REQUEST FOR INFORMATION: INTEGRATED LIBRARY SYSTEM

Loyola University Chicago
1032 W Sheridan Rd
Chicago, IL 60660

Date issued: 2/28/2014
Questions due no later than: 3/21/2014
Bids must be received by: 4/15/2014

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(773)508-2590
Loyola University Chicago Overview

Organization

Loyola University Chicago, a private university founded in 1870 as St. Ignatius College, is Chicago’s only Jesuit Catholic University and one of the largest of the 28 Jesuit colleges and universities in the United States.

Loyola University Chicago is comprised of four campuses: Lake Shore (LSC), Water Tower (WTC), Health Sciences, and the John Felice Rome Center in Italy; and is home to twelve schools and colleges: arts and sciences, business administration, communication, education, environmental sustainability, graduate studies, law, medicine, nursing, pastoral studies, continuing and professional studies, and social work. Loyola also serves as the U.S. host university to the Beijing Center for Chinese Studies in Beijing, China.

Recognizing Loyola’s excellence in education, U.S. News and World Report has ranked Loyola consistently among the “top national universities” in its annual publications, and named the University a “best value” in its 2014 rankings. Loyola is among a select group of universities recognized for community service and engagement by prestigious national organizations like the Carnegie Foundation and the Corporation for National and Community Service.

Key Facts

- Father Michael J. Garanzini, President
- Total enrollment: 15,957
- 80+ undergrad majors and 80+ minors
- 140+ graduate, professional, and graduate-level certificate programs
- 150,000 alumni, 85,000 in Chicago
- One of only 8% of all American colleges and universities to have a Phi Beta Kappa honor society chapter
- 14-to-1 student/faculty ratio
- Undergraduate tuition (full-time entering Fall 2013): $35,500

For additional information please go to www.luc.edu.
University Libraries Overview

Mission Statement

The Loyola University Libraries facilitate the pursuit of knowledge and creativity through user-focused services and collections in an inviting, collaborative, and innovative learning environment.

Description of the Loyola University Chicago Library System

The Loyola University Library system comprises five libraries, three archives, an information commons, a remote storage facility, and a digital repository. In addition, the Loyola University Museum of Art (LUMA) contributes records to the catalog. The Law Library and the Health Sciences Library are administratively separate from the other libraries, and they each maintain their own technical services processing units as well as separate interlibrary loan offices. The Law Library reports to the Dean of the Law School, and the Health Sciences Library reports to the Vice Provost for Research & Graduate Programs in the Loyola University Health Sciences Division. The main campus libraries (generally referred to as University Libraries) report to the Dean of Libraries and have shared technical services and interlibrary loan services, although they have five different circulation locations and are split between three campuses, including one in Rome, Italy.

The libraries have a combined collection of 1.74 million print volumes and 661,223 + eBooks; 53,000 electronic and 8,534 print journal subscriptions; 15,035 audiovisual items, 472 research databases, and 10,829 digitized special collection items. Our acquisitions functions utilize 102 ledgers (4 ledgers for the current fiscal year), 4,054 funds (219 funds for the current fiscal year), and more than 2,000 vendor records. Each year, the University Libraries process 185,000 circulation transactions and 32,000 interlibrary loan requests. Our OPAC receives 182,000 visits and our website is viewed 1.6 million times. WorldCat Local, which we use as an additional discovery tool, was visited over 100,000 times last year.

The libraries provide loan services to a variety of groups: undergraduate and graduate students, faculty, staff, administrators, alumni, Friends of the Library, courtesy patrons, and medical personnel. In addition the University Libraries have reciprocal agreements with several local universities and provide services to their students and faculty. There are different loan periods for the University Libraries, the Health Sciences Library, and the Law Library, as well as varying loan periods for different patron categories and item types. Fine and fee policies also vary by location, patron category, and item type.

The libraries provide a retrieval and delivery service for locally-owned books, wherein items are retrieved from the stacks and held for the patron at one of five pick-up desks. We also provide document delivery, scanning articles and chapters from our print collections for patrons to view remotely. In the last year, 17,200 books and articles were delivered to our patrons from our local collections. We have course reserves at each location, with loan periods ranging from 1 hour to 7 days. 21,500 items circulated through reserve last year. The libraries’ audiovisual collections are scheduled through a media booking module and are in heavy use by teaching faculty, with 3,900 bookings last year.

For additional information please go to http://www.luc.edu/libraries.
Next-Gen ILS Project Overview

Project Scope

This ILS project will explore the possibility of adopting a new library management system to replace our Ex Libris Voyager system. This Request for Information (RFI) provides details on what is required for vendors to submit a Proposal. The Next-Gen ILS Exploration Committee will review received proposals and determine qualified library system.

Once the RFI process is complete, a shortlist of vendors and products will be identified and invitations will be sent to the vendors for an onsite demonstration.

Timeline

Request for Proposal sent to vendors: 2/28/2014

Deadline for written inquiries: 3/21/2014

Proposals due: 4/15/2014

Bid evaluation completed: TBD

Award of Project: TBD
Proposal Content Requirements

Please provide Loyola University Chicago with a detailed response or summary information pertaining to each of the following items below. Please respond to each section utilizing the numbering sequence provided.

1. Company Information

A brief description of the vendor’s background, organization, staff, and experience is to be included in this section.

2. Cost

All costs to deliver the proposed system are to be included in this section. A complete breakdown of all costs associated with the proposed system, including hardware, software, data conversion, installation, training, and annual maintenance must be included.

3. Response to Functional Requirement Specifications

In this section the vendor is to respond to each of the requirements contained in Functional Requirement Specifications.

4. Client List

Vendor must submit a list of libraries currently using or committed to use the proposed system. The list must include library names, addresses, and contact information.

5. Implementation Plan

Vendor is to provide a schedule for system installation and data migration, outlining milestones and responsibilities of the vendor and the Library.

6. Training Plan

Vendor is to describe the training approach. Could trainings be done on-site, off-site, or online? Will there be separate training for system administrator and regular library staff? Can training materials be usable for library to train additional staff? Could library request customized training sessions?

7. Warranty, Maintenance and Support

The vendor will describe warranty, maintenance, updates, and customer support policies, including help lines, hours of operation, emergency service, etc.
RFI Terms and Conditions

(a) The recipients of this RFI acknowledge that information about Loyola University Chicago may be acquired during the course of preparing responses. This information may include but is not limited to, operational information, terminology and procedures, proprietary information, records, specifications, etc. All knowledge and information obtained through the RFI process is the confidential property of Loyola University Chicago.

(b) This is a Request for Information only and not an offer to enter into a contract. Loyola University Chicago reserves the right to accept or reject any proposal or portions thereof, for any reasons it deems reasonable. No contract shall be entered into between Loyola University Chicago and any vendor until a written contract that specifies pricing for all items and services to be provided has been executed.

(c) Proposals must be submitted no later than the close of business on April 15, 2014 and must conform to all the specifications listed in the section entitled Proposal Content Requirements. Proposals will be evaluated based upon adherence to the instructions set forth in this RFI.

(d) Any vendor electing not to bid shall destroy this RFI.

1. Right to Modify Request for Information

1.1 Loyola University Chicago reserves the right to revise the RFI documents prior to the date for receipt of proposals; such revisions will be announced by addenda. Copies of such issued addenda will be furnished to each prospective respondent. If the revisions require material changes in the proposed quantities or price (or both), the date set for receipt of proposals may be extended by a number of days that, in the opinion of Loyola University Chicago, will enable respondents to adequately revise their proposals. In such case, the addenda will include an announcement of the new date for receipt of proposals. Oral instructions or information concerning the RFI documents provided to respondents by employees or agents of Loyola University Chicago shall not bind Loyola University Chicago.

2. Withdrawal or Modification of Proposal

2.1 Respondent may, without prejudice to itself, modify or withdraw a proposal by written notification, provided that the proposal and any such request are received prior to the closing date and time for receiving proposals at the location specified for receipt. Following withdrawal of a proposal, a respondent may submit a new proposal, provided it is received by Loyola University Chicago before the closing date and time.

3. Proposal Preparation

3.1 Documentation should be prepared simply and economically. All documentation must be related specifically to the RFI requirements. Do not submit Sales and Marketing Materials in lieu of a prepared response addressing the items indicated in this document.

3.2 Each response should concisely describe the Vendor’s approach and ability to satisfy the requirements of the RFI. Emphasis should be on the completeness and clarity of content. If a response contains any information that the Vendor does not want disclosed or used for any purposes other than this evaluation, it must be marked “Proprietary” or “Confidential.”
3.3 All expenses incurred by a Vendor in the course of preparation of a response to this RFI will be borne by the Vendor.

4. **Proposal Delivery Instructions**

4.1 Vendors must submit the response to the RFI prior to the submission deadline. The submission must adhere to the following guidelines:

- The vendor must number pages consecutively within a section using section and page numbering.
- The vendor must follow the proposal outline in the section above titled - Proposal Content Requirements.

5. **Vendor Acceptance Criteria**

5.1 Vendor proposals will be evaluated by the best value perceived by Loyola University Chicago including but not limited to the following criteria:

- Company profile demonstrating long-term financial stability and depth of industry experience
- Related higher education experience
- Product functionality and ability to meet the needs of Loyola University Chicago
- Product costs

5.2 These criteria may be revised and other criteria may be added as a means to better assess the proposals received. Revisions to criteria can occur at any time during the evaluation process.

5.3 Loyola University Chicago reserves the right to reject any proposal or portion thereof. Neither receipt of a proposal nor failure to reject a proposal shall impose any legal obligation upon Loyola University Chicago.

6. **Timeline Information**

6.1 This signifies the completion dates of all deliverables within the RFI process, including the proposal submissions:

<table>
<thead>
<tr>
<th>RFI Phase</th>
<th>Date/Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send RFI to selected vendors</td>
<td>2/28/2014</td>
</tr>
<tr>
<td>Vendor Question Deadline</td>
<td>3/21/2014</td>
</tr>
<tr>
<td>Proposal Deadline</td>
<td>4/15/2014</td>
</tr>
<tr>
<td>Estimated Vendor RFP Selection and Notification</td>
<td>TBD</td>
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</tbody>
</table>

7. **Submission Information**

7.1 Questions should be sent via email to the primary contact only listed below, prior to the cutoff date of 3/21/2014.

7.2 Proposals should be delivered in electronic format (Adobe PDF version 6.0 format and Microsoft Word 2003 or later) to the primary and secondary contacts below via email.
<table>
<thead>
<tr>
<th>PRIMARY CONTACT:</th>
<th>SECONDARY CONTACT:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hong Ma, <a href="mailto:hma2@luc.edu">hma2@luc.edu</a></td>
<td>Anne Reuland, <a href="mailto:areuland@luc.edu">areuland@luc.edu</a></td>
</tr>
</tbody>
</table>
Functional Requirement Specifications

A. General System

A.1. Reliability
1. Describe how your system minimizes business disruption and maximizes system availability. What kind of “up” time do you typically deliver (also define any terms within your answer as appropriate)? What are the biggest risks to, in terms of availability (e.g., power outages, network outages, data corruption, software bugs, reliance on external partners), and how are these risks mitigated?
2. Describe what kind of scheduled down time your system requires, noting the frequency, duration and purpose. What tools are available to continue core functions during down times? How are jobs that are scheduled to run during down times handled?

A.2. Architecture
1. Do you provide your system as a hosted service, a local service, or either, depending on customer preference? If you support both, what is your recommended architecture, and why?
2. Describe how staff interacts with your system (e.g., browser-based client, locally installed client). Describe any related system requirements for the staff client (e.g., operating systems, memory, and disk space).
3. From what operating systems can staff interact with the solution? Describe any functional differences or limitations that might exist for particular platforms. For browser-based systems, what browsers do you officially support? How do you determine which platforms and browsers you will support?

A.3. Data Security
1. Describe data management practices to which your system adheres, including those for patron and circulation transaction information. Include relevant information on standards compliance (such as ISO 27001) and any organizational information technology audits that have been completed.
2. Describe the solution's use of and support for secure protocols to safeguard data in transit.
3. Describe how your system prevents loss of data, and how it provides data recovery or rollback to specific points in time in the event data loss does occur. Also describe the process through which data is recovered.
4. What protocols have been established for dealing with unauthorized access to or disclosure of confidential data?
5. Describe the extent to which your system has been designed to comply with laws and regulations governing the storage and use of “protected” user data. Examples of such laws and regulations include: Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA), and Payment Card Industry Data Security Standards (PCI-DSS), Patriot Act.

A.4. Authentication and identity management
1. Describe how your system can leverage these identity stores (e.g., Active Directory, LDAP), both for staff and patron accounts. Describe also how such capabilities can co-exist alongside identities natively managed within the proposed solution.
2. Describe the integration your system provides with campus Human Resources and Bursar system, as used for patron updates and account management.

3. Describe how administrative rights are assigned within the system. Can administrative rights be assigned to identities stored in external identity stores, such as Active Directory? Can administrative rights be assigned to groups, as well as users?

4. Describe the level of granularity of access controls for staff functions (principle of least privilege). E.g., can certain data elements be made read-only for some staff and read-write for others?

A.5. Interoperability and Extensibility

1. Describe the integration your system provides with respect to related services such as self-check, automatic retrieval, resource sharing (ILL), link resolution, proxy services, discovery, and so on.

2. Describe the integration your system provides with campus financial systems, as used for ordering, invoicing and other functions.

3. Describe the integration your system provides with campus registrar management systems, such as LUC’s PS Campus Solutions.

4. Describe the integration your system provides with course management systems, such as Sakai, BlackBoard or Moodle.

5. Describe the integration your system provides with Digital Repository platforms, such as Digital Commons, CONTENTdm.

6. Describe how your system exposes data through documented web services and APIs, including supported data operations (read, write, update, delete, and so on). Describe any licensing or technical restrictions or constraints placed on the use of these tools and services.

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

8. Describe how your system supports batch loading and batch updates of records.

9. Describe about data ownership, how your system support exporting IUC data for future or other purposes.

A.6. Migration

1. Describe a recommended or typical migration timeline

2. Describe the typical or recommended amount of ILS downtime for the migration, based on institutional size, number of patron or bibliographic records, or some other applicable metric.

3. Describe the migration services you offer, including data migration services, training, and configuration and policy planning.

4. Describe your experience migrating data from Ex Libris Voyager System. Describe any specific considerations or difficulties in migrating bibliographic, acquisitions, serials, check-in, electronic resource, content license, patron and circulation records and data Voyager system into your solution.

5. Describe the ability to retain and preserve transient or temporal data, such as checkouts, holds, item status, item statistics, patron status, and patron blocks, through the migration process.
A.7. Vendor support

1. Describe any proactive monitoring of your system by your organization, and any actionable communications to the customer that result from this monitoring. For example, how do you alert the customer in the event of planned downtime and unplanned system anomalies?

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

3. Describe any customer community activities you sponsor or support, such as online or in-person venues to allow customers to share ideas and solutions. Include information about annual conferences and attendance, and regional interest groups.

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

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

6. Describe the content and delivery method (context-sensitive, online, knowledgebase, etc.) of administrative and end-user documentation sets.

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

B. Technical Services

B.1. General Functions:

1. Describe how your system supports a multi-library system, which includes separately managed technical services operations for the University Libraries, the Health Sciences Library and the Law Library.

2. Describe how your system supports the entire lifecycle of library resources from acquisition and cataloging through access, administration, support, and evaluation activities.

3. Describe how your system assigns staff permissions and privileges. Describe what permissions and privileges can be managed for a group vs. an individual account. Describe the level of granularity of access controls for staff functions. Can certain data elements be made read-only for some staff and read-write for others?

4. Describe how your system allows integration between the system and other LUC platforms such as registrar management, collection agency, enterprise resource management, course management, general ledger management, and identity management.

5. Describe how your system supports flexible options in dealing with a variety of vendor systems, purchasing systems and local third-party systems within one integrated workflow.

6. Describe your system’s ability to accommodate individual TS unit preferences while retaining the ability to eliminate duplicate record-keeping and redundant procedures across the LUC system.

7. Is your system already operational for acquisitions and cataloging of both tangible and electronic resources? Has it been tested by other academic institutions who are
similar to LUC in collection size, user population, research needs and organizational complexity?

8. Describe how your system provides for adding, maintaining and displaying unique local information (e.g. binding information, donor information, processing notes, etc.)?

9. Describe how your system supports current and future standards and frameworks for all record and data types including, but not limited to, licensing, electronic resource, bibliographic, holdings and authority control records.

10. Describe how your system supports integrated staff workflow. Can an individual staff member view and perform necessary tasks without jumping between different functional modules (with the proper permissions)?

11. Describe how your system supports efficient data entry and navigation with minimal scrolling, pointing and clicking for staff tasks, e.g. using default data values, techniques as keyboard shortcuts, task-oriented macros, keystroke recording, etc.

12. Describe how your system delivers customizable, relational views of system data. Can these views include arbitrary data from multiple record types (e.g., bibliographic data, order data and serials check-in data)? Does the system provide options to suppress from public view selective data elements, individual record and a subset of records?

13. Does your system display record changes in real time in staff interface? And in public interface?

14. Describe validation routines provided in your system for order, bibliographic, holdings, item, and authority records, and indicate whether this is different for batch jobs as compared to single records.

15. Describe how your system tracks changes to records. Is there an audit trail for edits? Is it possible to revert to previous versions of a record?

16. Describe your experience migrating data from Ex Libris Voyager. Describe any specific considerations or difficulties in migrating bibliographic, holdings, acquisitions, serials check-in and electronic resource records and data into your system. Describe the ability during migration to merge similar bibliographic records without loss of locally-created data.

B.2. Reports/Statistics and Batch Processing:

1. The system must support a comprehensive, flexible and granular reporting and analytics structure to import and export data out of the system at no cost and into formats that are usable.

2. Reports and analytics should have the option to be defined by owning library or unit, i.e., Law Library, Health Sciences Library, etc.

3. Describe how your system assigns or allows staff permissions and privileges for constructing and running reports.

4. For all reporting, updating, importing and exporting functions, describe the level of staff expertise needed to perform the operation. In particular, identify which functions require the intervention of a database administrator or Systems/IT personnel as opposed to functions that library staff can perform on their own.

5. Describe how your system provides the option of export and import of all types of records for manipulation by third-party applications without intervention by system vendor, at no extra cost and with full preservation of all content designators.

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

7. Describe how your system supports global changes to entire fields and subfields, and specific strings within fields and subfields in all record types including, but not limited to, order, vendor, bibliographic, circulation, and authority records.

B.3. Acquisitions:

1. Support the acquisitions workflow, including, but not limited to, ordering, receiving, invoicing, claiming, payment, etc. Describe how order data is stored in relationship to bibliographic and item data, including, but not limited to, linking an order record to multiple bibliographic records.

2. Support automated selection, ordering, invoicing, and claiming, using standards like EDIFACT and X12. Can these transactions be completely automated? How is data sent and received in this manner integrated with acquisitions and financial modules?

3. Support for importing bibliographic records individually and in batches from a vendor, including, but not limited to, the automatic creation of order, invoice, and/or item records from data supplied by the library.

4. Support for ordering and claiming including, but not limited to, print and electronic submissions. Describe what electronic submission protocols are supported.

5. Does your system identify titles that need to be renewed, individually and in batch mode? Does the system allow for standing orders and subscriptions to be renewed with the same purchase order number each fiscal year?

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

7. Does your system accommodate changes to open purchase orders, such as changes of vendor or fund? Does the system allow re-linking the order from one bibliographic record to another?

8. Describe the fund structure for acquisition payments and the invoice creation and payment workflow. Is there a limit on the number of funds? Can multiple funds be used to pay for a single item?

9. Describe how your system supports storing and sharing vendor data and how it is used in different functional areas.

10. Describe your system’s ability to integrate with campus financial systems, including, but not limited to, export and import of financial transactions as used for ordering, invoicing and other functions.

11. Describe your system’s financial reporting functionality, including, but not limited to, granularity of data retrieval and level of local customization.

12. Describe how your system supports annual fiscal-year closing activities.

13. Describe what records or data are stored in your system from acquisition processes and for how long? What kind of audit trail is available? Are reports available in print and electronic formats for storage? For how long are reports available?

14. Describe how your system supports generating statistics from acquisitions records. Describe data which is not available to be reported out. Describe how data can be extracted across record types, including, but not limited to, order, vendor, bibliographic and item records.

15. Describe how your system supports creation of new acquisitions lists.
B.4. Serials Management:

1. Describe how your system supports material management at the issue level, including receiving, item generation, labeling, routing, claiming, and binding.
2. Describe how your system supports the creation of date prediction patterns and enumeration patterns for check-in purposes. Describe the system’s ability to reuse prediction and enumeration patterns. Describe how your system supports externally supplied check-in data, for example data coded in bibliographic MARC tag 891.
3. Describe how your system supports the check-in of multiple instances of a given title; for example, one subscription to a title might include individual issues, bound volumes, pocket parts, pamphlet supplements, legislative service, and possibly other parts, each received on a regular or irregular basis. Describe how each of these parts can be accommodated and distinguished, either within a single record or on separate records.
4. Describe how your system supports recording and receipt of issues via SISAC and/or UPC codes.
5. Describe how your system accommodates changes to predicted check-in pattern without loss of check-in history?
6. Describe your system’s integration of serials claiming across workflows. How does the system recognize and report overdue items and how the information can be used to generate claim notices?
7. Support for current MARC 21 holdings record standards. Specifically, describe how the system’s serials check-in system can automatically update the MARC 21 holdings record, including all content related to the 85X/86X paired fields, either during receiving or as a separate function.
8. Provide an easy mechanism for marking temporary locations of individual serial issues.
9. Describe system support for generating statistics from serial records (number of active subscriptions, number of pieces received, etc.).

B.5. Binding Preparation:

1. Describe your system’s functionality of identifying and collapsing serial binding units. Does the system provide automated alerts or customizable notes for serial binding?
2. Describe the methods and formats for exporting binding information to a file and the method for generating binding information from your system to send electronically to a vendor, including the interaction with bindery software.
3. Describe how your system generates binding preparation reports or reports which facilitate preservation assessment.

B.6. Cataloging:

1. Describe your system’s support for importing and exporting bibliographic, holding and authority records in MARC 21 Format and future frameworks from OCLC WorldCat and other catalog utilities.
2. Describe how your system manages multiple classification schema and subject vocabularies including, but not limited to, Library of Congress Classification and Subject Headings, Dewey Decimal Classification, SuDoc classification numbers, local classification schema, and National Library of Medicine Subject Headings.
3. Describe your system for inputting characters in non-roman scripts, e.g. Chinese, Japanese, Korean, and Cyrillic. Describe how ALA diacritics are stored, displayed and input. Include any specific requirements for peripheral hardware or software to ensure this support. Describe how the system supports display of Unicode characters in all screens of the system.

4. Describe your system’s support for bidirectional cataloging and support for bidirectional script display (e.g. Arabic, Hebrew).

5. Identify all metadata schemas that are supported and describe how they are implemented. Describe any conversion tools or utilities that will translate from one metadata schema to another.

6. Describe how your system accommodates multiple content standards and encoding schemas including, but not limited to, Encoded Archival Description; Metadata Object Description Schema, and Dublin Core. Describe plans for incorporating future containers, alternative vocabularies and cataloging description methods.

7. Describe how your system supports unique local data needs. Review how the system will support and protect local notes, access points, classification schemes, and other unique metadata.

8. Describe how your system supports the processing of physical materials including support for spine-label printing. Also, describe the process for customizing multiple label layouts and printer options.

B.7. Holdings Management:

1. Support for holdings records which are fully compatible with current MARC standards including the export and import of holdings records for both serials and monographs.
2. Describe your system’s ability to define multiple holdings locations and sub-locations.
3. Describe how holdings are set in WorldCat for all library resources.
4. Describe your system’s support for linked records. For example, items bound together with separate bibliographic records but shared holdings records.

B.8. Authority Control:

1. Describe how your system support current standards for authority data and allows all relevant bibliographic fields to be authority controlled without intervention by system vendor. Describe how your system identifies which fields can be controlled.
2. Describe how your system will allow the management and maintenance of a shared authority file within the LUC system.
3. Describe how your system manages the import and export of authority data with one or more authority vendors.
4. Describe the default authority control practices and the ability to customize these practices.
5. Describe how your system manages and displays cross-references. Describe how locally created cross-references will be preserved and displayed.
6. Describe how your system supports unique persistent identifiers and linked data applications.

B.9. Electronic Resources Management:
1. Describe the system’s support for the management of license agreements, for local and consortial purchases. How are license and related documents stored and displayed in the system? What fields are available for license terms and how can these be exported and integrated into other areas of the system, or shared via the discovery interface? Describe options for customization of license information.

2. Describe the system’s ability to manage administrative information for electronic resources and contact information for vendors and publishers. Data from vendor and publishers should be import/exportable and customizable.

3. Describe the workflow management available for electronic resources. This might include reminders for renewal or the ability to track new resources from trials through to access setup. Does your system provide the ability to globally change coverage within a title package, and to customize collections, as well as open access and single publisher title details (i.e. local notes or fields, public notes)?

4. Describe the system’s OpenURL resolver. If there is no integrated OpenURL resolver, describe the system’s interactions with third-party OpenURL applications.

5. Does the system include a knowledgebase? How often is the knowledgebase updated? Describe how the knowledgebase works with OpenURL resolvers and how it integrates with the electronic resources functionality of the system.

6. Describe the system’s ability to ingest and manage usage statistics for electronic resources. Can these statistics be reported out in a flexible customizable format?

7. Describe the system’s ability to output electronic resource records in customizable ways for integration into library web spaces and catalogs.

8. Can records be created at different hierarchical levels to support electronic resource package and combination purchases? How do these records link to license documents and information?

9. Describe the integration the system provides with respect to related services such as resource sharing (ILL), link resolvers, proxy services, discovery, and so on.

10. Describe the integration the system provides with campus financial systems, as used for ordering, invoicing and other functions.

11. What, if any, limitations exist on combining data elements from multiple record types for reporting or updating?

12. Describe the system’s reporting and analytics capabilities, and specifically address its customization options and ability to run in a cloud environment.

13. Describe how the system minimizes access disruption and maximizes system availability. What are the biggest risks to the system, in terms of availability (e.g., power outages, network outages, data corruption, software bugs, etc.), and how are these risks mitigated? Provide any examples of significant outages that have occurred, how long they lasted, and how you resolved them.

14. What portions of your proposed system(s) are separable? E.g., is it possible to use an alternate discovery environment but still use your system for fulfillment and for back-end processing? With what specific third-party discovery systems do your system work? Describe any interfaces and APIs that are available to support such integration/interoperability.

15. An ERM system should clearly differentiate between current subscriptions and previously subscribed to materials, and have clear demarcation of title changes or ceased titles. In all cases, customization to include use of local notes or fields should be allowed.

16. Does the system display record changes in real time in the staff interface? And in the public interface? Does the system track those changes to records?
17. How does the system differentiate links for E-journal records from E-Book records in the display within the public interface?

C. Public Services

C.1. General System Functions

1. Describe how your system supports a multi-library system, which includes varying circulation policies for the University Libraries, the Health Sciences Library and the Law Library.
2. Describe how your system assigns staff permissions and privileges. Describe what permissions and privileges can be managed for a group vs. an individual account. Describe the level of granularity of access controls for staff functions. Can certain data elements be made read-only for some staff and read-write for others?
3. Describe how your system allows integration between the system and other LUC platforms such as registrar management, collection agency, enterprise resource management, course management, general ledger management, and identity management.

C.2. Circulation/Inventory Management

1. Describe the workflow from the point of an item-level request made by a patron on a local item, through to delivery of the item to the patron at the patron’s specified pickup location, and circulation of the item to the patron.
2. Describe the granularity of lending periods (e.g. -- different periods for different patrons and different locations). Other functions will also connect to this, based on the patron category, etc.
3. Describe how your system supports variations in library policy, customization from site to site for different branch libraries.
4. Describe how your system supports charge fines based on different patron types and item types, or even have the option for a location to not charge fines.
5. Describe your system’s ability to generate pull slips for retrieval of materials from the stacks.
6. Describe your system’s ability to generate route slips for return of materials to remote locations
7. Describe your system’s ability to print discharge receipts for patrons
8. Describe how your system supports offline charges (during network outages)
9. Describe your system’s ability to backdate discharges (e.g. – when the library is closed 4 consecutive days, and need to backdate)
10. Describe your system’s ability for staff to manually enter and edit patron records
11. Describe how your system supports blocking and unblocking borrowing privileges by library staff.
12. Describe how your system supports automatic assessment for replacement cost after a specified time period
13. Describe how your system supports proxy accounts (e.g. -- students able to circulate materials on behalf of faculty, etc.)
14. Describe how your system supports calculating overdue fines based on operating hours (accurately)
15. Describe your system’s ability to customize print forms
16. Describe your system’s ability to handle multiple branches, remote storage facilities, and special collections within a single institution with respect to requesting, circulation, and delivery.
17. Describe how your system supports floating collections.
18. Describe your system’s mechanisms to scan or read material and patron identifiers into the system (barcodes, RFID tags, magnetic stripes, etc.).
19. Describe your system’s hold/hold shelf management capabilities
20. Describe your system’s patron self-service features, including self-service for such activities as holds, bookings, renewals, notice preferences, self-updates of patron information, etc.
21. Describe how your system supports notices: requested item available, unavailable, overdue, recall notice, fines/fees, pending due date (courtesy notice), expired hold.
22. Describe how your system can deliver circulation notices to patron in different formats (e-mail, text, phone call, RSS, etc.)
23. Describe your system’s ability to send patron a notice from within the record (as it is worked on by staff)
24. Describe your system’s ability to link from notice to patron action (renew, recall, pay fine online, etc.)
25. Describe your system’s ability to provide an integrated and flexible inventory/shelf reading tool

C.3. Fulfillment Options (Requests)

1. Describe the ways in which your system offers control over fulfillment options for various item types, circulation status, location, patron types.
2. Describe how your system supports the ability to determine patron permissions based on transaction policies defined by the library (for all request types). In some cases, the library need be able to determine whether a particular patron group is allowed to use a service – for example, ILL or digitization on demand; in other cases, permissions are based on a combination of patron group and item type.
3. Describe how your system permits patrons to easily edit requests (location of pick up, date to pick up, cancel request)
4. Describe how your system supports “smart-fulfillment”, using a combination of patron and item attributes to determine the best method to fulfill request.
5. Describe how your system allows for request options to be integrated with cataloging and acquisitions, so that new books can be requested, and in process books can be expedited.
6. Describe the ways in which request forms for patrons can easily be populated with book record information
7. Describe the Open URL compliancy of your system, for both incoming and outgoing URLs (ability to interface with Serials Solutions more easily; more compatible with ILLIAD; etc.)
8. Describe how your system supports interoperability with third-party discovery interfaces, specifically WorldCat Local.
9. Describe how your system federates with other circulation platforms, including traditional interlibrary loan systems (ILLiad, Odyssey, etc.), for the delivery of electronic and physical materials to items not owned locally.
11. Explain whether your system is able to include copyright/licensing management and tracking for interlibrary loan and whether it is interoperable with the OCLC Knowledge Base.

C.4. Reserves

1. Describe your system’s ability to easily create and delete temporary reserve records (mini bib)
2. Describe your system’s ability to create a temporary location, and then associate existing items with that temporary location, and apply circulation or other functions based on temporary location.
3. Describe how your system supports easy linking to electronic resources
4. Describe your system’s ability to integrate with multiple Learning Management Systems (such as Sakai, Blackboard, and Moodle etc.)
5. Describe how your system supports keyword searching within Reserve
6. Describe your system’s ability to create reserve lists with ability to associate multiple faculty with reserve lists
7. Describe how your system supports putting one item on multiple reserve lists, with different circulation periods, if needed.
8. Describe how your system supports copyright management, and alerts

C.5. Media Scheduling

1. Describe how your system handles requests for booking/scheduling media materials
2. Describe how your system sends notices (item available, confirmation, overdue) for scheduled media items
3. Explain your system’s ability to identify different circulation options for different patron groups
4. Describe your system’s calendar feature for easily identifying free periods, etc. related to media
5. Describe how your system integrates license management for audiovisual items, including public performance and streaming rights.

C.6. OPAC/Discovery

1. Describe your system’s ability to display record includes clear information about circulation period of item type
2. Describe your system’s ability to limit searches based on circulation, availability, location, item type, language, date, author, title, Reserves, licensing information,
3. Describe how your system’s supports faceted searching
4. Describe your system’s ability to do online renewal
5. Describe how your system supports suppressing items easily from visible OPAC
6. Describe your system’s licensing limitations or requirements (applies to media)
7. Describe how your system supports intuitive search assistance (e.g. “Did you mean?” with results)
8. Describe your system’s ability to provide “more like this” function (similar to using tags)
9. Describe your system’s ability to integrate well with other services, like Bowker (book covers, page review, TOC review, etc.)
10. Describe how your system supports mapping feature (location of item in stacks)
11. Describe how your system supports virtual shelf browsing (what’s next to it)
12. Describe your system’s ability to provide option to have search return a variety of items at one time (place holder, needs refinement, may be unpopular with Reference)
13. Describe how your system supports portal or “MyLibrary” functions, allowing patron to customize his or her OPAC experience
14. Describe your system’s ability to enable users to discover the availability, status, and location of specific resources.
15. Describe your system’s ability to enable users to access their own accounts in order to view, renew, and track requested or checked out tangible items from local or consortia library collections.
16. Describe your system’s ability to enable users to set and receive alerts and notifications about the status of specific items or categories of items available to them through an intuitive interface.
17. Describe your system’s ability to embed searches in subject guides, and make them dynamic so that they always update.
18. Describe how your system supports tagging (staff, and possibly patrons)
19. Describe your system’s ability to update patron’s own information, such as address, e-mail, cell phone number, etc.
20. Describe your system’s capability for patron to create and shares lists (export to other tools, like RefWorks, Endnote, Zotero etc.)
21. Describe how your system supports Interactive and customized help, based on patron input
22. Describe your system’s capability of creating alerts, based on a saved search
23. Describe your system’s capability of viewing latest “trending searches”
24. Describe your system’s ability to create “on the fly” survey or some other feedback mechanism easily
25. Describe how your system provides customizable mobile application(s) for all major patron related functions.
26. Describe how your system allow for circulation for other items as needed such as study rooms, equipment etc.
27. Describe how your system allow customize the discovery features at the specific branch/library level.