

**Issued: 4/5/16**

**Clarification No. 1  
RFP 15/16-19, Integrated Library System**

**DUE DATE: Monday, April 11, 2016, 4:00 pm**

**OPEN DATE: Tuesday, April 12, 2016, 1:00 pm**

The following clarifications are for the above bid number and title:

1. Is a Word version of the RFP available?

**Response:** See attached pages 18 - 55

2. Regarding the performance bond requirement in 19. Performance and Payment Bond Requirements on page 10: Is the performance bond a mandatory requirement for this RFP if the total cost is over \$200,000?

**Response:** Performance and payment bond is not required.

3. Regarding the bid bond requirement in (I) Bid Withdrawal Period on Page 64: Is the 5% bid bond/bid check a mandatory requirement for this RFP?

**Response:** A 5% bid bond is not required.

4. Regarding question 4.4.26 on page 41: Can you expand upon this? How do you envision this to work? Are you expecting local text and images from a digital image collection to be integrated and interfiled within the catalog or simply linked via URL to an external source?

**Response:** We are only asking it is linked via URL.

5. Regarding 4.4.46 on page 44: Do you use any other vendors, specifically OverDrive?

**Response:** We do not currently use the vendor OverDrive. Our vendors are listed in the RFP Section 4.4.46.

6. What type of access to data do you expect to have if we host your data in our cloud?

**Response:** The library needs administrative and operational access to all data as well as standard and custom report functions as stated in the RFP. County IT needs to be able to pull data through an API or a similar means for in house stat reporting. This cannot be done via a report. It must allow for programmatic access (JSON, SOAP, REST, etc)

7. With your current Electromagnetic Security system...is it active? Do you have RFID plans in the immediate future?

Response: It is Passive, Not in the immediate future but we will be reviewing the next 2-3 years.

8. Does the library plan on purchasing their own hardware if they stay in a standalone environment and not move to SaaS/Cloud hosting?

Response: If we stay in a standalone environment we will put the servers in our virtual environment. So yes we will provide the hardware.

9. How many dialing ports does your telephone system need to have? 4/8/16/24?

Response: 8 ports will be sufficient

10. Does the telephone system need to be able to send messages in Spanish?

Response: This is not required

11. As the incumbent vendor, are you expecting 10+ days of onsite training or is a modified training schedule permitted?

Response: Yes all vendors must quote to provide the onsite training as stated.

12. Section 4.1 - Acquisitions - with which vendors is Clay County currently doing EDI?

Response: We have no current vendor using EDI

13. Sections 4.2.47-52: Will Clay County want to have the successful vendor do authority control on the incoming MARC file?

Response: No retro authority control on Clay County current records. Successful Vendor will be responsible Authority Control for MARC records added to the system after the new vendor takes over and going forward.

14. Section 4.3.16 - does the library currently store patron photos, and will they be part of the migration?

Response: Patron photos are not part of the migration.

15. Section 4.3.32 - can Clay County describe how it currently has configured floating collections?

Response: None exist

16. Section 4.3.103-109: Is Clay County currently using their ILS's Room Booking module?

Response: Not using currently

17. Section 4.4.50 - Is Clay County currently using an OpenURL resolver? Which one?

Response: No, none that library staff are aware of.

18. Sections 4.6.1-4.6.29 - Is Clay County currently using a Serials system? Will transactions be migrated?

Response: No periodical serials system to be migrated

19. Sections 4.6.30- 4.6.36 - Please describe the format of the newspaper index to be migrated: numbers of records, storage format, rate of addition to the index, etc.

Response: None currently exists.

20. Section 9/Pricing – The pricing matrix appears to be for a Local License only. If the vendor is proposing both local and SaaS, can they manipulate the current form for SaaS pricing, such as: hosting, etc?

Response: The Pricing sheet cannot be changed. The responder should enter the cost for the first year (Hosting in a SAAS solution, and any other costs) on the first line. Then the price for the next 4 years of hosting (and related expenses) in line 3.

21. Page 3 notes that “The opened Proposals will be read aloud....” If a vendor is not in attendance, will the information be distributed?

Response: The bid tabulation sheet will be posted on the county website.

22. Page 63 notes that “Each bid shall be submitted in a single, sealed and opaque envelope.” Please note that our bid response will consist of 5 copies (as requested) and bound in binders. It will not fit in an opaque envelope, and will be submitted in a box.

Response: A box is fine; we ask that the bid number and title be written on the outside of the box.

23. Is the Clay County Library currently using a telephone notification system? If so, which system?

Response: Clay County is not currently using a telephone notification system.

24. When does the Library's existing hardware go End-Of-Life?

Response: Existing hardware is in a VM environment and there is no end of life.

25. [Page 13] It says, "... if an onsite solution or hybrid solution is provided then it must be SQL based...."

- a. If we have an add on product that normalizes the database and is designed for running our solution on SQL databases, does that make our solution considered "SQL Based"?

Response: Yes, as long as the database runs in SQL and no other 3rd party licenses are required. If 3rd party software is required then it must be included in the pricing

- b. Is there any preference between the three options? (e.g. onsite, cloud or hybrid)? Is one option more preferred?

Response: Clay County has no preference.

- c. If the answer to point b. is yes, should we submit two bids if there are some differences, (e.g.: costing – lease vs. purchase, some feature not available in the cloud version that is in the client-server version)?

Response: If the vendor wishes to submit a proposal for Cloud based and onsite, please include a complete bid package for each option answering all questions for each respective option including pricing, etc. Both proposals should meet the copy requirement and be clearly labeled as Option A: Onsite and Option B: Cloud (SAAS Solution). Both options should be included in the same delivery to the county.

26. How will the data be provided from Sirsi-Dynix? Does the County have the ability to export all of the records (eg: patron, circ, catalogue, ILL) from its current version of Sirsi-Dynix?

Response: Yes, we will provide a report or Oracle based export in text file format.

27. [Page 18] With respect to the Vendor Status Designation. Let's take a sample like "reports". Understanding almost all of our clients always want to add elements / remove elements from reports and have them stylized to their branding, etc. Could the county give us an idea of how we should answer? On Page 47 section 4.5.8, it lists reports. If we have a report that corresponds, is that sufficient enough to answer the question "C" or do we need to provide samples, notes (see question 4 below)?

Response: Yes, you can answer with a C as it complies. If not the please list in vendor notes how it doesn't meet the criteria

28. [Page 18 and onwards] In Section 4. In the vendor notes:

- a. Do we put proof/notes/comments in the “Vendor Notes:” section of the tables for every answer? For instance, does the county want proof if Vendor Status designation = C? And if so, what is the limit or is there some way to determine how many notes should be added? As there is a limitation stipulation of “up to 10 extra pages” mentioned on Page 16, we want to know :
  - i. whether that limitation applies to the notes fields which would expand the document considerably and/or

Response: See below the response should only be used if the vendor doesn't comply with the requested item

- ii. if we should limit notes to a minimum or,
- iii. is there some direction to know what each point is worth? .... should we have notes limited to a screen capture and/or a 1000 characters or some limitation or...? The scoring matrix says 25 points for section 4. There are hundreds of points and we know some are 1, 2 or 3s. However, is it take the total points and divide by 25? It would be great to get an idea of the “weighing purposes”.

Response: The weighting is to give an idea of importance to the county. There is not a direct correlation between the weighting of the questions and the overall scoring. The section as a whole is worth 25 points and will be evaluated by each evaluator.

29. Again, we are just trying to assess the County's expectations if it wants detailed responses in the notes for all types of Vendor Status designation or not and how much is expected.

Response: The intent is for the vendor to only supply an answer in the vendor notes if they don't fully meet the requirement. It is a method to tell the county to what level the vendor partially complies. If the vendor complies with the requirement all that is required is a C for complies.

30. [Page 21] 4.1.27 – please clarify what RMA is.

Response: RMA = Return Material Authorization

**Sections 4 and 5 use the following columns for reference:**

**Library Priority Column:** The Library Priority column information is included to help vendors determine how important each item is to Clay County Library System. There is a 3 point scale used for indicating priorities which are defined as follows: **(1)** indicates that we expect that functional requirement to exist in the ILS and that it is critical to the library workflow; **(2)** indicates that we expect that functional requirement to exist in the ILS but not critical to the library workflow; and **(3)** indicates that the functional requirement is desirable. These priorities will be used in the weighing purposes when scoring as part of the evaluation process.

**Vendor Status Column:** Proposers must respond to every functional, technical, and performance requirement contained in the Software Functional Requirements section of the RFP on the tables provided. Due to the overlapping functionality between modules some requirements are intentionally represented in multiple modules. Please respond to the requirements using the following criteria:

Vendor Status Designation	Description
N	Not Available/not planned
I	In Development/Planned
P	Partially Complies – Please explain to what level
C	Complies completely – in release and currently used by customers

#### **Section 4: Software Functional Requirements**

##### **4.1 Acquisitions**

Acquisitions are one part of the Technical Processing functions that include Cataloging and Serials. These modules need to be integrated and operate seamlessly with each other. Clay County Library System uses Baker and Taylor’s Title Source and selective pre-processing for purchasing most of our print material at this time. We are looking for a solution that not only supports EDIFACT ordering and electronic invoicing but also can accommodate Enriched EDI from the vendor to overlay order records with complete catalog bibliographic records and populate item records with barcode and specific material information (price, source, location, etc.).

We are interested in a solution that easily works with an array of vendors for electronic ordering of a variety of material types.

Item #	Library Priority	Functional Requirement Description – Acquisitions	Vendor Status
<b>General</b>			
4.1.1	<b>1</b>	Acquisitions module is fully integrated with all other system modules and records are linked so that routine functions can be completed by accessing records in various ways.	
	Vendor Notes:		

4.1.2	1	System provides the following standard functions (Pre-order searching, Fund accounting, Vendor accounting, Selection lists, Ordering, Invoicing, Payments, Claiming, Cancellations, and Statistical Reporting.	
	Vendor Notes:		
4.1.3	1	System supports unlimited number of material types/formats, funds, vendors, orders, claims and transactions without additional cost.	
	Vendor Notes:		
4.1.4	1	System allows for “un-doing” functions such as “approve” or “receive”.	
	Vendor Notes:		
Vendors			
4.1.5	1	Allows for unlimited vendor accounts to include the following: Vendor name, Vendor Code, Multiple mailing addresses, multiple e-mail addresses, Telephone number, Fax number, Customer account number, SAN, EDI profile information, Customer account representative information (Name, e-mail, telephone number), Technical Support representative information (Name, e-mail, telephone number), Accounting/Billing contact information (Name, e-mail, telephone number), and Free text notes field.	
	Vendor Notes:		
4.1.6	3	Supports real-time searching of vendor databases and capture of selected items into the ILS database for ordering purposes.	
	Vendor Notes:		
Ordering and Order Records			
4.1.7	1	Ability to create various types of orders: Firm orders, Standing orders, Continuations, Gifts, Pre-paid orders, Gratis Orders, Serial Orders, Replacement orders, Memberships, and Database licensing fees.	
	Vendor Notes:		
4.1.8	1	System allows for the Import of MARC record from a cart created in a vendor’s website.	
	Vendor Notes:		
4.1.9	2	System allows for order to be attached to existing matching record without overlaying record.	

	Vendor Notes:		
4.1.10	<b>1</b>	Supports loading of MARC record data with order information embedded in 9XX tags.	
	Vendor Notes:		
4.1.11	<b>3</b>	Ability to immediately identify any orders that have not been completed (order successfully sent to vendor.)	
	Vendor Notes:		
4.1.12	<b>3</b>	Ability to identify order by status (new, approved, EDIFACT order created, order sent, confirmation received, on backorder)	
	Vendor Notes:		
4.1.13	<b>3</b>	Allows for manual encumbering of funds for electronic databases or subscriptions where no bib record is created.	
	Vendor Notes:		
4.1.14	<b>3</b>	Allows purchase orders numbers of variable length including dashes and other special characters.	
	Vendor Notes:		
Receiving Material			
4.1.15	<b>1</b>	System flags items with requests on them in receiving process.	
	Vendor Notes:		
4.1.16	<b>1</b>	Allows for additional charges on the invoice (taxes, shipping, processing, surcharges, etc.) to be prorated evenly among the items and funds within the invoice.	
	Vendor Notes:		
MARC Record Loading (Catalog Records)			
4.1.17	<b>1</b>	Allows for complete catalog records to be downloaded and overlay temporary order records OR append full catalog records with new item information (949 tag).	
	Vendor Notes:		
4.1.18	<b>2</b>	Allows for MARC record mapping to utilize 949 tag to create or overlay information in item record upon receipt.	
	Vendor Notes:		
Selection Lists/Collection Development			
4.1.19	<b>3</b>	Allows library staff to create selection lists (titles) and collection development (subjects or authors) lists.	
	Vendor Notes:		



4.1.20	<b>3</b>	Informs selector or creates selection list when item ages to “lost”.	
	Vendor Notes:		
Electronic Data Interchange			
4.1.21	<b>1</b>	System supports use of enriched EDI for ordering, invoicing, and claims.	
	Vendor Notes:		
4.1.22	<b>1</b>	System allows for library to set up and modify parameters related to EDI without Vendor involvement.	
	Vendor Notes:		
Claims and Cancellations			
4.1.23	<b>2</b>	Allows staff to generate on-demand claims for items not received.	
	Vendor Notes:		
4.1.24	<b>3</b>	Allows staff to edit a predictive claim date.	
	Vendor Notes:		
4.1.25	<b>2</b>	Provides preview of electronic and printed claims.	
	Vendor Notes:		
4.1.26	<b>2</b>	Allows claiming part of an order.	
	Vendor Notes:		
4.1.27	<b>3</b>	Ability to print out an electronic RMA.	
	Vendor Notes:		

## 4.2 Cataloging

The Cataloging functional requirement descriptions below represents our needs for an ILS that helps library staff create, maintain, and edit and delete data with an easy to use interface. We require the cataloging module to blend seamlessly with the other ILS modules with real-time updates.

Please respond to each item and provide details when necessary.

Item #	Library Priority	Functional Requirement Description - Cataloging	Vendor Status
<b>Import and Export Records</b>			
4.2.1	<b>1</b>	Supports real-time importing from OCLC (or any MARC-based cataloging source) and other sources on a record-by-record basis and in batch mode.0	
	Vendor Notes:		
4.2.2	<b>1</b>	All item records will include the appropriate OCLC and existing Clay County codes.	
	Vendor Notes:		
4.2.3	<b>1</b>	Provides a method for loading batches of bibliographic records from different record providers such as acquisitions vendors, etc. The vendors that Clay County Library utilizes as sources for bibliographic records include Baker & Taylor, Gale, Books on Tape, Axis 360, Salem Press	
	Vendor Notes:		
4.2.4	<b>1</b>	Provides Marc compatible bibliographic editor with field level permissions.	
	Vendor Notes:		
4.2.5	<b>1</b>	Ability to have multiple load tables, and to create, customize, and edit load tables without having to work through vendor.	
	Vendor Notes:		
4.2.6	<b>2</b>	Ability during record loading to identify and overlay duplicate bibliographic records based on specific criteria. If not, what kind of notification system is in place when duplicate records occur?	
	Vendor Notes:		
4.2.7	<b>1</b>	Ability to protect certain fields during bibliographic overlay (e.g. 035, 856) and have ability to reverse bibliographic overlay.	
	Vendor Notes:		
4.2.8	<b>1</b>	Load, import, export, and delete Marc records in an easy manner.	
	Vendor Notes:		
4.2.9	<b>2</b>	Ability to create item records while loading bibliographic records.	
	Vendor Notes:		

4.2.10	<b>2</b>	Ability to export MARC records based on customized criteria and existing Clay County holding codes on OCLC.	
	Vendor Notes:		
4.2.11	<b>1</b>	Includes a Z39.50 Copy Cataloging Client that can capture bibliographic records from any Z39.50 bibliographic resource.	
	Vendor Notes:		
4.2.12	<b>1</b>	Are there a variety of avenues to search for an item, such as author, title, ISBN, UPC Code, and publisher?	
<b>Record Creation and Editing</b>			
4.2.13	<b>1</b>	System offers a full text database that allows records for any type of material in any format to be created, migrated, searched, displayed, modified and exported.	
	Vendor Notes:		
4.2.14	<b>1</b>	Ability to have multi-tiered levels of viewing catalog records. For instance bibliographic records that can only be viewed by staff, and not in the OPAC.	
	Vendor Notes:		
4.2.15	<b>1</b>	When removing a title and/or item record, the module alerts staff if a bill or hold is associated with the material. Staff must be able to immediately investigate the open transactions without closing the removal process.	
	Vendor Notes:		
4.2.16	<b>1</b>	Provides functionality to add, remove, and transfer items	
	Vendor Notes:		
4.2.17	<b>1</b>	System allows authorized users to create and edit multiple locally defined bibliographic and item record templates from within the Cataloging module.	
	Vendor Notes:		
4.2.18	<b>1</b>	Ability to download, create, edit, display all non-MARC, MARC, and RDA bibliographic records.	
4.2.19	<b>1</b>	Provide automatic flagging of data, MARC format error checking, and MARC tag errors.	
	Vendor Notes:		

4.2.20	<b>1</b>	Provide capability to add URL (uniform resource locators) hot links to bibliographic records and the ability to verify URLs cataloged within MARC 856 bibliographic fields.	
	Vendor Notes:		
4.2.21	<b>1</b>	Provides keyboard and mouse based cut, copy and paste editing within bibliographic and item records.	
	Vendor Notes:		
4.2.22	<b>1</b>	Ability to create and edit multiple templates for new bibliographic and new item records.	
4.2.23	<b>1</b>	Ability to download, create, edit, display and Non-Marc, Marc, and RDA bibliographic records	
	Vendor Notes:		
4.2.24	<b>1</b>	Support for minimal-level or non-MARC (EAD, VRA, Dublin Core, VM, Music, Serial) bibliographic records (e.g. brief on-order bibliographic records) that are indexable/searchable	
	Vendor Notes:		
4.2.25	<b>1</b>	Support for full diacritics and ability to easily add or change diacritics when editing a MARC record.	
	Vendor Notes:		
4.2.26	<b>1</b>	Ability to display multiple bibliographic records at the same time.	
	Vendor Notes:		
4.2.27	<b>1</b>	Provide unlimited bibliographic field lengths.	
	Vendor Notes:		
4.2.28	<b>2</b>	Ability to create and edit item record codes without having to work through vendor.	
	Vendor Notes:		
4.2.29	<b>1</b>	Ability to define what the item record codes allow with regard to loan period, item suppression, overdues, patron fines, etc.	
	Vendor Notes:		
4.2.30	<b>1</b>	Ability to automatically include the following information in item records: barcode, call number, copy number, volume	

		location, status, price, and creator's initials.	
		Vendor Notes:	
4.2.31	<b>2</b>	Ability to automatically include the following information in item records: record creation date, due date, and last active date.	
		Vendor Notes:	
4.2.32	<b>1</b>	Ability to perform automatic validation on each barcode as the number is entered into the system. System alerts staff if item barcode is already in use or is not valid during the item creation process.	
		Vendor Notes:	
4.2.33	<b>2</b>	Ability to include optional pop up messages in item records.	
		Vendor Notes:	
4.2.34	<b>2</b>	Ability to include a note field in item records with unlimited length.	
		Vendor Notes:	
4.2.35	<b>2</b>	Supports the locking of bibliographic records when record is being modified or updated; first user getting edit capabilities and subsequent users having read-only option.	
		Vendor Notes:	
4.2.36	<b>2</b>	Supports local call number, regardless of classification scheme.	
		Vendor Notes:	
4.2.37	<b>2</b>	System has the ability to move item records from one bibliographic records to another, while maintaining all circulation information such as holds, fines, etc.	
		Vendor Notes:	
4.2.38	<b>2</b>	System provides ability to maintain, edit, update and track rotating or floating collections which can be limited to item location or collection. Describe the capabilities in your system for maintaining floating collections.	
		Vendor Notes:	
4.2.39	<b>1</b>	Provides spine label printing functionality with unique settings by location and item type, including a choice of fonts and styles.	
		Vendor Notes:	

4.2.40	<b>1</b>	Allows for complete catalog records to be downloaded and overlay temporary order records OR append full catalog records with new item information (949 tag).	
	Vendor Notes:		
4.2.41	<b>2</b>	Allows for MARC record mapping to utilize 949 tag to create or overlay information in item record upon receipt.	
	Vendor Notes:		
4.2.42	<b>2</b>	Tracks the creation, edit and last edit history for each bibliographic and item record and provides a mechanism for displaying this information, including the date and the login information for the user creating or editing the record. Tracks bibliographic edits separately from item edits.	
	Vendor Notes:		
4.2.43	<b>1</b>	Describe how the system does real-time indexing and display of new, updated, and deleted bibliographic holdings and authority records in staff and public modules. Allows retrieval of bibliographic records by all available search types and all system established indexed fields.	
	Vendor Notes:		
4.2.44	<b>2</b>	Prevents the deletion of bibliographic records which have copy/item, on order or holdings record attached or have outstanding hold requests and or bills.	
	Vendor Notes:		
4.2.45	<b>1</b>	Supports suppression (shadowing) of bibliographic, individual holdings and individual item records from the OPAC while still available from the staff modules.	
	Vendor Notes:		
4.2.46	<b>2</b>	When a bibliographic holding has no attached items, holdings or order records, it automatically deletes from the catalogue.	
	Vendor Notes:		
Authority Control Processes			
4.2.47	<b>1</b>	Provides Authority control for Names, Uniform Titles, Subjects, Genre and Series. Can you provide automatic Authority Control, and is there an associate cost?	
	Vendor Notes:		
4.2.48	<b>1</b>	Describe your process of batch load, delete and merging capabilities for the import of new and updated authority	

		records and the removal of deleted authority records from files provided by OCLC and any supplied authority vendors.	
	Vendor Notes:		
4.2.49	<b>1</b>	Supports multiple authority files, including separate authority indexes for Dewey name and subject headings.	
	Vendor Notes:		
4.2.50	<b>1</b>	Ability to link all authority-controlled bibliographic headings with the corresponding authority.	
	Vendor Notes:		
4.2.51	<b>1</b>	Please describe the Authority Control module's interactive authority control heading verification process. Describe what the system does when an unauthorized heading is detected.	
	Vendor Notes:		
4.2.52	<b>3</b>	Ability to automatically generate <i>See</i> and <i>See Also</i> references from OPACs authority records search results.	
	Vendor Notes:		
Support for Future Processes			
4.2.53	<b>2</b>	Describe your future plans for Resource Description & Access (RDA), and Functional Requirements for Bibliographic Records (FRBF), including adjustments to the MARC framework. What is the time frame involved in this?	
	Vendor Notes:		

### 4.3 Circulation

Clay County Library System has approximately 306,700 items available for Circulation with the typical books, audios and DVDs as well as EBooks. The new system needs to work seamlessly with all other modules including, patron accounts, cataloging, OPAC, Acquisitions, and execute all Ill's, Holds/reserves, Notifications, Fines & Fee collections, reporting, Billing, and Paying not only for new materials but all functions Migrated and or Converted from our existing system. We are looking toward expanding our services to offer an efficient Mobile Circulation solution, a wider variety of notification options and move toward a paperless environment.

Item #	Library Priority	Functional Requirement Description - Circulation	Vendor Status
<b>Patron Registration</b>			
4.3.1	<b>1</b>	System provides customizable registration template that allows for quick registration with required fields.	

	Vendor Notes:		
4.3.2	<b>1</b>	System allows for various library defined patron types with customizable user parameters, including loan rules, fine rates, material limits, and mandatory fields.	
	Vendor Notes:		
4.3.3	<b>1</b>	System provides for easy registration duplication for multiple registrants from a single household.	
	Vendor Notes:		
4.3.4	<b>2</b>	System provides the capability for multiple "name" fields in each patron record. Such as Official Name (first, middle, last), and Username (used to login to the public interface) and/or an alias for hold slips.	
	Vendor Notes:		
4.3.5	<b>1</b>	System provides the capability for multiple addresses per patron record with one being designated as the primary address.	
	Vendor Notes:		
4.3.6	<b>1</b>	System allows for patron record to be searched by name, address, phone number, e-mail address, birthdate, barcode, username, alias, or parent/guardian.	
	Vendor Notes:		
4.3.7	<b>1</b>	System supports real time off site mobile registration through a web based device (laptop, tablet, etc) with an integrated or attached barcode reader.	
	Vendor Notes:		
4.3.8	<b>2</b>	System supports self-registration online that flags record for verification and/or duplication.	
	Vendor Notes:		
4.3.9	<b>3</b>	System supports digital signature capabilities.	
	Vendor Notes:		
4.3.10	<b>1</b>	System allows for patron records to be merged while maintaining items checked out, fines, blocks, holds and history.	
	Vendor Notes:		
4.3.11	<b>2</b>	System allows for proxy for holds pick-up, transferring hold to card used for check out.	



	Vendor Notes:		
4.3.12	2	System supports linked Family Card or Group Card where Library can determine level of access and privileges between individual members of the group, i.e. parents can pay fines/bills for children, etc.	
	Vendor Notes:		
4.3.13	2	System validates 5-digit patron prefix (40757) when attaching a barcode to a patron record.	
	Vendor Notes:		
4.3.14	2	System auto-populates that PIN field with the last 4 digits of the primary telephone number.	
	Vendor Notes:		
4.3.15	2	System auto-fills City and State when zip-code is entered.	
	Vendor Notes:		
4.3.16	3	System supports attaching a patron photo to the registration that displays at checkout.	
	Vendor Notes:		
4.3.17	1	System offers various methods of notification such as telephone message, text, e-mail and printed mailer, and allows patrons to choose one or more notification methods for holds, pre-notification, and overdue notices.	
	Vendor Notes:		
4.3.18	1	Allows patron to opt in for receiving newsletters, program announcements, etc., when registering for card.	
	Vendor Notes:		
Circulation of Material			
4.3.19	2	System allows staff to create a record “on the fly” for material that is not catalogued while in Check-out mode, without having to leave the patron checkout screen to create record, then executes checkout upon completion of record.	
	Vendor Notes:		
4.3.20	1	System allows staff to change the due date for one or more items in checkout mode.	
	Vendor Notes:		
4.3.21	3	System allows staff to replace barcode of an item while in	

		checkout mode.	
		Vendor Notes:	
4.3.22	<b>2</b>	System allows renewals on items with a request pending if other identical items are available on shelf.	
		Vendor Notes:	
4.3.23	<b>3</b>	System allows for both password and non-password overrides based on library parameters and user login parameters based on library established policies.	
		Vendor Notes:	
4.3.24	<b>1</b>	When an item presented for checkout presents an alert of “still checked out to previous user” in the Circulation module, it allows staff to simultaneously check in the item and immediately check-out material to the patron who is present (while checking to see if item has a request on it)	
		Vendor Notes:	
4.3.25	<b>3</b>	System provides option for E-mail/text receipts.	
		Vendor Notes:	
4.3.26	<b>1</b>	System times-out when patron record has been idle for a designated amount of time.	
		Vendor Notes:	
4.3.27	<b>3</b>	System notes how material is circulated; staff checkout, self-check, mobile circulation, offline circulation, etc.	
		Vendor Notes:	
4.3.28	<b>1</b>	System has offline Circulation capabilities for situations where server is not available, which is then uploaded to system either automatically, or through an automated process.	
		Vendor Notes:	
4.3.29	<b>1</b>	System has Mobile real time Circulation capabilities. Please describe any special features.	
		Vendor Notes:	
4.3.30	<b>1</b>	System allows for the following various check-in options Standard, Book drop, Back dating, Fine Free discharge, Specific time/date, Damaged, Missing, In house use.	
		Vendor Notes:	
4.3.31	<b>1</b>	Allows for check in of material without triggering a hold (if	

		material is in need of repair, cataloging, etc.).	
		Vendor Notes:	
4.3.32	<b>1</b>	Circulation module supports the check-in of floating collection materials.	
		Vendor Notes:	
4.3.33	<b>2</b>	System notifies staff during check in that items created “on the fly” in checkout need to be sent to cataloguing.	
		Vendor Notes:	
4.3.34	<b>2</b>	Circulation severs the link between the item and user at check-in, but retaining the last user until the item is checked out to the next user to allow for investigation of any damage to the item.	
		Vendor Notes:	
4.3.35	<b>2</b>	System allows for “In House use” statistical collection, if different than running through check-in process.	
		Vendor Notes:	
4.3.36	<b>2</b>	System allows for grace period for material checked in at designated workstations.	
		Vendor Notes:	
4.3.37	<b>1</b>	System allows for fine assessment to be determined by loaning location, return location, or patron type. The system needs to account for a grace period when items are checked in after closings/holidays.	
		Vendor Notes:	
4.3.38	<b>1</b>	System has the ability to waive lost/processing fees and assess overdue fines after LOST material is found and returned.	
		Vendor Notes:	
4.3.39	<b>1</b>	System allows for renewals in patron record (while viewing items out), during check-out, and in check-in process.	
		Vendor Notes:	
4.3.40	<b>1</b>	System allows for renewal of a single item that is checked out as well as multiple selected items checked out to a patron.	
		Vendor Notes:	
4.3.41	<b>1</b>	System allows for renewal of an item when a request is present, but other available copies are on shelf.	
		Vendor Notes:	

<b>Requests/Holds</b> (For purposes here <b>Request</b> =before item is available, <b>Hold</b> =Item is available for pick-up)			
4.3.42	<b>1</b>	System allows requests to be placed by staff in the Circulation Module, by patrons using OPAC in the library or via the Internet.	
	Vendor Notes:		
4.3.43	<b>1</b>	System allows requests to be placed by staff on an item at the Bib level (any copy attached to Bib record) or Item level (for a specific copy of an item), or title level.	
	Vendor Notes:		
4.3.44	<b>2</b>	System allows for placing multiple requests within Bib/Item record.	
	Vendor Notes:		
4.3.45	<b>1</b>	System allows multiple requests for a single patron while in Patron Record, as set up in local Library policy allows.	
	Vendor Notes:		
4.3.46	<b>1</b>	System allows for patron pick-up location preferences to be set as default.	
	Vendor Notes:		
4.3.47	<b>1</b>	System allows for Cascading requests (ability for patrons to place a request on a series and have holds triggered sequentially). Describe how the Hold for the second in the series is triggered? Can it be cancelled?	
	Vendor Notes:		
4.3.48	<b>3</b>	System allows for a designate number of free holds per calendar year and then has the option of charging a fee for subsequent requests. This should also provide notification to patron prior to placing a chargeable hold.	
	Vendor Notes:		
4.3.49	<b>1</b>	System allows staff to manually adjust request queue position or pick-up location.	
	Vendor Notes:		
4.3.50	<b>1</b>	System notifies patron when request is cancelled or expired.	
	Vendor Notes:		
4.3.51	<b>2</b>	System allows for requests to be suspended where patron	

		continues to retain their order in the queue then remains at the top of the request queue bumping one patron at a time to fill the request until hold suspension expires or is manually removed.	
	Vendor Notes:		
4.3.52	<b>2</b>	System allows for ability to change pickup location after hold has been triggered to send to another branch for pick-up.	
	Vendor Notes:		
4.3.53	<b>1</b>	System has the capability to print hold slips in various formats, with a variety of fonts and font sizes, including using an alias for the patron.	
	Vendor Notes:		
<b>Notifications</b>			
4.3.54	<b>1</b>	System supports various notification and pre-notification methods; telephone message, printed notice, text, E-mail.	
	Vendor Notes:		
4.3.55	<b>1</b>	System creates automatic and on demand notifications for outstanding material or bills and fines following local library set policies and parameters, including pre-notifications for barred/blocked accounts, due date reminders, Hold and ILL Hold notifications. Describe the various formats these notifications can take, including print, e-mail, text, letter, automated telephone calls, etc.	
	Vendor Notes:		
4.3.56	<b>1</b>	System allows for notifications to be suppressed or sent to another. Important when notice is for a juvenile patrons but notice must be sent to an adult.	
	Vendor Notes:		
4.3.57	<b>1</b>	System displays item information about notifications sent in patron record.	
	Vendor Notes:		
<b>Patron Blocks</b>			
4.3.58	<b>1</b>	System provides a single screen display of all blocks associated with a patron record at checkout that includes available holds, overdue material, lost material, claims returned, fines/fees, fines accruing, and messages created by staff.	
	Vendor Notes:		

4.3.59	<b>1</b>	System allows for staff created messages of unlimited length that are time/date stamped.	
	Vendor Notes:		
4.3.60	<b>1</b>	System allows for additional messages to be added to the original message so that the narrative may be read in its entirety and in time/date order.	
	Vendor Notes:		
4.3.61	<b>1</b>	System allows for canned Block or message (\$2.00 fine for library card) that can be quickly added to patron record.	
	Vendor Notes:		
4.3.62	<b>2</b>	System allows blocks to be cleared (or put into history) as a batch instead of individually.	
	Vendor Notes:		
4.3.63	<b>1</b>	System allows for a limit on number of items that can be Claimed Returned based on local Library policies.	
	Vendor Notes:		
<b>Inter-Library Loan</b>			
4.3.64	<b>1</b>	Does the system have a ILL module?	
	Vendor Notes:		
4.3.65	<b>1</b>	Is the ILL module integrated into the ILS ?	
	Vendor Notes:		
4.3.66	<b>1</b>	Does it interface with OCLC WorldShare ?	
	Vendor Notes:		
4.3.67	<b>1</b>	System allows for patron initiated, staff initiated and staff mediated ILL self-service requests.	
	Vendor Notes:		
4.3.68	<b>1</b>	System provides easy creation of temporary brief item record for ILL material to circulate to patron, including cover image.	
	Vendor Notes:		
4.3.69	<b>1</b>	System provides for easy deletion of records for ILL material according to local Library policy.	
	Vendor Notes:		
4.3.70	<b>1</b>	System allows staff to manually create a bill or notification for ILL material on demand.	
	Vendor Notes:		

4.3.71	<b>2</b>	System has capability to build a database of libraries that have loaned materials to the Library.	
	Vendor Notes:		
4.3.72	<b>1</b>	System has capability to track items borrowed by CCPL multiple times in order to create a purchase alert for our library.	
	Vendor Notes:		
4.3.73	<b>1</b>	System has ability to print ILL labels for both borrowed and loaned material.	
	Vendor Notes:		
Searching for Material (Staff Searching)			
4.3.74	<b>1</b>	System has the ability for staff to search using the various standard fields: Title Browse, Title Keyword, Author Browse, Author Keyword, Subject Browse, Subject Keyword, General Keyword (Library selected fields), Call Number, Barcode, ISBN, ISSN, LCCN, Bibliographic Record Number, Utility Control Number (035), and OCLC Number.	
	Vendor Notes:		
4.3.75	<b>1</b>	System provides ability for staff to <b>sort</b> results by the following: Relevancy, Author, Title, and Publication Date.	
	Vendor Notes:		
4.3.76	<b>1</b>	System provides ability for staff to <b>limit</b> or <b>refine</b> results by the following: Availability, Location, Juvenile Materials, Collection, Item Type or Format and can limit by any combination of these parameters.	
	Vendor Notes:		
4.3.77	<b>2</b>	System allows staff to easily page through selected search results (Bib records or Copy status screen) without having to return to initial results list.	
	Vendor Notes:		
4.3.78	<b>2</b>	System provides easy access to previous searches.	
	Vendor Notes:		
4.3.79	<b>3</b>	System allows staff to save frequently used search strings.	
	Vendor Notes:		
4.3.80	<b>2</b>	System allows for staff to print search results without having	

		to screen shot or run a separate report.	
	Vendor Notes:		
4.3.81	2	System allows staff to retrieve current borrower, previous borrower, circulation statistics, and order information from item search results.	
	Vendor Notes:		
4.3.82	2	System provides links within the Bibliographic record display to provide for additional searches of Subject Headings, Author, and Series Title.	
	Vendor Notes:		
4.3.83	2	System allows staff to change the status of an item or a group of items by search for them and making changes by selecting items from the results.	
	Vendor Notes:		
Financial Management			
4.3.84	1	System provides a fully functional POS system that integrates with 3 <sup>rd</sup> party credit/debit card reader system with multiple service points.	
	Vendor Notes:		
4.3.85	1	System displays fine information, dates, items, etc.	
	Vendor Notes:		
4.3.86	1	System can process payments made in cash, by credit/debit, and check	
	Vendor Notes:		
4.3.87	1	System can print duplicate receipts upon request, according to local library policies	
	Vendor Notes:		
4.3.88	1	Staff may set fine thresholds, based on item type and local library policies.	
	Vendor Notes:		
4.3.89	1	System automatically blocks patron when fine threshold is reached	
	Vendor Notes:		
4.3.90	1	System blocks patron from renewing card if patron owes any fines.	
	Vendor Notes:		



4.3.91	1	System accepts payment online, and at multiple points of service in each location, whether staff generated or through a self-pay system, updating patron record in real time. The county currently uses Envisionware for this function.	
	Vendor Notes:		
4.3.92	1	System e-mails or texts a credit/debit payment receipt to patrons after payment has been made	
	Vendor Notes:		
4.3.93	1	System offers drop down menu on the payment screen indicating branch location payment was made at, and reason for payment, including but not limited to : printing, damage, discard/lost, ILL, overdue fines, lost card, etc.	
	Vendor Notes:		
4.3.94	1	System accepts and processes partial payments,	
	Vendor Notes:		
4.3.95	1	Receipts available in print, through e-mail or texting	
	Vendor Notes:		
4.3.96	1	Fines accrue as per local policy by item type	
	Vendor Notes:		
4.3.97	1	System allows for manual billing by staff according to local library policies	
	Vendor Notes:		
4.3.98	1	System provides on screen alerts to staff regarding both “Current fines owed” and “Accrued fines up until today’s date”.	
	Vendor Notes:		
4.3.99	1	Patron record displays both paid and unpaid bills.	
	Vendor Notes:		
4.3.101	1	Fine reports may be run by branch, date, time, type, reason	
	Vendor Notes:		
Inventory			
4.3.102	1	System has the ability for mobile inventory control in stacks with use of a tablet, laptop, or wand.	
	Vendor Notes:		

<b>Room Booking</b>			
4.3.103	<b>1</b>	System allows staff with appropriate log-in credentials to create, edit and delete events while allowing viewing capabilities by all staff.	
	Vendor Notes:		
4.3.104	<b>2</b>	System allows for the following configurations for a room reservation: <ul style="list-style-type: none"> <li>• Large and/or divided room</li> <li>• Staff interface reservation</li> <li>• Patron self-registration</li> <li>• Ability to reserve equipment for rooms</li> </ul>	
	Vendor Notes:		
4.3.105	<b>2</b>	System allows for the following options for event/course registration: <ul style="list-style-type: none"> <li>• Waitlist</li> <li>• Ability to sign up for a series of linked events.</li> </ul>	
	Vendor Notes:		
4.3.106	<b>2</b>	Ability to e-mail confirmation, reminders, rescheduling, cancellations.	
	Vendor Notes:		
4.3.107	<b>1</b>	Ability to search and display library programs in OPAC.	
	Vendor Notes:		
4.3.108	<b>1</b>	Ability to add to or mask from Library Calendar.	
	Vendor Notes:		
4.3.109	<b>1</b>	Ability to link or view calendar on the county website via a WebAPI or IFrame	
	Vendor Notes:		

#### **4.4 OPAC/Discovery Layer**

The OPAC Functional Requirement Description seeks to find an ILS that offers a host of features such as mobile circulation, enhanced patron functionality, methods to discover new materials, integration of print and electronic resources, and many more. The OPAC is the primary gateway to our resources so a user friendly design is a major requirement. Please respond to each item and provide details and screenshots when necessary.

Item #	Library Priority	Functional Requirement Description - OPAC	Vendor Status
Interface			
4.4.1	1	System provides a consistent, predictable and uniform graphical user interface, available through the most common web browsers.	
	Vendor Notes:		
4.4.2	2	System website uses a responsive or adaptive design to fulfill viewing needs of various mobile devices (smart phones, tablets, e-readers, etc.)	
	Vendor Notes:		
4.4.3	1	System allows for customizable screen design and branding features.	
	Vendor Notes:		
4.4.4	1	Supports options for a children’s online catalog that has all the search and display features of the OPAC plus a child-oriented GUI design and features.	
	Vendor Notes:		
4.4.5	1	OPAC provides an Internet gateway, and can be locked down to function only as a catalog or as a catalog with selected databases.	
	Vendor Notes:		
4.4.6	2	Support enhanced content in OPAC displays (ex. Axis 360,) including cover art	
	Vendor Notes:		
Search Functionality			
4.4.7	1	System allows library to determine the indexes to be created for the OPAC and the searchable fields to be included in each index	
	Vendor Notes:		
4.4.8	1	Support for full record keyword searching across all indexed fields, including Boolean operators.	
	Vendor Notes:		
4.4.9	1	Ability to combine any search terms in a general search such as author/title, year/format, title/publisher, or author/subject.	
	Vendor Notes:		

4.4.10	1	Supports novice and advanced user searching capabilities such as: Keyword, Proximity, Full-text searching, Phrase searching, Auto truncation, etc.	
	Vendor Notes:		
4.4.11	1	System supports an optional number search which includes: Call number, ISBN, ISSN, Bibliographic record, Item ID number, UPC, Publisher number, LCCN.	
	Vendor Notes:		
4.4.12	1	Ability to browse catalog by author, title, subjects, genre, call number, series, and material format.	
	Vendor Notes:		
4.4.13	1	Ability to search the indexing vocabularies / authority files / thesaurus.	
	Vendor Notes:		
4.4.14	1	Support for an interactive thesaurus providing “see / see also / see from” references and scope notes.	
	Vendor Notes:		
4.4.15	2	System offers predictive search technology that improves upon the traditional spell checker functionalities and utilizes the controlled vocabulary within the database. Also allows the user to see search suggestions appear dynamically and allow autocomplete capabilities.	
	Vendor Notes:		
4.4.16	1	Search function offers ability to offer “did you mean” search results that utilizes words found in the bibliographic records/database to suggest an alternate search and/or spelling.	
	Vendor Notes:		
Search Results			
4.4.17	2	System provides methods to limit or filter through search results such as: current location, branch location, date/date range, Material format (books, audio, etc.), Language, Call number, Shelving location, circulation status, genre, reading level (Accelerated Reader for children), electronic resource, specific collection, recently published materials, on-order materials, series.	
	Vendor Notes:		

4.4.18	<b>2</b>	System provides the following sorting options (ascending and descending): Relevancy, Author, Title, Subject heading, Genre, Call Number, Date of Publication, Material format, Status, Location, and Reading Level.	
	Vendor Notes:		
4.4.19	<b>2</b>	Ability for OPAC to rank hits by relevance and list the most appropriate first such as by occurrences of desired words.	
	Vendor Notes:		
4.4.20	<b>3</b>	Hyperlinks in OPAC records execute appropriate searches in the catalog such as: subject heading, author, title, series, genre, e-resource.	
	Vendor Notes:		
4.4.21	<b>2</b>	System provides priority sorting options for 2-3 fields in the advanced search. This allows sorting by multiple fields such as sort by Author, then Title or Author, then Publication Date.	
	Vendor Notes:		
4.4.22	<b>3</b>	Provide capability to broadcast search in multiple databases simultaneously and identify sources of merged results.	
	Vendor Notes:		
4.4.23	<b>2</b>	System supports searching and display of Roman and non-Roman languages and diacritics, customizable by the patron in any language required by the library. Please list all of the languages currently available for your public interface.	
	Vendor Notes:		
4.4.24	<b>1</b>	Search results can be refined, limited, and sorted from the initial results list.	
	Vendor Notes:		
4.4.25	<b>1</b>	Displays other titles in a series, including volume number, when a title is displayed that is a part of a series.	
	Vendor Notes:		
4.4.26	<b>2</b>	Public Interface supports the searching of local text and image database resources and can display thumbnails and links to full size files from a digital image collection. Please describe how your system searches data from remote, SQL based databases and how results are integrated into search results.	
	Vendor Notes:		
4.4.27	<b>1</b>	System provides an integrated search and display interface	

		that simultaneously searches the local library catalog, select commercial databases and other web resources.	
	Vendor Notes:		
4.4.28	<b>2</b>	System provides OPAC online tutorials and help files.	
	Vendor Notes:		
4.4.29	<b>3</b>	Ability to display a map of the branch locations or building floor plan where items can be found that match the patron's search results in the public interface.	
	Vendor Notes:		
4.4.30	<b>2</b>	Support for a "previous screen" capability, including back to index on browse list screens.	
	Vendor Notes:		
4.4.31	<b>2</b>	Search results can be limited to what's available on the shelf at the branch location where the search is being conducted, including the display of alternate formats (ex. EBooks, Audiobooks, large print, etc.)	
	Vendor Notes:		
4.4.32	<b>1</b>	Ability to hide bibliographic or item record if no copies are attached.	
	Vendor Notes:		
4.4.33	<b>2</b>	Ability to have patrons view full MARC/RDA record.	
	Vendor Notes:		
<b>Patron Functionality</b>			
4.4.34	<b>3</b>	System allows users to set a language preference.	
	Vendor Notes:		
4.4.35	<b>3</b>	Ability for logged in users to save and re-execute previous searches done during a previous session.	
	Vendor Notes:		
4.4.36	<b>3</b>	Ability for saved searches to be modified, reinitiated, provide automated updates of what is new since the last search and provide e-mail and RSS alerts of these new materials to patrons.	
	Vendor Notes:		
4.4.37	<b>2</b>	System allows any user to select records and email, download, text or print the selected records.	

	Vendor Notes:		
4.4.38	<b>2</b>	Patrons can print out list of items they currently have checked out. Printout should also be customizable at the administrator level. If not, please include a screenshot of what is printed.	
	Vendor Notes:		
4.4.39	<b>1</b>	<p>System supports the following capabilities for authenticated patrons:</p> <ul style="list-style-type: none"> <li>○ Upon login, offer immediate account summary display that includes items checked out, items requested, and items ready for pickup</li> <li>○ List outstanding fines</li> <li>○ Display historical list of payments already made</li> <li>○ Display detailed list of items checked out including remaining renewals, due date, barcode, title info linkable into database and call number. In addition, patrons have ability to renew selected titles directly from the list</li> <li>○ Ability to renew online. If an item is not approved for renewal how are patrons notified? Is the notification distinct?</li> <li>○ Display holds filtered by whether or not the requested material is ready for pick-up and include title, author, format, pickup location, automatic cancellation date, active/suspend status, status of hold and offer ability to cancel, suspend and reactivate the hold from the screen</li> <li>○ Set and maintain notification formats and addresses</li> <li>○ Set and maintain search preferences in the catalog</li> <li>○ Indicate preferred noticing format, i.e., email, print, text, sms, phone</li> <li>○ Create book bag lists</li> </ul>	
	Vendor Notes:		
4.4.40	<b>1</b>	System allows authenticated staff to set and maintain borrower account information fields such as name, password, phone, address, etc.	
	Vendor Notes:		
4.4.41	<b>1</b>	Ability for the library to offer secure online credit card	

		payments to patrons for fines and fees.	
	Vendor Notes:		
4.4.42	<b>2</b>	Ability to increase/decrease font sizes.	
	Vendor Notes:		
4.4.43	<b>1</b>	Hold pickup location defaults to patron’s home library but system allows patron to modify pickup location for each hold.	
	Vendor Notes:		
4.4.44	<b>1</b>	Allow for patrons to register themselves online for a “temporary” library card that allows the use of online resources (eBooks, databases, etc.). Print materials inaccessible until residency is validated in person.	
	Vendor Notes:		
4.4.45	<b>3</b>	Self-service ILL thorough the OPAC.	
	Vendor Notes:		
<b>Electronic Resource Integration</b>			
4.4.46	<b>2</b>	System supports a single log-in and integrates eBooks and e-Audiobooks from a number of standard vendors including Axis 360, Baker & Taylor, Recorded Books, Project Gutenberg, into one eBook management system accessible to patrons directly through the OPAC without a redirection to the vendor sites. Explain in detail how the OPAC handles electronic resource integration.	
	Vendor Notes:		
4.4.47	<b>3</b>	System provides similar electronic integration functionality for downloadable content such as music, magazines and videos.	
	Vendor Notes:		
4.4.48	<b>2</b>	System supports real-time display of availability of titles from multiple vendors, including the number of patrons in the request list.	
	Vendor Notes:		
4.4.49	<b>1</b>	System provides authentication for online services. If so, please describe how your system restricts access to different resources.	
	Vendor Notes:		
4.4.50	<b>3</b>	System provides an OpenURL resolver for accessing online	



		resources so when a user clicks on an OpenURL link, the OpenURL resolver looks through the library’s subscriptions to determine if a full text version of the item is available.	
	Vendor Notes:		
4.4.51	2	For electronic resources, the system provides capability to place holds, add to wish-list, perform one-click downloads, renew (if title has no holds), and return titles early through the OPAC.	
	Vendor Notes:		
4.4.52	2	System supports search and filter by type of device to be read/listened on (ex. Kindle) without having to know the exact format name (ex, .AZW).	
	Vendor Notes:		
4.4.53	3	System is integrated with social networking sites such as Facebook, Twitter, Pinterest, etc...	
	Vendor Notes:		
4.4.54	1	Allow patron “Suggestions for Purchase” for e-content within the OPAC.	
	Vendor Notes:		
Administrative Functions			
4.4.55	3	Ability to add program events in catalog to discover within a search. Feature ads for programs with specific keyword.	
	Vendor Notes:		
4.4.56	2	System supports both server and client interfaces under Z39.50 and supports broadcast searching.	
	Vendor Notes:		

## 4.5 Reporting Module

Clay County Library System relies on the collection of accurate and comprehensive data to measure our circulation, acquisitions, general usage. We use these reports to monitor our goals and align our resources to fulfill community needs. Staff at all levels working in varying modules need the ability to receive scheduled standard and customized reports as well as they, themselves create ad-hoc on-demand reports within their respective modules. Please respond to each item and provide details and screenshots when necessary.

Item #	Library Priority	Functional Requirement Description - Reporting	Vendor Status
4.5.1	1	System contains a number of standard or immediate reports which are available from within each module of the system. Please provide screenshots and/or describe the types of standard reports available. Allows scheduled reports to run at a date and time specified by authorized staff.	
		Vendor Notes:	
4.5.2	1	Report generator which allows users to easily query the database by combinations of user-selected fields and criteria but DOES NOT require any specialized SQL experience.	
		Vendor Notes:	
4.5.3	1	If the library were to define specific fields in the patron record, would those fields be available through the report generator provided by your system?	
		Vendor Notes:	
4.5.4	2	System offers customized Reports – SQL (or equivalent) access into the data set to produce more complicated reports. Please describe and/or provide screenshots of the high-level reporting capabilities available in your system.	
		Vendor Notes:	
4.5.5	1	System offers multiple easy to understand methods for exporting and/or downloading reports making the data universally accessible (ex. csv file) to facilitate data manipulation, transfer and sharing.	
		Vendor Notes:	
4.5.6	1	System provides method for automating the creation of regular, daily, weekly, and monthly reports (e.g. circulation, overview, collection snapshot, acquisitions activities, etc...). These generated reports (custom or standard) can be saved, printed, or exported as a PDF or Excel file.	
		Vendor Notes:	
4.5.7	1	System provides general usage statistics such as catalog search queries, breakdown of search types (ex. keyword, title, author, etc).	
		Vendor Notes:	

4.5.8	1	<p>System provides all of the following reports by count and list without special SQL experience:</p> <ul style="list-style-type: none"> <li>○ Cardholders by Type</li> <li>○ Active Cardholders (use in last 2 years)</li> <li>○ Circulation count broken down by branch and item type, call number, location, level, etc.</li> <li>○ Daily, weekly, monthly and annual counts of circulation of material types and call number</li> <li>○ Missing/Lost/Trace Items</li> <li>○ Items placed on hold and number of holds fulfilled (branch breakdown, daily, weekly, and monthly totals)</li> <li>○ Renewals by branch and method (in person, online, self-check)</li> <li>○ Self-check usage statistics</li> <li>○ Checkout by branch</li> <li>○ List of items that have Claims Returned status</li> <li>○ List of items in-transit, and in transit too long</li> <li>○ Number of items checked in, routed-in by branch by day, week and month.</li> </ul>	
		Vendor Notes:	
4.5.9	1	<p>System provides all of the following reports by count and list:</p> <ul style="list-style-type: none"> <li>○ number of unique full MARC bibliographic records (able to separate by type)</li> <li>○ number of copy/item records</li> <li>○ number of summary holdings records</li> <li>○ number of authority records</li> <li>○ number of all records added or deleted from the system (all record types) by specific date or range of dates</li> <li>○ lists of newly cataloged records</li> <li>○ list of new items</li> <li>○ duplicate records identified in batch report of new, updated or deleted subjects, titles, names and series</li> <li>○ number of items in each location broken down by call number and item type, level, and branch</li> </ul>	
		Vendor Notes:	
4.5.10	1	Performs housekeeping task by changing status of groups of users, or removing users or items in batches when necessary.	
	Vendor Notes:		
4.5.11	1	System provides the following money reports:	

		<ul style="list-style-type: none"> <li>○ Cash reports by fine, type of payment and by branch (daily, weekly, monthly, or specified date range)</li> <li>○ Fine reports broken out by fine type, branch, and date fine assessed.</li> </ul> <p>Please identify which money reports are not available and any alternate methods that we can use to achieve a similar output.</p>	
	Vendor Notes:		
4.5.12	<b>3</b>	System provides a report of “broken links” from all bibliographic and item records from supported link verification process. Describe how this report will be created in your system.	
	Vendor Notes:		
4.5.13	<b>2</b>	System provides a report of any bibliographic records which are overlaid during a batch load.	
	Vendor Notes:		
4.5.14	<b>1</b>	Describe the cash drawer reporting capabilities, including what configuration requirements there are to implement and any limitations such configurations cause.	
	Vendor Notes:		
4.5.15	<b>1</b>	Pull list (list of holds to be pulled by each branch) can be customized for the fields displaying in pull list and the order of items.	
	Vendor Notes:		
4.5.16	<b>2</b>	Module provides a list of most popular items by location, classification, and subject area.	
	Vendor Notes:		
4.5.17	<b>1</b>	Ability to create reports of useful information and processes to support collection development and selection activities. For example, the number of items added or deleted in a specific call number range, and determine if deleted item is last copy.	
	Vendor Notes:		

## **4.6 Serials and Newspaper Index Module**

The Serials functional requirements descriptions below indicates our needs for staff to create, maintain and utilize as many automated features as possible to handle the ongoing nature of Serials including their own separate search functions for staff and public through online system.

Please respond to each item and provide details when necessary.

Item #	Library Priority	Functional Requirement Description – Serials and Newspaper Index	Vendor Status
<b>General Process</b>			
4.6.1	<b>1</b>	The Serials module must be fully integrated with the other system modules so no information is duplicated. Operations executed in the Serials Control module shall be reflected throughout the database in real time.	
	Vendor Notes:		
4.6.2	<b>1</b>	Ability to accommodate all types of serials, including: Periodicals, Continuations, Newspapers, Annuals, Government documents, Memoirs, Monographic serials, Supplements, Indexes, Loose-Leaf material, Microfilm, Gift subscriptions, donations, and zines.	
	Vendor Notes:		
4.6.3	<b>1</b>	Supports the following searches in the staff interface: Keyword, Vendor name, Vendor code, Vendor title number, ISSN, System ID number, Bibliographic control number, Title, Location, PO Number, Invoice/Statement number.	
	Vendor Notes:		
4.6.4	<b>1</b>	Supports the creation of bibliographic or other type of records to facilitate the recording of payments for individual serial titles, memberships, electronic resources and subscription packages.	
	Vendor Notes:		
4.6.5	<b>1</b>	Supports the display of summary holdings records from the serials module in the public interface. Please describe how summary holdings statements (ex. vol. 1-3, 200-2003) are entered and maintained in your system. Can this information be automatically updated as issues are received? Does your system utilize the MARC 21 format for holding data?	
	Vendor Notes:		
4.6.6	<b>3</b>	Provides method for accessing online serials through the ILS interface.	
	Vendor Notes:		
4.6.7	<b>2</b>	Ability to have access to all versions of issue dates available in spite of the frequency (seasonal, month, month/day/year, year), rather than have certain issue dates locked out due to the type of frequency that is picked, publisher's embargoes	

		notwithstanding.	
	Vendor Notes:		
4.6.8	<b>1</b>	Allows receiving staff to add barcodes and item records through the Serials module without having to switch between modules.	
	Vendor Notes:		
4.6.9	<b>1</b>	Please describe the label printing capabilities and the customizations possible for serials in your system.	
	Vendor Notes:		
4.6.10	<b>1</b>	Ability to allow/disallow borrower holds/requests at the copy level for different subscriptions or branch locations, following local library policies.	
	Vendor Notes:		
4.6.11	<b>2</b>	Ability to batch delete older standalone digital and print issues when they are discarded. Please describe process.	
	Vendor Notes:		
4.6.12	<b>2</b>	Ability to batch or globally update the summary holdings records.	
	Vendor Notes:		
4.6.13	<b>1</b>	Serials record must have editable holdings statements that are automatically updated whenever items are added or deleted, or go missing.	
	Vendor Notes:		
4.6.14	<b>1</b>	Integration with acquisitions module for payment and accounting functions.	
	Vendor Notes:		
4.6.15	<b>2</b>	Ability to print customizable and editable spine labels.	
	Vendor Notes:		
4.6.16	<b>2</b>	Describe the process of deleting the run (prediction) serials.	
	Vendor Notes:		
4.6.17	<b>1</b>	Can easily receive non-predicted issues, issues that come out of order, and irregular serials.	
	Vendor Notes:		
Check-in Process			

4.6.18	1	System alerts staff that an issue has not been received, according to pre-established policies set by local library policies, and in compliance with publisher’s contract	
	Vendor Notes:		
4.6.19	1	Ability to provide the following data elements in the check-in record: Past and future issues, Cover dates, Enumeration, Arrival or expected dates, Number of copies received, Claimed and late issues, Notes for individual issues, and Barcode.	
	Vendor Notes:		
4.6.20	1	Ability to define check-in patterns that accommodate all types of frequencies (ex. weekly, monthly, quarterly) for both regular and irregularly (ex. supplements, double issues) published serials. The frequency of check-in card should be easily changed, without changing the pattern template for the rest of the serials.	
	Vendor Notes:		
4.6.21	1	System supports centralized and decentralized check-in so branch libraries in a multi branch system are able to maintain their own serials control records for check-in.	
	Vendor Notes:		
4.6.22	1	With each check-in, ability to automatically record the issue enumeration and/or chronology, date received, notes, number of copies expected and claim any copies not received.	
	Vendor Notes:		
4.6.23	1	Module supports the electronic transmission of claims to EBSCO.	
	Vendor Notes:		
4.6.24	1	Ability to control circulating status/availability of copies based on both time elapsed since acquisition. Clay County Library System does not allow the most recent issues to circulate. All of the back issues are free to circulate. Does your system have the ability to automatically move any older issue once the most current is checked in?	
	Vendor Notes:		
4.6.25	1	Serials module is SISAC compliant and supports check-in by scanning the SICI barcode.	
	Vendor Notes:		
Claims			

4.6.26	<b>1</b>	Serials Control module flags late items for claiming purposes.	
	Vendor Notes:		
4.6.27	<b>1</b>	Module enables an authorized operator to perform a number of standard claiming activities such as the following: <ul style="list-style-type: none"><li>○ allow claims on demand</li><li>○ generate claim notices at intervals specified, in printed and machine-readable format</li><li>○ sends claims for a missing item or copies and to specify the text of each claim</li><li>○ to determine claim action dates by expected receipt dates combined with an operator-specified claim interval</li><li>○ to change the claim interval for each title at any time and to identify issues requiring second and third claims according to library policies.</li></ul>	
	Vendor Notes:		
4.6.28	<b>1</b>	System must record and retain specific details of claim responses.	
	Vendor Notes:		
4.6.29	<b>1</b>	System must integrate with third party vendors, especially Ebsco, and allow for the use of specific claim codes required by said vendors, such as: M/D/Y, v., iss., v., #.	
	Vendor Notes:		
<b>Newspaper Index</b>			
4.6.30	<b>1</b>	Vendor provides a separate database capability where Clay County Library System can maintain its current newspaper index, update it, and provides access to it by the public.	
	Vendor Notes:		
4.6.31	<b>1</b>	Vendor provides a flexible database environment enabling Clay County Library System in the future to define and develop databases for other purposes, for example, Community Information.	
	Vendor Notes:		
4.6.32	<b>1</b>	Newspaper Index is maintained and updated in a full MARC database with tags, subfields, authorities and other standard requirements.	
	Vendor Notes:		



4.6.33	<b>1</b>	Newspaper index has its own separate search facilities for both staff searching and in the library OPAC, with search parameters defined by the library.	
	Vendor Notes:		
4.6.34	<b>2</b>	System provides comprehensive statistics on newspaper index use for any defined period of time, for all authors, titles and subjects maintained in the database.	
	Vendor Notes:		
4.6.35	<b>1</b>	Vendor converts current newspaper index parameters to its system and provides assistance in making changes as required.	
	Vendor Notes:		
4.6.36	<b>1</b>	Vendor converts and loads all current library Newspaper Index records to its system.	
	Vendor Notes:		

## **Section 5: System Requirements and Vendor Services**

### ***5.1 System Administration***

In the System Administration requirement description below please answer how much flexibility the System Administrator has in editing and customizing the various ILS modules.

The third party integration of vendor hardware and software solutions is fundamental to our day-to-day processes. If there are issues regarding compatibility please describe them below and provide suggestions for work arounds using your ILS solution.

<b>Item #</b>	<b>Library Priority</b>	<b>Requirement Description - System Administration and 3<sup>rd</sup> Party Integration</b>	<b>Vendor Status</b>
<b>Administrative Functions</b>			
5.1.1	<b>1</b>	System provides an administrative interface which allows designated staff to set, edit and export all parameters, standardized codes and settings available in the system, including the circulation parameters which control loans, holds, notices, fines, fees, etc.	
	Vendor Notes:		
5.1.2	<b>1</b>	System provides access restrictions which can be set through the System Administration settings for all modules.	
		Please describe the various permission levels available and how those are managed by the system administrator.	

	Vendor Notes:		
5.1.3	<b>1</b>	Describe how your system defines media or material type at the item level and if this information can be used to control the circulation rules (e.g. varying lending periods) and display options in the OPAC through System Administration.	
	Vendor Notes:		
5.1.4	<b>2</b>	Please describe the codes available within a patron record, including patron types which are managed through System Administration. Will the System Admin be able to edit, or add new codes and set parameters?	
	Vendor Notes:		
5.1.5	<b>2</b>	Library can create and update the content and format of all text, and email notifications related to overdue items, holds, recalls, etc.	
	Vendor Notes:		
5.1.6	<b>2</b>	System supports the use of the last 4 digits of the patron phone number as the default PIN number for patron login online.	
	Vendor Notes:		
5.1.7	<b>2</b>	Describe the entire process for creating and processing offline transactions both at the staff client end and the server end.	
	Vendor Notes:		
5.1.8	<b>3</b>	Ability for the library to make changes to the logic used to determine “relevancy” in the OPAC searches.	
	Vendor Notes:		
5.1.9	<b>2</b>	Ability to create additional library defined bill types (ex. library card, donation, printer override, etc.) and have those types paid through the e-commerce functionality in the system.	
	Vendor Notes:		
5.1.10	<b>2</b>	Option to suppress notices by type or form or patron type. For instance, no notices sent to staff, or only email notices to staff.	
	Vendor Notes:		
5.1.11	<b>2</b>	System automatically stops sending email notices to a patron once an email has been bounced back or returned to the library. Will the emails be flagged as bounced back?	
	Vendor Notes:		
5.1.12	<b>1</b>	System supports the automating of the following tasks:	

		daily backups <ul style="list-style-type: none"> <li>○ daily email notice bounce flags patron record</li> <li>○ Suppress email notices once a notice bounce flag has been set</li> <li>○ daily updates of holds pull list</li> <li>○ daily blocking of delinquent accounts</li> <li>○ daily notice creation</li> <li>○ system monitoring of server disk space, memory usage, CPU utilization, and process status</li> </ul>	
--	--	---	--

## Section 6.0 – Data Conversion

- Detail out the specific schedule for conversion of the data in the current ILS to the new system. This should include a two step conversion process. The first conversion should be completed into a test environment to allow County staff at least 2 work weeks to test and verify the conversion process.
- Detail at what point the system would need to be locked and staff remain out of system for final conversion and testing. If no lock out is needed please detail how changes will be replicated into new system after conversion is completed.
- Specify the expected conversion rate the county can expect for the data. Please explain any conversion rates less than 99.99% (1 error per ten thousand records).
- The County will use a random sampling of their choosing to determine if the data was converted properly during both the test and final stage. Please detail what access to the data county staff will have before the final conversion to determine acceptable conversion rates.

## Section 7.0 – Training and Documentation

- Detail all levels of training that will be made available to the staff. This should include method of delivery, length of time for class, and who should attend
- Pricing for training will be based on 10 days of onsite training. Please explain your training plan and if 10 days is adequate for a county of our size.
- List all documentation that will be provided and in what format the documentation will be provided
- Give examples of the online help that is available from the system for a standard user in the system.