

# Request for Proposals

Integrated Library System & Discovery Layer

for

Library Connection, Inc.



Proposals Accepted Until 12PM EDT, August 30, 2024

Contact: Laura A. Horn

Phone: 860-937-8261

Email: [laura@libraryconnection.info](mailto:laura@libraryconnection.info)

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## 1. Purpose and Objectives

Library Connection, Inc. (also referred to as “LCI” or “Library Connection”) is requesting responses to this Request for Proposal (“RFP”) from vendors that supply and remotely host integrated library systems (“ILS”) that include public access catalogs, and vendors that provide third-party, standalone discovery layers (each, a “Vendor”). This RFP includes detailed specifications regarding the delivery, migration, implementation, and maintenance of an ILS. Vendors are encouraged to read the RFP in its entirety prior to submitting a response to fully understand the scope of the RFP and to ensure full compliance with submission requirements.

As noted above, Library Connection will accept proposals for stand-alone discovery layers, however, Vendors will be required to provide detailed explanations for how the system will integrate with ILS systems currently on the market.

The objectives of this RFP are for LCI to procure an ILS that:

1. is cost-effective and economically sustainable to maintain
2. supports the varied and evolving customer service and collection management needs of LCI’s public and academic library members
3. offers streamlined, flexible and cohesive solutions that support the unique challenges and functions of LCI members’ library staff
4. continues to evolve and grow to support LCI member libraries in their efforts to meet the changing needs of their communities

Additionally, this RFP seeks to procure a Public Access Catalog or Discovery Layer that:

1. seamlessly integrates with ILS systems currently on the market (for third-party discovery layers)
2. allows each LCI member library’s content to be viewed independently as well as part of the consortium
3. has a responsive and accessible design that is user friendly and intuitive
4. provides LCI members’ patrons with accurate results quickly
5. is simple for a first-time user and can accommodate sophisticated searching needs
6. seamlessly integrates with electronic resources products currently on the market

## 2. Contact Information

All correspondence relating to this RFP, including questions and final responses, must be submitted via email to the contact listed below. Vendors shall not contact, directly or indirectly, any other LCI employee or board member/director or LCI member library employee or board member/director regarding the contents of this RFP or for the purposes of influencing or attempting to influence the process. LCI members are listed in Appendix A to this RFP.

Laura A. Horn, Executive Director  
Library Connection, Inc.  
PO Box 308  
Windsor, CT 06095  
Phone: 860-937-8261  
laura@libraryconnection.info

All questions relating to the RFP must be submitted via email to the address provided above by 5:00 PM ET on July 15, 2024.

To the extent practicable, LCI will respond to questions after they are received and will provide the responses to all Vendors participating in the RFP process. The identity of the party that submitted the question will be omitted. LCI reserves the right to not respond to any inquiry that is not in the organization's best interest or does not contribute to the fairness and success of the process.

## 3. General Terms and Conditions

### 3.1. Confidentiality and Disclosure

LCI reserves the right to share Vendor responses with all LCI member libraries, state and municipal agencies as required for oversight, LCI's auditors, LCI's legal counsel, and internally within the LCI organization. RFP responses are not, however, a matter of public record. Submission of a response signifies acceptance of these conditions.

### 3.2. Indemnification

All Vendors hereby expressly agree that they will hold harmless and indemnify Library Connection, Inc. and its members and their respective officers, Board members/directors, agents, employees, and volunteers from liability of any nature or kind connected with the RFP process.

### 3.3. Litigation

In the event of any litigation related to this RFP, the Vendor agrees that such will be conducted in the courts of the State of Connecticut located in the City of Hartford.

### 3.4. Warranties

Vendor acknowledges that LCI's financial commitment in purchasing and maintaining the system is substantial and that LCI expects the selected Vendor will remain in business during the anticipated contract term to service and maintain the system and fulfill the Vendor's contractual obligations.

Accordingly, Vendor represents and warrants at the time of submitting a proposal and, if selected, through the date of signing any agreements with LCI, that it:

- Has not received any notice, claim or threat from any other party that any portion of the Vendor's system is being used contrary to or in violation of another party's patent, copyright, trademark, trade secret, license, or other intellectual property interest.
- Is not in discussions or negotiations with a third party for the sale or transfer of the Vendor's business or assets to another entity or company and does not currently expect any such sale or transfer to occur within the next 12 months.
- Has no knowledge or information that, in the foreseeable future, would hinder or jeopardize its ability to fulfill any future contractual obligations and commitments to LCI or cause a conflict of interest related to the performance of any such obligations or commitments.
- Will agree to provide all software and services that conforms to each and every specification, drawing, sample or other description which is provided; and such will be fit and sufficient for the purpose expressed in the RFP; and be free from material defect.
- Is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation by any municipal, state or federal department or agency.

### 3.5. Insurance and Indemnification Requirements

LCI strongly prefers Vendors agree to the terms of the Insurance Requirements as is. Vendors who cannot agree to such terms must explain in their response any areas they would be unable to comply with and attach a red line if necessary.

The selected Vendor agrees to maintain, on a primary basis and at its sole expense, continuously, during the life of any resulting contract, the following insurance coverages, limits, including endorsements described herein. The requirements contained herein, as well as LCI's review or

acceptance of insurance maintained by the selected Vendor, is not intended to and shall not in any manner limit or qualify the liabilities or obligations assumed by the selected Vendor under any resulting contract.

The selected Vendor agrees to maintain Commercial General Liability at a limit of not less than \$2,000,000 Each Occurrence, \$5,000,000 Annual Aggregate. Coverage shall not contain any endorsement(s) excluding or limiting Product/Completed Operations, Contractual Liability or Cross Liability.

The selected Vendor agrees to maintain Network Security and Privacy Liability (also known as cyber liability) at a limit of not less than \$2,000,000 Each Occurrence, \$5,000,000 Annual Aggregate, and Professional Liability Insurance (Errors and Omissions) at a limit of not less than \$1,000,000 Each Occurrence, \$5,000,000 Annual Aggregate.

The selected Vendor agrees to maintain Business Auto Liability covering all autos with a limit of not less than \$2,000,000 combined Bodily Injury and Property Damage combined single limits.

The selected Vendor may satisfy the minimum liability limits required for Commercial General Liability or Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum per occurrence limit of liability under the Umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest "Each Occurrence" limit for either Commercial General Liability or Business Auto Liability. The selected Vendor agrees to endorse LCI, as Additional Insured on the Umbrella or Excess Liability, unless the Certificate of Insurance states the Umbrella or Excess Liability provides coverage on a "Follow-Form" basis.

The selected Vendor agrees to maintain Workers' Compensation in accordance with Connecticut State Statutes and provide Employer's Liability coverage with a limit of not less than \$1,000,000.

The selected Vendor agrees to defend, indemnify, and hold harmless LCI, its members and their respective officers, Board members/directors, employees, agents, and volunteers, from any and all loss or expense from any cause of action arising from the selected Vendor operations. The selected Vendor agrees to investigate, handle, respond to and provide defense for and defend against any such liability, claims, and demands at the sole expense of the selected Vendor or at the option of LCI, agrees to pay to or reimburse LCI for the defense costs incurred by LCI in connection with any such liability claims, or demands.

The parties hereto understand and agree that LCI is relying on and does not waive or intend to waive by any provision of this contract, any monetary limitations or any other rights, immunities, and protections provided by the State of Connecticut, as from time to time amended, or otherwise available to LCI, its members and their respective officers, Board members/directors, employees, agents, or volunteers.



Failure to maintain the required insurance in force may be cause for contract termination. In the event the Vendor fails to maintain and keep in force the required insurance or to obtain coverage from its subcontractors, LCI shall have the right to cancel and terminate the contract with notice.

## 4. Anticipated Timeline

RFP Issued	June 14, 2024
Deadline for Vendor Inquiries	5:00 PM EDT, July 15, 2024
Proposals Due	12:00 PM EDT, August 30, 2024
Selected Vendors Contacted to Schedule Interviews and Demonstrations	Week of September 30, 2024
Vendor Demonstrations	Mid thru Late October
Vendor Selection	On or about November 18, 2024
Contract Negotiations and Migration/Implementation Planning	November 2024 – February 2025
Contract Signed	March 2025
System Go-Live Date	June 1, 2026

This timeline is for guidance only. LCI reserves the right to change the anticipated timeline listed above, which may include accelerating or delaying elements in it as circumstances necessitate.

## 5. Terms of Proposal

### 5.1 Instructions to Vendors

Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. All responses must meet or exceed the stated specifications or requirements. To facilitate the efficient and streamlined handling, understanding, review and evaluation of Proposals, the format of the Proposal should be as follows. Each copy of the Proposal should consist of the parts named below, each of which should be individually attached or identified and complete in itself so that review of each can be accomplished independently of the other parts:

Part 1: Vendor Requirements and Qualifications (Responses to Questions Posed in Section 7)

Part 2: Product Specifications (Responses to Questions Posed in Section 8)

Part 3: Implementation Process (Responses to Questions Posed in Section 9)

Part 4: Discovery Platform ( Responses to Questions Posed in Section 10, to be completed by vendors submitting proposals for a standalone, third-party discovery layer only)

Part 5: Vendor's Related Products (Responses to Questions Posed in Section 11)

Part 6: Cost Details (Responses to Questions Posed in Section 12)

Part 7: Contract Terms

Part 8: Video Responses (Responses to Section 13)

Each part of the Proposal should have its own title page containing the appropriate title for the section and name of the Vendor.

## 5.2 Submission of Proposals

The Vendor will provide 10 printed copies and one electronic copy of the proposal to Laura Horn at the address and email provided in Section 2 above. All videos should be submitted as links to content hosted on an external site of the Vendor's choosing (e.g. Vendor site, YouTube etc.). LCI is not responsible for any costs or expenses incurred by a Vendor in connection with submitting a proposal or, if selected, in negotiating agreements related to the proposal.

## 5.3 Proposal Validity

Submission of a proposal signifies the Vendor's agreement that its proposal shall be binding upon the Vendor and may be accepted by LCI at any time within 180 days after the date on which proposals are opened by LCI. The contents of the successful proposal shall be incorporated as part of the resulting contract with the successful Vendor.

## 5.4 Modification of Proposals

A Vendor may modify its proposal by sending an email to the contact listed in section 2 of this RFP, provided such communication is received prior to the scheduled closing time for receipt of proposals.

## 5.5 Withdrawal of Proposals

Proposals may be withdrawn by a Vendor by emailed request if received prior to the time fixed for proposal submission. Negligence, error, or oversight confers no right for withdrawal of the proposal after the time fixed for proposal submission.

## 5.6 Acceptance or Rejection of Proposals

Library Connection, Inc. will select the Vendor whose proposal Library Connection, Inc. determines, in its sole and reasonable discretion, best meets the needs and interests of Library Connection, Inc., based on the evaluation criteria set forth herein. Library Connection, Inc.'s Board of Directors reserves the right to accept or reject any or all proposals. Without limiting the generality of the foregoing, any proposal which is determined by Library Connection, Inc. to be incomplete, obscure, or irregular may be rejected. Any evidence of collusion between Vendors submitting proposals may constitute a cause for rejection of any such proposals so affected.

Library Connection, Inc. may accept all or part of any proposal unless the Vendor submitting a proposal qualifies its proposal by specific limitations.

Award of a contract is subject to LCI's availability, appropriation, and certification of sufficient funds as may be required; and any contract resulting from such award may be canceled by LCI if sufficient funds are not available, appropriated, and certified.

#### 5.7 Receipt and Opening of Proposals

**Proposals shall be received by LCI by 12:00 PM EDT, August 30, 2024.** Proposals received after the designated time will be considered late proposals and will remain unopened.

No responsibility will be attached to Library Connection, Inc., its members and their respective officers, Board members/directors, employees, agents, and volunteers for the premature opening of, or the failure to open, a proposal not properly addressed and identified.

At the time fixed for the opening, the proposals shall be opened so as to avoid disclosure of contents to competing offers during the process of negotiation.

#### 5.8 Evaluation

Library Connection, Inc. will review and evaluate all proposals which are submitted by the time required and are presented in the format outlined in section 5.1 of this RFP. LCI may or may not select the system with the lowest costs.

The evaluation criteria are as follows:

- Cost
- Product specifications and functionality
- Vendor reliability and experience

To evaluate cost, LCI will rely on costs stated in Part 6 of the Vendor's proposal.

To evaluate product specificity and functionality, LCI will rely on the Vendor's written responses, videos, presentations, and answers to additional questions. LCI will determine, in its sole and reasonable discretion, whether a solution's functionality meets the LCI member consortium's current and expected future needs, and what combination of ILS with optional products best optimizes functionality for cost. Migration and implementation will also be considered by LCI.

In determining experience and reliability of the Vendor, LCI's assessments of the following shall be considered when applicable: the ability, capacity, and skill of the Vendor to perform as required; whether the Vendor can perform promptly, or within the time specified without delay or interference; the character, integrity, reputation, judgment, experience, and efficiency of the Vendor; the quality of past performance by the Vendor; the previous and existing compliance by the Vendor with related laws and regulations; the adequacy and sufficiency of the Vendor's financial condition and financial resources; and the ability of the Vendor to provide future

maintenance, service, and support. To assist in evaluating this criterion, the Vendor must provide a minimum of two references from consortia with public library members using the proposed solution(s).

## 6. About LCI

### 6.1 Consortium Background Information

Library Connection, Inc. is a non-profit cooperative of 31 public and one academic library located primarily in central Connecticut. Member libraries share an integrated library system and other technological innovations to improve the delivery of services and to facilitate equitable access to resources for all member library patrons. Our member libraries pioneered a shared library catalog in Connecticut as well as a shared catalog of downloadable audio books and ebooks.

Our member libraries serve towns with populations ranging from 6,000 to 73,000. We serve a geographically compact region, and as such, many of our patrons view our libraries as branches of each other. Patrons readily borrow materials from one library and return them to another at their convenience, or request materials held at one library for pick up at another. Efficient demand management via holds functionality is therefore a critical element of our cooperative operation.

LCI strives to increase members' efficiencies and savings through cooperative purchasing, workflow management and streamlined processes. LCI achieves these goals by providing member libraries with a shared, integrated library system or ILS; creating automated and customizable reports; providing access to a large, shared collection of downloadable e-books, e-audiobooks, and e-magazines; offering the ability to share collections quickly and easily via an efficient inter-library loan or ILL process that can be patron or staff initiated; and through group purchasing of software, databases, and equipment.

### 6.2 Current Database Characteristics

Bibliographic records	1,310,713
Authority records	954,135
Item records	6,415,779
Patron records	454,535
Order records	205,447
Invoice records	20,822
Vendor records	139
Holdings records	1,849
Course records	224
Annual checkouts (2023)	3,589,221
Annual renewals (2023)	2,356,860
Annual holds placed (2023)	697,724
eResources titles	385,301
eResources items	2,877,316

Shared eResources annual circulation	975,246
Shared eResources annual holds	443,644

The majority of the initial records in our system are brief on order records downloaded by member libraries from Baker and Taylor, Midwest Tapes, and Ingram using the OneClick MARC process that loads records directly from the vendor website into the ILS without manual record load. LCI staff and a few member libraries with full OCLC membership download new records and overlay brief records with full RDA MARC records from OCLC using the OCLC Gateway Export. Some of the small libraries have CatExpress OCLC memberships where they buy a few records each year that LCI staff load for them.

LCI maintains Library of Congress and MeSH authority records supplied by Marcive and utilizes Sierra's Automatic Authority Control Processing to update headings in bibliographic records.

### 6.3 User Characteristics

Number of public libraries	31
Number of academic libraries	1
Number of physical locations	45
Number of hold pickup locations	48
Number of staff user accounts	600
Peak simultaneous staff logins	500
Consortium service population	906,543

### 6.4 Third-Party Product Integrations

LCI currently provides support to its member libraries through the provision of SIP2 and API integrations for third-party vendor products and ancillary services that need to interface with the ILS. LCI expects the prospective Vendor to provide the foundation to support the continuation of these services via SIP2, API, SQL, and automated MARC exports. LCI also expects configuration assistance that will enable a seamless transition for all of these services to ensure there is minimal to no downtime during the migration.

LCI members use the following third-party products that integrate or interface with the ILS:

Product/Vendor	Protocol
Biblioboard	SIP2
Bibliolabs	API
Bibliotheca Self Check	SIP2
CapiraMobile	API
Cassie	API
ChiliFresh Book Jackets	Integrated into Public Catalog

cloudLibrary	API
CollectonHQ	MARC exports
Comprise	SIP2 & API
CreativeBug	SIP2
CT State Library Catalog	MARC exports
Envisionware	API
EventKeeper	API
EZproxy	API
Freading	API
Freegal	API
Hoopla	API
iVerse	SIP2
Kanopy	API
LaptopsAnytime	SIP2
LAT Selfcheck	SIP2
LibData	SIP2
Library Insight	API
Library Thing for Libraries	Integrated into Public Catalog
Linkedin Learning	SIP2
MK Solutions Self Check	SIP2
MuseumKey	SIP2
NoveList	API
Output Control Software	API
OverDrive	API
Pharos	API
PressReader	SIP2
ReadSquared	SIP2
SAM	API
The Palace Project	API
Wowbrary	API

## 6.5 Current ILS

LCI currently uses the Sierra ILS and Encore discovery platform from Innovative part of Clarivate.

### Sierra – ILS

- Circulation
- Cataloging
- Authority Control - including Automatic Authority Control Processing
- Acquisitions - including EDI ordering and invoicing
- Serials - including electronic claiming via ILS



- Reporting
  - Including the following tools external to the ILS:
    - Web Management Reports
    - Decision Center
- Course Reserves
- Offline Circulation

#### Encore – Public Catalog

- ChiliFresh – cover images
- Library Thing for Libraries – enhanced content

#### 6.6 Current Server Hardware

SaaS managed products including a full production system and training environment.

## 7. Vendor Requirements and Qualifications

“Part 1: Vendor Requirements and Qualifications” of the Vendor's proposal should contain responses to sections 7.1 - 7.5 below.

### 7.1 Desired Vendor Overview

LCI seeks an experienced and reliable Vendor with demonstrable experience delivering excellent products and support services to its customers. Experience with library consortia, and public and academic libraries is required. The Vendor must have experience migrating large systems successfully. Specifically, LCI requires the Vendor to have experience migrating bibliographic, authority, item, patron, fines, holds, and acquisition data from Innovative’s Sierra system. The selected Vendor must have excellent installation, training, documentation, and customer support services.

Additionally, the successful Vendor will be able to demonstrate the continued progress and development of its systems, and its strategy for maintaining flexibility in a technical environment that is always changing. Part of that strategy will be developing and using processes to obtain and respond to customer input on changes to the system. The new developments in the system must meet the same quality control standards as that of the base system.

The successful Vendor will be financially stable and have demonstrated a continuing commitment to the library marketplace. Vendors that are parts of corporations that are not exclusively focused on the library automation marketplace will need to demonstrate the viability of the library division as a standalone entity.

LCI requires that the Vendor will comply with all applicable laws, rules and regulations and will not discriminate against any employee or applicant for employment because of race, color, sex (including pregnancy, gender identity, and sexual orientation), parental status, national origin, age, disability, genetic information (including family medical history), political affiliation, military service, or other non-merit based factors.

## 7.2 Company Organization and Staffing

Please provide the following information:

- Company history
- Identify the majority owners and/or ultimate parent entity of your company and any individuals who are deemed to own or control (directly or indirectly) 10% or more of your company
- Identify the minority owners of your company
- How long have your majority owners or ultimate parent entity held your company in their portfolio?
- Describe how much experience your majority owners or ultimate parent entity have in the library technology industry
- Describe the commitment of the majority owners or ultimate parent entity to the library technology industry
- Audited financial statements and financial report for your company for the most recently completed fiscal year and any interim unaudited financial statements or financial report for the current fiscal year
- List of your company's senior executives/leadership team and board of directors, their backgrounds, and tenure with the company and any anticipated or proposed changes
- Names and titles of all key employees who would be assigned to the project if your company is selected
- The current number of your employees
- The current number of your contractors
- Whether you would intend to subcontract any services if selected
- The current EEO statement as written in company policies
- Any DEI statement or policy adopted by the organization
- The current number and locations of company offices
- Information regarding any recently concluded or settled and current lawsuits or legal proceedings involving the company
- Information regarding any ongoing or threatened regulatory investigations, audits or inquiries involving your company outside of the ordinary course of business
- Information regarding any material non-compliance that your company has previously experienced in contracts similar to the type covered by the proposal
- Any plans for mergers, acquisitions, divestitures, or key partnerships
- Schedule of implemented releases over the past two years

- information regarding any other company or business matters that you believe could have a material impact on your company and its ability to perform its obligations to LCI, if selected

### 7.3 Schedule of Planned Releases

For each product that is included in this RFP, please provide the schedule of planned releases including release features and scheduled release dates for the next three years.

### 7.4 Relevant Customer Experience and References

Please provide the names and relevant database and user characteristics of current consortium customers with a similar profile to LCI. Please base this comparison on LCI's database characteristics and user characteristics provided in sections 6.2 and 6.3 above.

Please provide five customer references using the same product(s) proposed in the Vendor's response to this RFP that are as large as or larger than LCI. As many as possible should be consortia. If any of your customers have migrated from Innovative's Sierra ILS, please include at least one of those as a reference. One or more consortia that do not impose standard policies on their members would be preferred. A consortia including one or more academic members would be preferred. If no mixed academic/public consortia are currently customers, contact information for one or more stand alone academic customers should be provided.

Please include the following information for the references:

- Name
- Title
- Library Name
- Phone Number
- Email Address
- Website Address
- Date of Install

### 7.5 Vendor Requirements

LCI expects the Vendor to have full authority to manage all aspects of its ILS software and all products proposed in this proposal. Please provide written confirmation that the Vendor has final authority and responsibility for the following:

- The source code of all software presented in this RFP with the exception of open source software
- All product specifications
- Planning and coordination of all software releases

- Performing robust quality assurance including, regression, performance, platform, and load testing on the proposed software prior to each release
- Ensuring that software meets or exceeds the functional and performance requirements contained within the product specifications
- Performing all release management activities including alpha and beta testing of the software
- Ensuring that comprehensive end-user, API, and database documentation is created prior to the release of the software
- Ensuring that development teams fix bugs after the release of the software
- Providing comprehensive end-user training for software
- Providing installation services and maintaining all technical documentation related to the development of its software

## 7.6 Security and Privacy Requirements

Please provide a summary of the Vendor organization's information security policy and all SOC2, ISO 27001, or other third-party security attestations or certifications in this section of the proposal. Please also provide a summary of the Vendor's organization's key privacy policy and practices.

If the Vendor does not have a security attestation or certification, please provide a detailed description of the systems, processes and protocols in place to manage system security. The system must provide security at the database, workstation, and individual user levels. The following must be included:

- Describe the roles and responsibilities of all key personnel managing the information security and privacy of the organization.
- Describe the procedure for protecting the system when a security or privacy issue is identified.
- Describe the process for notifying customers of actual or suspected security or privacy breaches.
- LCI data must be siloed from other customer data and protected from other customers. Describe how this would be achieved.
- Describe the organization's password policy.
- Describe all Vendor-hosted and third-party provided monitoring tools and your company's business continuation plan (BCP) in place to ensure 24/7 availability and integrity of the system.

All high risk security vulnerabilities must be remediated within a reasonable time frame, at no cost to LCI. Medium and low-risk security vulnerabilities must also be remediated, however, they should be scheduled in consultation with LCI, at no cost to LCI.

Please also describe, if applicable:

- Information regarding any actual, suspected, reported or claimed data security incidents, data losses, major IT or data disruptions or unauthorized disclosure, use or access by a third party with respect to your company's IT systems or data during the last 2 years.
- Information regarding any complaints from customers or others regarding your company's privacy and data security practices during the last 2 years.

## 8. Product Specifications

### 8.1 Instructions

“Part 2: Product Specifications” of the Vendor's proposal should contain responses to sections 8.2 - 8.28 below, using the same numbering convention for responses as those used herein.

### 8.2 Product Information

Provide a detailed list of the products that you are proposing in response to this RFP. Indicate if a demo instance of the system can be made available for assessment purposes, providing access information if so.

### 8.3 General

8.3.1 Describe the minimum and recommended computer workstation requirements for staff and public clients.

8.3.2 Will all web browsers work equally well to access the system? If not, please explain.

8.3.3 Is there a software client that needs to be loaded on library computers to run the ILS? Or are staff clients web-based? Are there different clients for different modules?

8.3.3.1 Are there any mobile staff interfaces? If so, what functionality do they provide?

8.3.4 LCI member libraries currently use a wide variety of peripheral equipment including barcode scanners, receipt printers, spine label printers, RFID components, etc. Please list any requirements for these peripherals and define any categories of such peripherals that will not work with the proposed system.

8.3.5 Can staff open multiple windows and records within different functions simultaneously, or does this require having separate instances of the client open?

8.3.6 Can macros be added, programmed with specific strings of key commands? If so, can these be different for different logins?

8.3.7 How easy is it for staff to navigate between connected item and patron records in the staff client?

8.3.7.1 When viewing an item record, can staff easily navigate to the record of the patron with the item currently checked out, as well as records of patrons who recently checked the item out, without having to search for the patron record? Does this include being able to see the patron's transactional data, such as current checkouts and holds?

8.3.7.2 When viewing a patron record, can staff easily navigate to any record for items the patron has checked out, on hold, or has fines for, without having to search for the item? Are staff able to edit the item record when accessed this way?

8.3.8 Is there any ability to customize popups by library or login so that staff who don't need a particular popup, or always have the same answer for it, can suppress it? If yes, please describe.

8.3.9 Does the system include a program registration feature? If so, describe it and explain if/how patrons can register for programs through the public catalog.

8.3.10 Provide a complete list of fixed and variable-length fields in all record types, including any limitations on how many entries or number of characters each field has.

8.3.11 Is there any functionality besides Course Reserves that allows for the temporary assignment of item types and location codes to a group of items, for purposes such as temporary displays, that allows the associated items to be easily reassigned back to their original item types and location codes? If so, describe this functionality.

8.3.12 Describe how AI is currently used or is planned to be used in the system and for other related functions in your organization.

## 8.4 Patron Privacy

8.4.1 Describe how patron data is secured and how the proposed solution supports relevant Connecticut State and Federal laws including PCI-DSS and FERPA.

8.4.2 How long are circulation transaction details maintained in the system? Is this customizable? Is the process to remove past transaction details automated or manual?

8.4.3 Can historical circulation transaction data be anonymized to maintain patron privacy without losing statistical information?

8.4.4 Describe the process for setting patron PINs or passwords for new accounts as well as changing them for existing accounts.

## 8.5 Service and Support Requirements

8.5.1 Please confirm your ability to provide the following service and support.

The Vendor is required to provide the following:

- 24 hours a day, 7 days a week support
- Expertise and support to maintain patron confidentiality requirements and system integrity
- Support in working with LCI and LCI member libraries' vendors and partners to configure connections and troubleshoot issues
- System upgrade support and upgrades during the hours from 12 AM - 7 AM Eastern Time
- System monitoring tools
- Database space monitoring and manipulation tools
- Database repair tools
- Documentation including: database schema, reports, system administration, system jobs
- Tools to enable the cancellation, prioritization, and monitoring of system jobs

## 8.6 Product Development Process

8.6.1 Describe how consortium functionality is incorporated into your product development cycle, with recent examples.

8.6.2 How are customers involved with ongoing product development?

8.6.3 Is there a formal enhancement request process? If so, what percentage of requests end up being developed?

8.6.4 Is there a process to purchase system enhancements outside of the normal upgrade schedule? If so, please describe.

## 8.7 New Products and Features Access

8.7.1 Do existing customers have access to newly developed products/features without cost increases? Please describe.

## 8.8 Diversity, Equity, and Inclusion

8.8.1 Discuss how your product(s) supports DEI.

8.8.2 Does the system have any inbuilt DEI analysis tools?

8.8.3 How are your other customers utilizing the system to support their DEI goals?

## 8.9 Accessibility

8.9.1 Do the public catalog and staff client allow users to adjust the font to accommodate visual and learning disabilities?



8.9.2 Do the public catalog and staff client follow the W3C standards and ADA guidelines on web accessibility?

## 8.10 System Architecture and Technology Specifications

8.10.1 Describe the system's time saving shortcuts, such as keyboard shortcuts etc.

8.10.2 Describe the hosting environment for the ILS software

8.10.3 Will we have access to testing/training servers for the staff client and the public catalog?

8.10.4 Are there any associated resources that would not exist in a testing/training setting?

8.10.5 Is all associated software compatible with Windows and Mac operating systems?

8.10.6 What is the expected system up-time?

8.10.7 What procedures are in place for when the system goes down?

8.10.8 Describe the indexes, fields included in each index, and number of indexes available in the staff client and in the public catalog.

8.10.9 Are there any situations where records can get locked based on use in one instance of the staff client, preventing those records from being edited/accessed/checked out/etc. in another instance of the staff client? If so, describe these situations and explain how the lock is removed and how long the lock can remain in place.

8.10.10 Describe how the system is scalable to meet growth and peak usage needs.

## 8.11 Data Integrity and System Security

8.11.1 Is access to any of the ILS systems limited by IP range? If so, what is the process for adding new IP ranges? In general, how does the Vendor balance system security with ease of access by library staff?

8.11.2 Describe the various elements of your security structure, such as account or login/passwords, user profiles, and task or function passwords.

8.11.3 Describe how changes to the database can be traced. Are all changes that are made to the database logged with date, time, and user id?

8.11.4 What is the permissions/rights structure of the system? Explain in detail what levels of permissions there are among staff in individual libraries and what permissions and rights prevent one library's staff from changing or deleting the data associated with other libraries on the system.

8.11.5 In the bibliographic database, is record locking possible? Can a library that adds exceptional detail to a bibliographic record lock that record to prevent other libraries from overwriting it with a downloaded record from OCLC? Can specific fields in a bibliographic record be locked against being overwritten? Which ones?

8.11.6 Describe any options for using multi-factor authentication for access to the staff client.

## 8.12 Standards

8.12.1 Does the system support the following:

- MARC21 Bibliographic and Authority
- RDA
- Unicode
- 10 and 13 digit ISBNs
- Z39.50
- OAI-PMH (Open Archives Initiative Protocol for Metadata Harvesting)
- Dublin Core

## 8.13 System Management

8.13.1 Describe if there is a process for notifications when the system is down, or when certain processes stall, or when data size limits are approaching and how often the vendor/consortium will receive such notifications.

8.13.2 Describe how the system tracks changes and deletions to all types of records, what details are contained (e.g., login, function, action), how far back the history goes, and how the data is accessed. If there are different processes for different types of records, please explain.

8.13.3 List and detail any system functions that require an overnight process to complete.

8.13.4 What is the process for having the testing/training server data and settings updated to match the production server? How frequently can this happen?

8.13.5 Describe any system setting changes that have a cost associated with them.

8.13.6 Describe the scope and frequency of system backups. What level of redundancy is built into the system?

#### 8.14 Openness and Interoperability

8.14.1 Is there a limit on the number of API or SIP2 connections that can be created? If yes, what is the limit?

8.14.2 Describe the RFID compatibility of the ILS.

8.14.3 Describe the data that can be accessed, modified, created, and deleted as well as any transactions that can be processed using API.

#### 8.15 Administration

8.15.1 Is there any limit on how many staff can be logged in simultaneously or how many staff logins can be created? If yes, how is the limit determined?

8.15.2 Can consortium office staff logins be set up to be able to edit all items, view/edit all notice jobs, view all acquisition data, and access all other data that is otherwise normally limited to the library associated with the login? Describe this functionality and any limitations it may have.

#### 8.16 Cataloging

8.16.1 Describe the process of creating, editing, and deleting bibliographic and item records.

8.16.2 Is there a functionality that allows staff to create record categories or templates that can be selected when creating a new item or bibliographic record, which have the system fill in select fields with predetermined data, and prompt staff to fill in select other fields? If yes, describe.

8.16.3 Describe how the system validates MARC records and provides warnings or indicates errors, for example, invalid field tags and subfields, invalid ISBNs etc.

8.16.4 Does the record editor include MARC field descriptions and detailed tag information?

8.16.5 Describe the process for duplicate detection during cataloging and after. How can the duplicates be merged?

8.16.6 Describe how the system supports Unicode characters, diacritics, and other character sets.

8.16.7 Does the system support multiple call number schemes (LC, NLM, Dewey, Local) in both bibliographic and item records?

8.16.8 Can the call numbers be broken down into sections (prefix, main, and suffix)?

8.16.9 Can call number spine labels be printed directly from the system? If yes, describe.

8.16.10 Describe the suppression options for preventing bibliographic, item, orders, and holdings records from displaying in the OPAC.

8.16.11 Can existing records (bibliographic, item etc.) be copied or cloned to create a new record? If yes, which fields in each record type can be copied from the original record to the new record?

8.16.12 Does the system allow multiple items with sequential barcodes to be entered at the same time?

8.16.13 Is there a limit to the number of items that can be attached to one bibliographic record?

8.16.13.1 Does a large number of items affect system performance, and if so at what number is this noticeable?

8.16.14 Does the system allow transfer of single or multiple items from one bibliographic record to another?

8.16.15 Does the system allow transfer of holds from one bibliographic record to another?

8.16.16 Does the system allow transfer of holds from a bibliographic record to an item record and vice versa?

8.16.17 Does the system allow transfer of holds from one item record to another?

8.16.19 Does the system support indexing of all possible MARC tags?

8.16.20 Does the system provide real-time indexing as records are added or updated or is there a significant delay or require overnight processing?

8.16.22 Describe how different users are permitted or prevented from creating, editing, overlaying, or deleting different types of records.

8.16.23 Describe how different libraries are prevented from editing or deleting each other's items, holdings, and order records.

8.16.24 Describe the level of customization for different user login settings.

8.16.25 Can a user choose the record categories or templates they want to see?

8.16.26 Can a user choose the MARC record loading profiles they want to see?

8.16.27 Can a user choose to only see locations, item types, and patron types that their library uses?

8.16.28 Can the system prevent or warn a user when they choose a location that they do not have permission to edit during individual or batch record edit? If yes, describe.

8.16.29 Can a user choose whether they see the description/names instead of codes where both exist for fields such as location, item type, etc.?

8.16.30 Does the system have an indication or display differently any fields that have been added or updated in a record that is currently open, for example by different color or arrow?

8.16.31 Batch processing

8.16.31.1 Describe the process for batch editing/updating fixed length and variable length fields in different types of records (bibliographic, item, authority, holdings, patrons)

8.16.31.2 Does the system allow changing of individual words or portions of words in variable-length fields in a batch editing process, such as in call numbers, or does the whole field have to be replaced?

8.16.31.3 Is there a limit to the number of records that can be batch updated at the same time?

8.16.32 Searching in cataloging

8.16.32.1 Describe the facets that can be used to limit searches and sort results.

8.16.32.2 Describe the relevancy ranking for search results in the staff client.

8.16.32.3 Describe the fields that can be searched in numeric searches (e.g. OCLC numbers (in 001, 019, or 035), ISBN, UPC, ISSN, Publisher numbers, etc)

8.16.32.4 Does the system automatically dedupe search results and return each bibliographic record only once regardless of how many times the search term is found in indexed fields?

8.16.32.5 Does the system allow display of items owned by the library associated with the user login first, followed by items owned by other libraries alphabetically? If not, how are they sorted?

8.16.32.6 Does the system allow proximity searching or browsing of call numbers for each library? If yes, describe.

8.16.32.7 Does the system have a mechanism to easily rerun recent searches or identify recently accessed records? If yes, describe.

8.16.32.8 Does the system have a back button or other mechanism that returns one to the previous screen with the filters still intact or from a bibliographic record to an item record?

8.16.32.9 Does the system allow searching for everything in the catalog for example by blank search or asterisk search?

8.16.32.10 Are there any fields that are searchable on the staff side but not in the OPAC? If so, which ones?

8.16.32.11 Does the system have an advanced search that can use a combination of fields? If yes, describe.

## 8.17 Records Loading

8.17.1 Describe the system's interoperability with utilities like OCLC, Skyriver, and BTCat; and with vendors like B&T, Ingram, and Midwest Tapes. How do libraries load records from these utilities/vendors into the catalog?

8.17.2 Currently, LCI libraries download on order records from B&T, Midwest, and Ingram using a simple process where they add titles to a cart, apply necessary grids, then click on One-Click MARC or Download and the records automatically load into the ILS without any further staff intervention. Does the system allow for such a workflow? If not, what is the most efficient process the system offers?

8.17.3 Does the system allow instant record downloads from OCLC using OCLC Gateway export?

8.17.4 Does the system allow Z39.50 searching?

8.17.5 Can we limit which users have access to Z39.50?

8.17.6 Can we limit which users are able to overlay or merge records via Z39.50?

8.17.7 Can different user logins input different OCLC login credentials in Z39.50? For example, some LCI libraries have individual OCLC subscriptions, would each of them be able to use their OCLC login credentials in Z39.50 or only one login credential can be added for the whole consortium?

8.17.8 Describe the bibliographic records matching process including ability to specify when to add a new record or overlay existing record and the fields that are used as match points.

8.17.9 Do record loading profiles recognize that ISBNs/UPC in subfield z are for other formats and not use them as a match point?

8.17.10 Do record loading profiles normalize ISBNs/UPC to exclude other qualifying information (e.g., binding) if in subfield a?

8.17.11 Can the system use multiple fields as match points e.g. OCLC number, ISBN, and UPC in a specified order? If yes, describe.

8.17.12 Can record loading profiles load both item level and bibliographic level URLs?

8.17.13 Describe how the system provides protection for specified fields so that they are preserved during record overlay for example, local notes, URLs, material types etc.

8.17.14 Describe the process for creating/editing custom MARC record load profiles.

8.17.15 Can we create/edit the MARC record loading profiles or is this done by the Vendor only?

## 8.18 Records Export

8.18.1 Describe how the system supports export of records individually and in bulk.

8.18.2 Is there a limit to the number of records that can be exported in one file? If yes, how many?

8.18.3 Can all items attached to a single bibliographic record be exported during records export? If not, what is the maximum number that can be exported?

## 8.19 Authority Control

8.19.1 Describe the authority control processes available in the system.

8.19.2 Which authority records are supported by the system (name, subject, uniform titles, MeSH)?

8.19.3 How are the authority records loaded in the system?

8.19.4 Does the system provide automated updates to headings in bibliographic records when bibliographic and authority records are added or updated? If yes, describe.

8.19.5 Are there any catalog-searching functions in the staff client that do not search authority records? If yes, which ones?

8.19.6 Does the system have highlighted or clickable links from bibliographic records to the linked authority records?

8.19.7 Describe how to identify bibliographic records with invalid headings and output them to send to authority control vendors like MARCIVE.

## 8.20 Acquisitions

8.20.1 Describe how the system keeps acquisitions data (funds, vendors, invoices, etc.) for different libraries in the consortium separate.

8.20.2 Describe the process of creating, editing, and deleting acquisitions records such as vendors, funds, and orders.

8.20.3 Describe the process for creating and processing manual invoices.

8.20.4 Does the system support EDI ordering and invoicing? If yes, which vendors are supported?

8.20.5 Does the system have duplicate invoices detection capability and an obvious indication to the user e.g. by different font color or popup message? If yes, explain.



8.20.6 Describe how to prevent order records from displaying in the OPAC.

8.20.7 Describe how the system prevents orders from being sent to a vendor more than once via EDI.

8.20.8 Does the system allow receiving of orders without having to create item records?

8.20.9 Does the system allow carryover of funds and encumbrances from one fiscal year to the next?

8.20.10 Does the system allow creation and export of fund activity reports as needed? If yes, please provide details of the available criteria in these reports including date range and material type.

8.20.11 What reporting options are available for retrieving expenditures, encumbrances, and balances by fund for the current and previous fiscal years?

8.20.12 What other criteria can be included in fund reports? For example, can you see fund expenditures by material type/format or language (from the bibliographic record), or item type or location code (from the item record), or vendors (from the order record)?

8.20.13 Does the system integrate with other accounting systems such as those used by towns or organizations that fund libraries? If yes, describe and provide some examples of such systems.

## 8.21 Serials

8.21.1 Describe how the system keeps serials data (vendors, holdings, and cards) for different libraries in the consortium separate.

8.21.2 Describe the process of creating serials holdings and check-in cards.

8.21.3 Does the system allow the user to define check-in patterns that accommodate all types of frequencies (e.g., daily, monthly, quarterly) and supplements for both regularly and irregularly published serials? If yes, describe.

8.21.4 Is there an obvious indication of issue status in the check-in cards? For example different colors for issues that are expected, received, late, or claimed. If yes, describe.

8.21.5 Does the system allow addition of public notes in the cards that are visible in the OPAC?

8.21.6 Does the system allow creation of item records automatically as issues are checked in?

8.21.7 Does the system support electronic claiming via the ILS? If yes, describe the process and list the vendors that are supported.

8.21.8 Does the system support automated email notification for late issues that need to be claimed?

8.21.9 Does the system allow re-sorting of serial items if they are out of order? If yes, describe.

## 8.22 Electronic Resources

8.22.1 Describe the level of integration with electronic resources providers including Hoopla, OverDrive, Freading, EBSCO, Kanopy, Creativebug, LinkedIn Learning, etc.

8.22.2 Which vendors is the system fully integrated with allowing checkouts and not requiring MARC records load?

8.22.3 How does the system handle vendors it is not fully integrated with? Do records need to be loaded in the ILS or side loaded into the OPAC?

8.22.4 Does the system accommodate both bibliographic level and item level URLs and is it able to display both in the OPAC?

8.22.5 Describe the Electronic Resources Management features available in the system.

## 8.23 Reporting

8.23.1 Provide a summary of the reporting tools available in this system for the following purposes:

8.23.1.1 Circulation statistics

8.23.1.2 Reports for identifying high-demand and outstanding holds

8.23.1.3 Collection analysis and evaluation

8.23.1.4 Real-time list of records matching specified parameters

8.23.1.5 Any other reporting tools available

8.23.3 Does the ILS provide comprehensive SQL access to complete real-time data, including full circulation transaction data, with the ability to access SQL using third-party tools and custom scripts? Is there any data that the SQL cannot access?

8.23.3.1 If possible, provide a list of the available SQL tables.

8.23.3.2 Is there a limit on the number of simultaneous SQL reports that can be run? If so, what is this limit? Can multiple logins be set up to access SQL data? If there are simultaneous use limits, do these apply to individual logins or are they global?

8.23.4 Can circulation statistics be run based on any item/patron/bib record fixed-length fields in any combination, with filtering based on any of the same fields?

8.23.5 Can all reports be exported into Excel?

8.23.6 Is there a tool available for generating lists of existing item/patron/bib/other records based on complex parameters?

8.23.6.1 Can these lists be exported?

8.23.6.2 Can items in these lists be updated using batch processes?

8.23.7 Describe any scheduling options that are available for the provided reporting tools.

## 8.24 Circulation

8.24.1 In LCI, the loan rules associated with a checkout are determined by the transaction location, not the owning location, and these policies vary greatly by library. This would include loan duration, renewal limit, auto renewal settings, fine amounts, maximum fines, notice schedules, and any other settings involved with the checkout. Explain if this is possible in your system and how it is accomplished.

8.24.1.1 Describe any additional factors that can be used to determine loan policies, such as patron type, including how these parameters are set.

8.24.2 What are the options for how renewal due dates are calculated? Can the renewal due dates be calculated from the original due date regardless of when the actual renewal happens? Is it possible to prevent the renewal from happening for a certain period of time after the checkout or previous renewal date?

8.24.3 Describe the process for modifying patron notices, such as overdue and bill notices, and slips, such as due slips and transit slips.

8.24.3.1 Do patron notices, holdshelf slips, due slips, and transit slips allow for full formatting control, including spacing, field placement, fonts, font sizes, wording, etc.?

8.24.3.2 Can patron notice formatting and text vary by library? Explain how these notices and slips are edited.

8.24.3.3 Do patron notices, holdshelf slips, due slips, transit slips, etc. allow for conditional formatting based on data within the associated patron/item records? For example, could different formatting or wording be applied for patrons without email addresses on holdshelf slips?

8.24.4 Are courtesy/overdue/bill notices generated by the transaction library or the owning library? For example, would an item owned by Library A but checked out at Library B generate an overdue notice with the wording setting for Library A or Library B?

8.24.5 Can all checkout/renewal/hold blocks be overridden by staff? List any scenarios that cannot be overridden. Are there any granular permissions related to this, or is the ability to override simply on or off for individual staff accounts?

8.24.5.1 Is a log of overrides maintained including date, time, item/patron IDs, and user login?

8.24.6 What patron record fields can be used to search for patrons in the checkout tool?

8.24.7 Can both preferred and legal names be stored in patron records? If so, are both searchable? If both are used, is only the preferred name used in patron displays and notices?

8.24.8 Is there any functionality to link accounts together, such as family members? If so, describe this functionality.

8.24.9 Does the system have any functionality to support services to homebound patrons? If so, describe this functionality.

8.24.10 Can libraries be prevented from collecting lost item payments for items owned by other libraries? If so, can this be done while still allowing libraries to collect payments for other types of charges associated with items owned by other libraries, such as overdue charges?

8.24.11 Does the system support circulation or tracking of single-use items like seeds or craft kits? If so, describe this functionality. If not, describe the suggested workflow for these items in your system.

8.24.12 When creating new patron records, is there functionality that allows staff to select a patron category and have the system fill in select fields with predetermined data, such as patron type, and prompt the staff to fill in select other fields?

8.24.13 Is self-check software available? Is there a limit on the number of instances we would be able to use?

8.24.14 Can staff see which patrons recently checked out an item? If so, how far back does this history go and is it customizable?

8.24.15 Can items be checked in from the patron's account or checkout function, without having to go to the separate check-in function?

8.24.16 Does the system allow for automated renewals? Can this be customized by library? Are there renewal notices for patrons, and if so, are these notices kept separate from almost due notices?

8.24.17 Can due dates be modified by staff? Can this be done without counting as a renewal? Describe any scenarios where a due date cannot be modified.

8.24.18 Describe the Course Reserves function.

8.24.19 Can paid and waived fines be reinstated to a patron's account?

8.24.20 Describe any functionality in place for warning staff of the creation of duplicate patron records, even when the barcodes of the associated records do not match.

8.24.21 What patron data is visible in the standard checkout screen? Is this customizable?

8.24.22 Can patrons be limited to a certain number of simultaneous checkouts of specific item types? If so, can this limit vary by item type, patron type, and transaction library? How many distinct limits can be placed?

8.24.23 Describe the Claims Returned functionality in your system.

8.24.24 Which patron notices can be automated? Can individual libraries determine which of their notices are automated and which are run manually? Can individual notices be set to run at specific times?

8.24.25 Describe any functionality for simplifying the process of adding multiple patrons with significant duplicate data, such as family members.

8.24.26 Describe any functionality for sending a one-time custom batch email to a group of patrons based on particular parameters, such as sending an email to all residents of a particular town who expired within the past year to encourage them to visit the library to renew their library cards.

8.24.27 Describe any audio alert options available in the system for warning staff of issues that arise when item or patron barcodes are scanned.

## 8.25 Hold Placement and Fulfillment Requirements

LCI has very particular hold requirements in order to make hold fulfillment across the consortium efficient and meet the needs of all the individual libraries. Review the following scenarios and indicate whether or not your system can be set up to function as described. If not, explain the closest functionality. Also explain if there are any conflicts where multiple settings cannot exist simultaneously.

8.25.1 If a bib-level hold is placed for pickup at Library A and Library B is currently being requested to fill the hold, will a copy of that title that is coincidentally checked in at Library C fill the request?

8.25.2 If a bib-level hold is placed for pickup at Library A and Library A currently has a copy of that title on their shelves, can a copy of that title that is coincidentally checked in at Library B be prevented from filling the request?

8.25.3 If a bib-level hold is placed for pickup at Library A and another branch in the same town as Library A currently has a copy of that title on their shelves, can a copy of that title that is coincidentally checked in at Library B be prevented from filling the request?

8.25.4 If a bib-level hold is placed for pickup at Library A and Library A owns a copy of that title, can copies checked in at other libraries be prevented from filling the request even if the copies owned by Library A are currently checked out? If so, can this setting apply to just Library A?

8.25.5 When an item is checked in and there are bib-level holds on the associated title, can holds be filled in the following order?

- All holds placed for pickup at the owning library OR associated branches in the same town, filled in the order they were placed.

- All holds placed for pickup at other libraries, filled in the order they were placed.

8.25.6 Can holds be limited to local pickup in the following ways:

8.25.6.1 Can Library A set certain item types to be able to fill any hold requests, but only for pickup at Library A?

8.25.6.2 Can Library A set certain item types to be able to fill any hold requests, but only for pickup at Library A or associated branches in the same town?

8.25.6.3 Can Library A set certain item location codes to be able to fill any hold requests, but only for pickup at Library A?

8.25.6.4 Can Library A set certain item location codes to be able to fill any hold requests, but only for pickup at Library A or associated branches in the same town?

8.25.6.5 When placing item-level holds on items restricted in the above ways, can staff still select any of the eligible pickup branches as the hold pickup location?

8.25.7 Does the public catalog prevent patrons from placing bib-level holds for pickup at ineligible locations on titles where all attached copies are limited to pickup at the owning location?

8.25.8 Does the public catalog prevent patrons from placing item-level holds for pickup at ineligible locations on items that are limited to pickup at the owning location?

8.25.9 Does the staff interface warn staff before placing holds for pickup at ineligible locations?

8.25.10 When a bib-level hold is placed for pickup at Library A, can requests for filling the hold be sent to libraries with available copies in the following order?

1. The pickup location
2. Randomly to any associated branch libraries in the same town as the pickup location
3. Randomly to any other standalone libraries or main buildings at multi-branch libraries throughout the consortium
4. Randomly to any other branch libraries throughout the consortium

## 8.26 Other Hold Functionality

8.26.1 Describe any functionality the system has for group holds for multiple patrons. This would include book club holds, holds for all patrons who requested holds on all new works of a particular author, etc. Does the system have any built-in functionality for keeping track of these types of groups of patrons?

8.26.2 If the system groups records of the same content in different formats/editions within the public catalog, how does it manage holds placed on these groupings in order to fill holds with copies that will limit transit? Does the system place the actual hold on a specific bib record or does it use a type of hold that includes multiple bib records?

8.26.3 For multi-part sets on a single bib record (multi-disc DVDs, multi-volume book sets, etc.), how does the system guarantee that a patron does not place a bib-level hold on the full title and get the wrong copy? For other records, how does the system prevent patrons from placing unnecessary item-level holds?

8.26.4 If an item on the holdshelf is checked out to a patron other than the patron it is on the holdshelf for, does staff have the option to remove the hold from the holding patron's account?

8.26.5 Is it possible for staff to place a bib-level hold that can be limited to only being filled by copies owned by that library? If so, describe how this is done.

8.26.5 When a hold is placed on a title with limited pickup locations, how is this displayed in the staff and public interfaces? If the default pickup location for that patron is unavailable, does the system make this obvious to the patron so that they do not place a hold for pickup at a different location without realizing it?

8.26.6 Describe if and how hold pickup dates can be updated both individually and in a batch process.

8.26.7 Does the system provide SMS text alerts for hold pickup notifications to patrons? Can it provide the patron with both the title information and the hold pickup location? Can it be customized with different text for each library?

8.26.8 Is it possible to identify a canceled hold when only the item information is known? Is it possible to identify a canceled hold when only the patron information is known? Can canceled holds be placed back into their original position in the hold queue?

8.26.9 Can holds be transferred in the following ways:

- a) From one item record to another on the same bibliographic record



- b) From one bibliographic record to another bibliographic record
- c) From a bibliographic record to an item attached to that record
- d) From an item record to the associated bibliographic record

8.26.10 Describe any efficiencies built into the system to simplify the process of placing multiple holds for the same patron or on the same title without having to repeat the full process each time.

8.26.11 Can patrons place holds on multi-volume sets in a way that controls the order they receive the volumes and prevents successive holds from filling until they have returned the previous volume?

8.26.12 Describe if and how the priority of individual hold requests can be modified.

## 8.27 Public Catalog

8.27.1 Is there a mobile version of the public catalog? If so, is it browser-based or an app? Is it lacking any functionality available in the desktop version? If so, describe any differences.

8.27.2 Does the mobile version of the public catalog provide a digital copy of the patron's library card that can be scanned by barcode scanners?

8.27.3 How do users set the catalog to only search one specific library without having to reset this filter with each search? How do patrons switch among individual libraries and a global search?

8.27.4 Can URLs and search boxes be generated that take patrons to the public catalog with it already filtered to a single library?

8.27.5 Can patrons pay fines through the public catalog? If so, what services are used to provide this option?

8.27.6 LCI is comprised of 31 public libraries and 1 academic library. Can an instance of the public catalog be provided that only lists the academic library materials? Can the primary instance of the public catalog omit the academic library materials? Describe how this would affect any other functionality.

8.27.7 Describe how the public catalog integrates with eBook vendors, including with multiple eBook vendors with different accounts associated with different libraries and thus available to different patrons. Describe how eBook results are balanced with physical item results so that the eBook results do not overwhelm the search results.

8.27.8 Are updates in the catalog reflected in the public catalog in real time? If not, describe any delays between data updates in the catalog and when they are reflected in the public catalog.

8.27.9 Are the hold placement rules the same in the public catalog as in the staff client, with the same pickup library limitations when applicable? If not, describe any differences.

8.27.10 Can patrons be required to use PINs for login? If so, can patrons set and update their PIN within the public catalog? Can staff create and edit PINs as well? Is there functionality in place when patrons forget their PINs?

8.27.11 Describe how item, bibliographic, and order records can be suppressed in the public catalog.

8.27.12 What third-party catalog enhancement tools can be integrated into the public catalog?

8.27.13 Describe the process for adding local images that are not provided by third-party catalog enhancement providers.

8.27.14 What customization options are available to customers to control the appearance of the public catalog? Do customers have full control over CSS and JavaScript in the public catalog? Can terminology and field displays be edited? Can this vary for different libraries within the consortium?

8.27.14.1 Can item and hold statuses be customized to display differently in the public catalog than they do in the staff client?

8.27.14.2 Can checked out items be displayed as checked out without showing the due date?

8.27.14.3 Can specific bibliographic fields be suppressed in the public catalog based on MARC field and indicator?

8.27.15 Describe the relevancy ranking parameters. Do they take into consideration the patron's home library or other factors to weigh that library's owned titles over other titles even when doing a consortial search?

8.27.16 How does the catalog balance not requiring patrons to be too precise with searches and not providing too many unrelated results? How does the catalog accommodate typos and spelling variants?

8.27.17 Does the public catalog combine bib records of the same title in different editions and formats? If so, describe this functionality. How does it determine what to combine and can staff manually edit this as needed?

8.27.18 What fields in the bib and/or item records can be used for filtering in the public catalog? What is available in the basic search vs. the advanced search? What filters are available before the search is run and which are available after the search is run?

8.27.19 Does the public catalog integrate with third-party recommendation tools (such as Novelist, Library Thing for Libraries, Syndetics Unbound, etc.)? Does it have any built-in recommendation tools?

8.27.20 Can patrons save their reading history with an opt-in mechanic? When patrons stop opting in, does their saved history get fully deleted?

8.27.21 Describe any method for differentiating time-out durations when patrons are using the public catalog on a library public computer as compared to when they are using the public catalog on a personal device.

8.27.22 Describe the facets that can be used to limit and sort searches in the public catalog.

8.27.23 Describe if and how patrons can freeze and unfreeze their holds so that the holds are not filled while frozen. Are there restrictions to which holds can be frozen?

8.27.24 It is important that patrons be able to limit search results by library, age range (childrens, adult, etc.), and genre (fiction, non-fiction, mystery, etc.), both as individual filters and combined. Describe how this is best accomplished in the public catalog and if there are any conflicts that limit the ability to combine these filters.

8.27.25 Can staff set up any browsable collections in the catalog, such as new items, New York Times Bestsellers, or staff picks? Describe how they are set up and if they can be customized to be different for different libraries.

8.27.25.1 If browsable collections can be set up in the catalog, is there a way to insert these displays onto library websites? If so, describe how this is done.

8.27.26 Can the public catalog be set up so that the items owned by a particular library display prominently in the search results list without having to click anywhere to see the full item listing, and show up at the top of the list of items attached to that title, in the following scenarios:

- a) the patron is physically inside that library
- b) the patron has limited the search results to just that library

- c) the patron has that library set as their home library
- d) the patron has accessed the public catalog through that library's website

8.27.27 Describe if/how article databases can be integrated into the public catalog, and if different databases can be integrated for different libraries.

8.27.28 Describe how indexes are set up for searching in the public catalog.

8.27.28.1 What variable-length fields in the item records can be indexed and made searchable within the keyword search in the public catalog?

8.27.28.2 Can the bibliographic fields that are indexed for the public catalog keyword search be customized? Can fields that are suppressed still be indexed for searching purposes?

8.27.29 Is it possible for staff to place holds on behalf of patrons within the public catalog without knowing patron PINs? If so, describe how this is done.

8.27.30 Are patrons able to place multiple item-level holds on multi-volume titles? Are they prevented from placing multiple bib-level holds on single-volume titles?

8.27.31 Can patrons set search limits, such as format, age range, language, etc. to be persistent during a search session, allowing them to perform multiple searches without resetting these limiters for each search?

8.27.32 Can the public catalog be provided in multiple languages? If so, please describe this, including which languages are supported, and identify how translations are provided.

8.27.33 Is it possible to search the catalog for recently acquired items? If so, how is recency determined and can it be customized?

8.27.34 Is it possible to search the public catalog for books written in a particular language, excluding books that are about that language?

8.27.35 Can patrons edit their patron record through the public catalog? If so, which fields and is this customizable?

## 9. Implementation Process

### 9.1 Data Migration

LCI's current Sierra system from Innovative has millions of existing database records that need to be migrated intact into any new system. Bibliographic records, authority records, item records, patron records, transaction records, hold records, fine records, order records, invoices, funds, vendor records, serials holdings and check-in cards, historical statistical records, and other records will all need to be converted from their current format into a corresponding format in the new ILS. Data conversion tables will be developed jointly by LCI and the chosen Vendor.

LCI requires the process to include a data load into a training environment to ensure the process and data quality is as expected prior to the final data load into the production environment. The Vendor is responsible for ensuring the success and quality of the migration process .

9.1.1 Please describe your history converting and migrating records from Innovative's Sierra system.

9.1.2 What data will not be able to migrate from our current system into this ILS?

9.1.3 Will any data need to migrate in a way that differs from how the same data will display when generated in the ILS? For example, will item creation dates reflect the date the items were created in our existing system or the date they were migrated into the new ILS? And if the latter, is there a way to maintain the original data in a different field?

9.1.4 Please describe any special situations, circumstances, or pitfalls we may need to be aware of as we consider migrating our database records to your ILS.

9.1.5 Please describe any difficulties you have had migrating data from Innovative's Sierra in the past and how you addressed those difficulties.

9.1.6 Please confirm that if selected, you would be amenable to including a provision in a definitive agreement that upon termination of such agreement, you would cooperate to transition data and services to a third party chosen by LCI, in a format acceptable to LCI and such third party, and you would provide such other cooperation necessary to ensure an orderly transition.

### 9.2 Training Plan and Team

The Vendor will work closely with the LCI team to develop a comprehensive training plan to ensure that all LCI staff and member library staff are proficient in using the system when it goes live. The training should take place using the data migrated from our current ILS. LCI expects a

combination of in-person onsite training, and virtual synchronous and asynchronous training sessions to be provided.

- Please provide a sample copy of training documentation.
- Please describe the team that will be managing the training. Please include in the description the size of the team and the experience levels of the team members.

The Vendor is expected to provide training and training documentation for LCI staff and member library staff in the following areas:

- OPAC / Mobile OPAC
- Circulation / Offline Circulation
- Mobile Circulation (if included)
- Cataloging / Serials
- Authority Control
- Acquisitions
- Reporting

Additionally, the Vendor is expected to providing training and documentation for the LCI team responsible for managing the ILS in the following areas:

- System Administration
- SQL Database
- Reporting
- SIP2/API

### 9.3 Configuration Testing

The Vendor will propose a test that can be used at any point in the contract period to determine the adequacy of the hardware and software proposed to meet the specified loads. The Vendor will propose the response times that it will be willing to warrant to be achieved in this test. The Vendor will warrant that any additional equipment that is necessary to bring the system performance in line with that which is specified will be supplied by the Vendor at no cost to LCI. All terms of the test, including response times and procedures, will be subject to final contract negotiation.

### 9.4 Implementation Team and Support Team

Please describe the team that will be managing the implementation and the team that will be providing support. Please include in the description the size of the teams and the experience levels of the team members.

### 9.5 Implementation Plan and Timeline

Please provide a comprehensive implementation plan and timeline in your response to this RFP based on a go live date no later than June 1, 2026.

#### 9.6 Experience with Similar Migrations and Implementations

The Vendor should have experience with projects of similar size and complexity as LCI's, and specifically, experience migrating from Innovative's Sierra system. Please provide the names and contact information for individuals at organizations that have recently implemented your system.

#### 9.7 Warranty

The Vendor must warrant, at a minimum, that on the cut-over date the system shall be in good working order; that the system shall be free of defects, shall be installed and conform to manufacturer's official published specifications, and shall be installed and operate in full compliance with this RFP. This warranty information must be provided to LCI in writing with the Vendor's response.

The Vendor must warrant that, at a minimum, the system is free of all defects in equipment, material, and workmanship for a minimum period of one (1) year from the system acceptance date (the warranty period.) Also desired is a one (1) year money-back satisfaction guarantee. All warranty information must be provided in the Vendor's response.

Describe any warranty given for application software and procedures for filing warranty claims and the consideration and resolution of them.

Service and support requirements during the warranty period shall meet all general specifications and be included as part of the warranty.

The Vendor must state how warranty information is compiled regarding the software installed. If the software is changed or added, how is the warranty on these items identified and supported?

## 10. Discovery Platform

Vendors submitting a response for just a discovery platform should respond to the questions in this section instead of those in Section 8, and should also provide video responses in response to sections 14.2 and 14.9. Vendors submitting a response for a full ILS do not need to respond to the questions in this Discovery Platform section.

## 10.1 Integration

10.1.1 Provide a list of ILS systems that have been successfully integrated with the discovery layer, including any known limitations and the public catalog URL for a public library consortium that has been integrated for each ILS.

10.1.2 Indicate the processes in place to keep the discovery platform in sync with the underlying database, including if this varies depending on the associated ILS.

10.1.3 Does the discovery platform update in real-time with the underlying ILS? If not, outline any delays and the associated functionalities.

## 10.2 Public Catalog Functionality

10.2.1 Describe the minimum and recommended computer workstation requirements for the discovery platform.

10.2.2 Will all web browsers work equally well to access the system? If not, please explain.

10.2.3 Describe how patron data is secured and how the proposed solution supports relevant Federal laws including PCI-DSS and FERPA.

10.2.4 Please confirm your ability to provide the following service and support.

The Vendor is required to provide the following:

- 24 hours a day, 7 days a week support
- Expertise and support to maintain patron confidentiality requirements and system integrity
- Support in working with LCI and LCI member libraries' vendors and partners to configure connections and troubleshoot issues
- System upgrade support and upgrades during the hours from 12 AM - 7 AM Eastern Time
- System monitoring tools
- Database space monitoring and manipulation tools
- Database repair tools
- Documentation including: database schema, reports, system administration, system jobs
- Tools to enable the cancellation, prioritization, and monitoring of system jobs



10.2.5 Describe how consortium functionality is incorporated into your product development cycle, with recent examples.

10.2.6 How are customers involved with ongoing product development?

10.2.7 If there is a formal enhancement request process, what percentage of requests end up being developed?

10.2.8 Is there a process to purchase system enhancements outside of the normal upgrade schedule? If so, please describe.

10.2.9 Do existing customers have access to newly developed products/features without cost increases? Please describe.

10.2.10 Does the public catalog allow users to adjust the font to accommodate visual and learning disabilities?

10.2.11 Does the public catalog follow the W3C standards and ADA guidelines on web accessibility?

10.2.12 Will we have access to a testing/training server for the public catalog?

10.2.13 What is the expected system up-time?

10.2.14 What procedures are in place for when the system goes down?

10.2.15 Describe the indexes, fields included in each index, and number of indexes available in the public catalog.

10.2.16 Describe how the system is scalable to meet growth and peak usage needs.

10.2.17 Does the system support the following:

- MARC21
- RDA
- Unicode
- OAI-PMH (Open Archives Initiative Protocol for Metadata Harvesting)
- Dublin Core

10.2.18 Describe if there is a process for notifications when the system is down, or when certain processes stall, or when data size limits are approaching and how often the vendor/consortium will receive such notifications.

10.2.19 List and detail any system functions that require an overnight process to complete.

10.2.20 Describe how the system supports Unicode characters, diacritics, and other character sets.

10.2.21 Describe the suppression options for preventing bibliographic, item, orders, and holdings records from displaying in the OPAC.

10.2.22 Is there a mobile version of the public catalog? If so, is it browser-based or an app? Is it lacking any functionality available in the desktop version? If so, describe any differences.

10.2.23 Does the mobile version of the public catalog provide a digital copy of the patron's library card that can be scanned by barcode scanners?

10.2.24 How do users set the catalog to only search one specific library without having to reset this filter with each search? How do patrons switch among individual libraries and a global search?

10.2.25 Can URLs and search boxes be generated that take patrons to the public catalog with it already filtered to a single library?

10.2.26 Can patrons pay fines through the public catalog? If so, what services are used to provide this option?

10.2.27 LCI is comprised of 31 public libraries and 1 academic library. Can an instance of the public catalog be provided that only lists the academic library materials? Can the primary instance of the public catalog omit the academic library materials? Describe how this would affect any other functionality.

10.2.28 Describe how the public catalog integrates with eBook vendors, including with multiple eBook vendors with different accounts associated with different libraries and thus available to different patrons. Describe how eBook results are balanced with physical item results so that the eBook results do not overwhelm the search results.

10.2.29 Are updates in the catalog reflected in the public catalog in real time? If not, describe any delays between data updates in the catalog and when they are reflected in the public catalog.

10.2.30 Is the public catalog able to follow all hold placement rules found in any underlying ILS, including pickup library limitations where applicable? If not, describe any limitations.

10.2.31 Does the public catalog group bib records of the same title in different editions and formats? If so, describe this functionality. How does it determine what to combine and can staff manually edit this as needed?

10.2.32 If the system groups records of the same content in different formats/editions within the public catalog, how does it manage holds placed on these groupings in order to fill holds with copies that will limit transit? Does the system place the actual hold on a specific bib record or does it use a type of hold that includes multiple bib records?

10.2.33 For multi-part sets on a single bib record (multi-disc DVDs, multi-volume book sets, etc.), how does the system guarantee that a patron does not place a bib-level hold on the full title and get the wrong copy? For other records, how does the system prevent patrons from placing unnecessary item-level holds?

10.2.34 Can patrons be required to use PINs for login? If so, can patrons set and update their PIN within the public catalog? Is there functionality in place when patrons forget their PINs?

10.2.35 What third-party catalog enhancement tools can be integrated into the public catalog?

10.2.36 Describe the process for adding local images that are not provided by third-party catalog enhancement providers.

10.2.37 What customization options are available to customers to control the appearance of the public catalog? Do customers have full control over CSS and JavaScript in the public catalog? Can terminology and field displays be edited? Can this vary for different libraries within the consortium?

10.2.38 Can item and hold statuses be customized to display differently in the public catalog than they do in the staff client?

10.2.39 Can checked out items be displayed as checked out without showing the due date?

10.2.40 Can specific bibliographic fields be suppressed in the public catalog based on MARC field and indicator?

10.2.41 Describe the relevancy ranking parameters. Do they take into consideration the patron's home library or other factors to weigh that library's owned titles over other titles even when doing a consortial search?

10.2.42 How does the catalog balance not requiring patrons to be too precise with searches and not providing too many unrelated results? How does the catalog accommodate typos and spelling variants?

10.2.43 What fields in the bib and/or item records can be used for filtering in the public catalog? What is available in the basic search vs. the advanced search? What filters are available before the search is run and which are available after the search is run?

10.2.44 Does the public catalog integrate with third-party recommendation tools (such as Novelist, Library Thing for Libraries, Syndetics Unbound, etc.)? Does it have any built-in recommendation tools?

10.2.45 Can patrons save their reading history with an opt-in mechanic? When patrons stop opting in, does their saved history get fully deleted?

10.2.46 Describe any method for differentiating time-out durations when patrons are using the public catalog on a library public computer as compared to when they are using the public catalog on a personal device.

10.2.47 Describe the facets that can be used to limit and sort searches in the public catalog.

10.2.48 Does the public catalog integrate with any ILS features that allow patrons to freeze their holds to prevent hold fulfillment until the patron unfreezes those holds?

10.2.49 It is important that patrons be able to limit search results by library, age range (childrens, adult, etc.), and genre (fiction, non-fiction, mystery, etc.), both as individual filters and combined. Describe how this is best accomplished in the public catalog and if there are any conflicts that limit the ability to combine these filters.

10.2.50 Can staff set up any browsable collections in the catalog, such as new items, New York Times Bestsellers, or staff picks? Describe how they are set up and if they can be customized to be different for different libraries.

10.2.50.1 If browsable collections can be set up in the catalog, is there a way to insert these displays onto library websites? If so, describe how this is done.

10.2.51 Can the public catalog be set up so that the items owned by a particular library display prominently in the search results list without having to click anywhere to see the full item listing, and show up at the top of the list of items attached to that title, in the following scenarios:

- 1) the patron is physically inside that library
- 2) the patron has limited the search results to just that library

- 3) the patron has that library set as their home library
- 4) the patron has accessed the public catalog through that library's website

10.2.52 Describe if/how article databases can be integrated into the public catalog, and if different databases can be integrated for different libraries.

10.2.53 Describe how indexes are set up for searching in the public catalog.

10.2.54 What variable-length fields in the item records can be indexed and made searchable within the keyword search in the public catalog?

10.2.55 Can the bibliographic fields that are indexed for the public catalog keyword search be customized? Can fields that are suppressed still be indexed for searching purposes?

10.2.56 Is it possible for staff to place holds on behalf of patrons within the public catalog without knowing patron PINs? If so, describe how this is done.

10.2.57 Are patrons able to place multiple item-level holds on multi-volume titles? Are they prevented from placing multiple bib-level holds on single-volume titles?

10.2.58 Can patrons set search limits, such as format, age range, language, etc. to be persistent during a search session, allowing them to perform multiple searches without resetting these limiters for each search?

10.2.59 Can the public catalog be provided in multiple languages? If so, please describe this, including which languages are supported, and identify how translations are provided.

10.2.60 Is it possible to search the catalog for recently acquired items? If so, how is recency determined and can it be customized?

10.2.61 Is it possible to search the public catalog for books written in a particular language, excluding books that are about that language?

10.2.62 Can patrons edit their patron record through the public catalog? If so, which fields and is this customizable?

10.2.63 Describe the level of integration with electronic resources providers including Hoopla, OverDrive, Freading, EBSCO, Kanopy, Creativebug, LinkedIn Learning, etc.

10.2.64 Which vendors is the system fully integrated with allowing checkouts and not requiring MARC records load?

10.2.65 How does the system handle vendors it is not fully integrated with? Do records need to be loaded in the ILS or side loaded into the OPAC?

10.2.66 Does the system accommodate both bibliographic level and item level URLs and is it able to display both in the OPAC?

## 11. Related Products

It is recognized that this Request for Proposal does not identify every possible feature/product that would be of benefit to Library Connection. Therefore, Vendors are encouraged to identify related products, solutions, or additional features, which would be of benefit to Library Connection and/or its member libraries and are pertinent to their proposals.

## 12. Cost Details

### 12.1 Detailed Cost Breakdown

In Part 6: Cost Details section of the Vendor's response, Vendors must provide a detailed cost breakdown that includes all software and features required to meet the functionality specified in the Product Specifications section of this RFP. Additionally, all costs associated with the implementation process, including system profiling, data migration, system configuration, software staging, and staff training should be outlined in detail.

**Costs should be clearly outlined for a contemplated initial three-year contract period, as well as two additional optional years if LCI were to exercise rights to extend the term for such periods (year 4 and year 5).**

Where available, the Vendor will specify on a line-by-line, module-by-module basis costs associated with their proposed solution(s). All costs for any optional components should be detailed. If any costs are subject to price breakpoints, the Vendor shall specify those breakpoints. If there is a discount applied to the Vendor's proposal, it must be specified. Additionally, if there are consequences to accepting some, but not all, elements of the proposal, they should be specified.

All other costs for which LCI will be responsible must be detailed in the proposal. Failure to include such costs in the Vendor's proposal will result in the Vendor being liable for those costs.

LCI is a 501c3 nonprofit organization and is non-taxable. Taxes should not be included in the cost details.

### 12.2 Specific Cost questions

In addition to providing the detailed costs as requested above, please answer the following specific cost-related questions:

12.2.1 What would be the initial and recurring annual costs to add additional user logins for the staff client?

12.2.2 Is there a cost associated with adding new indexes or reindexing the database? If yes, please provide a detailed explanation.

12.2.3 If there is a limit on SIP2 logins, what would be the initial and recurring annual costs for each additional login?

12.2.4 What would be the initial and annual cost for a member library to use Acquisitions?

12.2.5 What would be the cost to configure the system for a new member library?

12.2.6 What would be the initial and annual costs for a new member library to participate in our shared ILS? If there are price breakpoints, please provide them.

12.2.7 How is the annual subscription cost reduced if a member library leaves LCI?

12.2.8 What, if any, are the costs associated with having the testing/training server data and settings updated to match the production server?

12.2.9 For all system setting changes that have costs associated with them, please specify those costs.

12.2.10 If MARC record loading profiles are only created and edited by the vendor, please specify any related costs.

12.2.11 What, if any, are the costs associated with providing additional language interfaces in the public catalog?

12.2.12 If self-check software is available, please provide a detailed explanation of any costs associated with the software, including if the cost is dependent on the number of available instances.

## 13. Contract Terms

The Vendor must include in Part 7: Contractual Terms and Form Contract of their proposal

a copy (in an editable format, in Microsoft Word) of the Vendor's proposed agreement(s) for system purchase, software licensing, and ongoing support. By submitting a proposal, the Vendor certifies that, if selected, Vendor will execute such an agreement without further addition of costs or terms.

LCI reserves the right to negotiate the terms of any proposed agreement(s). LCI intends to send Vendor's proposed agreement(s) for review by our legal counsel before negotiations begin. If LCI is unable to agree to definitive agreement(s) with the Vendor initially selected, LCI may withdraw its selection and negotiate with any other Vendors. LCI also reserves the right, in its sole discretion, to suspend or terminate the RFP.



## 14. Video Responses

### 14.1 Circulation

- 14.1.1 Create a patron record using a template
- 14.1.2 Check out items and generate a due slip
- 14.1.3 Check in an item at a location other than the owning library
- 14.1.4 Issue a fine refund to a patron
- 14.1.5 Demonstrate how offline circulation works and how offline transactions are loaded into the system.
- 14.1.6 Place a hold in the staff interface
- 14.1.7 Clear holds from the holdshelf that have not been picked up by patrons
- 14.1.8 Search patron by name in checkout tool
- 14.1.9 Merge two patron accounts
- 14.1.10 Check an item out in the self-check tool
- 14.1.11 Demonstrate Claims Returned functionality

### 14.2 Public Catalog

- 14.2.1 Place a hold in the patron interface
- 14.2.2 Search for titles and place bib-level and item-level holds (or the closest equivalent) in both the desktop and mobile version of the public catalog.
- 14.2.3 Add items to a saved list. Place a hold on a title from that list.
- 14.2.4 Show any browsing options, such as displays of new items, staff picks, etc., and how patrons interact with them.
- 14.2.5 Login to patron account and renew an item

### 14.3 Cataloging

14.3.1 Demonstrate how to create record categories or templates and macros for adding and updating bibliographic and item records.

14.3.2 Demonstrate how to create a new bibliographic record and attach two items with different item types and locations using record categories or templates.

14.3.3 Demonstrate how to delete bibliographic and item records individually and in bulk.

14.3.4 Demonstrate how to move or transfer items and holds from one bibliographic record to another; transfer holds from an item to a bibliographic record and vice versa; and transfer holds from one item to another.

14.3.5 Demonstrate how to print spine labels individually and in bulk.

14.3.6 Demonstrate how to change a call number prefix in a group of items (such as from FIC to FICTION) for a single library within the consortium.

14.3.7 Demonstrate how to change the text of an 856 subfield z in a group of bibliographic records such as from "Click here" to "Library X patrons click here."

14.3.8 Demonstrate how to change the location and item type in a group of items.

14.3.9 Demonstrate how to perform a title search and identify the most current version of the book format for the library associated with the user login.

### 14.4 Records Loading

14.4.1 Demonstrate how to load records from vendors like B&T, Midwest, Ingram etc.

14.4.2 Demonstrate how to load individual and batches of records from OCLC.

14.4.3 Demonstrate how to load a MARC file.

### 14.5 Records Export

14.5.1 Demonstrate how to export records in bulk to send to vendors like OCLC, CollectionHQ, or authority control vendors.

### 14.6 Authority Control

14.6.1 Demonstrate how to verify or control headings, identify invalid headings, and identify headings without associated bibliographic records.

#### 14.7 Acquisitions

14.7.1 Demonstrate the acquisition process from sending orders to vendors (e.g. B&T, Midwest Tape, Ingram) via the ILS; downloading status reports or acknowledgements and invoices; and processing/paying invoices.

14.7.2 Demonstrate the fiscal close process.

#### 14.8 Serials

14.8.1 Demonstrate how to create a holding and card for an irregularly published title, check-in an issue, claim an issue, and send a claim to vendors directly from the ILS.

#### 14.9 Electronic Resources

14.9.1 Demonstrate how the system integrates with different electronic resources vendors for shared materials and for materials owned by specific libraries.

#### 14.10 Reports

14.10.1 Run a statistics report of checkouts that took place at a single library, broken out by owning library and item type.

14.10.2 Run a report listing all items at a single library within a particular call number range and status, displaying barcode, call number, location, item type, title, author. Export this list to Excel.

14.10.3 Run a report to identify brief vendor bibliographic records that need to be updated --preferably based on fixed length field code and/or custom MARC field data.

14.10.4 Run a report to identify bibliographic records with nothing attached.

14.10.5 Run a report to identify canceled orders from a specific vendor for a single library.

## **15. Appendix A – LCI Member Listing**

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<b>Avon Free Public Library</b>	281 Country Club Road Avon, CT 06001
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<b>Berlin-Peck Memorial Library</b>	234 Kensington Road Berlin, CT 06037
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<b>Bloomfield Public Library</b>	1 Tunxis Avenue Bloomfield, CT 06002
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<b>Bloomfield Public Library: McMahon Wintonbury Library</b>	1015 Blue Hills Avenue Bloomfield, CT 06002
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<b>Bristol Public Library</b>	5 High Street Bristol, CT 06010
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<b>Bristol Public Library: Manross Branch</b>	260 Central Street Bristol, CT 06010
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<b>Burlington Public Library</b>	34 Library Lane Burlington, CT 06013
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<b>Canton Public Library</b>	40 Dyer Avenue Canton, CT 06019
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<b>Cheshire Public Library</b>	104 Main Street Cheshire, CT 06410
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<b>Colchester: Cragin Memorial Library</b>	8 Linwood Avenue Colchester, CT 06415
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**Cromwell Belden Public Library**

39 West Street  
Cromwell, CT 06416

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**East Hartford Public Library:  
Raymond Library**

740 Main Street  
East Hartford, CT 06108

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**East Hartford Public Library:  
Wickham Branch**

656 Burnside Avenue  
East Hartford, CT 06108

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**East Windsor: Library Association of  
Warehouse Point**

107 Main Street  
East Windsor, CT 06088

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**Enfield Public Library**

104 Middle Road  
Enfield, CT 06082

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**Enfield Public Library:  
Pearl Street Branch**

159 Pearl Street  
Enfield, CT 06082

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**Farmington Libraries**

6 Monteith Drive  
Farmington, CT 06032

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**Farmington Libraries:  
Barney Library**

71 Main Street  
Farmington, CT 06032

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**Glastonbury:  
Welles-Turner Memorial Library**

2407 Main Street  
Glastonbury, CT 06033

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**Granby Public Library**

15 North Granby Road  
Granby, CT 06035

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<b>Granby Public Library: Cossitt Branch</b>	388 North Granby Road North Granby, CT 06060
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<b>Manchester Public Library: Mary Cheney Library</b>	586 Main Street Manchester, CT 06040
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<b>Manchester Public Library: Whiton Branch</b>	100 Main Street Manchester, CT 06042
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<b>Mansfield Public Library</b>	54 Warrentville Road Mansfield Center, CT 06250
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<b>Mansfield, Library Express</b>	23 Royce Circle Storrs, CT 06268
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<b>Mansfield, Maple Road Branch</b>	303 Maple Road Storrs, CT 06268
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<b>Marlborough: Richmond Memorial Library</b>	15 School Drive Marlborough, CT 06447
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<b>Middletown: Russell Library</b>	123 Broad Street Middletown, CT 06457
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<b>New Britain Public Library</b>	20 High Street New Britain, CT 06051
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<b>New Britain Public Library: Jefferson Branch</b>	140 Horse Plain Road New Britain, CT 06053
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**Newington: Lucy Robbins Welles Library**

100 Garfield Street  
Newington, CT 06111

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**Plainville Public Library**

56 East Main Street  
Plainville, CT 06062

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**Portland Public Library**

20 Freestone Avenue  
Portland, CT 06480

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**Rocky Hill: Cora J. Belden Library**

33 Church Street  
Rocky Hill, 06067

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**Simsbury Public Library**

725 Hopmeadow Street  
Simsbury, CT 06070

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**South Windsor Public Library**

1550 Sullivan Avenue  
South Windsor, CT 06074

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**Southington Public Library**

255 Main Street  
Southington, CT 06489

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**West Hartford Public Library:  
Noah Webster Library**

20 South Main Street  
West Hartford, CT 06107

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**West Hartford Public Library:  
Bishop's Corner Branch**

15 Starkel Road  
West Hartford, CT 06117

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**West Hartford Public Library:  
Faxon Branch**

1073 New Britain Avenue  
West Hartford, CT 06110

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**Wethersfield Library**

515 Silas Deane Highway  
Wethersfield, CT 06109

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**Windsor Locks Public Library**

28 Main Street  
Windsor Locks, CT 06096

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**Windsor Public Library**

323 Broad Street  
Windsor, CT 06095

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**Windsor Public Library:  
Wilson Branch**

365 Windsor Avenue  
Windsor, CT 06095

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**University of Saint Joseph:  
Pope Pius XII Library**

1678 Asylum Avenue  
West Hartford, CT 06117

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## **16. Appendix B – 2023 Annual Report**



# Annual Report

## 2022-2023



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# MISSION & VISION



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## ADDING VALUE THROUGH COLLABORATION

Our Vision: Libraries will be sustainable and relevant through the changing twenty-first century landscape

Library Connection, Inc. is a non-profit cooperative of 32 public and academic libraries that share an integrated library system and other technological innovations to improve the delivery of services and to facilitate equitable access to resources for all member library patrons.

LCI strives to increase member's efficiencies and savings through cooperative purchasing, workflow management and streamlined processes.

LCI achieves these goals by providing member libraries with a shared, integrated library system; creating automated and customizable reports; providing access to a large shared collection of downloadable e-books, e-audiobooks, and e-magazines; offering the ability to share collections quickly and easily via an efficient ILL process that can be patron or staff initiated; and through group purchasing of software, databases and equipment.

**COLLABORATION | EFFICIENCIES & SAVINGS | RESPONSIVENESS | TRANSPARENCY**

# HIGHLIGHTS

Laura A. Horn, Executive Director

With the worst of the Covid-19 pandemic appearing to be behind us, LCI, like many of our member libraries, and much of society, took the last year to review and reset. At LCI this meant focusing on financial stability and collaboration with the goal of ensuring that we have the solid foundation necessary for growth and innovation.

We began the year by reviewing our financial policies and practices to ensure that:

- Our policies were in line with our current organizational goals and values,
- We were in the best financial position possible to support innovation and facilitate savings for our member libraries,
- Our practices were sustainable and provided as much savings as possible to our members.

We did this by working with our investment managers to reduce fees, restructure our portfolio, and develop a revised investment policy statement that better suits our organization's current and future needs. Additionally, we worked meticulously and determinedly through contract negotiations with a vendor to provide our member libraries with comprehensive services while maintaining cost efficiency.

While a primary goal and benefit of LCI membership, is cost savings, LCI also works to provide members with opportunities for collaboration and learning. This year we created Google Drives for file sharing; a Google Site for the Board of Directors; and Google Groups for LCI's standing committees. Additionally, LCI staff offered one-on-one individually tailored training sessions, group, in-person trainings, as well as written documentation on a variety of relevant topics. A highlight this year was the popular reports training sessions led by Sam Cook with 113 registration slots filled over the course of a two-week period.

Finally, the LCI team worked diligently towards the growth of the organization, which, this year, centered around the migration and onboarding of the Farmington Libraries' as they returned to Library Connection! Thanks to the hard work, dedication and expertise of the migration team, Sam Cook, Judy Njoroge, Yi Liu and Max Rowe, Farmington's patrons can now seamlessly request items from LCI's network of 30 other public libraries boasting a system-wide collection of materials totaling over 3,501,639!

In the coming year, we will continue our efforts towards organizational growth and supporting our libraries in their efforts to provide the services and materials their communities need to thrive. We are especially looking forward to welcoming a new team member who will play an integral role in the expansion of our services to members. Additionally, we plan to complete work on a new technology plan to support continued innovation; and collaborate with our members on a strategic plan refresh to keep our goals in-line with our member libraries' needs.

**1,986**

Support Requests  
Received

**2,013**

Support Requests  
Resolved

**193**

OverDrive Tickets  
Received

**199**

OverDrive Tickets  
Resolved

# AT-A-GLANCE



## CIRCULATION

2022-2023

YEAR IN REVIEW

### OverDrive Circulation



Books  
**490,048**  
Audiobooks  
**398,521**  
Magazines  
**85,320**

### Collection Additions

New Titles  
**31,759**  
New Items  
**272,537**



### Total Checkouts

**3,447,875**



### Holdings Filled

**522,780**



### New Borrowers

**40,454**

~33% INCREASE  
OVER FY22



### Fine Free Libraries

**24** Libraries

**75%** of LCI Libraries



### Total Titles

**917,978**



### Total Items

**3,501,639**

### Number of LCI Patrons

**268,475**



# AT-A-GLANCE



## CATALOGING

2022-2023

YEAR IN REVIEW

### E-Resources Maintenance



Records Loaded  
**676,585**

Records Deleted  
**410,009**

Records Updated/Fixed  
**1,638**

### DEI Updates

**9,624 Records**



### Original & Copy Cataloging



Brief/Vendor Records  
Manually Updated

**25,323**

Farmington Bib Records  
Manually Updated

**11,292**

### Duplicates Manually Merged

**1,641**



### Graphic Novels & Manga

**6,795**

Records Manually Loaded &  
Updated



### Missing Series Statements

**2,090**

Records  
Manually Updated



### Deleted Print & AV Records

**349,238**

Bibs, Items,  
Orders



### New or Updated Authority Records Loaded

**117,661**





# MEET OUR TEAM

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**LAURA A. HORN**

Executive Director

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**SAM COOK**

Assistant Director for Systems and User Services

---

**JUDY NJOROGE**

Bibliographic Services Manager

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**YI LIU**

Cataloging and Database Support Librarian

---

**MAX ROWE**

Systems and User Services Support Specialist

---

**GENERAL CONTACT  
INFORMATION**

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