to fill holds.
- Additional receipts/workslips (ongoing)
- Patron charge history
- Patron bill history
- Cash Management (more extensive cash management tools, typically used by libraries who sell materials or services)
- Support for BC Commerce for credit card payments

MobileStaff:

Simplify patron interaction with staff through MobileStaff, a robust app for iOS or Android devices. Library staff can use powerful features to bring the library services out from behind the circulation desk and into the stacks, public spaces, and external outreach programs.

Recent updates include:

- Technical update to use ROA web services
- Improved support for floating collections
- Support for Academic reserves check out, check in, renew
- Hold Shelf Management support
- Custom policy list support
- Command code checker to ease configuration
- Display of edition detail on hold list
- Display of custom user category labels
- Timeouts to clear PII in Kiosk mode
- Administrative support to configure checkout, check-in, or both in Kiosk mode
- Touch free Kiosk mode
- New login options that will improve security for libraries who allow staff to use MobileStaff on their own devices. These options will make it even easier for admin staff to remove ability for a given staff member to use MobileStaff
- Support for multi-patron ID management (for situations in which the same patron may have multiple active IDs at different member libraries)

2022-2024:

- Support for placing holds
- Support for BC Commerce
- Technical updates to front end

Post Q1, 2021, we will be reviewing customer enhancement requests include support for place hold and bill payment.

BLUEcloud Acquisitions (pilot):

BLUEcloud Acquisitions provides library staff a web-based tool for collection development and material acquisitions. BLUEcloud Acquisitions re-examines the collection development process, giving the library the power to negotiate preferred pricing based on volume and comparative pricing analysis.

- New receiving options to accommodate “available soon” displays in Enterprise and other discovery options.
- Manual invoices
- (Ongoing) EDIFACT support
- Audit trail improvements
- Cancellation and returns support
- Standing Order and Serial order support

BLUEcloud eRM:

BLUEcloud eRM offers centralized e-resource management, ensuring that libraries can maximize the value of their e-resource budgets. Based on the open-source CORAL Electronic Resources Management System, staff can easily manage and track subscription information.

- Counter 5 statistics support
- Integration of statistics into BC Analytics
- Updates of technical components such as PhP version support.

BLUEcloud Visibility:

BLUEcloud Visibility transforms library MARC and holdings data into linked data resources in the Library.Link database. These records may be harvested by search engines so that even searches starting outside the library can connect users to library resources. BC Visibility also offers resources that can provide libraries with new ways to interact with other institutions in their communities by easing the process of creating curated resource lists that link community members to their libraries.

- Ongoing work with search engine providers to ensure library resources are discoverable outside the library
- Additional training on Library.Link resources to help libraries connect with other community institutions who may wish to feature links to library resources

Community Engagement Platform (CEP):

Community Engagement Platform helps bridge the gap between libraries and their communities with an easy-to-use marketing automation tool. Library staff can find insights into patron demographics, providing smaller libraries a simple yet comprehensive marketing tool while also providing powerful and specialized tools larger libraries need. CEP allows libraries to construct and review the success of marketing email campaigns. Additional capabilities will include event ticketing, room, and equipment booking.

Recent updates

- Support for use of RSS in calendar feeds so that library calendars can be easily integrated into any web site
- Booking of multi-purpose rooms
- Staff-only calendars to manage use of meeting space by staff
- CEP Marketing updates offer ongoing improvements to marketing automation, allowing libraries to segment patron data to manage mailing lists, event notification, event landing pages, and intelligent marketing based on patron interaction and feedback.

2022-2024:

- Updates to supporting technical components such as Mautic
- Support for patron-initiated AV/Room booking
- Other enhancements requested by Customers

BLUEcloud Course Lists:

BLUEcloud Course Lists cements the library as the center of the Academic Campus. With BLUEcloud Course Lists, professors can easily add and manage metadata for physical books, digital assets, journal articles, eBooks, or external websites through the streamlined interface in BLUEcloud Central. Materials selected for lists can be in prep mode (for example purchase requests, copyright clearance requests) or live. Students can access live lists in Course Management Systems that support the Learning Tools Interoperability (LTI) Protocol such as Canvas, Blackboard, and Moodle.

Course Lists also supports display of list information without a Course Management System, so that library or faculty staff lists may be displayed in discovery options or on library web sites.

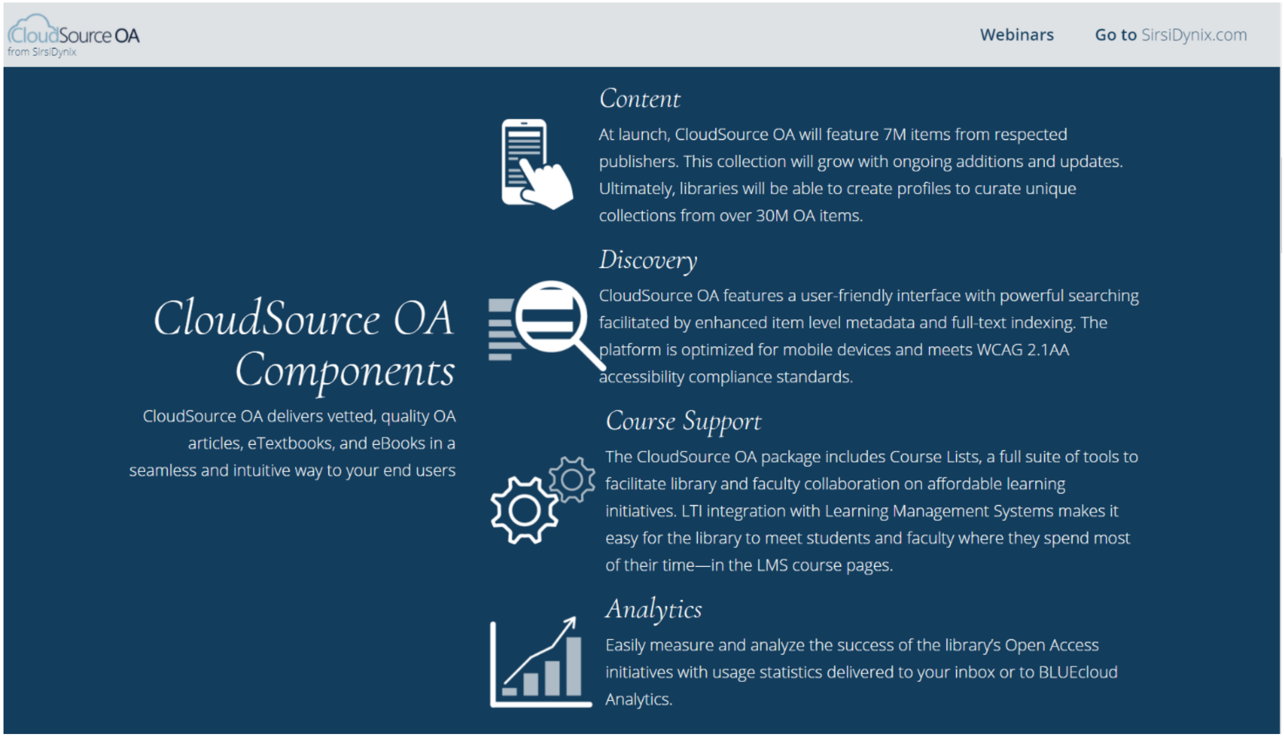
Recent updates include:

- Selection of preferred citation format
- Branding of standalone lists to match library branding
- Multi-language support, with options for local terminology
- Improved item lookup tool, including improved interaction with Cross-Ref
- Integration with various copyright clearance options

In 2022-2024, our Course Lists work will be closely integrated with our roadmap for CloudSource OA. We want to ensure that library staff and academic faculty and other researchers can use Course Lists to recommend the best content options for end users, including both commercial and Open Access content in a variety of formats.

New Products:

SirsiDynix introduces new products on a regular basis. We release CloudSource OA, a major content initiative, in late 2021. The slide below describes CloudSource OA's initial release.



We are now piloting CloudSource+ which integrates the Library's commercial database via integration of a resolver as well as integration with on demand printing sources such as Copyright Clearinghouse. Cloudsource+ will move to general release in late 2022.

We will continue to add content and improve metadata to CloudSource on an ongoing basis.