

REQUEST FOR PROPOSALS
Integrated Library System Software and Services

Notice is hereby given that the Santa Rosa County Board of County Commissioners is calling for and requesting proposals for integrated library system software and services for the Santa Rosa County Library System.

All proposals shall be considered in accordance with the Florida Competitive Consultant Negotiations Act.

All proposals must be in writing and delivered by hand, Fed Ex, or mail to the Santa Rosa County Procurement Department, 6495 Caroline Street, Suite G, Milton, Florida 32570, and must be received by 10:00 a.m., January 24, 2006.

Only proposals received by the aforesaid time and date will be considered. Proposals received after the time set for opening will be rejected and returned unopened to the submitter. All proposals shall be sealed and clearly labeled, "**RFP- Library Services.**" Please provide one original and 11 copies of the proposal.

Specifications may be secured from the Santa Rosa County Website (www.santarosa.fl.gov/bids) or the Santa Rosa County Procurement Department at the above address. Telephone (850) 983-1833.

Questions concerning this request should be directed to Mr. DeVann Cook via email (devannc@co.santa-rosa.fl.us).

The Board of County Commissioners reserves the right to accept or reject any and all proposals in whole or in part, and to waive all informalities.

Santa Rosa County does not discriminate on the basis of race, color, national origin, sex, religion, age, or handicapped status in employment or provision of service.

By order of the Board of County Commissioners of Santa Rosa County, Florida.

Legal Notice

One Issue – December 17, 2005 – Press Gazette, December 22, 2005 Navarre Press

Bill and Proof to Santa Rosa County Procurement Department, Attention: Orrin L. Smith, 6495 Caroline Street, Suite G, Milton, Florida 32570

December 17, 2005

MEMORANDUM

TO: Company Addressed

FROM: Santa Rosa County Procurement Department

SUBJECT: Library Services

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REQUEST FOR PROPOSALS
Integrated Library System Software and Services
Santa Rosa County Public Library System

Introduction

The Santa Rosa County Board of County Commissioners is seeking proposals and quotations for Integrated Library System Software and Services. Please provide responses to functional requirements and costs in the formats provided. Proposals should include costs, with and without hardware; and recommendations for required and optional hardware for the proposed integrated system. The proposal should provide quotes with and without the Pace Library numbers. Preference will be given to vendors who provide integrated library system software on a SQL database platform. Santa Rosa County has no obligation to award to the lowest cost proposal and reserves the right to select the vendor deemed most suitable or to reject all responses.

All proposals must be in writing and delivered by hand, Fed Ex, or mail to Santa Rosa County Procurement Department, Suite G, Milton, Florida 32570; and must be received by 10:00 a.m., January 24, 2006. The proposals will be publicly opened at this time.

Only proposals received by the aforesaid time and date will be considered. Proposals received after the time set for the proposal opening will be rejected and returned unopened to the submitter. All proposals shall be sealed and clearly labeled, **"RFP- Library Services."** Please provide twelve (12) copies of the proposal.

Questions concerning this proposal should be emailed to Mr. DeVann Cook at devannc@co.santa-rosa.fl.us.

Background Information on Santa Rosa County Public Library System

The Santa Rosa County Public Library System is located in Northwest Florida. Currently, SRCPLS has four libraries with the fifth anticipated to open late in 2006. Santa Rosa County has a population of approximately 134,000 residents, has experienced rapid growth during the past five years, and expects that growth to continue. Current libraries are located in diverse communities of Milton, the county seat; Jay, an agricultural community; and two coastal beach communities of Navarre and Gulf Breeze. The new Pace community library is located in a high growth residential area between Milton and Pensacola.

Santa Rosa libraries have, since the 1960's, participated in the West Florida Regional Library (WFRL), headquartered in Pensacola, Florida with participation by libraries in Santa Rosa County, Escambia County, and the City of Pensacola. To meet needs for

expanded library services created, in part, by recent population increases and growth, the Santa Rosa County Board of Commissioners recently approved the development of an independent Santa Rosa County Public Library System. The target date for a completed transition is October 1, 2006. During this period, Santa Rosa County will:

- Employ a SRCPLS director and administrative staff to be housed in facilities separate from any of the libraries.
- Procure integrated library system to be housed in the Santa Rosa County computer department located in the county's administrative complex, jointly managed by the Santa Rosa County computer department staff for technical operations and the SRCPLS administration for library applications.
- Install and manage all hardware, software, and network equipment to support wide area networking to all Santa Rosa County libraries, managed by the Santa Rosa County computer department.
- Complete other operational tasks necessary to have a fully functional library system by October 2006.

The Current Integrated Library System Environment

West Florida Regional Library operates Sirsi software supporting an integrated database of approximately 488,000 bibliographic records, 700,000 item records, 72,000 borrower records, and 1,000,000 annual circulations. The table listed below details the portion of these records that belong Santa Rosa County libraries and that will be extracted and migrated into the Santa Rosa County Public Library System database. Currently, WFRL operates Sirsi software for circulation, cataloging (no authority control), acquisitions, serials, and public access catalog.

Santa Rosa County Integrated Library System Requirements

The Santa Rosa County Public Library System is seeking Integrated Library System software programs and services to support Cataloging, Library Public Access Catalog, User Portals, Authority Control, Acquisitions, Serials, Circulation, Outgoing Telephone Notification For Holds And Library Information, Incoming Telephone Information Retrieval And Renewals, and several options that are listed in software requirement sections.

Bibliographic, Holdings (item), and Patron data will be extracted from the WFRL Sirsi system and migrated to the SRCPLS computer database. Acquisitions, serials, circulation transactions, fines and fees, and holds will not be migrated.

The selected vendor will be required to work with the Santa Rosa County library and computer staff to analyze bibliographic, holdings (item), and patron data to identify inconsistencies and mutually acceptable solutions for normalizing and correcting data. In the appropriate section, the vendor should describe their processes for analyzing and correcting data.

Configuration statistics for initial implementation and five (5) year projections

This chart defines opening day statistics, records, workstations, and five year growth projections for SRCPLS.

	Current to be migrated	Opening day including new Pace library	Projected 5 Years
# of library / administrative sites	4	6	6
# of bibliographic records	170,000	200,000	300,000
# of item records	250,000	300,000	500,000
# of acquisitions records	0	300	300
# of serials records	0	300	1,000
# of patron records	22,000	25,000	50,000
# of annual circulation transactions	0	380,000	700,000
# of multi-use (Public Access Catalog/Public use) workstations	50	95	100
# of staff workstations	28	45	50
Total # of workstations	78	140	150

Selection Criteria

- Public programs ease-of-use of (online catalog, Internet links, flexibility for local design, simultaneous searching, etc.) and functionality for library staff use.
- Project implementation (data analysis and cleanup, migration, implementation/profiling consultation, on-site training).
- Platform suitability of operating system and database management software; Preference will be given to vendors who provide integrated library system software on a SQL database platform.
- Customer support.
- Initial cost and ongoing maintenance costs.

Santa Rosa County Requirements

The vendor's response should be capable of being understood without reference to other documents and must include the following sections:

Section 1 - Cover Letter: The letter of introduction must include the name and address of the firm submitting the proposal and the name, address, and telephone number of the person(s) authorized to represent the firm during contracting.

Section 2 - Vendor's Profile: Include a brief description of the vendor's background, organization, staff, experience, financial stability, any outstanding litigation, product line, services, and define strengths and benefits that make your company the best fit for Santa Rosa County.

Section 3 - Vendor's Compliance with Computer and Library Industry

Standards: Describe your compliance with computer and library industry information standards, your involvement with organizations such as National Information Standards Organization (NISO), Library of Congress, American Library Association, and others that establish and monitor standards applicable to the library and information industry. The selected vendor must comply with standards listed in the requirements section and show a commitment to continued development of emerging standards.

Section 4 - Client List: Submit a list of all libraries currently using your software and highlight those of a similar size to Santa Rosa County Public Library System. The list must include the libraries' names and addresses, contact persons, size of systems installed, date of installation, programs currently in use, and those that were migrated from Sirsi software.

Section 5 - Sample Contract Agreement: Submit a copy of your standard contract agreement.

Section 6 - Proposed Descriptions and Costs – Software: Include a complete description and breakdown of all costs associated for the proposed operating, database management, and applications software. Describe the operating, database, and applications software warranty and maintenance policy including free help lines, remote diagnostics, hours of operation, and emergency service. Describe your policy and costs for system enhancements and updates. Include five (5) year costs for software warranties, maintenance, support, and updates.

Software Required for Cost Proposals in Section 6:

- Licenses for 78 Staff and Public Workstations for applications, operating system and database management software
- Cataloging based on Library of Congress cataloging, USMARC21 (United States Machine Readable Cataloging) formats, and AACR2 (Anglo-American Cataloging Rules)
- MARC21 Authority Control with updating capability using national Library of Congress authority files
- Library Public Access Catalog and User Portals
- Children's Public Access Catalog interface
- Circulation with full service features, inventory control, holds, and fines and fees management
- Acquisitions including ordering, fund accounts, selection lists, electronic transfer of order and invoice information between library and suppliers
- Serials control and management
- Enrichment services for record displays such as book jackets and reviews
- Telephone and e-mail delivery system for notifications and renewals

Software Options: Provide descriptions and associated prices for the following programs or features as options that may be purchased initially or added later:

- Access to source of USMARC21 records for copy cataloging.
- Community Resources files that can be integrated with Public Access Catalog.
- Uniform Resource Located (URL) Resolver to support simultaneous searching of disparate catalogs, databases, and web sites.
- Radio Frequency Identification (RFID) for inventory, circulation, self checkout, and security services.
- Self Service workstations interface for check out, check in, and other functions, including Radio Frequency Identification (RFID) technology that may be integrated with library self service.
- Wireless and handheld devices for access to library user portals and services.
- Borrower Library Cards.
- PC Reservation software to manage use of public computers.
- Statistical and administrative report packages.
- Print Management – describe print management solutions that you offer.
- Payment Management including debit functions using library borrower bar-coded cards, self-payment solutions, or other payment management products.
- E-commerce features that complement your system.

Santa Rosa County street addresses: Santa Rosa County is interested in loading our street address database into the library patron database to facilitate quick data entry of borrowers and to provide visual mapping of registered borrowers. Please discuss your ability and requirements to load this data.

Section 7 - Proposed Descriptions - Hardware: Santa Rosa County may purchase hardware and equipment from sources other than the selected library integrated system vendor. The vendor should supply recommended hardware and equipment to support proposed software with a breakdown of costs by category.

Section 8 - Proposed Descriptions and Costs – Services - Implementation, Installation, Consultation Services: Provide a detailed schedule for system installation and implementation and the responsibilities of the vendor and the library and computer staff. Describe your proposal and all associated costs for pre-installation implementation consultation for decision making, mapping data, and profiling functions. Describe post implementation consultation available and costs.

Section 9 - Proposed Descriptions and Costs – Services - Data Conversion and Migration and Loading Services: Describe your proposal and all associated costs for migrating Santa Rosa County library files from the West Florida Regional Library Sirsi system, including normalization and correction of data, authority control processing, mapping from Sirsi formats to your formats, migration, testing, and loading of data. Describe methods of extraction of data from WFRL. Bibliographic, holdings (item), and patron files will be migrated. Acquisitions, serials, circulation transactions,

fines and fees, and holds files will not be migrated.

Section 10 - Proposed Descriptions and Costs – Services – Training and Documentation: Describe the training approach and costs of training for onsite training of library staff and administrators. Describe your printed and online documentation and user guides for all products and services.

Section 11 - Proposed Descriptions and Costs – Services – Training Database: A training database will be required in order to ensure adequate testing of converted data, to use for initial staff training, and to load future software updates and use for ongoing staff training. Describe your training database and associated costs.

The proposed schedule of days for training is as follows:

- 5 days consultation for project planning, mapping of data and profiling new system.
- 5 days for database loading and training administration and technical service staff for acquisitions, cataloging, authority control, and related programs.
- 4 days of training for library staff on circulation, inventory, holds, and public catalog.
- 3 days of training for serials, reports, and other management functions.
- 3 days consultation and training for computer staff.
- 3 days floating days for use as needed.

Services Required for Cost Proposal in Sections 8, 9, 10, 11

- Extraction of Santa Rosa County bibliographic, holdings (item), and patron records from the West Florida Regional Library, in collaboration with Santa Rosa County library and computer staff and WFRL library and computer staff.
- Analysis of inconsistencies and errors in extracted bibliographic, holdings (item), and patron data.
- Normalization, de-duplication, and correction of extracted records.
- Mapping of Sirsi formatted records to new system formats.
- Migrating and loading of bibliographic, holdings (item) and patron records.
- Authority Control Processing - match each heading and name (in combination with any associated subdivisions) with Library of Congress Subject and Name Authority files and load matches into the local database, generating an authority record for each unverified heading and name.
- Installation required for operating, database, and applications software purchased from system vendor.
- Pre-installation onsite training and consultation services required for data extraction, mapping, conversion, migration, testing, data migration, software profiling, project management, and application software use.
- Training database for testing and training
- Two complete packages of documentation and access to online documentation

Section 12 - System Administration: Describe system operations, required training, and routine daily, weekly, monthly tasks and time requirements.

Section 13 - Reports and Notices: Describe programs for producing, compiling, viewing, and printing statistical and administrative reports. Describe the pattern of standard notices produced for over-dues, fines, fees, lost books, holds/requests and the flexibility that is allowed for customization.

Section 14 - Additional Benefits of Your System: Describe any additional programs and services you feel would benefit Santa Rosa County Public Library System. For example, if you feel a particular program that you offer provides benefits far above the same program available from other sources, please describe. Include any associated costs for programs you offer.

Section 15 - Functional Requirements: Using the provided format, respond to every functional requirement using the following criteria:

- **A = Available** - Vendor currently supplies this capability as a part of a general software release, included as a basic part of the quoted system.
- **O= Optional Addition** – Vendor currently supplies this capability as part of general software release, but it is not included as a basic part of the quoted system and is an added cost option. State cost information.
- **T = In Testing** - Development is complete, testing is underway, and general release scheduled for within 6 months from the date of this RFP response. State expected date for general release and additional costs, if any.
- **D = In development** - Release is planned within 2 years from the date of this RFP response.
- **P = Planned** - Future development, if planned
- **N = Not planned**

Deviations from specifications: State any proposed deviations from full compliance with the required specifications.

- Cite the paragraph numbers.
- Describe the feature, function, product, or service being planned or developed, indicating the expected date of availability.
- Explain any additional costs for the feature, function, product, or service, including any hardware upgrades or replacements.
- If the feature, function, product, or service is not available, in development or planned, explain if the specification might otherwise be met using alternative features, functions, products, or services available from the vendor or a third party partner.

Enter A, D, P, T, O, N in the box following the specification

A. General System Requirements		
A.1	All system components must operate in a real-time interactive mode, providing the ability to create, update, maintain, and access all data for library materials and patrons in real time.	
A.2	The system operating, database management, and applications software must be expandable to accommodate the library's growth potential through the installation of optional components.	
A.3	Libraries must be able to set individual parameters for material types, locations, patron types, checkout periods, fines, and other library policies.	
A.4	Libraries must have the ability to generate statistical reports for all data relating to the use of library materials, borrowers, Internet use data, and other data needed for operations of a library.	
A.5	All library functions must be integrated using a single database that contains USMARC21 bibliographic and holdings records, USMARC21 authority records, patron records, item level copy specific records, circulation, statistical, and other types of information relative to a library's operation	
A.6	The system must provide protection for all data files through the use of locally defined passwords or other security measures so that information critical functions cannot be performed without proper authorization.	
A.7	Procedures and programs must be established which enable rapid data recovery from software failure.	
A.8	The system must support allowing access from any workstation to any program with proper password access	
A.9	The system must not restrict the number of workstations that can access programs as long as equipment requirements are met and operating system license limits are not exceeded.	
A.10	The system must allow configuration to high speed wide area networks to connect to the Internet, other libraries, and other networked services.	
A.11	The system must use a standard web browser to search local collections, other library collections, web sites, research databases, or other networked sites from any location and operate using standard Windows conventions such as cut and paste, cascading windows, printing, downloading, and email.	
A.12	The system must be compatible with the barcodes currently used by the library for materials and for borrowers.	

A.13	The system must comply with at least the following library and information industry standards:	
A.13.1	Z39.2 - Bibliographic Information Interchange	
A.13.2	Z39.7 - Library Statistics	
A.13.3	Z39.9 - International Standard Serial Number (ISSN)	
A.13.4	Z39.19 - Guidelines for the Construction, Format, & Management of Monolingual Thesauri	
A.13.5	Z39.21 - International Standard Book Number (ISBN)	
A.13.6	Z39.23 - Standard Technical Report Format and Creation	
A.13.7	Z39.29 - Bibliographic References	
A.13.8	Z39.41 - Printed Information on Spines	
A.13.9	Z39.43 - Standard Address Number for the Publishing Industry	
A.13.10	Z39.47 - Extended Latin Alphabet Coded Character Set for Bibliographic Use	
A.13.11	Z39.50 - Information Retrieval Service Definition and Protocol	
A.13.12	Z39.53 - Codes for the Representation of Languages for Information Exchange	
A.13.13	Z39.56 - Serial Item and Contribution Identifier	
A.13.14	Z39.64 - East Asian Character Code for Bibliographic Use	
A.13.15	Z39.69 - Record Format for Patron Records	
A.13.16	Z39.71 - Holdings Statements for Bibliographic Items	
A.13.17	Z39.76 - Data Elements for Binding Library Materials	
A.13.18	Z39.83 - Circulation Interchange Protocol and Interlibrary Loans	
A.13.19	Z39.84 - Syntax for the Digital Object Identifier	
A.13.20	Z39.85 - Dublin Core Metadata Element Set	
A.13.21	Z39.88 - Open URL	
A.13.22	Z39.89 - U. S. National Z39.50 Profile for Library Applications	
A.13.23	Z39.90 - Networked Reference Services	
A.13.24	3M SIP and SIP2 - Standard Interface Protocol	
A.13.25	ANSI X.12 - Electronic Data Interchange	
A.13.26	ASP - Active Server Pages	
A.13.27	Bath Profile - International Z39.50 Profile for Library Applications and Resource Discovery	
A.13.28	BISAC Order Acknowledgment and Invoice Standards	
A.13.29	CSS - Cascading Style Sheets	
A.13.30	FRBR - Functional Requirements for Bibliographic Records	
A.13.31	HTML - Hypertext Markup Language	
A.13.32	HTTP - Hypertext Transfer Protocol	
A13.33	HTTP-S - Secure Hypertext Transfer Protocol	

A13.34	ISO/IEC 10646 Unicode	
A13.35	ISO/IEC 15693 Identification Cards	
A13.36	ISO/IEC 18000 Radio Frequency Identification for Item Management	
A13.37	LCCN - Library of Congress Control Number	
A13.38	MARC21 Format for Authority Data	
A13.39	MARC21 Format for Bibliographic Data	
A13.40	MARC21 Format for Community Resource Data	
A13.41	ODBC Open Database Connectivity	
A13.42	ONIX - Online Information Exchange	
A13.43	Schools Interoperability Framework (SIF)	
A13.44	Shibboleth	
A13.45	SISAC Standard for Scanning of Machine-Readable Labels on Serials Issues	
A13.46	SMTP Mail Server	
A13.47	SQL - Standard Query Language	
A13.48	TCP/IP, Telnet, and FTP - Communications standards	
A13.49	XML - Extended Markup Language	
A13.50	XSL - Extensible Style-sheet Language	
B. Cataloging, Database, and Authority Control Requirements		
B.1	The Cataloging interface for the system must use standard Windows conventions such as cut and paste, cascading of multiple open windows, printing, downloading, and e-mail.	
B.2	The Cataloging interface must support context sensitive hyperlink help functionality that can connect directly to a locally loaded or Internet accessible cataloger's reference database.	
B.3	The system database must be fully USMARC21 compliant for bibliographic and authority records, store all records in USMARC21 formats and allow records of any USMARC21 format types to be created, modified, indexed, searched, displayed, deleted, imported, and exported.	
B.4	The system must support batch import and export of bibliographic and authority records into the library's database using various computer storage media including magnetic tape, floppy, CD, DVD, flash sticks, and direct import from any USMARC21 record source, including, but not limited to the Library of Congress bibliographic and authority files, OCLC/SOLINET, other commercial bibliographic utilities, library materials suppliers, and other libraries that share their catalog records.	

B.5	The system must support indexing of all USMARC21 fields and subfields, fixed and variable, and indexing must automatically occur as records are added to the database.	
B.6	Librarians must have the ability to define if records are immediately available for the Library Public Access Catalog or must be hidden for a specified period of time.	
B.7	Librarians must be able to define MARC fields to be indexed and in the context in which they are indexed for the Library Public Access Catalog.	
B.8	All fields and subfields, fixed and variable, must be retained so that records can be managed, edited, and exported in USMARC21 format.	
B.9	The system must support full screen editing of all USMARC21 bibliographic and authority fields, fixed and variable, using standard Windows conventions of cut and paste, cascading of multiple windows, printing, etc.	
B.10	The system must accept store, retrieve, print, and display all Roman alphabet characters and all non-Roman languages (if transliterated) and all diacritical marks.	
B.11	Cataloging staff must be able to search the catalog database using standard keyword and Boolean methods and be able to limit searches by standard delimiters.	
B.12	When deleting records, restrictions must occur when records have fines or fees due, holds pending, or pending action from Acquisitions with a message alert for staff with the reason why the record can not be deleted and a choice to either abort or continue, stating the results of deletion, i.e. "if the record is deleted, fines will also be deleted", or "holds will be moved to the next copy, "hold will be deleted" if no more copies.	
B.13	Cataloging entries must include immediate and automated validation, duplication detection, and error checking of local data entries for conformity to USMARC21 rules and produce immediate reports listing errors.	
B.14	The system must support real time creation of holdings (barcode item) records from entries into the USMARC21 856 bibliographic fields or manual creation of holdings records by manually linking barcodes to bibliographic records.	
B.15	Barcode (item) records must identify the specific copy location, format, type, cost, and call number.	

B.16	Item records must link in real-time to due date (if checked out), the last check-in date, number of circulations since a specified date, and holds against the item and display that information in any search in the Library Public Access Catalog, masking borrower information, or in staff programs, displaying borrower information.	
B.17	Holdings records created in the USMARC21 856 field for periodicals, series, and monographic sets must include a summary format, as well as volume-specific and copy-specific data.	
B.18	The system must be designed to accommodate changes in the USMARC21 bibliographic and authority formats as new national standards formats are developed.	
B.19	The system must link each heading in the library's authority files to each occurrence of that heading in the bibliographic file.	
B.20	Bibliographic records must be automatically linked to authority records when authorities are merged or changed.	
B.21	The system must support global updates of all occurrences of a heading in a bibliographic file with a single machine transaction.	
B.22	The system must match incoming Library of Congress or other national standard authority records against the local file and provide validation and error checking and create exception reports.	
B.23	The system must allow authorized headings or entries to be added, changed, or deleted as part of a new bibliographic record.	
B.24	Authorized records for headings and entries must include the source of authority, the date authorized or first used, the date of last revision, and related "see," "see also," "see from," and "see also from" references.	
B.25	The system must include "earlier/former," "later," and "broader/narrower" search term references which indicate relationships between two headings.	
B.26	The system must store and index local subject headings, which are searchable by Cataloging staff.	
B.27	The system must display "see" and "see also" references, scope notes, reference notes, and general information notes in Library Public Access Catalog and staff displays.	
B.28	The system must support customized label printing of spine call numbers, property stamps, and other appropriate labels.	
C. Library Public Access Catalog and User Portal Requirements		
C.1	The Library Public Access Catalog must be fully integrated with all other system programs and use industry standard Web browsers and Windows conventions for printing, downloading, and e-mail.	

C.2	The Library Public Access Catalog must be accessible through standard Internet Web searching from within the library or from remote locations.	
C.3	User portals must allow library users to access the Library Public Access Catalog, access third party resources made available by the library, access their borrower record, view their circulation record, and navigate to the Internet for web and e-mail resources.	
C.4	User portals must be available from the library home page or any screen within the library Public Access Catalog.	
C.5	The Library Public Access Catalog must permit remote patrons to authenticate themselves once for their entire session in order to access third party databases that are made available by the library or perform other activities that require authentication.	
C.6	User portals must allow users to access their records and make changes to name, address, phones, e-mail addresses, password, and other user controlled information.	
C.7	User portals must allow users to view their circulation accounts for items checked out, fines and fees owed, and other relevant information.	
C.8	User portals must allow users to renew their checked out items unless restrictions have been placed on either the material, such as holds for someone else or on their borrower privileges.	
C.9	User portals must allow users to send messages to librarians, designated by the library parameters.	
C.10	User portals must support access to library bulletin boards, calendars, and maps.	
C.11	User portals must support access to Community Information resources provided either as a library database or through links to other sites.	
C.12	All Library Public Access Catalog displays must be designed to be easily understood by users and follow standard Internet search engine conventions with which users are familiar, such as Google and Yahoo.	
C.13	All Library Public Access Catalog searching must be designed to be easily understood by users with both easy and advanced searching based on library defined search strategies and display parameters.	
C.15	The system must allow users to create an individual account with username and password and save their searches so they can have access to their searches to invoke their search from time to time to retrieve new data added since their last search.	

C.16	The system must allow users to use their account to keep a history of materials they have previously checked out and therefore must be interactive with circulation.	
C.17	When a user begins a session in the Library Public Access Catalog, the system must present a brief library defined opening message defining easy and advanced searching and suggest a beginning point.	
C.18	The Library Public Access Catalog must include an online tutorial accessible from any session of the Library Public Access Catalog.	
C.19	Context sensitive help messages must be available at any point within the user's search session.	
C.20	The system must allow librarians to define wording of help screens.	
C.21	The system must allow librarians to define wordings of prompts and instructions in the Library Public Access Catalog.	
C.22	The system must allow librarians to define screen displays and formats.	
C.23	The system must allow librarians to define wording of item status display.	
C.24	The Library Public Access Catalog must support keyword searches, with library defined indexes and contexts, title, author, and subject keyword searching, specific title, author, and subject heading searches, use of industry standard Boolean logic operators, proximity searches, search delimiters such as date, language, format, type, truncated words and user selections such as "begins with," and "contains."	
C.25	The system must allow librarians to define the context in which searches are prescribed such as: a keyword search is defined as searching keywords from title and added titles with an assumed Boolean operator of near proximity between words that are searched.	
C.26	The system must allow users to select from the set of results and create their desired list that may be imported into standard bibliography formats such as the Chicago, American Psychology Association, or Modern Language of America styles.	
C.27	The system must allow users to select the fields to be searched through either menu driven suggestions or drop down box suggestions from which to select.	
C.28	All Library Public Access Catalog displays must include on the initial results page for each location: a summary of holdings, if any copies are available, format (such as CD, DVD, LP), and call numbers, eliminating the user having to make a selection to find format and availability information.	

C.29	The system must allow users to place and cancel holds on available items through the Library Public Access Catalog.	
C.30	The system must allow librarians to define when and if a "hold available" display is visible to the users through access to their records.	
C.31	The system must not display "hold available" until the item has been checked in at the pick up library and the user has been notified using the library defined hierarchy of notifications - e-mail, voice notification, and printed notice.	
C.32	The system must allow librarians to define whether or not selected items such as <i>lost</i> , <i>in transit</i> , or <i>withdrawn</i> be displayed to users.	
C.33	Call number searching must be supported and displayed in a true call number sequence.	
C.34	The search results must provide a link to <i>related materials</i> , <i>see</i> and <i>see also</i> or <i>broader</i> and <i>narrower</i> for easy navigation to other related materials and references when appropriate.	
C.35	Library Public Access Catalog displays must show the search strategy, number of hits retrieved by each search, and highlight search words on the results page.	
C.36	The system must allow users to initiate a new search from any screen or click on the <i>New Search</i> prompt on the screen.	
C.37	The system must allow libraries to define a period of time that elapses for extremely broad searches to give the user a message that they must narrow the search key by entering more words or select from limiting factors such as date, materials type that are presented to the user to assist them.	
C.38	The system must include a library-defined list of stop words such as "a," "an," or "the," words of two letters or less, and other standard stop words, which are not invoked as search terms if entered, rather, the search is invoked omitting them, transparent to the user.	
C.39	The system must ignore entry of standard punctuation entered by users and invoke the search omitting them, transparent to the user.	
C.40	The system must normalize upper and lower case letters and diacritical marks so that search results are not affected, transparent to the user.	
C.41	If a search retrieves no records, the system must retain on the screen the term or terms used in a search and must suggest that the user modify the search argument (broadening or narrowing the scope of the search) or refer the user to contact a staff person for help.	

C.42	The system must intuitively 'extend searching' from one search term to another to ensure a better hit rate, i.e. if a "begin with" search produces no results, the system must automatically go to a "contains" search and so on until it utilizes all of the search term options in the system and finds a result.	
C.43	The system must use a spell checker to assist users and respond with options that sound alike or that the system recognizes as probable words that may have been intended.	
C.44	Advance searching techniques must include using all information industry standards for Boolean operators of and, or, not, near, within, adjacent, defined proximity, use of nesting, and parentheses, delimiters, phrase searching, truncation of terms.	
C.45	The advanced searching techniques must include the use of <i>Association</i> (free associations that have something to do with the query), <i>Spelling Variations</i> (words close to search query word in the way they're written, typed or pronounced), <i>Translations</i> (literal translation of a search word to another language - for example, Spanish), <i>Thesaurus Terms</i> (from the library thesauri), <i>Suggestion Trail</i> (words previously used).	
C.46	A command mode which bypasses the menu prompt or drop down window sequence must be available for experienced users.	
C.47	The system must support compiling statistical logs from use of the Library Public Access Catalog which may include number, type, duration, response times, unsuccessful, help requests, prints, downloads, e-mails and other relevant information.	
D. Circulation, Inventory, Holds, Fines, and Fee Requirements		
D.1	Circulation must manage all basic Circulation operations of the library -- check-out, check-in, renewal, fine and fee processing, managing holds and recording statistical usage of library collection and borrowers.	
D.2	Circulation must be fully integrated with other system programs and must operate in real-time mode with all transactions being immediately recorded.	
D.3	Circulation must allow librarians to profile circulation parameters using types of materials, types of borrowers, overdue thresholds, and various fines and fees in an easy to manage profiling program that can be modified without vendor intervention or cost.	
D.4	If borrowers are registered as juvenile based on age thresholds and birth dates are entered into the borrower record, the system must automatically upgrade their status to adult status when the age threshold is met.	

D.5	Circulation must include full access to all operations from a single screen using industry standard Windows conventions including cascading of multiple windows, printing, downloading, and e-mail.	
D.6	Circulation must support printing of date due slips, fine and fee payments, hold flags, or other system alerts to an assigned printer that prints formats (such as a cash register type format).	
D.7	Circulation must support immediate printing of any display screen by the operator to either an assigned or selected printer.	
D.8	An offline Circulation product must be available for capturing data for server-down operations and for remote sites that may operate off line.	
D.9	Unique ID numbers (in the form of barcode labels attached to the items) must be entered in each copy record in the database for use in Circulation transactions, tracking, and inventory.	
D.10	Unique ID numbers (in the form of barcode labels attached to the borrower card) must be entered for each borrower registered in the database to be used for Circulation transactions and for the user's unique identification for authentication for those instances that authentication is required.	
D.11	Borrower records must contain at least name, permanent address and telephone, secondary address and telephone, cell telephone number, e-mail address, and must be searchable by all of these fields.	
D.12	Circulation must provide a portable scanner and inventory program to manage status of items in the collection, allowing identification of items with an "on-shelf status" but are missing from the shelf, items with a "not on shelf status", but located on the shelf, and items that are incorrectly shelved.	
D.13	Circulation must allow for a portable scanner to be used to scan those items that are "used but not checked out" to accumulate statistics and lists.	
D.14	Circulation must support a calendar function to define closed days and automatically adjust check-in times accordingly.	
D.15	Circulation must allow manual reset of check-in date to accommodate book drop check-in and unexpected closures.	
D.16	Circulation must support expiration dates for borrower privileges and must automatically message library staff when that date is approaching and not check out items beyond that date.	
D.17	Circulation must support extension of expiration dates with a simple keystroke at the time of checkout or access to the user's record.	

D.18	Circulation must produce "expiration date notices" to be sent to users when their expiration date approaches using the standard notice delivery parameters.	
D.19	Circulation must allow for a library defined number of renewals, for renewals in person, via telephone software, via access to the user's record from any location and the calculation of the new due date when items are renewed.	
D.20	Circulation must support library defined fines and fees with automatic calculation of fines when items are checked in late and calculation of estimated fines due if overdue books were returned today by borrower.	
D.21	Circulation must allow library staff to post charges for photocopies, interlibrary loan fees, and allow these to be created when needed so complete explanations of charges can be entered.	
D.22	Circulation must automatically calculate fines when library staff is assisting a borrower and present a message when items are being checked in or renewed and support payment, posting to record, modification, or deletion.	
D.23	Circulation must support a batch check-in that does not message and require action for each fine transaction calculated during check-in.	
D.24	Circulation must support communicating channels of notification to registered library users through e-mail, phone notification, and printed notices for U.S. mail and the ability to define a hierarchy of notices to be sent, i.e. e-mail notices sent first, if e-mail addresses are contained in borrower's record, then phone notification, and if not an adequate result, a printed notice to be mailed in U.S. mail.	
D.25	The library must have the ability to create a mailing list from the borrower's file and to create its own message for notification to users through standard communication channels of e-mail, phone, or U.S. mail.	
D.26	Borrower records are managed by library defined profiles which link to and display at least the following information when accessed: borrowing restrictions, patron type code, fines and fees owed, outstanding materials, hold requests, last activity date, expiration date, notes field, and personal identification number.	
D.27	When a new borrower record is created, the system must automatically assign the last four digits of the borrower's permanent phone number (entered into that field) as their personal identification number without requiring library staff to key it in; the borrower can access their own record and change it if they desire.	
D.28	The system must allow the borrower to access their own record and change the address, phone, and pin number.	

D.29	At the time of new borrower registration, the system must perform a duplicate check to determine if there are existing records that meet the criteria being entered.	
D.30	The system must allow for "on-the-fly" entries for borrowers requiring only name, permanent phone, and barcode number to facilitate quick check outs.	
D.31	The system must allow for "on-the-fly" entries for titles requiring only title and barcode number to facilitate quick check outs with overlay of brief record by full USMARC21 records with all circulation information retained.	
D.32	The system must allow for ephemeral records to be created to check out and count statistics, but not create an inventory trail, for items such as periodicals, brochures, and other library defined materials.	
D.33	The system must allow library defined parameters for purging inactive borrower records, i.e. last activity date, expiration dates, based on types and other parameters.	
D.34	The system must support retention of the last two borrowers for each item in order to manage problems such as damages, at the library's option.	
D.35	If an item is deemed to be damaged, the system must allow the operator to identify the responsible borrower and invoke a message to be sent through standard notification parameters.	
D.36	Circulation must provide for the linking of borrowers within a family and for easy registration for all family members.	
D.37	The system must alert staff when checking in materials which do not belong to the library and to which library the item must be routed.	
D.38	Circulation must have programs to manage reciprocal borrowing to allow borrowing of materials to borrowers who live outside the county, to identify these borrowers and use a different policy file to manage loans, holds, fines and fees, at the discretion of the library, and to create a full range of use statistics.	
D.39	The system must automatically block borrowers from continued privileges based on library defined parameters such as <i>overdues</i> , <i>fines</i> , <i>claims returned</i> , and <i>lost books</i> with a display message with the entire reason for the block without the need for library staff to conduct other inquires, and with the ability for the operator to proceed with a single keystroke.	

D.40	The system must allow library staff to quickly and easily place manual blocks with explanation note ("need address update," etc.) with a display message with the entire reason for the block without the need for library staff to conduct other inquires, and with the ability for the operator to proceed with a single keystroke.	
D.41	Circulation must support <i>claims returned</i> status, to be invoked by library staff, and allow the library to define a yes or no decision for whether or not the system continues to charge fines on the item placed into <i>claims returned</i> or calculate no fines from the original due date.	
D.42	Circulation must support item status of <i>missing</i> with library staff action invoking status of <i>missing</i> .	
D.43	Circulation must support item status of <i>lost</i> , which is automatically invoked after a library defined period of time of being overdue, or can be invoked by library staff, at which time the borrower is sent a bill for lost item.	
D.44	Library staff must have the ability to define whether or not <i>lost</i> items are displayed in the Library Public Access Catalog.	
D.45	When copies are flagged as <i>missing, claims returned, or lost</i> , a report must be automatically routed to the technical services staff defined by the library.	
D.46	If a <i>claims returned, missing, or lost</i> items are scanned during inventory, in library use, or at check-in or check-out, the status must automatically revert to <i>on shelf or checked out status</i> without requiring staff intervention.	
D.47	If a <i>lost</i> item is scanned during inventory, in library use, or at check-in or check-out, a message must be routed to defined library staff for investigation in the event a refund is due to a borrower.	
D.48	When items in the <i>lost, claims returned, or missing</i> status are withdrawn from the system, any fines and fees owed and the associated titles should be retained in the patron's history until they are paid.	
D.49	Authorized library staff must be able to override restrictions on borrowers or on materials by using one keystroke without leaving the transaction in progress.	
D.50	The system must allow for renewal of all items or individual items for a borrower with a single command.	
D.51	The system must allow library defined blocks of renewals if the patron is delinquent, the title has a hold registered against it, the renewal limit has been reached, or an item is restricted in some other way.	

D.52	Circulation must restrict checking out of materials designated as non-circulating and allow library staff intervention to proceed with a single keystroke.	
D.53	Circulation must allow library staff to place holds from staff workstations or borrowers to place holds as part of the User Portal from any library or remote location if no restrictions are on the material or the user.	
D.54	Circulation must alert the operator when placing holds that a borrower is blocked, their privileges have expired, or if materials have restrictions against holds and allow the operator to proceed with a single keystroke.	
D.55	Circulation must allow for holds to be placed on several levels including: <u>Owning library</u> holds with only titles owned by the designated pickup library filling holds, <u>Grouped library</u> holds with groups of libraries defined for filling holds, <u>System wide</u> holds with items throughout the entire system filling holds for all libraries in a first come, first served manner, and <u>Copy specific</u> holds with only the particular barcode copy filling the hold.	
D.56	The system must allow librarians to define individual copies and/or titles that may not have holds placed on them so they always go to the shelf, available for borrowers who prefer to browse shelves.	
D.57	The system should allow library staff to remove a hold by a simple straightforward action.	
D.58	Librarians must have the ability to move a copy up or down in the hold list and define a priority for filling holds.	
D.59	The system must provide on demand lists which can be viewed, printed, or e-mailed of all titles on hold, with the number of holds for each.	
D.60	The system must support holds for "on shelf" items and production of a pull list for those items to be retrieved and routed to pickup locations.	
D.61	Circulation must send an alert message at check-out, renewal, or check-in, or any other transaction that accesses the borrower records that items are available on the holds shelf.	
D.62	The system must move a hold from a copy being processed as <i>missing, claims returned, or withdrawn</i> to the next copy so that the borrower's place in the hold queue is not lost.	
D.63	The system must generate a hold cancellation notice for the user if library staff is invoking a status of <i>missing, claims returned, or withdrawn</i> on an item with holds and there is not another copy.	

D.64	Circulation must be able to generate notices to inform patrons why their holds are being canceled such as the last copy is no longer available and such notices will be managed with standard notification procedures.	
D.65	The system must allow library defined parameters for managing holds for titles which are on order or in processing.	
D.66	The system must produce an overdue notice for the hold shelf so library staff can manage those items not retrieved by borrowers in a timely manner with library defined parameters.	
D.67	The system must produce a “purchase alert” for titles when certain number of holds are place on certain numbers of copies. This ratio should be a library defined ratio.	
D.68	The system must allow staff to initiate a recall for specific titles or copies with a recall message notice produced and managed with standard notice procedures.	
D.69	The system must be able to accept cash, debit, or credit card payments for fines and fees and other costs.	
D.70	The system must support a cash register function and print receipts for collections of fines, fees, <i>lost</i> books, and miscellaneous fees assessed such as photocopies and printing.	
D.71	The system must support a cash register function to collect monies from sales such as Friends of the Library items.	
D.72	The system must produce a cash balance report for a library specified period of time.	
D.73	The system must produce, based on library defined parameters, a mailing label for books that are on hold and to be mailed, or produced on demand for other items to be mailed..	
E. Reports and Notices Requirements		
E.1	Circulation must provide reports of the number and type of transactions on a variety of library defined criteria, such as daily, weekly, monthly, annually, time, location, workstation, user type, material type, classifications, reciprocal borrowers, and all reports must be sorted by library defined parameters.	
E.2	The system must retain circulation history of individual items but not of individual borrower’s information to protect the privacy of patrons.	

E.3	Circulation must compile a list of overdue, <i>missing, claims returned, and lost</i> items for searching shelves, which can be printed, downloaded, or e-mailed.	
E.4	The system must allow reports to be generated by any authorized library or computer staff.	
E.5	Libraries must be able to design report and notice formats.	
E.6	The system must allow for a variety of library defined notices to be generated for notification using U.S. mail, e-mail, or telephone notification.	
E.7	The system must be able to generate the same statistics for reciprocal borrowers as for system borrowers and must include statistics for how many items are routed to and from all libraries.	
E.8	The system must be able to produce a listing of all items on the shelf and/or all items missing from the shelf by examining the Circulation records and the dates of inventory scanning and last check-in.	
E.9	The system must support customizable report generation and production functions that will allow library and computer staff to prepare customized reports as necessary.	
E.10	The system must support a variety of standard reports and notices for users based on library defined parameters such as overdues, fines and fees, lost books.	
E.11	The system must support the ability to send user notifications by e-mail, phone, and print through U.S. mail and must allow librarians to define a hierarchy to send e-mail notices first (if e-mail is in the user record), phone notices second, and print notices as the last resort.	
E. Acquisitions Requirements		
F.1	The Acquisitions program must manage the entire Acquisitions process including selection lists, purchase orders, receiving, claiming, invoices, fund accounting, and payments.	
F.2	The Acquisitions program must support an unlimited number of selection lists, purchase orders, invoices, and fund records of all types without additional cost.	
F.3	Acquisitions must support seamless interface with major book and materials vendors (B&T, Brodart, Ingram, Midwest, etc.) for electronic transmission of purchase orders, confirmations, invoices, availability verification, claims, cancellations, and payment information between library and vendors.	

F.4	Acquisitions must offer easy access to title lists (bestseller and award lists) from a variety of vendors and publishers enriched with cover art, excerpts, tables of content, and must support the import of such lists into local selection lists for selectors.	
F.5	Selection lists must be able to be converted to purchase orders or imported into the purchase order format.	
F.6	Acquisitions must allow for adequate security and password features so, that authorized staff has rights to perform only those functions for which they are authorized.	
F.7	Acquisitions must search multiple databases simultaneously including the local library database, Acquisitions orders, current selection lists or carts, and other relevant databases.	
F.8	Acquisitions must detect duplication and perform de-duplication of records in the library local Acquisitions orders database with options to create a new order record, not add the record, or attach a new order to the existing bibliographic record.	
F.9	Acquisitions must support the customization of Acquisitions screens to match the needs of the library.	
F.10	Acquisitions must support viewing of effects on the fund before, during, and after an order is sent.	
F.11	Acquisitions must support funding features that include fund and distribution profiles to provide single-click allocation to multiple funds and destinations when ordering multiple copies of the same title, and to modify that distribution and funds at time or receipt if changes have occurred since the order was placed.	
F.12	Acquisitions must support entry of brief title records that will be overlaid by full MARC records when each title is received and cataloged.	
F.13	Acquisitions must be integrated with the library Public Access Catalog and, at the library's discretion, display title-specific on-order status information so holds may be placed.	
G. Serials Control Requirements		
G.1	The Serials Control module must include a fully integrated database with check-in tracking of all periodically published materials.	
G.2	Serials Control must support access to serials information by using standard searches that are available in other programs.	
G.3	Serials Control must keep complete check-in history files of all issues received and automatically update without the need for staff to enter data.	

G.4	Serials Control must keep complete check-in history files of all missing or claimed items and automatically produce notifications for staff review without the need for staff to enter data.	
G.5	Check-in history must be sorted and displayed in issue date order so that issues checked in out-of-order do not skew the receipt history.	
G.6	The system must produce claiming notices and allow claiming of missing and late issues.	
G.7	Serials Control must provide a "notes" option to track claims and subscription extensions.	
G.8	Serials Control must support an unlimited number of serials records and files without additional cost.	
G.9	Serials Control must indicate when microfilm has been received for each periodical to update holdings.	
G.10	Serials Control must automatically create a summary holdings statement to be displayed in the Library Public Access Catalog with library defined wording and format.	