Innovative employs hardened operating systems running only required services and restricts access to authorized personnel. The hardened operating system has been time tested and is developed into standard templates and is used to deploy all customer solutions.

Innovative also ensures tighter controls by implementing port-based restrictions on system-based firewalls in addition to leveraging AWS provided security instruments like Security Groups and Network Access Controls. Innovative in close collaboration with the customer's IT organization ensures source level IP lock down is configured on hosted perimeter firewalls to limit port scanning and hacking attempts.

The Internet Gateway (Firewall) services from AWS and the corresponding Flow Control logs provide visibility into network threats. AWS' underlying network infrastructure is inherently designed to protect against DDOS (Dynamic Denial of Service) attacks, MITM (man in the middle) attacks, IP Spoofing, port scanning and packet sniffing.

Data Security

The Library's catalog and patron data will be accessible by authorized Innovative Staff for the purposes of maintenance, support and backup management. Library staff may access catalog and patron data at the sole discretion and enforcement of the Library. In the event that patron or catalog data is requested by a legal authority, such inquiries will be directed to the Library as the sole owner of the catalog/patron data.

User Access Control

Innovative imposes strict access controls for its own staff in administrative support of the application, limiting access to library data. Your library controls access by individual users of the application under terms of the library's choosing.

Access and Transaction Logging

Application and operating system records are maintained to identify users of the system. These records are used by Innovative for intrusion detection, troubleshooting, and other monitoring as appropriate.

Migration, Support & Training

Migration, Support & Training	
Complete migration of patron, bibliographic and item data from SirsiDynix Horizon ILS	Required

iii innovative

Yes – please note that we have migrated hundreds of libraries from Horizon, and have experience helping libraries leave a shared system and move to their own instance of Polaris.

Please see *Polaris Data Migration Services* on page 107 for more detail.

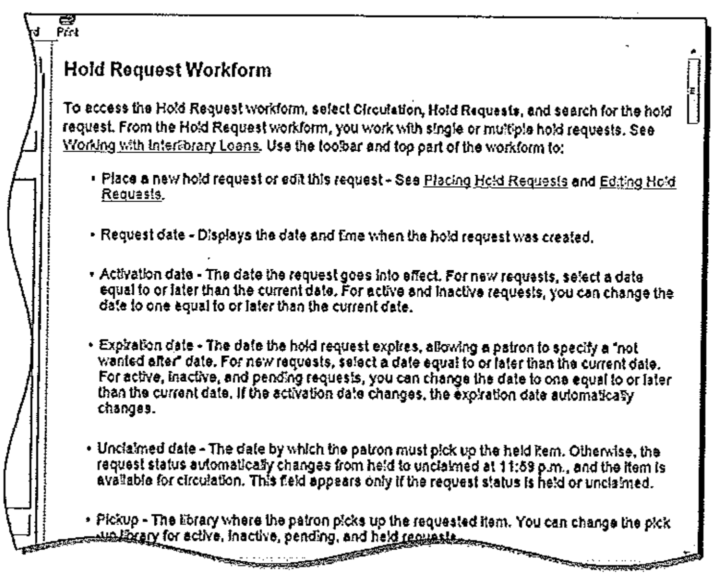
Documentation is provided & is keyword accessible	Required

iii innovative

Yes, award-winning documentation makes it easy to maintain and troubleshoot your system. The more your staff understands Polaris, the more productive they will be in the day-to-day conduct of their jobs. That's why we provide you with flexible documentation tools to meet the needs of your users.

Context-sensitive help

Polaris features very extensive context-sensitive help throughout the staff client interface. You simply press the F1 function key and the help system appears with an article relevant to what you were doing in the software. Here is the help article that comes up if you press F1 while creating or editing a hold request:



Print

Hold Request Workform

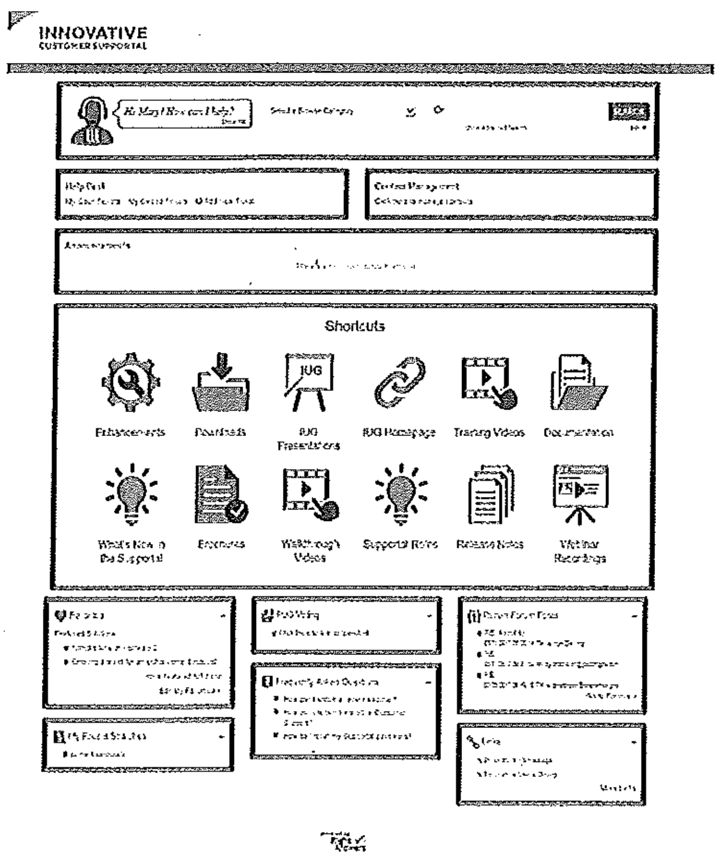
To access the Hold Request workform, select Circulation, Hold Requests, and search for the hold request. From the Hold Request workform, you work with single or multiple hold requests. See Working with Interlibrary Loans. Use the toolbar and top part of the workform to:

- Place a new hold request or edit this request - See Placing Hold Requests and Editing Hold Requests.
- Request date - Displays the date and time when the hold request was created.
- Activation date - The date the request goes into effect. For new requests, select a date equal to or later than the current date. For active and inactive requests, you can change the date to one equal to or later than the current date.
- Expiration date - The date the hold request expires, allowing a patron to specify a "not wanted after" date. For new requests, select a date equal to or later than the current date. For active, inactive, and pending requests, you can change the date to one equal to or later than the current date. If the activation date changes, the expiration date automatically changes.
- Unclaimed date - The date by which the patron must pick up the held item. Otherwise, the request status automatically changes from held to unclaimed at 11:59 p.m., and the item is available for circulation. This field appears only if the request status is held or unclaimed.
- Pickup - The library where the patron picks up the requested item. You can change the pick up library for active, inactive, pending, and held requests.

Online help

A vast amount of help is available through the Polaris Supportal – where Polaris customers can:

- Download documentation
- Review FAQs
- Search the Polaris support knowledgebase
- Manage their support tickets
- Suggest enhancements to the software
- Participate in customer forums
- Vote on user group enhancements

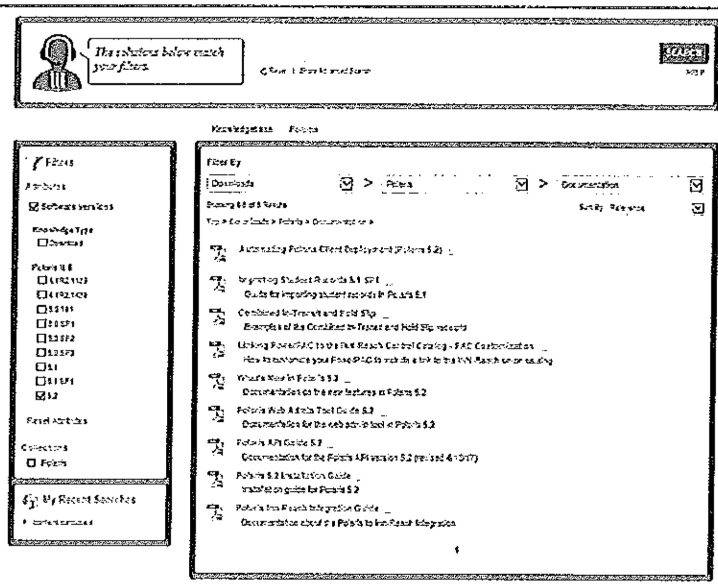


Formal Documentation

In addition to online help, Polaris produces formal documentation that can be downloaded from the Supportal. It gets updated with every release of the software and includes:

- What's New in... [the new release]
- Database Changes From X to Y [last release to this release]
- Polaris API... [version number]

INNOVATIVE
CUSTOMER SUPPORTAL

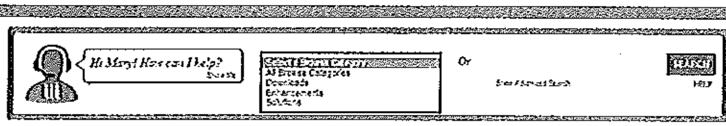


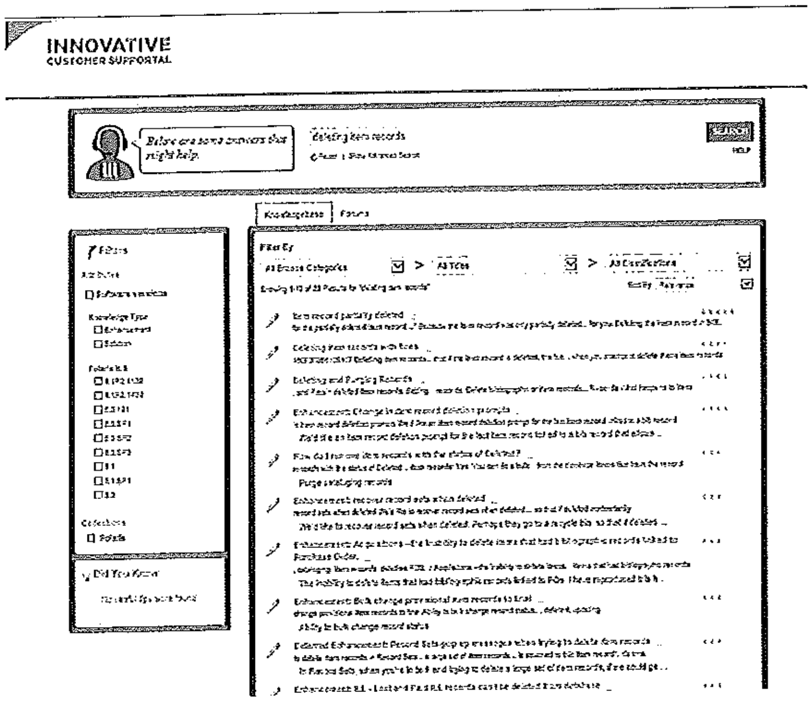
Knowledgebase

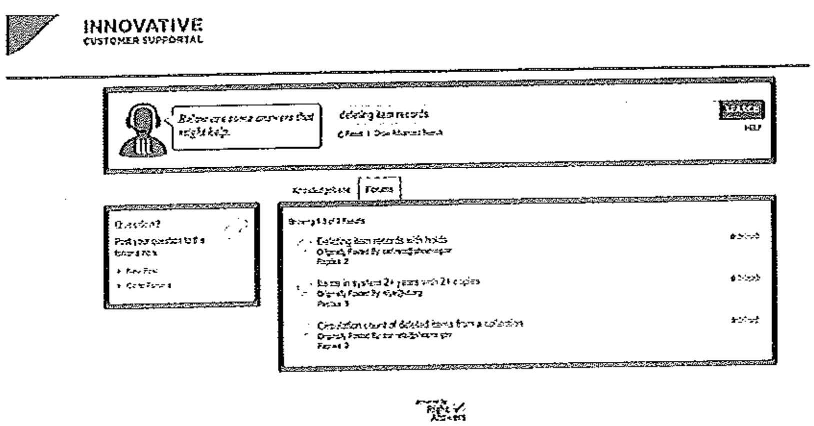
When you search the Knowledgebase you have the option of including content from:

- Downloads
- Enhancements
- Solutions
- Forums

INNOVATIVE
CUSTOMER SUPPORTAL

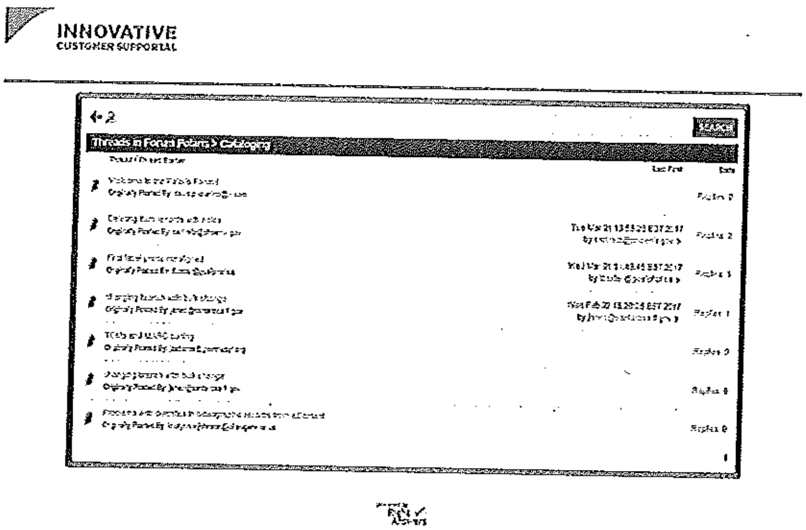


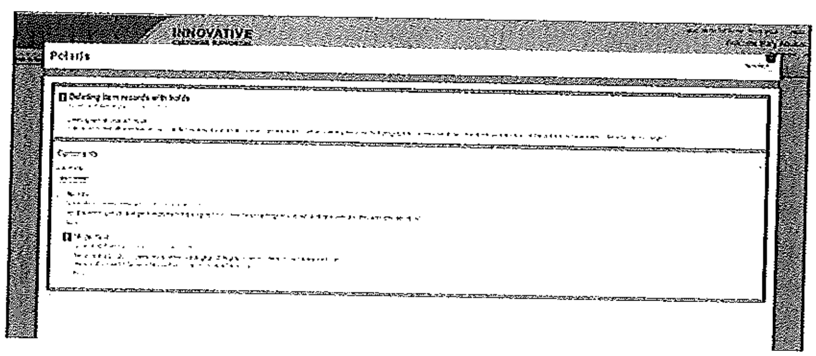

INNOVATIVE
CUSTOMER SUPPORTAL
Below are some answers that might help.
deleting item records


INNOVATIVE
CUSTOMER SUPPORTAL
Below are some answers that might help.
deleting item records

User authored content

Polaris users actively participate in the various forums on the Supportal. Here's a sample of recent topics on the "Cataloging" forum:





Data migrated in a secure fashion, using industry standard encryption	Required

iii innovative

Yes.

Regular updates on open tickets are provided to ticket creator	Required

iii innovative

Yes, when a support request is submitted, a ticket number is created and that ticket is placed in an expert queue. Once a ticket is created, it can be viewed from the Supportal at any time, along with any other tickets the library has submitted and are on-going to review status. The ticket page is where all of the information pertaining to the ticket can be found, including a description of the issue, pertinent attachments, and comments from Innovative and the library. This is where actions leading to resolution are noted and where the library will come for updates on the status of the ticket. Past tickets can also be reviewed including both open and closed tickets. This means that you can review support activities at any time without having to wait for periodic service reports to be sent to you.

Escalation process is provided for unresolved issues	Required

iii innovative

Yes, for service requests requiring immediate assistance, Innovative recommends that libraries contact the Help Desk by phone. For emails to the Help Desk and for inquires made through the Supportal, an automated response is sent acknowledging the request, and is followed up with contact from a Help Desk staff member based on the priority of the service request. Library coordinators are encouraged to give specific examples of problems to expedite resolutions. Call priority is determined using the following escalation classifications:

- Urgent Service Request: Urgent service requests are given top priority with goal of immediate resolution given pending circumstances. These include system critical problems such as down hardware (service for Turnkey and Software Full configurations), stopped transaction processing, and instances of non-functioning primary modules (e.g., circulation, acquisitions, serials, cataloguing, public catalogue).
- ASAP Service Requests: ASAP service requests are typically resolved within one business week. These service requests include secondary functionality problems such as issues that prevent Library staff from performing main component of job or that prevent patrons from accessing significant features of the catalogue.
- Routine Service Requests: The target resolution period for routine service requests is by the next software release or sooner. This includes reports of software bugs and reports of errors in system documentation. On average, Innovative has one full system product release per year as well as separate annual release schedules for premiere products, which vary based on the needs of Innovative's Library partners.

Support calls can be escalated at any time to a Support Director or VP of Services and Support.

System allows staff to change their own password, password recovery by email	Required

iii innovative

Yes, staff passwords are not stored or maintained in the Polaris ILS database. A Microsoft Active Directory server manages all staff passwords.

Phone support during library open hours	**Required**

iii innovative

Yes, Innovative provides support 24 hours a day, seven days a week, 365 days a year.

On-site training is provided for all functionality, including system administration and configuration	**Required**

iii innovative

Yes, Innovative's approach to training is to thoroughly train a core group at the library site. This core group will receive in-depth training on the various subsystems. This core group will, in turn, train the remainder of the library staff. Training materials are provided by Innovative trainers at the time of initial training. In addition, Polaris user guides and help files are available for on-going reference and training purposes. They may be customized as required by the site for local use.

Training includes:

- Project Consultation
- Polaris Application Training
  - PAC
  - Patron Services
  - Cataloging
  - Acquisitions
  - Serials
- Polaris System Administration
- SimplyReports

Please see *Implementation/Training Services* on page 112 for more details

Please also see the *Polaris Implementation Draft Schedule* on page 114.

24/7 Phone Support	Optional

iii innovative

Yes, Innovative provides support 24 hours a day, seven days a week, 365 days a year.

On-going separate test environment is provided to try and test settings and configuration, as well as training	Optional

iii innovative

Yes – this has not been bid in our standard quote, but we can provide optional pricing..

Polaris Data Migration Services

Our knowledge of library system data and policy codes allows us to provide the library with a comprehensive and accurate migration to the Polaris system. During the migration, Innovative's Implementation Services group will work closely with the library's assigned project team to create a profile for the data migration project that accurately reflects the library's desired data mapping instructions. Issues such as local holdings mapping and conversion of existing item and patron codes to corresponding Polaris values will be discussed to ensure the accuracy of the process.

Data Review

Once the implementation project begins, the library will provide Innovative with a copy of the database files to be converted. These files must be provided to Innovative in accordance with the content and format specified in the "Polaris Data Migration Guide". This document will be provided at the beginning of your implementation but may also be requested at any time. Innovative will test and analyze copies of library-provided data to determine if it can be migrated as-is to the Polaris system. Reports will be generated during this discovery phase to determine if action must be taken to correct structural problems with the data (such as removal of corrupt records or identification of item or patron records that contain erroneous or missing coding). Library staff will also find these reports useful during the profiling of Polaris policy and statistical codes, and to make individual corrections to incorrectly coded data.

If our review reveals significant issues with the data or if the library already has a list of cleanup procedures it wishes to address, the library's assigned project lead and Innovative's assigned migration specialist can discuss the available options. If the library has contracted with Innovative for custom data conversion or Library of Congress authority control processing services, a profile and planning for these processes will be established during the discovery phase.

Depending on the library's capability to customize the output mappings for item and patron records, we can provide a layout of preferred record structures to assist in streamlining mappings from the legacy file structures to those used by the Polaris system; otherwise, we will re-map the fields to the locations we use for loading. Innovative will develop a code mapping profile with the library's assistance to change the current system codes to those preferred in the Polaris system. Additionally, the layout of some fields, such as call numbers or notes in the items and demographic data (names, addresses, phone numbers, etc.) or notes in the patron records, will most likely need to be altered to reflect their corresponding structures within the Polaris system. Assuming the exported data is uniform, these field changes are quite simple and are discussed during the time that the code mappings take place.

The culmination of the review period will be the creation of a migration profile that will consist of indexing parameters, data normalization instructions, and code mappings. This document will be sent to the library for review and signature.

Bibliographic and Authority Data Migration

Once the designated migration period begins, the library will export a new copy of the bibliographic data and existing authority files and send them to Innovative for processing and loading.

Upon completion of any necessary preparation work, the bibliographic file will be loaded into the Polaris database and indexed based upon the profiled parameters. If applicable, the authority records likewise will be loaded and indexed based upon the profiled parameters and will be linked by the contents of the headings to the bibliographic file to create cross-references.

Item and Holdings Data Migration

During the discovery period, Innovative will generate reports of key item fields from the test data. Innovative will return these reports to the library to allow the library staff to make any desired corrections to the data, if necessary, in preparation for the migration period. Innovative and the library will also develop a profile for migrating the library's existing item policies over to the Polaris system and for making any requested updates. Since the Polaris item policy tables are organized differently than the parameter files on the current system, a code mapping profile will need to be developed to translate existing codes to their corresponding Polaris values.

By default, the codes held within the item records will be mapped one-for-one and, using global criteria, Innovative will remove records that the library does not wish to migrate. Additionally, we also will set incorrect codes to global defaults provided by the library. For example, if the library only has 50 material type codes, but there are a handful of items with material type codes higher than the master list used by the staff to create items, the library can provide us with instructions to globally map these erroneous codes to one of the valid codes created for the Polaris profile. These records will also be added to a Polaris Item Record Set to allow the library staff to review them to make any post-migration bulk changes of its own.

If the library has pre-determined or decides during the discovery phase that it would like to customize the migration process to include a reconfiguration of its policy tables (and therefore a re-mapping of its item codes), Innovative also can provide this service. This processing can include the re-definition, expansion, or collapsing of codes, and even the creation of new code categories that the library may not have used in the current system but would like to use in the Polaris system.

Patron Data Migration

Patron records will be reviewed during the discovery phase and reports will be generated for review and possible data cleanup by the library. As with the migration of the item records, profiling of the patron codes and their corresponding policies will also occur, and the library will be given the opportunity to determine if the staff desires any special processing to be undertaken.

As part of our default processing, we will map the patron codes one-for-one and, if so desired, globally remove records such as expired or permanently stopped patrons. Additionally, we also will set incorrect codes to global defaults provided by the library. For example, if the library has five patron category codes, but there are a handful of patrons with blank values in the category codes field, the library can provide us with instructions to globally map a specified code into the blank fields. These records will also be added to a Polaris Patron Record Set to allow the library staff to review them to make any post-migration bulk changes of its own.

If the library has pre-determined or decides during the discovery phase that it would like to customize the migration process to include a reconfiguration of its patron codes, Innovative also can provide this service. This processing can include data cleanup or enhancement such as global zip code changes, normalization of name entry conventions, creation of statistical classification codes, etc.

Circulation Transaction Data Migration

Innovative will migrate the library's current checkout records, circulation year-to-date and lifetime circulation counts, current fines and fees, and current holds (reserves). Migration processing is structured in such a way as to reduce the library's offline period, thereby minimizing the interruption of library operations during the cutover period. Innovative will instruct library staff in the usage of the Polaris offline circulation subsystem during the period where we are converting the circulation transactions to allow the library to continue capturing vital circulation activity.

Other Data Files

Innovative has experience in the conversion of various local databases. If the library has a specific need that has not been detailed in the RFP, we would be interested in discussing possible solutions.

Final Data Processing

For your libraries, we recommend performing the data migration in two stages. This will involve an initial cut of the data early in the implementation process followed up by a final full cut of all the data files to be converted just prior to going live on the Polaris system. This allows the library to continue to operate as normal throughout the implementation process. Additionally, the initial conversion period will allow both Innovative and the library to work out any unforeseen issues with profiling, inconsistent data, or other scheduling adjustments that may need to be made without requiring the library to stop cataloging or circulate in an off-line mode.

Typically, we recommend that the library schedule the necessary time and resources to work out the code mappings and profiling with Innovative immediately after the implementation begins. Once complete, the first copy of applicable data files should be sent. We will process the data against the code mappings documents and load the data on the library's new training server. Polaris application training will be performed on the library's own data, giving the library an opportunity to review and approve the initial conversion. Although it is usually not needed, Innovative will do a second test load of the data after training and before the final data pull if both the library and Innovative determine that it is necessary. Normally, a second test would only be necessary if a profile needs to be re-done or if there were integrity problems with the original data pull that were not discovered until after the first test was essentially complete.

Upon receipt of signed confirmation from the library that the initial conversion work is correct, the final copy of all the applicable data files will be exported and sent to Innovative for processing. This subset of data will be processed in the same manner as the first copy. Since code mappings and other procedures have been set in place from the conversion of the first cut of data, final processing typically takes just a few days. During this time, the library will discontinue circulation on the current system and begin using Polaris offline software to circulate (check-in and check-out) items and register patrons. Library patrons will continue to use the current public access catalog throughout this period. Once the processing of the final cut of data is complete, the library will batch upload into the Polaris system any cataloging records and offline circulation/registration files it has created in the offline period. At this point, the PAC stations for the current system will be turned off and the library patrons and staff will begin full usage of Polaris.

Other Workflow Considerations

While the workflow described above is the one generally preferred by most libraries as they migrate from a previous system to the Polaris system, Innovative is sensitive to the fact that for some libraries extenuating circumstances may not allow them to follow such a plan. Several factors may make it impossible or too difficult to perform the migration in the method detailed above, such as:

- The library requires significant data cleanup or enhancement work.
- The library is forming a consortium for the first time with libraries using a variety of automation systems.
- Data export capabilities from the previous system are limited or require significant system downtime.
- The library requires an aggressive implementation plan and does not wish to convert circulation transactions or only wants to export data once.

In these cases, and others, Innovative is flexible and will work with the library to develop a plan that best suits the needs of the library. While we run several implementations concurrently and some negotiation may be necessary to determine the best way to fit a specific plan into our queue and into the library's desired schedule, we are confident that such a plan can be agreed upon.

Innovative has experience converting databases from the following vendors/systems:

- GEAC
- Bibliomondo Portfolio
- Book Systems Concourse
- Caspr
- DRA Classic
- Dynix Classic
- Endeavor Voyager
- EOS EOS.Web
- Evergreen
- Follett Destiny
- Follett/Sagebrush Athena
- Gaylord GALAXY
- GEAC Plus
- Highland
- Infovision AmLib
- Inmagic Genie
- Innovative Interfaces Millennium
- Mandarin M3
- Sirsi Unicorn
- SirsiDynix Horizon
- SirsiDynix MultiLIS
- SirsiDynix Symphony
- Sydney Plus
- TLC CARL Classic
- TLC CARL.Solution
- TLC Library.Solution
- Winnebago Spectrum

Additionally, we have converted data from various non-MARC based proprietary systems. Innovative is confident that our experience converting system files from a variety of library automation products with their varied operating systems, data storage and export functions, and proprietary file structures will enable us to effectively migrate the Library's databases.

Implementation/Training Services

Overview

Innovative staff consultation and customized training will ensure that the library staff can take full advantage of the power of the Polaris software.

Innovative will be responsible for the initial training of library staff necessary to operate the Polaris system. All costs related to initial training of library staff are clearly defined and quoted as part of the price presented in the proposal, with travel and related expenses included.

Innovative proposes that all Polaris Application training be held on-site at the library during regular business hours or scheduled as an online webinar.

Polaris Application training should be organized around functionality instead of staff assignments. For example, any personnel who work at the circulation desk, or supervise circulation desk personnel would be present during sessions on circulation desk procedures. This has the advantage of permitting supervisory personnel to hear firsthand and respond to policy questions and concerns that the trainer should not be handling.

Patrons normally can use the graphical online public access catalog successfully without any training, and without referring to the PAC's in-context help instructions.

The Polaris Implementation Manager and the library's local system administrator will work closely to determine the best method of integrating consultation and hands-on-training to maximize the value to the library. This process will subsequently provide the library with a thorough understanding of the capabilities of the Polaris software.

Role of the Implementation Manager

Upon contract signing, Innovative will assign an Implementation Manager whose role will be to work in conjunction with the library during the implementation phase of the contract. The Implementation Manager will be responsible for working with the library's System Administrator to establish the project schedule and to customize the implementation and training processes to best meet the needs of the library. The Implementation Manager will oversee all of Innovative's tasks and deliverables and will serve as the library's first point of contact with Innovative from the moment of contract signing until the time the library has gone live on the Polaris software.

To this end, one of the first things the Implementation Manager does upon being assigned this project is to contact the library's System Administrator to schedule an implementation site visit. The purpose of this visit includes, but is not limited to, the discussion of policy file creation, data migration issues, and general project planning. The implementation site visit requires the participation of the library's system administrator as well as representatives from each of the library's administrative units involved or affected by the implementation of the Polaris software.

Training Philosophy, Fees and Services

Innovative's approach to training is to thoroughly train a core group at the library site. This core group will receive in-depth training on the various subsystems. This core group will, in turn, train the remainder of the library staff. Training materials are provided by Innovative trainers at the time of initial training. In addition, Polaris user guides and help files are available for on-going reference and training purposes. They may be customized as required by the site for local use.

Prior familiarity on Windows is required for all trainees. Up to ten (10) trainees are allowed at each training session. Training materials will be provided for each session. Additional training days can be contracted. Training should take place in a room away from public areas and have the capacity to hold the number of trainees (up to 10) and the Polaris trainer. It is strongly recommended that each trainee have the use of a library workstation with the Polaris Staff client software installed.

Polaris Implementation Draft Schedule

- Contract Signing: By May 15, 2019
- Site Visit: June 4-5, 2019
- Server Staging: By June 14, 2019
- Test Load – Data mapping and load: June 17-28, 2019
- P1 Training: July 16-18, 2019
- P2 Training: July 30 – Aug 1, 2019
- Placentia Internal staff training: July 19 – August 16, 2019
- Hosted server unavailable August 19-27, 2019
- Final data load: August 22-27
- Go-Live: August 28, 2019

iii innovative

References

Please provide three references from other libraries, preferably of similarly sized collection and/or service populations that currently use your recommended solution. If applicable, please provide recommendations from libraries that have converted from SisiDynix's Symphony software your ILS.

iii innovative
Johnston Public Library
6700 Merle Hay Road
Johnston, IA 50131
Dreama Deskins, IT
515-2748-5233 x608
deskins@johnstonlibrary.com
Previous System: Symphony
Go Live: November 2013
# of Libraries: 1
# of Bibs: 85,000
# of Items: 98,000
# of Patrons: 17,729
# of Staff Workstations: 16
Annual Circulation: 310,101

Irving Public Library
801 West Irving Boulevard
Irving, TX 75060
Michael Ayres, Technical Services Manager
972-721-2764
mayres@cityofirving.org
Previous System: Symphony
Go Live: August 2014
# of Libraries: 8
# of Bibs: 320,720
# of Items: 611,798
# of Patrons: 149,946
# of Staff Workstations: 150
Annual Circulation: 1,293,048

Oxnard Public Library
251 South A Street
Oxnard, CA 93030
Antonio Fuentes, IT
805-385-7523
antonio.fuentes@oxnard.org
Previous System: Unicorn
Go Live: May 2015
# of Libraries: 3
# of Bibs: 384,119
# of Items: 492,309
# of Patrons: 123,840
# of Staff Workstations: 43
Annual Circulation: 568,470

Contract Considerations

Please see the following pages for Innovative's contract considerations:

- Contract Considerations Letter
- Innovative Interfaces Incorporated Subscription License Agreement
- Innovative Interfaces Incorporated Master Professional Services Agreement
- Certificate of Liability Insurance
- Mutual Confidentiality Agreement

innovative

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Emeryville, CA 94608
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9th Floor
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+353.1.672.2300

April 19, 2019

Jon Legree, Technology Manager
Placentia Library District
411 E. Chapman Avenue
Placentia, CA 92870

Dear Mr. Legree,

In reference to the RFP Titled Integrated Library System

Innovative Interfaces Incorporated Contract Considerations:

Innovative appreciates the opportunity to respond to your Request for Proposal. Innovative understands that both parties will have an opportunity to negotiate definitive contracts together. Your Request for Proposal and our response to it is not intended to form a contract between the parties. Our proposal is subject in all respects to our negotiation, approval and signature of mutually acceptable definitive agreements. Of note, and as part of its standard risk control procedures, Innovative refrains, in any finally-negotiated contract, from incorporating by reference all or any parts of its customer RFP, Innovative's responses to such RFP, or amendments or modifications to either.

Innovative has included with our response to the RFP the proposed Innovative License Agreement and the Professional Services Agreement. If selected as the supplier, we are prepared to move forward quickly to negotiate mutually acceptable contract terms and we do not anticipate serious difficulty in reaching agreement or in satisfying Placentia Library District's specific contractual objectives.

We advise you that Innovative considers the information described below that is included in our response package to be commercially sensitive or confidential in nature. We request that Placentia Library District not disclose any such information to any third party except to the extent required by the Public Records Act or any other applicable law, and that Placentia Library District use reasonable endeavors to consult with Innovative regarding any release of any such information that may be required under the Public Records Act or other applicable law:

- Information describing our product roadmap plans or future product development plans
- Any Innovative financial statements or other information financial information related to Innovative
- All pricing information
- Any documentation identified and/or marked trade secret

Sincerely yours,

Akin Adekeye
General Counsel

INNOVATIVE INTERFACES INCORPORATED
SUBSCRIPTION LICENSE AGREEMENT

This Subscription License Agreement ("License Agreement") is entered into by and between Innovative Interfaces Incorporated, a California corporation ("Innovative"), and the party identified as Client below ("Client"), as of the "Effective Date" also set forth below.

Client	
Address	
Client Technical Contact:	Name: Phone:
Customer No.	
Effective Date	

1. **Definitions.**

"GTCs" means the Innovative Interfaces Incorporated Subscription License Agreement General Terms and Conditions in effect as of the time of execution of this License Agreement, a copy of which can be found in Exhibit B.

"Support Terms" means the Innovative Interfaces Incorporated Maintenance and Support Terms and Conditions, as may be amended from time to time by Innovative, a copy of which can be found in Exhibit C.

"Hosting Terms" means the Innovative Interfaces Incorporated Hosting Terms and Conditions, as may be amended from time to time by Innovative, a copy of which can be found in Exhibit D.

2. **General.** Innovative and Client agree that this License Agreement is a binding agreement between the parties and is governed by the GTCs, Support Terms and, if the attached Pricing Exhibit indicates that Client has purchased hosting services, then the Hosting Terms, all of which are made a part hereof. This License Agreement, the GTCs, Support Terms, Hosting Terms, if applicable, and all other exhibits, schedules and terms and conditions referenced by or in this License Agreement, the GTCs, Support Terms or Hosting Terms together constitute the "Agreement." Client acknowledges and agrees that it has had the opportunity to review the Agreement, including without limitation, the GTCs, Support Terms and Hosting Terms, prior to the execution of this License Agreement. Innovative recommends that Client print a copy of each component of this Agreement for Client's records. Unless otherwise specified, capitalized terms in this License Agreement have the same meaning as those in the GTCs. This Agreement is governed by and interpreted in accordance with the internal substantive laws of the State of California, without regard to any other laws that would require the application of the laws of another jurisdiction. Application of the U.N. Convention on Contracts for the International Sale of Goods is hereby excluded.

EXHIBITS TO LICENSE AGREEMENT

A	PRICING EXHIBIT
B	GENERAL TERMS AND CONDITIONS
C	MAINTENANCE AND SUPPORT TERMS AND CONDITIONS
D	HOSTING SERVICES TERMS AND CONDITIONS

In witness whereof, the parties have executed this Agreement by their duly authorized representatives as of the Effective Date.

Client	**Innovative**
By:	**Innovative Interfaces Incorporated** By:
Name:	Name:
Title:	Title:
Date:	Date:

Exhibit A

Pricing Exhibit

1. **Fees.** All Fees must be paid to Innovative within 30 days following receipt of the invoice.

2. **Term.** Subject to the early termination provisions set forth in the GTCs, this Agreement will be effective for an initial term of five (5) years following the Effective Date (the "Initial Term"). This Agreement will be automatically renewed for additional one (1) year terms (each, a "Renewal Term" and, together with the Initial Term, the "Term"), unless either party gives the other not less than ninety (90) days' prior written notice of its intent to terminate this Agreement effective as of the end of the then-current Term. Commencing upon year 2 and thereafter, Innovative will have the right to increase rates hereunder by a maximum percentage equivalent to the greater of 5% or the percentage increase in the Consumer Price Index (CPI-U) over the previous year.

[APPROVED SOFTWARE LICENSE QUOTE FOLLOWS THIS PAGE]

Exhibit B
Innovative Interfaces Incorporated
Subscription License Agreement
General Terms and Conditions

The parties agree that their contractual relationship with respect to the Software will be governed by the terms and conditions of (1) this Subscription License Agreement General Terms and Conditions ("GTCs"), (2) the applicable Innovative Interfaces Incorporated Subscription License Agreement(s) (each, a "License Agreement"), (3) the Innovative Interfaces Incorporated Maintenance and Support Terms ("Support Terms"), (4) the Innovative Interfaces Incorporated Hosting Terms ("Hosting Terms"), if applicable, and (5) all other applicable exhibits, schedules and terms and conditions referenced by or in the GTCs, License Agreement(s), Support Terms and Hosting Terms. Each License Agreement, together with the terms and conditions of this GTC, Support Terms and Hosting Terms and all applicable exhibits or schedules incorporated by reference or referenced therein will constitute and be construed as a separate agreement. Unless otherwise specified, capitalized terms in these GTCs have the same meaning as those in the License Agreement.

1. **Software License.**

a. Subject to the terms and conditions of this Agreement, including without limitation Client's payment of all of the Fees (defined below) due hereunder, Innovative hereby grants to Client a limited, nonexclusive, non-sub-licensable, nontransferable license to use the components of its software applications, modules, and other products that are listed in the Pricing Exhibit to the License Agreement (collectively, the "Software"). The license granted in the preceding sentence will be for the duration of the term of this Agreement and will automatically expire upon the termination or expiration of this Agreement or as otherwise specified in this Agreement.

b. Client and, where applicable, its Authorized Users (defined below) may use the Software (including any Client Configurations) (i) only for the management of the library and for servicing its patrons (including permitting Authorized Users to search library catalogues), and not on an outsourced basis, as a service bureau, for resale, or similarly on behalf of or for the direct or indirect benefit of third parties, and (ii) only in accordance with the other terms of this Agreement. Client will be responsible for its Authorized Users' compliance with the terms hereof. Without limiting the foregoing, Client agrees that it and its Authorized Users will: (i) comply with all applicable laws regarding the transmission of data, including, without limitation, any applicable export control and data protection laws; and (ii) not use the Software for illegal purposes.

c. Subject to Section 11 (Client Configurations), other than Innovative, no one is permitted to copy, modify, reverse engineer, decompile, or disassemble the Software, create derivative works thereof, or separate the Software into its component files. All rights to the Software that are granted to Client in this Agreement are limited to the object code versions of the Software and in no event will Client be deemed to have any right, title or interest in the source code of the Software.

d. The Software may be used by the base number of Client's worldwide employees, third-party auditors, agents and contractors ("Authorized Users") set forth in the Pricing Exhibit to the License Agreement for such Software and such additional Authorized Users as may be hereafter identified to Innovative by Client for which Client pays the additional Fees referred to in Section 4(a) of this Agreement. Each Authorized User license is allocable to a single full-time user of the Software and may be transferred to another user only on a full-time basis. Authorized User license(s) may not be shared on a part time or concurrent user basis.

e. The license granted to Client pursuant to this Agreement will include, at no additional cost, a license to use all new scheduled major releases, service pack releases, and hot fixes of the Software offered generally by Innovative to its clients during the term of this Agreement (collectively, "New Releases"). "New Releases" do not include new or additional modules, applications or other software now or hereafter offered by Innovative, each of which require a separate license and payment of additional license fees. The term "Software" will be deemed to include New Releases. Additional fees at Innovative's then-prevailing professional service rates will apply for implementation of New Releases.

f. Innovative offers support for the Software in accordance with the Support Terms, the terms of which are incorporated by reference herein.

g. The license granted hereunder grants Client the right to use a single production instance (copy) of the Software and up to two (2) additional instances (copies) of the Software for non-production use at no additional charge. All copies of the Software are subject to the terms of this Agreement. Non-production use includes training, development, testing, quality assurance, staging or preproduction provided that the copies of the Software are not used in a production environment or as a backup to production. Except to the extent expressly set forth in a License Agreement, this license grant does not provide Client with any rights to hosting services.

2. **Acceptance.** Following the execution of the Agreement by the parties, Innovative will deliver the Software, in its preconfigured, out-of-the box format, to Client (i) via the Internet, if Client has purchased hosting services from Innovative pursuant to the Hosting Terms or (ii) by making it available to Client to download via an FTP site, if Client has not purchased hosting services from Innovative pursuant to the Hosting Terms. Client will be deemed to have accepted the Software upon initial delivery.

3. **Ownership.**

a. All Intellectual Property Rights (defined below) in the Software and also including, without limitation, all improvements, enhancements, modifications, Client-specific upgrades, or updates to the Software, developed by either party, solely or jointly (collectively, "Innovative Products"), will remain the exclusive, sole and absolute property of Innovative or the third parties from whom Innovative has obtained the right to use the Innovative Products. Intellectual property created by Innovative pursuant to this Agreement, or any other party at the request or direction of Innovative, will be owned by Innovative. "Intellectual Property Rights" means any and all intellectual property rights existing from time to time under any law or regulation, including without limitation, patent law, copyright law, semiconductor chip protection law, moral rights law, trade secret law, trademark law, unfair competition law, publicity rights law, or privacy rights law, and any and all other proprietary rights, and any and all applications, renewals, extensions and restorations of any of the foregoing, now or hereafter in force and effect worldwide. Client hereby assigns to Innovative all right, title and interest in any feedback and suggestions it provides to Innovative regarding the Software or other products commercialized by Innovative now or in the future. This Agreement does not convey to the Client any interest in or to the Innovative Products or any associated Intellectual Property Rights, but only a limited right to use the Software to the extent set forth in this Agreement, which right is terminable in accordance with the terms of this Agreement and is otherwise subject to the limitations, restrictions, and requirements contained herein. If Client configures or otherwise modifies the Software using an API licensed hereunder, Client will also have a license to use such configurations or modifications as part of the Software on the terms set forth in Section 1. Rights not expressly granted to the Client are hereby expressly reserved by Innovative.

b. For purpose of this Agreement, as between Innovative and Client, any Intellectual Property Rights in the Innovative Products to the extent owned by any third party will be and remain the exclusive property of such third party. The Software may include third-party software and products, which are described in the documentation and/or Specifications made available to Client by Innovative, and any third-party pass-through terms relating to such third-party software and products are identified therein (or by other mode of disclosure).

c. Except as expressly stated herein, Client will exclusively have and retain all right, title and interest, including all associated Intellectual Property Rights, in and to data that Client enters into the Software or disclosed by Client to Innovative in its performance hereunder ("Client Data"), and, as between Client and Innovative, such Client Data will remain the sole property of Client. Client hereby grants to Innovative a license to use Client Data (i) to process the Client Data pursuant to Client's business requirements, (ii) for maintenance and support of the Software, (iii) to collect and use aggregate, non-identifying and anonymized data, and (iv) for research and development purposes. Client acknowledges and agrees that it will have no rights in any products or services created or sold by Innovative or its affiliates that use any of the Client Data in the manner set forth in (iii) or (iv) of the preceding sentence. To the extent that applicable law requires any permissions or authorizations to have been obtained prior to submission of Client Data to Innovative (including without limitation from individuals to whom the data pertains), Client warrants and covenants that it (and its Authorized Users, as applicable) will have first obtained the same permissions or authorizations prior to transmitting such data to Innovative. Client will defend, indemnify and hold harmless Innovative in the event of any third-party claim arising from a breach of the aforesaid warranty and covenant.

4. **Fees; Expenses; Payment Terms.**

a. In consideration of receiving a limited license to use the Software, Client will pay the fees set forth in the Pricing Exhibit to the License Agreement (the "Fees") on the terms set forth therein. Initial invoicing under this Agreement will occur when the Software is made available to Client; subsequent renewal invoices will be sent to

Client prior to the date such payment is due. Invoices for any Renewal Terms may be provided to Client up to 90 days prior to the effective date of such Renewal Term. Client will notify Innovative in writing if Client hereafter requires additional Authorized Users or additional Software modules, and will pay the fees for such additional Authorized Users or additional Software modules in accordance with the terms set forth on the invoice for such fees. The Software may, from time to time, electronically transmit to Innovative reports verifying the type and number of Authorized Users, and Innovative may utilize license keys or other reasonable controls to enforce Authorized User license limitations. Client will cooperate with Innovative in all such efforts.

b. All Fees are exclusive of all taxes and similar fees now in force or enacted in the future or imposed on the delivery and license of the Software, all of which Client will be responsible for and will pay in full, other than taxes based on Innovative's net income. Client will provide Innovative its state issued Direct Pay Exemption Certificate (or equivalent certificate), if applicable, upon execution of this Agreement. In the event an applicable taxing authority, as a result of an audit or otherwise, assesses additional taxes for goods or services sold under this Agreement at any time, Client and not Innovative will be solely responsible for payment of such additional taxes and all costs associated with such assessment, including without limitation, interest, penalties and attorney's fees. Additionally, should Client be required under any applicable law or regulation, domestic or foreign, to withhold or deduct any portion of the payments due to Innovative hereunder, then the sum due to Innovative will be increased by the amount necessary to yield to Innovative an amount equal to the sum Innovative would have received had no withholdings or deductions been made.

c. Where this Agreement establishes a due date for a payment and/or a recurring method for payment, payment will be due and payable on such due date and/or according to the method specified. Other fees or expenses charged pursuant to this Agreement will be paid at the amounts set forth in the invoice within 30 (thirty) days of the date of the invoice. All amounts stated herein and all Fees determined hereunder are in U.S. Dollars, unless otherwise required by applicable law.

d. Any invoices not paid when due will accrue interest at the rate of 1% per month or the maximum rate permitted by law, whichever is greater.

5. **Limited Warranty.**

a. Innovative warrants, solely for the benefit of Client, that:

i. It has the corporate power and authority to enter into this Agreement and to grant Client the license to the Software hereunder; and

ii. The Software will conform in all material respects to the applicable technical documentation for the Software provided to Client by Innovative and expressly identified by Innovative as the specifications for the Software (collectively, the "Specifications").

b. EXCEPT FOR (i) THE WARRANTIES EXPRESSLY STATED ABOVE IN THIS SECTION AND (ii) ANY WARRANTY, REPRESENTATION OR CONDITION TO THE EXTENT THE SAME CANNOT BE EXCLUDED OR LIMITED UNDER APPLICABLE LAW, INNOVATIVE AND ITS LICENSORS, AFFILIATES, AGENTS, SUBCONTRACTORS AND SUPPLIERS MAKE NO REPRESENTATIONS OR WARRANTIES, AND EXPRESSLY DISCLAIM AND EXCLUDE ANY AND ALL WARRANTIES, REPRESENTATIONS AND CONDITIONS, WHETHER EXPRESS OR IMPLIED, WHETHER ARISING BY OR UNDER STATUTE, COMMON LAW, CUSTOM, USAGE, COURSE OF PERFORMANCE OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT. WITHOUT LIMITING THE FOREGOING, INNOVATIVE AND ITS LICENSORS, AFFILIATES, AGENTS, SUBCONTRACTORS AND SUPPLIERS DO NOT WARRANT, AND EXPRESSLY DISCLAIM ANY REPRESENTATION OR WARRANTY, THAT THE SOFTWARE OR OTHER DELIVERABLES PROVIDED BY OR ON BEHALF OF INNOVATIVE WILL SATISFY CLIENT'S REQUIREMENTS OR THAT THEIR USE OR OPERATION WILL BE ERROR OR DEFECT-FREE OR UNINTERRUPTED OR AVAILABLE ON THE INTERNET, OR THAT ALL PRODUCT DEFECTS WILL BE CORRECTED. EXCEPT FOR THE EXPRESS WARRANTIES IN SECTION 5(a), THE SOFTWARE, INCLUDING ALL CONTENT, IS PROVIDED "AS IS," WITH ALL FAULTS AND WITHOUT ANY GUARANTEES REGARDING QUALITY, PERFORMANCE, SUITABILITY, TIMELINESS, SECURITY, DURABILITY, INTEGRABILITY OR ACCURACY, AND CLIENT ACCEPTS THE ENTIRE RISK OF AND RESPONSIBILITY FOR SELECTION, USE, QUALITY, PERFORMANCE, SUITABILITY AND RESULTS OF USE THEREOF, INCLUDING ALL CONTENT GENERATED THROUGH USE THEREOF.

c. As the exclusive remedy of Client for a breach of the limited warranties set forth in Section 5, for any error or other defect for which Innovative is solely responsible, Innovative will, at its option, either (i) correct or repair the Software, or (ii) accept termination of this Agreement and refund the unused balance of any prepaid Fees for the Software, prorated for the period commencing on the date the error or defect was reported by Client to Innovative and continuing throughout the balance of the period to which such Fees apply. None of the above warranties or remedies in this Section 5 will apply with respect to any Software that has been damaged or modified by any party other than Innovative, or used in a manner for which the Software is not designed or intended.

6. **LIMITATIONS ON LIABILITY.** IN NO EVENT WILL INNOVATIVE BE LIABLE FOR LOST PROFITS OR OTHER INCIDENTAL OR CONSEQUENTIAL, INDIRECT, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES UNDER ANY CIRCUMSTANCES WHATSOEVER, EVEN IF INNOVATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR IF THEY WERE OTHERWISE FORESEEABLE. INNOVATIVE'S TOTAL LIABILITY FOR TORT, CONTRACT AND OTHER DAMAGES WILL NOT EXCEED THE TOTAL AMOUNT OF ALL FEES PAID TO INNOVATIVE BY CLIENT UNDER THIS AGREEMENT IN THE TWELVE-MONTH PERIOD IMMEDIATELY PRECEDING THE DATE UPON WHICH A CLAIM IS FIRST ASSERTED AGAINST INNOVATIVE. INNOVATIVE WILL NOT BE LIABLE FOR ANY CLAIM OR DEMAND AGAINST CLIENT BY ANY THIRD PARTY EXCEPT FOR THE INDEMNIFICATION SET FORTH IN SECTION 7. THESE LIMITATIONS OF LIABILITY WILL APPLY TO ALL CLAIMS AGAINST INNOVATIVE IN THE AGGREGATE (NOT PER INCIDENT) AND TOGETHER WITH THE DISCLAIMER OF WARRANTIES ABOVE WILL SURVIVE FAILURE OF ANY EXCLUSIVE REMEDIES PROVIDED IN THIS AGREEMENT.

7. **Indemnification.**

a. If a third party files a legal action in a court of competent jurisdiction against Client claiming the Software, as delivered to Client by Innovative, directly infringes such third party's U.S. copyright or U.S. patent, Innovative will defend Client against such legal action, provided that Client promptly notifies Innovative in writing of the legal action and fully cooperates with Innovative in the defense of such legal action. Innovative will also indemnify Client from all damages and out-of-pocket costs (including reasonable attorneys' fees) finally awarded by a court of competent jurisdiction in connection with any such legal action, or agreed to by Innovative in a settlement. Innovative will control all aspects of the defense and conduct the defense and any settlement negotiations in any such third-party legal action. This indemnification is limited to the Software in the form delivered to Client and does not cover claims arising from (x) modifications thereto not made by Innovative, or, even if by Innovative, at the request of Client; (y) use of the Software in combination with other software or items not provided by Innovative, or (z) third party modifications (including addition of source code) to the Software.

b. As the exclusive remedy of Client under the limited indemnity set forth in Section 7.a, if the use of the Software by Client is enjoined, Innovative will, at its sole option: (i) obtain for Client the right to continue to use the Software, (ii) modify the Software to remove the cause of the legal action, (iii) replace the Software at no additional charge to Client with a substantially similar, non-infringing product, which will then be subject to the provisions of this Agreement, or (iv) terminate this Agreement and refund to Client that portion of the Fees allocable to the infringing component of the Software, prorated for the period Client's use of the Software is enjoined. None of the above warranties or remedies will apply with respect to any element of the Software that has been modified by any party other than Innovative, or used in a manner for which the Software is not designed or intended. This Section states Innovative's entire liability and Client's exclusive remedies for infringement of intellectual property rights of any kind.

8. **Confidentiality.**

a. Client acknowledges that all documentation, audit reports, technical information, software, Specifications and other information pertaining to the Software, and/or Innovative's business interests or activities, product pricing, financial information, methods of operation or customers that are disclosed by any party to Client in the course of performing this Agreement are the confidential and proprietary information of Innovative. Innovative acknowledges that Client Data and other proprietary Client materials are the confidential information of Client. The information and materials described in the preceding sentences is referred to herein as "Confidential Information." Notwithstanding the foregoing, the term "Confidential Information" does not include information pertaining to a party if (i) such information is generally known to the public through no improper action or inaction by the other party, (ii) was, through no improper action or inaction by the other party, in the possession of the other party prior to the

Effective Date, or (iii) rightly disclosed to the other party by a third party if such disclosure does not violate the terms of any confidentiality agreement or other restriction by which such third party may be bound.

b. All Confidential Information will be held in confidence and may not be copied, used or disclosed other than as set forth in this Agreement. Each party must take all reasonable efforts to protect the confidentiality of and prevent the unauthorized use of any such Confidential Information by any third party within such party's control. Each party may disclose Confidential Information (i) to the receiving party's employees and contractors required to have access to such Confidential Information for the purposes of performing this Agreement or using the Software, provided each party hereto notifies its employees and contractors accessing such Confidential Information of the confidentiality obligations in this Section 8; or (ii) if such disclosure is in response to a valid order of any court or other governmental body ("Order"), in which event, the disclosing party must use reasonable efforts to provide the other party with prior notice of such Order, to the extent legally permitted to do so. Under no circumstances will Confidential Information received from Innovative be disclosed to any competitor of Innovative without Innovative's advance written permission.

c. Recognizing any improper use or disclosure of any Confidential Information by either party may cause the party whose Confidential Information is improperly used or disclosed irreparable damage for which other remedies may be inadequate, a party whose Confidential Information is improperly used or disclosed will have the right to petition for injunctive or other equitable relief from a court of competent jurisdiction as appropriate to prevent any unauthorized use or disclosure of such Confidential Information.

d. If the parties have previously executed a nondisclosure agreement ("NDA"), any Confidential Information exchanged pursuant to such NDA will remain confidential, and will as of the date of the execution of this Agreement be deemed Confidential Information within the meaning of this Agreement and also be governed by the terms hereof.

9. **Term; Termination.**

a. The term of the Agreement is set forth in the License Agreement.

b. If either party hereto fails to perform or comply with any material term or condition of this Agreement, specifically including Client's failure to pay any Fees (such party being the "Breaching Party"), and such failure continues unremedied for 30 (thirty) days after receipt of written notice, the other party may terminate this Agreement. Notwithstanding the foregoing, if the Breaching Party has in good faith commenced to remedy such failure and such remedy cannot reasonably be completed within such 30-day period, then the Breaching Party will have an additional 30 (thirty) days to complete such remedy, after which period the other party may terminate this Agreement if such failure continues unremedied.

c. Client may terminate this Agreement at any time during the Initial Term effective as of the date of the next annual anniversary of the Effective Date if Client's budget (funding) is eliminated and Client provides written evidence to Innovative of the elimination of Client's budget (funding), such evidence to be in the form and substance reasonably requested by Innovative.

d. Except for a termination by Client pursuant to Section 9.b., and unless as otherwise set forth in this Agreement, upon any termination of this Agreement, all prepaid Fees will be nonrefundable and Client will be responsible for all Fees and expenses for the Software provided prior to and as of the date of termination. Any termination of this Agreement will not waive or otherwise adversely affect any other rights or remedies the terminating party may have under the terms of this Agreement. Upon termination of this Agreement, the rights and duties of the parties will terminate, other than the obligation of the Client to pay Fees and costs in accordance herewith, and the obligations of the parties pursuant to Section 1.c. (Software License), Section 3 (Ownership), Section 4 (Fees; Expenses; Payment Terms), Section 6 (Limitations on Liability), Section 7 (Indemnification), Section 8 (Confidentiality), Sections 9.d. and 9.e. (Termination), Section 11 (Client Configurations) and Section 13 (General). Within 30 (thirty) days of receipt of a written request following a termination of this Agreement, each party must return or destroy all Confidential Information of the other party, as requested in writing by the other party. Notwithstanding the foregoing, a party will not be obligated to destroy data containing Confidential Information of the other party when it would be commercially impracticable for the receiving party to do so (for example, when Confidential Information is contained in e-mail stored on backup tapes or other archival media), but for so long as such receiving party is in possession of such Confidential Information of the other party, the terms of Section 8 (Confidentiality) hereof will continue to restrict the receiving party's use or disclosure of such Confidential

Information. Neither party will be liable to the other for any termination or expiration of this Agreement in accordance with its terms.

e. Following termination of this Agreement, Innovative has no duty whatsoever to deliver to Client any parts of its programming, data model, or any other information regarding which Innovative claims a proprietary or Intellectual Property Right. To the extent that Innovative is requested to perform any services for Client in connection with the termination of this Agreement (including without limitation providing Client with a copy of Client Data in a commercially-standard format to be agreed upon by the Parties), such service will be performed pursuant to a written statement of work under a separate professional services agreement and paid for by Client, applying Innovative's then-current rates for daily/hourly work, as the case may be.

10. **Third Party Software.** The Software may contain third-party and/or "open source" code provided under third-party license agreements. The terms and conditions of such third-party license agreements will apply to such source code in lieu of these terms, where applicable, and Client is responsible for compliance therewith. A listing of certain third-party and/or open source code contained in the Software, the respective license terms applicable to such code, and certain related notices are included in the documentation and/or Specifications made available to Client by Innovative. Except as required for the authorized use of the Software as contemplated herein, Client may not use any name or trademark of any supplier of third party or open source code without such party's prior written authorization.

11. **Client Configurations.** Client will be permitted to use one or more application programming interfaces (APIs) made available by Innovative to configure the Software hereunder in accordance with the Specifications (such configurations or other modifications, "Client Configurations"). Client will not use any other API to modify or configure the Software. No API may be used to create any Client Configuration that, in whole or in part, mimics any material functionality of any software or service developed or marketed by Innovative or that would reasonably be deemed competitive to any software or service developed or marketed by Innovative if the Client Configuration were to be released to the public market. Innovative disclaims all representations and warranties, express or implied, regarding Client Configurations and assumes no liability whatsoever with respect to Client Configurations. Client agrees to indemnify and hold harmless Innovative from all damages and out-of-pocket costs (including reasonable attorney fees) for any third-party action based on a claim that any Client Configuration infringes a copyright or a patent, or constitutes an unlawful disclosure, use or misappropriation of another party's trade secrets.

12. **Back-Up Activities.** Except to the extent that Client purchases Innovative's hosting service or back-up services, Client has the sole responsibility for the maintenance and protection of all data input into the Software, including, without limitation, the making, storing and security of back-up and archive copies of such data and the Software (collectively "Back-Up Activities"), and Client acknowledges Innovative will not perform any Back-Up Activities for or on behalf of Client.

13. **General.**

a. No Waiver. The failure of either party to enforce any rights granted hereunder or to take action against the other party in the event of any breach hereunder will not be deemed a waiver by that party as to subsequent enforcement of rights or subsequent actions in the event of future breaches.

b. Independent Contractor. Client acknowledges that Innovative is at all times an independent contractor and that Client's relationship with Innovative is not one of principal and agent nor employer and employee. No Innovative personnel will be entitled to participate in any compensation or benefits plan of Client.

c. Force Majeure. Neither party will be liable or responsible for any delay or failure in performance if such delay or failure is caused in whole or in part by fire, flood, explosion, power outage, war, strike, embargo, government regulation, civil or military authority, hurricanes, severe wind, rain, other acts of God, acts or omissions of carriers, third-party local exchange and long distance carriers, utilities, Internet service providers, transmitters, vandals, or hackers, or any other similar causes that may be beyond its control (a "Force Majeure Event").

d. Notice. Any notice or communication required to be given by either party must be in writing and made by hand delivery, express delivery service, overnight courier, electronic mail, or fax, to the party receiving such communication. Unless otherwise instructed in writing, such notice will be sent to the parties at the addresses set forth on the first page of the License Agreement. All communications pursuant to this Section will be deemed delivered as follows: (a) upon receipt, if delivered personally or by a recognized express delivery or courier service; or (b) when electronically confirmed, if delivered by facsimile.

e. Invalidity. Any provision of this Agreement which is invalid, illegal, or unenforceable in any jurisdiction will, as to that jurisdiction, be ineffective to the extent of such invalidity, illegality or unenforceability, without affecting in any way the remaining provisions hereof in such jurisdiction or rendering that or any other provision of this Agreement invalid, illegal, or unenforceable in any other jurisdiction.

f. Counterparts. This Agreement may be executed by the parties in separate counterparts by original, .pdf (or similar format for scanned copies of documents) or facsimile signature, each of which when so executed and delivered will be deemed an original, but all such counterparts will together constitute but one and the same instrument.

g. Publicity. Except as provided in this Section, neither party will make any press release, public statement or other disclosure regarding the terms of this Agreement without the prior written consent of the other party, which consent will not be unreasonably withheld. Notwithstanding the foregoing, Innovative will have the right to issue public statements pertaining to the existence of the business relationship between Innovative and Client, including the right to limited use of Client's name, logo and other reasonable non-confidential information in press releases, web pages, advertisements, and other marketing materials.

h. Assignment. Neither party has the power to assign, license, or sub-license any of its rights or obligations hereunder without the prior written consent of the other party, which will not be unreasonably withheld. Any assignment, license, or sub-license attempted without such consent will be void. Notwithstanding the foregoing, a party may assign this Agreement without the other party's consent (i) as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets or capital stock; or (ii) to an Affiliate of such party provided that any such assignment will not release the assigning party from its obligations under this Agreement.

i. Waiver of Jury Trial; Governing Language. EACH PARTY HEREBY WAIVES ITS RIGHT TO A JURY TRIAL IN CONNECTION WITH ANY DISPUTE OR LEGAL PROCEEDING ARISING OUT OF THIS AGREEMENT OR THE SUBJECT MATTER HEREOF. This Agreement and all proceedings hereunder will be conducted in the English language; any translation of this Agreement into another language will be for convenience only but will not modify the meaning hereof. Only a written instrument duly executed by both parties may modify this Agreement.

j. Entire Agreement. This Agreement contains the entire understanding of the parties, and supersedes all prior agreements and understandings relating to the subject matter hereof, provided that nothing herein will diminish or affect any separate services agreement or statement(s) of work issued thereunder. The parties represent that they are sophisticated commercial entities, have had the opportunity to consult with their own counsel, and have included in this Agreement all terms material to the parties' rights and obligations with respect to the subject matter hereof and intend this document to be the final expression of their contractual intent. The parties further represent and acknowledge that communications exchanged between the parties during contract negotiation (including, without limitation, requests for proposal ("RFPs") and Innovative's responses to such RFPs; questionnaires and responses to same, quotes) do not constitute a part of this Agreement. Purchase orders, work orders or other such documents submitted by Client will be for Client's internal administrative purposes only and the terms and conditions contained in any such purchase order, work order or other such document will have no force or effect and will not amend or modify this Agreement. In the event of any inconsistencies or conflicts among the GTCs, a License Agreement or any other exhibits or schedules referenced by these GTCs, the following order of priority will control: 1. License Agreement, 2. GTCs and 3. any other terms, agreements, exhibits or schedules included in, or referenced by the Agreement.

Exhibit C
Innovative Interfaces Incorporated
Maintenance and Support
Terms and Conditions

These Maintenance and Support Terms and Conditions ("Support Terms") apply to the License Agreement. Unless otherwise specified, capitalized terms in these Support Terms have the same meaning as those in the GTCs. The terms set forth herein supplement, but do not replace or modify, the GTCs.

1. **Maintenance and Support.** Innovative will offer maintenance and support on the terms set forth herein ("Maintenance and Support") for the latest generally available version of the Software and for certain earlier versions in accordance with Innovative's support policy. Standard Maintenance and Support is included with the price for the annual license set forth in the License Agreement.

2. **Error Response.** Error descriptions (each an "Error"), the Error severity levels and corresponding targeted response time per level are each described in the table below. The Targeted Response Times in the table below identify the response times that Innovative will target for the corresponding Error, however, such Targeted Response Times are not guaranteed.

Severity	Description	Target Response Time
One - Site Down	A major component of the software is in a non-responsive state and severely affects library productivity or operations. A high impact problem that affects the entire library system. Widespread system availability, production system is down	1 hour
Two – Critical	Any component failure or loss of functionality not covered in Severity 1 that is hindering operations, such as, but not limited to: excessively slow response time, functionality degradation; error messages; backup problems; or issues affecting the use of the module or the data	2 business hours
Three - High	Lesser issues, questions, or items that minimally impact the work flow or require a work around	2 business days; excludes holidays and weekends
Four – Routine	Issues, questions, or items that don't impact the work flow. Issues that can easily be scheduled such as an upgrade or patch	4 business days; excludes holidays and weekends

3. **Error Reporting and Diagnosis.**

a. Client must designate a representative as the contact that will report Errors to Innovative and be Innovative's primary contact for the provision of Maintenance and Support pursuant to the terms of this Agreement (such representative is referred to herein as the "Client Contact"). When a Client Contact reports an Error, Innovative will use commercially reasonable efforts to diagnose the root cause of the Error ("Diagnosis"). Upon completing the Diagnosis, each Error will be classified as either a "Warranty Error" or a "Non-Warranty Error" pursuant to Section 3.b. below. Innovative will use commercially reasonable efforts to diagnose and repair both Warranty and Non-Warranty Errors as described below.

b. "Warranty Errors" are all Errors that do not qualify as Non-Warranty Errors. "Non-Warranty Errors" are Errors resulting from any of the following causes: (i) misuse, improper use, alteration or damage of the Software; (ii) operator error; (iii) incorrect data entry by Client; (iv) third-party software not part of the Software; (v) errors and/or limitations attributable to Client environment; (vi) Client's failure to incorporate any New Release previously provided to it by Innovative which corrects such Error; (vii) modification of the Software performed by Client; and (viii) technical consulting services provided by Innovative at Client's request (e.g., change orders, integration development, or configuration design and implementation), unless Client notifies Innovative of such technical consulting services problem within the applicable warranty period set forth in the governing statement of work, change order or agreement. Client acknowledges that the Software is intended for use only with the software and hardware described in the Specifications provided by Innovative from time to time, and Client will be solely responsible for its adherence thereto.

4. **Complimentary and Chargeable Support.** Innovative will respond to all reported Errors pursuant to Section 2 above and will use commercially reasonable efforts to resolve Warranty Errors at no additional charge if Client has purchased and is current on its payment for Maintenance and Support; however, Innovative may charge Client for such effort with respect to Non-Warranty Errors according to the following process: (i) When the Client Contact reports any Error, prior to commencing the Diagnosis for the Error, Innovative will notify the Client Contact that the Diagnosis and repair effort will be at no charge to Client unless the reported Error is determined to be a Non-Warranty Error, in which case only the first two hours of Diagnosis will be at no charge; and (ii) Innovative will then commence the Diagnosis unless instructed otherwise by the Client Contact. If more than two hours are required for the Diagnosis of Non-Warranty Errors, then such additional Diagnosis hours will be charged to Client at Innovative's then-current rate for technical services. Once the Diagnosis is complete, the Client Contact will be given the option of having Innovative proceed with repairing the Non-Warranty Error, and, if so requested, Innovative will provide an estimate of the total cost for such effort. If agreed to by the Client Contact, Innovative will undertake to repair the Non-Warranty Error and charge Client for the associated technical services performed.

5. **Ticket Management and Escalation.** Innovative manages all reported issues using a ticket management system, and provides an Internet portal for Clients to report issues. Clients may review the status of issues reported online. When an Error is either unresolved or not resolved in a timely fashion, the Client should contact Innovative representatives pursuant to Innovative's escalation policy made available on Innovative's Internet portal.

Exhibit D
Innovative Interfaces Incorporated
Hosting Services
Terms and Conditions

These Hosting Services Terms and Conditions ("Hosting Terms") apply to the License Agreement if, and only to the extent that, Hosting Services are identified on the Pricing Exhibit to the License Agreement as a purchased service. Unless otherwise specified, capitalized terms in these Hosting Terms have the same meaning as those in the GTCs. The terms set forth herein supplement, but do not replace or modify, the GTCs.

1. **Hosting Services.** The following terms apply for all purposes to Client's license to and use of the Software under the Agreement.

2. **Hosting Solution.** Innovative offers clients a standard cloud-based hosting option (the "Standard Plan"). The table below sets forth the features of the Standard Plan. This option provides industry-leading security and monitoring at a SOC 1/SOC 2 Type 2/ISO 27001-audited datacenter by a top-tier cloud hosting provider (the "Hosting Provider"), with the flexibility to meet clients' data storage, data recovery, and information security policy requirements. To meet clients' global hosting needs, Innovative offers hosting options in datacenters located in the United States, Ireland, Australia and the Asia-Pacific region, however, Innovative reserves the right to increase, decrease and/or relocate its datacenters at anytime.

Feature	Standard
24x7 infrastructure monitoring	✓
Dedicated production environment	✓
99.9% guaranteed infrastructure uptime**	✓
Dedicated public IP address and custom URL	✓
Operating system installation and management	✓
Library software installation and upgrades	✓
Data backups	Daily
Archive data backup retention	30 days

3. **Hosting Solution System Configuration.** The hosting systems are configured to meet the solution requirements as per the Hosting Terms set forth on the Pricing Exhibit to the License Agreement.

4. **Security Controls.**

a. Generally. Subject to the terms of the Agreement, Innovative implements industry-recognized best practices to prevent the unintended or malicious loss, destruction or alteration of Client's data resident in the Software.

b. Access Control. Highly available redundant firewall and edge routers are configured to control access to hosted systems

c. Network Systems Audit Logging. All network logon activity and password changes are logged, monitored, controlled and audited. All intrusion detection and firewall log monitoring is done through services provided by the Hosting Provider. The pertinent log files and configuration files related to customer's hosted solution are retained for seven days and can be made available upon request for audit and problem resolution, as may be required.

d. Encryption. Encryption for data-in-transit is provided as a part of the Standard Plan.

e. Network Monitoring. All network systems and servers are monitored 24/7/365. Innovative will monitor its systems for security breaches, violations and suspicious (questionable) activity. This includes suspicious external activity (including, without limitation, unauthorized probes, scans or break-in attempts) and suspicious internal activity (including, without limitation, unauthorized system administrator access, unauthorized changes to its system or network, system or network misuse or program information theft or mishandling). Innovative will notify Client as soon as reasonably possible of any known security breaches or suspicious activities involving Client's production data or environment, including, without limitation, unauthorized access and service attacks, e.g., denial of service attacks.

f. Physical Security. The Software resides in systems configured for the customer out of Innovative's hosting location. The physical infrastructure used to support Software licensed to Client (and services purchased by Client from Innovative, as applicable), including the servers, storage, switches, and firewalls, are either provided by the Hosting Provider or owned by Innovative. Innovative partners with datacenter providers who are designed to satisfy requirements of most security sensitive customers with constant monitoring, high automation, high availability, and highly accredited to global security standards, including: PCI DSS Level 1, ISO 27001, FISMA Moderate, FedRAMP, HIPAA, and SOC 1 (formerly referred to as SAS 70 and/or SSAE 16) and SOC 2.

g. Security Audits. Client may perform audits of Innovative's security best practices. Innovative will share various security audit reports as requested by Client.

h. Information Security Auditing/Compliance. Innovative's hosting providers undergo SOC 1/SOC 2 Type 2/ISO 27001 audits each year by independent third-party audit firms. Innovative also holds the internationally-recognized ISO 27001:2013 standard for its information security management system supporting the hosting solutions.

i. **The 99.9% guaranteed infrastructure uptime is subject to the following Service Level Agreement (SLA):

i. Hours of operation/exclusive remedy for service unavailability. Innovative offers a monthly infrastructure uptime target of 99.9% of Scheduled Up-Time to Client. Scheduled Up-Time means all of the time in a month that is not Scheduled Downtime or Third Party Unavailability. In the event that Innovative fails to provide Client with 99.9% infrastructure uptime for three consecutive months, Client will be entitled to receive a credit equal to the prorated amount of the Fees for the period in which Innovative failed to provide such infrastructure uptime during such months upon receipt of written notice from Client. The remedies set forth in this Paragraph (i) are the exclusive remedies of the Client for Innovative's failure to provide Client with 99.9% infrastructure uptime.

ii. Scheduled Downtime. Scheduled Downtime means the period of time which Innovative or the Hosting Provider, conduct periodic scheduled system maintenance for which Innovative will provide the Client with advance notice. Innovative will make commercially reasonable efforts to provide Client notice of scheduled system maintenance 48 hours in advance.

INNOVATIVE INTERFACES INCORPORATED
MASTER PROFESSIONAL SERVICES AGREEMENT

This Master Professional Services Agreement ("Services Agreement") is entered into by and between Innovative Interfaces Incorporated., a California corporation ("Innovative"), and the party identified as Client below ("Client"), as of the "Effective Date" also set forth below.

Client	
Address	
Client Technical Contact	Name: Phone:
Effective Date	
License Agreement Date	

1. **Definitions.**

a. "GTCs" means the Innovative Interfaces Incorporated Master Professional Services Agreement General Terms and Conditions in Exhibit A.

b. "SOW" means one or more Statements of Work attached as an exhibit hereto and executed by the parties hereto from time to time on or after the Effective Date.

2. **General.** Innovative and Client agree that this Services Agreement is a binding agreement between the parties and is governed by the GTCs, which are made a part hereof. This Services Agreement, the GTCs and all other exhibits, schedules and terms and conditions referenced by or in this Services Agreement or the GTCs together constitute the "Agreement." Client acknowledges and agrees that it has had the opportunity to review the Agreement, including without limitation, the GTCs, prior to the execution of this Agreement. Innovative recommends that Client print a copy of each component of this Agreement for Client's records. Unless otherwise specified, capitalized terms in this Services Agreement have the same meaning as those in the GTCs. This Agreement is governed by and interpreted in accordance with the internal substantive laws of California, without regard to any other laws that would require the application of the laws of another jurisdiction. Application of the U.N. Convention on Contracts for the International Sale of Goods is hereby excluded.

EXHIBITS TO SERVICES AGREEMENT

A	General Terms and Conditions
B	Statement(s) of Work
C	Pricing Exhibit

[Signature page follows]

In witness whereof, the parties have executed this Agreement by their duly authorized representatives as of the Effective Date.

Client	**Innovative**
  By:	**Innovative Interfaces Incorporated** By:
Name:	Name:
Title:	Title:
Date:	Date:

Exhibit A
Master Professional Services Agreement
General Terms and Conditions

The parties agree that their contractual relationship with respect to the Services will be governed by the terms and conditions of (1) this Master Professional Services Agreement General Terms and Conditions ("GTCs"), (2) the applicable Innovative Interfaces Incorporated Master Professional Services Agreement(s) (each, a "Services Agreement"), and (3) all other applicable exhibits, schedules and terms and conditions referenced by or in the GTCs and Services Agreement(s). Each Services Agreement, together with the terms and conditions of these GTCs and all applicable exhibits or schedules incorporated by reference or referenced therein will constitute and be construed as a separate agreement. Unless otherwise specified, capitalized terms in these GTCs have the same meaning as those in the Services Agreement.

1. **Scope and Performance of Services.**

a. Each SOW will detail (i) the requirements for implementation of the Software (as defined below) or such other professional consulting services as the parties may mutually agree (the "Services"), and (ii) any tangible work product or other deliverables to be provided to Client by Innovative in conjunction with the Services ("Work Product"), each of which is subject to the terms and conditions set forth in this Agreement. Any such SOW, when executed by the parties, will be deemed incorporated into this Agreement and made a part hereof for all purposes. Innovative will provide the Services on the terms contained in this Agreement. The term "Software" has the meaning assigned in that separate License Agreement between the parties dated as of the License Agreement Date identified in the Services Agreement.

b. Client will be deemed to have accepted the Services as billed on a time and material basis unless otherwise specified in the applicable SOW.

c. Innovative is permitted to, at its sole cost and expense, subcontract the performance of some or all of the Services provided that (i) Innovative's subcontractor agrees in writing to abide by the terms of this Agreement, and (ii) Innovative remains fully responsible for the performance of such subcontractor in accordance with the terms hereof. In performing any Services at Client's site, Innovative's and its subcontractors' personnel (collectively, the "Consulting Personnel") must adhere to all reasonable personal conduct and security policies of Client provided in writing to Innovative in advance. Unless otherwise agreed to by both parties, the Consulting Personnel will observe the working hours and holiday schedules of Client while working on Client's premises.

d. Although Innovative will perform much of the Services at its offices with its equipment, in order to facilitate the performance of the Services, Client will make available in a timely manner, at no charge to Innovative, all facilities, programs, files, equipment, documentation, test data, sample output, or other information and resources reasonably required by Innovative for the performance of the Services ("Client Resources"). Innovative and its subcontractors are hereby granted a nonexclusive, non-transferrable, non-sub-licensable, fully paid-up license to use the Client Resources during the term of this Agreement for the sole purpose of performing the Services. Innovative will not be liable for any damages related to delays caused by Client's failure to fulfill the foregoing obligations.

2. **Change Orders.** The parties may make changes to the Services specified in an SOW by executing a mutually agreeable "Change Order" that sets forth (i) a description of the change(s), and (ii) the price and payment terms (if any) for the change(s). Once so approved, the Change Order will constitute a formal amendment to the applicable SOW, and will be deemed incorporated into this Agreement and made a part hereof for all purposes.

3. **Proprietary Rights and Ownership.**

a. All Intellectual Property Rights (as defined below) in the Services and Work Product provided or made available to Client by Innovative hereunder (including all improvements, enhancements, modifications or updates) ("Innovative Products") will remain the exclusive, sole and absolute property of Innovative or the third parties from whom Innovative has obtained the right to use the Innovative Products. Intellectual property created by Innovative pursuant to this Agreement, or any other party at the request or direction of Innovative, will be owned by Innovative. "Intellectual Property Rights" means any and all intellectual property rights existing from time to time under any law or regulation, including without limitation, patent law, copyright law, semiconductor chip protection law, moral rights law, trade secret law, trademark law, unfair competition law, publicity rights law, or privacy rights law, and any and all other proprietary rights, and any and all applications, renewals, extensions and restorations of any of the foregoing, now or hereafter in force and effect worldwide. During the term of this Agreement, subject to the terms and conditions set forth herein, Client will have a personal, non-transferable, non-exclusive, right and license to use the Work Product solely for the Software and internal business purposes of Client. Client will at all times retain all intellectual property rights in all Client Data (as defined in the License Agreement) and any proprietary information and materials provided by Client in connection with the Services provided hereunder.

b. For purposes of this Agreement, as between Innovative and Client, any intellectual property in the Innovative Products to the extent owned by any third party will be and remain the exclusive property of such third party.

c. Client acknowledges that Innovative is engaged in the process of continuously improving its products which provide software solutions to manage libraries for a wide variety of clients and that Innovative will continue these activities. Nothing in this Agreement will be deemed to preclude or limit Innovative from using intellectual property developed in the provision of the Services hereunder and/or developing any products, end-user services, or other deliverable materials for itself or other clients, so long as such services and/or products do not incorporate Client's Confidential Information or Client Data.

d. If, in the course of receiving the Services, Client Data is provided by Client or its vendors to Innovative, such Client Data will be managed in accordance with the License Agreement.

4. **Fees; Expenses; Payment Terms.**

a. In consideration for the Services, Client agrees to pay the fees set forth in each applicable SOW or Pricing Exhibit (the "Fees"). Additionally, Client will be responsible for all reasonable out-of-pocket costs and expenses (e.g. travel, copying and courier services) incurred by Innovative in its performance of this Agreement.

b. All Fees and expenses will be billed up to twice monthly in arrears or as may otherwise be specified in the applicable SOW or Pricing Exhibit. All Fees, expenses and any other amounts owing under this Agreement are due and payable on the terms set forth in the Pricing Exhibit. All amounts stated herein and all Fees determined hereunder are in U.S. dollars.

c. All Fees are exclusive of all taxes and similar fees now in force or enacted in the future or imposed on the delivery of the Services, all of which Client will be responsible for and will pay in full, other than taxes based on Innovative's net income. Client will provide Innovative its state-issued Direct Pay Exemption Certificate (or equivalent certificate), if applicable, upon execution of this Agreement. In the event an applicable taxing authority, as a result of an audit or otherwise, assesses additional taxes for goods or services sold under this Agreement at any time, Client and not Innovative, will be solely responsible for payment of such additional taxes and all costs associated with such assessment, including without limitation, interest, penalties and attorney's fees. Additionally, should Client be required under any applicable law or regulation, domestic or foreign, to withhold or deduct any portion of the payments due to Innovative hereunder, then the sum due to Innovative will be increased by the amount necessary to yield to Innovative an amount equal to the sum Innovative would have received had no withholdings or deductions been made.

d. Any invoices not paid when due will accrue interest at a rate of 1% per month or the maximum rate permitted by law, whichever is greater.

5. **Limited Warranty.**

a. Innovative warrants, solely for the benefit of Client, that all Services rendered pursuant to this Agreement will be performed in professional manner consistent with industry practices. Innovative agrees to re-perform any Services not in compliance with this warranty brought to its attention within thirty (30) days after those Services are performed.

b. Innovative warrants, solely for the benefit of Client that for a period of 30 (thirty) days after delivery, the Work Product delivered will perform in accordance with the specifications contained in the applicable SOW. Innovative agrees to correct any such Work Product not in compliance with this warranty brought to its attention within the foregoing warranty period.

c. The exclusive remedy of Client under the limited warranties set forth in Sections 5(a) and 5(b) are set forth in Sections 5(a) and 5(b), respectively.

d. EXCEPT FOR (i) THE WARRANTIES EXPRESSLY STATED ABOVE IN THIS SECTION AND (ii) ANY WARRANTY, REPRESENTATION OR CONDITION TO THE EXTENT THE SAME CANNOT BE EXCLUDED OR LIMITED UNDER APPLICABLE LAW, INNOVATIVE AND ITS AFFILIATES, AGENTS, SUBCONTRACTORS AND SUPPLIERS MAKE NO REPRESENTATIONS OR WARRANTIES, AND EXPRESSLY DISCLAIM AND EXCLUDE ANY AND ALL WARRANTIES, REPRESENTATIONS AND CONDITIONS, WHETHER EXPRESS OR IMPLIED, WHETHER ARISING BY OR UNDER STATUTE, COMMON LAW, CUSTOM, USAGE, COURSE OF PERFORMANCE OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT. WITHOUT LIMITING THE FOREGOING, INNOVATIVE AND ITS AFFILIATES, AGENTS, SUBCONTRACTORS AND SUPPLIERS DO NOT WARRANT, AND EXPRESSLY DISCLAIM ANY REPRESENTATION OR WARRANTY, THAT THE SOFTWARE OR OTHER DELIVERABLES PROVIDED BY OR ON BEHALF OF INNOVATIVE WILL SATISFY CLIENT'S REQUIREMENTS OR THAT THEIR USE OR OPERATION WILL BE ERROR OR DEFECT-FREE OR UNINTERRUPTED OR AVAILABLE ON THE INTERNET, OR THAT ALL PRODUCT DEFECTS WILL BE CORRECTED. EXCEPT FOR THE EXPRESS WARRANTIES IN SECTIONS 5(a) AND 5(b), THE SERVICES AND WORK PRODUCT ARE PROVIDED "AS IS," WITH ALL FAULTS AND WITHOUT ANY GUARANTEES REGARDING QUALITY, PERFORMANCE, SUITABILITY, TIMELINESS, SECURITY, DURABILITY, INTEGRABILITY OR ACCURACY, AND CLIENT ACCEPTS THE ENTIRE RISK OF AND RESPONSIBILITY FOR SELECTION, USE, QUALITY, PERFORMANCE, SUITABILITY AND RESULTS OF USE THEREOF.

6. **LIMITATIONS ON LIABILITY.** IN NO EVENT WILL INNOVATIVE BE LIABLE FOR LOST PROFITS OR OTHER INCIDENTAL OR CONSEQUENTIAL, INDIRECT, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES UNDER ANY CIRCUMSTANCES WHATSOEVER, EVEN IF INNOVATIVE HAD BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR IF THEY WERE OTHERWISE FORESEEABLE. INNOVATIVE'S TOTAL LIABILITY FOR TORT, CONTRACT AND OTHER DAMAGES WILL NOT EXCEED THE TOTAL AMOUNT OF ALL FEES PAID TO INNOVATIVE BY CLIENT UNDER THE APPLICABLE SOW UPON WHICH A CLAIM IS FIRST ASSERTED AGAINST INNOVATIVE, LESS AGGREGATE DAMAGES PREVIOUSLY PAID BY INNOVATIVE UNDER THIS AGREEMENT. INNOVATIVE WILL NOT BE LIABLE FOR ANY CLAIM OR DEMAND AGAINST CLIENT BY ANY THIRD PARTY EXCEPT FOR THE INDEMNIFICATION SET FORTH IN SECTION 7. THESE LIMITATIONS OF LIABILITY WILL APPLY TO ALL CLAIMS AGAINST INNOVATIVE IN THE AGGREGATE (NOT PER INCIDENT) AND TOGETHER WITH THE DISCLAIMER OF WARRANTIES ABOVE WILL SURVIVE FAILURE OF ANY EXCLUSIVE REMEDIES PROVIDED IN THIS AGREEMENT.

7. **Indemnification.** Innovative will defend Client in any legal action filed by a third party against Client claiming the Services or Work Product as delivered to Client by Innovative pursuant to Section 1 infringes a U.S. copyright or U.S. patent; provided in each case that Client promptly notifies Innovative in writing of such claim and fully cooperates with Innovative in the defense of such claim. Innovative will also indemnify and hold Client harmless from any and all damages and costs (including reasonable attorney's fees) finally awarded by a court of competent jurisdiction in connection with any such claim, or agreed by Innovative in a settlement of such claim. Innovative will conduct the defense and any settlement negotiations in any such third-party action arising as described herein. This indemnification is limited to the Services and Work Product in the form delivered to Client and does not cover claims arising from (x) modifications thereto not made by Innovative, or, even if by Innovative, at the request of Client; (y) use of the Services and Work Product in combination with other software or items not provided by Innovative; or (z) third-party source code included in the Services and Work Product. If the use of the Services or Work Product by Client is enjoined, Innovative will, at its sole option: (i) obtain for Client the right to continue to use the Services or Work Product, (ii) modify the Services and Work Product to remove the cause of the claim, action or suit, (iii) replace the Services and Work Product at no additional charge to Client with an equally suitable, non-infringing service or work product, which will then be subject to the provisions of this Agreement, or (iv) terminate this Agreement and refund to Client that portion of the Fees allocable to the infringing component of the Services and Work Product, prorated for the period Client's use of the Services and Work Product is enjoined. None of the above warranties or remedies will apply with respect to any element of the Services and Work Product that has been modified by any party other than Innovative, or used in a manner for which the Services and Work Product are not designed or intended. This section states Innovative's entire liability and Client's exclusive remedies for infringement of intellectual property rights of any kind.

8. **Confidentiality.**

a. Innovative acknowledges that any Client Resources or information, data, or documents disclosed by Client to Innovative in its performance hereunder are confidential and proprietary information of Client. Client acknowledges that all documentation, technical information, Software and other information pertaining to the Services, and/or Innovative's business interests or activities, methods of operation or customers that are disclosed by any party to Client in the course of performing this Agreement are the confidential and proprietary information of Innovative. The information and materials described in the two preceding sentences are referred to herein as "Confidential Information." Notwithstanding the foregoing, the term "Confidential Information" does not include information pertaining to a party if such information (i) is generally known to the public through no improper action or inaction by the other party, (ii) was, through no improper action or inaction by the other party, in the possession of the other party prior to the Effective Date, or (iii) was rightly disclosed to the other party by a third party if such disclosure does not violate the terms of any confidentiality agreement or other restriction by which such third party may be bound.

b. All Confidential Information will be held in confidence and will not be copied, used or disclosed other than as set forth in this Agreement. Each party will take all reasonable efforts to protect the confidentiality of and prevent the unauthorized use of any such Confidential Information by any third party within such party's control. Each party may disclose Confidential Information (i) to the receiving party's employees and contractors required to have access to said Confidential Information for the purposes of performing this Agreement or using the Work Product, provided that such parties have entered into a non-disclosure agreement offering similar protection as is provided under this Agreement; or (ii) if such disclosure is in response to a valid order of any court or other governmental body, in which event, the disclosing party will use reasonable efforts to provide the other party with prior notice of such required disclosure.

c. Recognizing that any improper use or disclosure of any Confidential Information by either party may cause the party whose Confidential Information is improperly used or disclosed irreparable damage for which other remedies may be inadequate, a party whose Confidential Information is improperly used or disclosed will have the right to petition for injunctive or other equitable relief from a court of competent jurisdiction as appropriate to prevent any unauthorized use or disclosure of such Confidential Information.

9. **Term; Termination.**

a. This Agreement will be effective as of the Effective Date and will remain in effect until terminated as permitted under this section. Client may terminate this Agreement or an SOW at any time without cause upon 30 (thirty) days prior notice. Client may terminate this Agreement at any time if Client's budget (funding) is eliminated and Client provides written evidence to Innovative of the elimination of Client's budget (funding), such evidence to be in the form and substance reasonably requested by Innovative. Innovative may terminate this Agreement or an SOW for cause (i) if Client breaches any material term or condition of this Agreement or an SOW and such breach continues unremedied for 30 (thirty) days after delivery of written notice of such breach to Client, or (ii) if Client is declared bankrupt, admits its inability to satisfy its debts, or enters into any negotiation with its creditors for the settlement of its debts. Any notice of termination expressly purporting to terminate this Agreement in its entirety will also effectively terminate any and all SOWs then outstanding. Contrarily, any notice of termination purporting only to terminate one or more SOWs (but not purporting to terminate this Agreement or otherwise remaining silent as to the termination of this Agreement) will effectively terminate only such identified SOW(s), in which event this Agreement and all other outstanding SOWs will survive.

b. Upon any termination of this Agreement, all paid Fees will be nonrefundable and Client will be responsible for all Fees and expenses for all Work Product provided or Services performed up to, and including, the date of termination. Otherwise, the rights and duties of the parties will terminate other than the obligation of the Client to pay Fees and expenses in accordance herewith, and the obligations of the parties pursuant to Section 3 (Ownership), Section 6 (Limitations on Liability), Section 7 (Indemnification), Section 8 (Confidentiality), and the governing law and venue provisions of this Agreement. Any termination of this Agreement will not waive or otherwise adversely affect any other rights or remedies the terminating party may have under the terms of this Agreement. Within 30 (thirty) days of a termination of this Agreement, each party must return or destroy all Confidential Information of the other party, as requested by the other party.

10. **Consulting Personnel.** Innovative agrees to keep accurate and complete records of tasks and hours of the Consulting Personnel in performing the Services. Innovative will be solely responsible for, at its own cost,

verifying the employment history, educational and professional credentials and licenses, and criminal history of each of the Consulting Personnel. In providing the Services, Innovative will not knowingly utilize Consulting Personnel who have been convicted of fraud, theft, larceny, embezzlement or any other felony or other crime of moral turpitude. Innovative is solely responsible to ensure that all Consulting Personnel are in compliance with the Immigration Reform and Control Act of 1986 ("IRCA"). Specifically, Innovative will comply fully with the record keeping and other requirements of IRCA, including without limitation all I-9 requirements. Client is not responsible for sponsorship of any workers who perform Services for it at the request of Innovative. For Innovative employees working in the United States pursuant to this Agreement, Innovative will provide to Client only workers for whom Innovative has confirmed legal liability to perform services as employees in the United States, and for whom all required record keeping under IRCA has been performed and maintained. No Consulting Personnel will be entitled to participate in any compensation or benefits plan of Client. Innovative will be solely responsible for the payment of wages and any employee benefits to or on behalf of the Consulting Personnel for work performed under this Agreement and for withholding of any and all federal, state and local income taxes, paying social security taxes, unemployment insurance in an amount and under such terms as required by federal, state, or local law.

11. **Back-Up Activities.** Client has the sole responsibility for the maintenance and protection of all data provided by Client to Innovative for performance of the Services, including, without limitation, the making, storing and security of back-up and archive copies of such data (collectively "Back-Up Activities"), and Client acknowledges Innovative will not perform any Back-Up Activities for or on behalf of Client.

12. **General.**

a. No Waiver. The failure of either party to enforce any rights granted hereunder or to take action against the other party in the event of any breach hereunder will not be deemed a waiver by that party as to subsequent enforcement of rights or subsequent actions in the event of future breaches.

b. Independent Contractor. Client acknowledges that Innovative is at all times an independent contractor and that Client's relationship with Innovative is not one of principal and agent nor employer and employee. No Consulting Personnel will be entitled to participate in any compensation or benefits plan of Client.

c. Force Majeure. Neither party will be liable or responsible for any delay or failure in performance if such delay or failure is caused in whole or in part by fire, flood, explosion, power outage, war, strike, embargo, government regulation, civil or military authority, hurricanes, severe wind, rain, other acts of God, acts or omissions of carriers, third party local exchange and long distance carriers, utilities, Internet service providers, transmitters, vandals, or hackers, or any other similar causes that may be beyond its control.

d. Notice. Any notice or communication required to be given by either party must be in writing and made by hand delivery, express delivery service, overnight courier, electronic mail, or fax, to the party receiving such communication. Unless otherwise instructed in writing, such notice will be sent to the parties at the addresses set forth on the first page of the Service Agreement. Notice will be deemed given on the date of receipt or first refusal by the recipient. All communications pursuant to this Section will be deemed delivered as follows: (a) upon receipt, if delivered personally or by a recognized express delivery or courier service; or (b) when electronically confirmed, if delivered by facsimile.

e. Invalidity. Any provision of this Agreement which is invalid, illegal, or unenforceable in any jurisdiction will, as to that jurisdiction, be ineffective to the extent of such invalidity, illegality or unenforceability, without affecting in any way the remaining provisions hereof in such jurisdiction or rendering that or any other provision of this Agreement invalid, illegal, or unenforceable in any other jurisdiction.

f. Counterparts. This Agreement may be executed by the parties in separate counterparts by original, .pdf (or similar format for scanned copies of documents) or facsimile signature, each of which when so executed and delivered will be an original, but all such counterparts together constitute but one and the same instrument.

g. Publicity. Except as provided in this Section, neither party will make any press release, public statement or other disclosure regarding the terms of this Agreement without the prior written consent of the other party, which consent will not be unreasonably withheld. Notwithstanding the foregoing, Innovative will have the right to issue public statements pertaining to the existence of the business relationship between Innovative and Client, including the right to limited use of Client's name, logo and other reasonable non-confidential information in press releases, web pages, advertisements, and other marketing materials.

h. Assignment. Neither party has the power to assign, license, or sub-license any of its rights or obligations hereunder without the prior written consent of the other party, which will not be unreasonably withheld. Any assignment, license, or sub-license attempted without such consent will be void. Notwithstanding the foregoing, a party may assign this Agreement without the other party's consent (i) as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets or capital stock; or (ii) to an affiliate of such party provided that any such assignment will not release the assigning party from its obligations under this Agreement.

i. Waiver of Jury Trial; Governing Language. EACH PARTY HEREBY WAIVES ITS RIGHT TO A JURY TRIAL IN CONNECTION WITH ANY DISPUTE OR LEGAL PROCEEDING ARISING OUT OF THIS AGREEMENT OR THE SUBJECT MATTER HEREOF. This Agreement and all proceedings hereunder will be conducted in the English language; any translation of this Agreement into another language will be for convenience only but will not modify the meaning hereof. Only a written instrument duly executed by both parties may modify this Agreement.

j. Entire Agreement. This Agreement contains the entire understanding of the parties, and supersedes all prior agreements and understandings relating to the subject matter hereof, provided that nothing herein will diminish or affect any separate confidentiality agreement, license agreement or other document issued thereunder. The parties represent that they are sophisticated commercial entities, have had the opportunity to consult with their own counsel, and have included in this Agreement all terms material to the parties' rights and obligations with respect to the subject matter hereof and intend this document to be the final expression of their contractual intent. The parties further represent and acknowledge that communications exchanged between the parties during contract negotiation (including without limitation requests for proposals ("RFPs") and responses to such RFPs, questionnaires and responses to same) do not constitute a part of this Agreement. Purchase orders, work orders or other documents submitted by Client will be for Client's internal administrative purposes only and the terms and conditions contained in any such purchase order, work order or other document will have no force or effect and will not amend or modify this Agreement. In the event of any inconsistencies or conflicts among the GTCs, a Services Agreement or any other exhibits or schedules referenced by these GTCs, the following order of priority will control: 1. Service Agreement, 2. GTCs and 3. Any other terms, agreements, exhibits or schedules included in, or referenced by the Agreement.

Exhibit B

Statement of Work

[Statement of Work follows]

Exhibit C

Pricing Exhibit

Additional Terms:

1. **Fees.** All Fees, expenses and other amounts owed to Innovative must be paid to Innovative within 30 days following receipt of the invoice.

[Approved Quote follows]

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 9/28/2018 — 10/1/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Lockton Insurance Brokers, LLC
CA License #OF15767
Three Embarcadero Center, Suite 600
San Francisco CA 94111
(415) 568-4000

CONTACT NAME:
PHONE (A/C, No, Ext): | FAX (A/C, No):
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : National Fire Insurance Co of Hartford	20478
INSURER B : The Continental Insurance Company	35289
INSURER C : Indian Harbor Insurance Company	36940
INSURER D : Berkley Insurance Company	32603
INSURER E :	
INSURER F :	

INSURED
1379634 Innovative Interfaces, Inc.
1900 Powell Street Suite 400
Emeryville CA 94608

COVERAGES 1084520 **CERTIFICATE NUMBER:** 12592495 **REVISION NUMBER:** XXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY; CLAIMS-MADE [ ] X OCCUR	N	N	6049714571	10/1/2018	10/1/2019	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 15,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: POLICY X PRO-JECT X LOC						GENERAL AGGREGATE	$ 2,000,000
	OTHER:						PRODUCTS - COMP/OP AGG	$ 2,000,000
								$
A	AUTOMOBILE LIABILITY; ANY AUTO; OWNED AUTOS ONLY; SCHEDULED AUTOS; X HIRED AUTOS ONLY; X NON-OWNED AUTOS ONLY; X Comp $100 Ded X Coll $1,000 Ded	N	N	6049714568	10/1/2018	10/1/2019	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$ XXXXXXX
							BODILY INJURY (Per accident)	$ XXXXXXX
							PROPERTY DAMAGE (Per accident)	$ XXXXXXX
								$ XXXXXXX
B	X UMBRELLA LIAB X OCCUR; EXCESS LIAB CLAIMS-MADE	N	N	6049714604	10/1/2018	10/1/2019	EACH OCCURRENCE	$ 16,000,000
	DED RETENTION $						AGGREGATE	$ 16,000,000
								$ XXXXXXX
B B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N; ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) N; If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	N	6049714585 (AOS) 6049714599 (CA)	10/1/2018 10/1/2018	10/1/2019 10/1/2019	X PER STATUTE / OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
C	Technology E&O/Cyber Liability(Claims Made)	N	N	MTP903077404	10/1/2018	10/1/2019	$5M per claim/$5M Agg/$50K Ded.	
D	Crime			BCCR-45002672-21 (Crime)	10/1/2018	10/1/2019	$1M Limit/$25K Ded.	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
For Evidence of Insurance Only.

CERTIFICATE HOLDER
12592495
Evidence of Insurance

CANCELLATION
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
Adam D. McDonough

MUTUAL CONFIDENTIALITY AGREEMENT

This Mutual Confidentiality Agreement (this "Agreement"), dated as of April 19, 2019 (the "Effective Date"), is entered into by and between Innovative Interfaces Incorporated, a California corporation having an address at 1900 Powell St Suite 400, Emeryville, CA 94608 ("Innovative"), and Placentia Library District, having an address at 411 E. Chapman Avenue, Placentia, CA 92870 (the "Counterparty"). Innovative and Counterparty are sometimes referred to herein individually as a "Party" and, collectively, as the "Parties."

WHEREAS, in connection with a possible business relationship between the Parties, and the performance by the Parties of their respective obligations under any ensuing business arrangement or agreement that is actually entered into by the Parties, the Parties may from time to time disclose to each other certain Confidential Information (as defined below); and

WHEREAS, each Party wishes the other Party to maintain its Confidential Information in confidence and to use it only for the specified purposes set forth herein.

NOW, THEREFORE, in consideration of the premises set forth above, the Parties agree as follows:

1. Confidentiality; Permitted Purpose. Each Party acknowledges and agrees that:

(a) Confidential Information (as defined below) disclosed by one Party (the "Disclosing Party") to the other Party (the "Receiving Party") is being disclosed solely to permit the Receiving Party to (i) evaluate a proposed business relationship between the Parties, and (ii) conduct and perform the Receiving Party's obligations in connection with any ensuing business arrangement or agreement that is actually entered into by the Parties (the "Permitted Purpose"), and shall be used by the Receiving Party solely for the Permitted Purpose;

(b) The Receiving Party shall maintain in strict confidence the Confidential Information of the Disclosing Party and shall not use or disclose any Confidential Information except as expressly permitted hereunder. Receiving Party may disclose or permit the disclosure thereof to its respective directors, managers, officers, employees, representatives, consultants, and advisors ("Representatives"), only if such Representatives (i) are obligated to maintain the confidential nature of such Confidential Information at least to the same extent as the Receiving Party is obligated under this Agreement (but in no event less than a commercially reasonable obligation) and (ii) need to know such Confidential Information to accomplish the Permitted Purpose, and may allow such Representatives to reproduce the Confidential Information of the Disclosing Party only to the extent necessary to effect the Permitted Purpose, with all such reproductions being considered Confidential Information. The Receiving Party shall be responsible and liable to the Disclosing Party hereunder for any disclosure of Confidential Information made by the Receiving Party's Representatives, to the same extent as the Receiving Party would be liable had it made such disclosure itself;

(c) As used in this Agreement, the term "Confidential Information" means any information regarding the Disclosing Company, its business or assets, which is disclosed by the Disclosing Party to the Receiving Party, regardless of whether such information is specifically designated as confidential and regardless of whether such information is in written, oral, electronic, or other form, and shall include, without limitation, business or financial information, information packages, memoranda, transmittal letters, business plans, projections, product and marketing plans and information, reports, personnel data, research and development activities, technologies, processes, methods, raw data, process designs, drawings, engineering information, technical data or specifications, testing methods, trade secrets, know-how, inventions, software code, unpublished patent applications, and customer and supplier information;

(d) The obligations of the Receiving Party under this Agreement shall not apply to the extent that the Receiving Party can demonstrate that the Confidential Information disclosed to it:

(i) was in the public domain prior to the time of its disclosure to the Receiving Party by the Disclosing Party;

(ii) entered the public domain after the time of its disclosure to the Receiving Party by the Disclosing Party through means other than an unauthorized disclosure resulting from an act or omission by the Receiving Party or its Representatives; or

(iii) was developed or discovered by the Receiving Party independent of any information furnished by the Disclosing Party to the Receiving Party; or

(iv) is or was disclosed to the Receiving Party at any time on a non-confidential basis by a third party, provided that such third party is not bound by an obligation of confidentiality to the Disclosing Party with respect to such Confidential Information, or is otherwise in a fiduciary relationship with the Disclosing Party.

In addition, the Receiving Party may disclose Confidential Information of the Disclosing Party to the extent necessary to comply with applicable laws or regulations, or with a court or administrative order, provided that the Disclosing Party receives prior written notice of such disclosure, to the extent reasonably possible, and that the Receiving Party takes all reasonable and lawful actions to obtain confidential treatment for such disclosure and, to the extent possible, to minimize the extent of such disclosure.

2. Return of Confidential Information. Upon the request of the Disclosing Party at any time, the Receiving Party shall, at the option of the Disclosing Party, either promptly return to the Disclosing Party or destroy (and in such case deliver written certification of such destruction to the Disclosing Party) all originals, copies, and summaries of documents, materials, and other tangible manifestations of the Confidential Information of the Disclosing Party in the possession or control of the Receiving Party and its Representatives, except that (i) the Receiving Party shall not be obligated to return or destroy the Confidential Information of the Disclosing Party when it would be commercially impracticable for the Receiving Party to do so (for example, when the Confidential Information is contained in e-mail stored on backup tapes or other archival media), but for so long as such Receiving Party and/or its Representatives are in possession of such Confidential Information of the Disclosing Party, the confidentiality obligations of Section 1 of this Agreement shall continue to apply for a period of five (5) years following the disclosure of such Confidential Information by the Disclosing Party to the Receiving Party.

3. Equitable Relief. The Receiving Party agrees that any breach of its obligations under this Agreement may cause irreparable harm to the Disclosing Party; therefore, the Disclosing Party shall

have, in addition to any remedies available at law, the right to obtain equitable relief to enforce this Agreement without the necessity of posting a bond.

4. No Representations or Warranties. Although the Disclosing Party will endeavor to include in the Confidential Information disclosed to the Receiving Party information which it believes to be accurate and complete, the Disclosing Party makes no representations or warranties to the Receiving Party with respect to the accuracy or completeness of any Confidential Information provided by the Disclosing Party, and neither the Disclosing Party nor any of its Representatives shall have any liability to the Receiving Party in respect of any inaccuracy or incompleteness of the Confidential Information so provided or the use thereof by the Receiving Party.

5. Survival. The confidentiality and restricted use obligations of Section 1 of this Agreement shall continue to apply for a period of five (5) years following the disclosure of such Confidential Information by the Disclosing Party to the Receiving Party.

6. Amendment. The provisions of this Agreement may not be modified, amended, nor waived, except by a written instrument duly executed by both Parties. If any one or more of the provisions of this Agreement shall be held to be invalid, illegal or unenforceable, that provision shall be stricken and the remainder of this Agreement shall continue in full force and effect; provided, however, that the Parties shall renegotiate an acceptable replacement provision so as to accomplish, as nearly as possible, the original intent of the Parties.

7. Governing Law. This Agreement is made subject to and shall be construed under the laws of the State of New York, without regard to its conflicts of laws principles.

8. Venue. The parties agree that all actions and proceedings arising out of or related to this Agreement shall be brought only in a state or federal court located in New York, and the parties hereby consent to such venue and to the jurisdiction of such courts over the subject matter of such proceeding and themselves. EACH PARTY HEREBY WAIVES ITS RIGHT TO A JURY TRIAL IN CONNECTION WITH ANY DISPUTE OR LEGAL PROCEEDING ARISING OUT OF THIS AGREEMENT OR THE SUBJECT MATTER HEREOF.

9. Entire Agreement. This Agreement constitutes the full and entire understanding and agreement between the Parties with respect to the subject matter hereof, and supersedes any prior understandings or agreements between the Parties, written or oral, with respect to the subject matter hereof.

10. Severability. Any provision of this Agreement which is invalid, illegal, or unenforceable in any jurisdiction shall, as to that jurisdiction, be ineffective to the extent of such invalidity, illegality or unenforceability, without affecting in any way the remaining provisions hereof in such jurisdiction or rendering that or any other provision of this Agreement invalid, illegal, or unenforceable in any other jurisdiction.

11. Assignment. Neither Party shall have the power to assign any of its rights or obligations hereunder without the prior written consent of the other Party.

12. Counterparts. This Agreement may be executed by the Parties in separate counterparts by original, .pdf (or similar format for scanned copies of documents) or facsimile signature, each of which

when so executed and delivered shall be an original, but all such counterparts shall together constitute but one and the same instrument.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their duly authorized representatives as of the Effective Date.

INNOVATIVE INTERFACES INCORPORATED

By:_________________________
Name:
Title:

PLACENTIA LIBRARY DISTRICT

By:_________________________
Name:
Title:

innovative

Placentia Library District

Request for Proposal
Integrated Library System
April 29, 2019
CONFIDENTIAL COST PROPOSAL

innovative

1900 Powell Street, Suite 400
Emeryville, CA 94608
510.655.6200
www.iii.com

Cost Proposal

Cost quotes and payment terms should be included for all software and recommended equipment. Pricing should reflect a vendor-hosted solution for the system.

- Please use the pricing sheet included in this section to indicate the costs for the various components.
- Please feel free to add items to the cost table if you have items which do not fit into the specific categories.
- Prices for the initial purchase, implementation and 5 years of maintenance should be included for each item.

ILS COST PROPOSAL

Description	Initial/ Implementation	Year 1	Year 2	Year 3	Year 4	Year 5
Required Modules • Circulation • Acquisitions • Serials • OPAC/Discovery • Cataloging • Reports (including Admin/Statistics) • Inventory & Authority Control	$20,500	This is the cost included in the initial column to the left	$21,525	$22,601	$23,731	$24,918
Hosting	$3,600		$3,780	$3,969	$4,167	$4,375
Training	$31,950					
Data Migration	Included with Training					

ILS COST PROPOSAL

Optional Modules	Initial/ Implementation	Year 1	Year 2	Year 3	Year 4	Year 5
iOS & Android App	Included in software subscription					
Marketing Module	N/A					
CRM Module	N/A					
Interlibrary Loan Module	Included in software subscription					
Include any other optional items described in your Proposal	See attached sheet of included subsystems					

Polaris Success Bundle

Acquisitions with EDI ordering

- Includes Titles to Go

Cataloging with Authority Control

- Export Express

Circulation including classic Inventory ILL

- Collection Agency Offline Circulation Notices
- SIP 2 Interface – 1 license SMS Alerts
- Volume Level Holds Patron Images
- SIP 2 – 5 License
- Self Check – 5 License Homebound
- RFID integration
- eContent Integration (Overdrive, Cloud Library, Axis 360)

Polaris Response PowerPAC Kids OPAC

- Patron Self Registration FeatureIT
- Remote Patron Authentication Carousel Toolkit
- Community Profiles

Serials Control

Polaris Simply Reports Web-based Reporting

MSSQL Reporting

Polaris Telephone Notification

Success Bundle Services Description

Innovative utilizes a five (5) stage Implementation Process to ensure a smooth & successful implementation that incorporates the learning experience of over 9,500 implementations for libraries in 66 countries around the world. The Methodology incorporates all of the necessary components for a successful project including:
Project planning and staffing

- Project planning templates (schedules, requirements documents, budgets, etc.)
- Industry best practices for system setup
- Client communications including project plans, status reports, and status meetings.
- Use of a client collaboration tool
- Techniques, tools, and deliverables to accelerate implementations
- Quality assurance & testing
- Training & Change Management services

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

- ***Setup the software and hosting environment*** for the Client to access the Polaris ILS.
    - Polaris Success Bundle
        - Acquisitions
            - EDI - Electronic Ordering
            - EDI - Electronic Invoicing
            - Titles to Go
            - Selection Lists
        - Cataloging
            - Automatic Authority Control
            - Export Express
            - Z39.50 Client, Broadcast & Server
        - Circulation
            - Classic Inventory Control
            - Collection Agency / Debt Collection (Unique Management)
            - Digital Signatures
            - eCommerce - PowerPAC (Payflow Link)
            - Self-Check using Express Check
            - Floating Collections
            - Held Item Delivery
            - Outreach
            - Interlibrary Loan
            - RFID Integration
            - Notices
            - Offline Circulation
            - Patron Images- Internal
            - SIP2 Interface for Self Check
            - SMS Alerts
            - Volume Level Holds

- eContent Integration
- Unlimited PowerPAC Users
  - Carousel Toolkit
  - Community Profiles w/ Campaigns
  - Children's PAC
  - Did you mean? (spellcheck)
  - Feature It
  - Location-based Profiles & PowerPAC Localization
  - Patron Self-Registration
  - Remote Patron Authentication against Polaris patron DB
  - RSS Feed Builder
  - URL Detective
- Serials
  - Claiming
- Polaris REST APIs
- Polaris Canned Reports
- Simply Reports
- SQL query access with Microsoft reporting services

- ***Project Management Services*** to manage the Innovative services team, coordination of the technical services required to configure the software, delivery of project plans with periodic updates, project budgets tracking both hours and costs incurred, client communications and status reports and management of change orders as required.
  SOW covers:
  - Up to 2 days of onsite profiling services

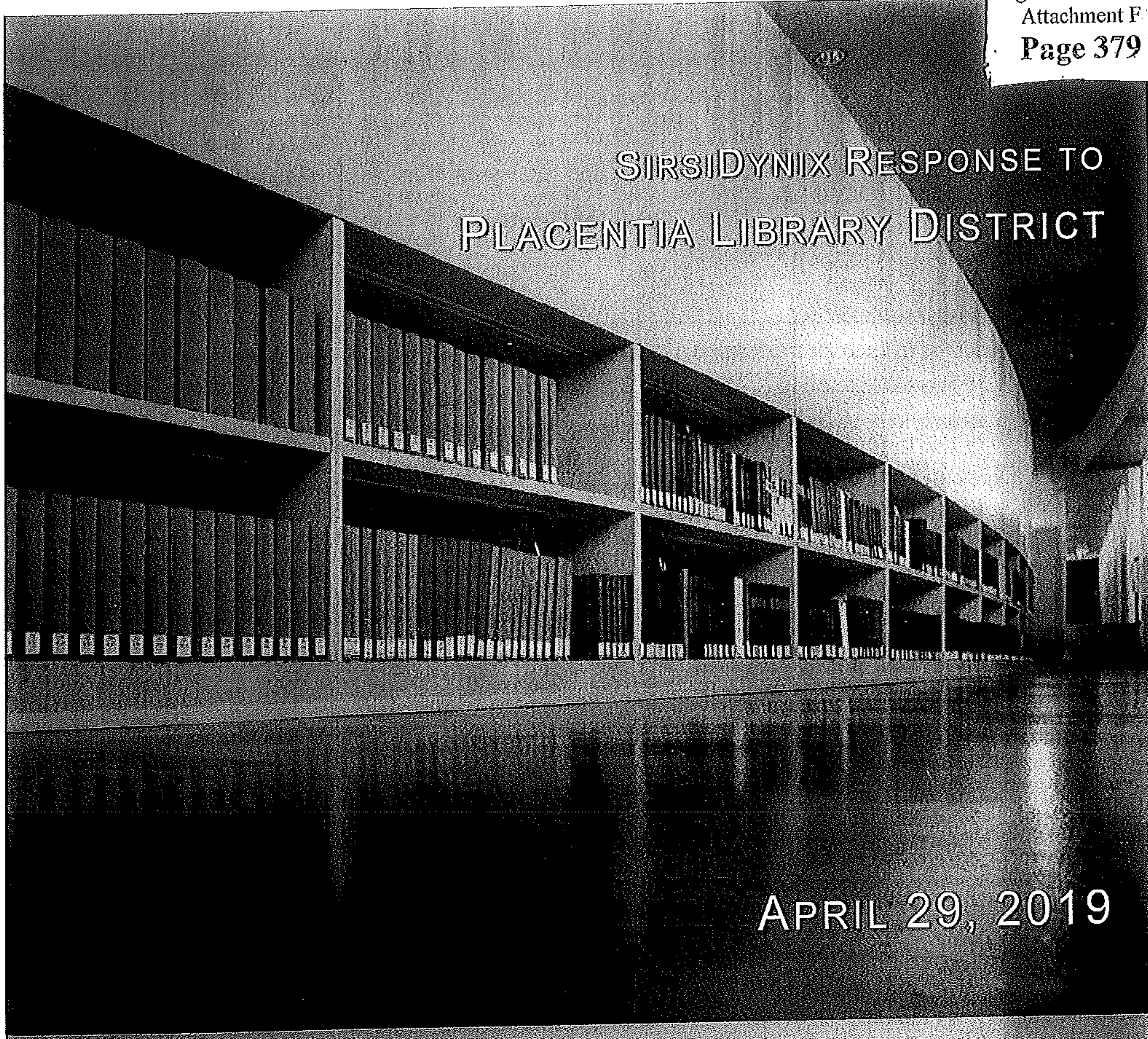
- ***Software Configuration*** services to adapt the fully functional out of box software to the clients' unique needs.

- ***Data Migration Services*** to migrate the client's data from their existing ILS into the Polaris ILS. These services include extraction, analysis, mapping and loading of data into the Polaris Test Database. Revisions to the Polaris Test Database will be made, when possible, as issues are reported during the evaluation period. Includes Consulting, Profiling, Loading for: Bibliographic, Authority, Item, Patrons, Serials Holdings, Circulation Checkouts, Holds, Fines and Vendor records. Includes up to 2 data loads.

- ***Training Services*** to be delivered through a combination of on-site visits and web-based sessions. Training topics will be detailed in the schedule during the preparation phase based on library go-live priorities and target dates.

  SOW covers:
  - Up to 10 days of training onsite at the library's location
    - 4 Days of Patron Services Training (Onsite)
    - 2 Days of Acquisitions Training (Onsite)
    - 1 Day of Serials Training (Onsite)

- Up to 23 hours of instructor led online training
  - System Administration
  - Simply Reports
  - Community Profiles
  - Outreach Services
  - Export Express
  - Feature IT
  - ILL



SirsiDynix Response to Placentia Library District

April 29, 2019

For Questions Regarding This Submittal:
Tina Beecroft
Executive Account Manager
Email: tina.beecroft@sirsidynix.com
Ph: 760-681-6025

SirsiDynix

Table of Contents

SirsiDynix®

April 24, 2019

Jon Legree
Technology Manager
Placentia Library District
411 E. Chapman Avenue
Placentia, CA 92870

Dear Mr. Legree;

On behalf of **SirsiDynix**, I would like to thank you for the opportunity to respond to your Request for Proposal for an Integrated Library System. As you may know, SirsiDynix has over 30 years of experience in library technology and is devoted to delivering top-tier service to libraries worldwide. Our products are proven and established, and benefit from continuous industry-leading development.

SirsiDynix's **Symphony Library Management System** and our new **BLUEcloud Library Services Platform (LSP)** provide a next-generation solution that can link all your data and library operations together in the cloud, creating a better experience for your patrons and staff. Our solution delivers a unified set of services for a complete system, along with visually attractive and customizable interfaces. As you are probably aware, our BLUEcloud LSP uses the Symphony database, and the BLUEcloud staff apps are available at no additional cost if you are using the equivalent Symphony module.

While we have enjoyed working with Placentia Library District through their relationship with Anaheim Public Library, we are pleased to offer PLD this new freestanding proposal with some exciting additional functionality, including:

- **SirsiDynix Enterprise** hosted discovery solution.
- **SirsiDynix eResource Central** allowing for a more complete e-book integration.
- **BLUEcloud Analytics** providing access to the data most important to you.
- And much more.

As an alternative, Placentia Library District has the option to move to their own Horizon SaaS solution (instead of Symphony) which PLD staff is familiar with and currently using through Anaheim Public Library. This alternative would likely require less training, resulting in an easier transition. Preliminary pricing for this option has been provided and we would be happy to discuss further.

In addition, Placentia Library District will continue to enjoy what many feel is the best support in the industry. In a recent client care survey, **97% of our customers** reported that they were "Satisfied" or "Very Satisfied" with SirsiDynix support.

Lastly, we at SirsiDynix have sincerely enjoyed the partnership we've been fortunate to share with the Placentia Library District. We want to do everything possible to not only continue this relationship, but to also ensure that you have the best system available for your patrons and staff.

If you have questions or need additional assistance, please do not hesitate to contact me.

Sincerely,

Tina

Tina Beecroft
Executive Account Manager
Tina.Beecroft@sirsidynix.com
800-288-8020 ext 7737

Executive Summary

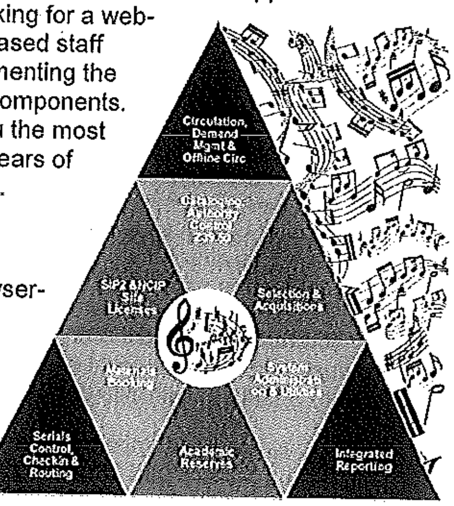
SirsiDynix is pleased to respond to Placentia Library District's RFP for an integrated library system. As a current SirsiDynix Horizon customer you have the option to remain on Horizon (making it your own system, rather than a shared system). Alternatively, you could migrate to our Symphony solution. Because of your familiarity with Horizon we have responded to this RFP based on Symphony functionality, while providing you with pricing for both Symphony and Horizon.

Symphony

Technological highlights of a Symphony-centered SirsiDynix solution include:

- Proven Symphony ILS platform, used at more than 23,000 library facilities worldwide
- Server-side architecture: the flexibility of n-tier design enables scalability and modularity
- Flexible integration with other systems via fully documented Web Services & APIs
- Standards-based (MARC21, UniMARC, XML, UNICODE, SIP2, NCIP, Z39.50, RDA, etc.)
- Powerful, feature-rich self-updating Java staff client
- Optional feature-rich web-based staff client
- Powerful full-text, keyword searching of entire database
- Unlimited site-defined free-text fields on patron, item and other non-MARC record types
- Built-in reporting with flexible scheduling, distribution, and output options

Symphony features a completely integrated staff client interface for all Symphony technical services software functions. The integrated staff client interface provides a powerful and flexible approach to library information management. Your RFP indicated you are looking for a web-based solution: Symphony provides both Java-based and Web-based staff clients. The **SymphonyWeb** clients sit on top of Symphony, augmenting the staff Java Workflows clients for cloud-based staff and discovery components. SymphonyWeb gives you web-based staff workflows, offering you the most functional cloud based solution in the industry by taking over 30 years of development and allowing you complete web access for daily use. SymphonyWeb has been quoted as an option for PLD.



This strategy makes it possible for SirsiDynix customers to take advantage of both locally-installed staff clients and webscale browser-based staff clients simultaneously and supports whatever mix of staff client and web-based you choose to deploy throughout your organization.

Today, Symphony is a powerful ILS capable of handling an impressive diversity of metadata formats, record types, policy files, and collection types. Tomorrow, Symphony will be all that and more. In particular, Symphony will not only be the ILS application and database for an n-tier architecture client-server program. Symphony (with its already impressive and expanding suite of Web Services) serves as the foundation for our new BLUEcloud library services platform built on a service-oriented architecture.

SaaS

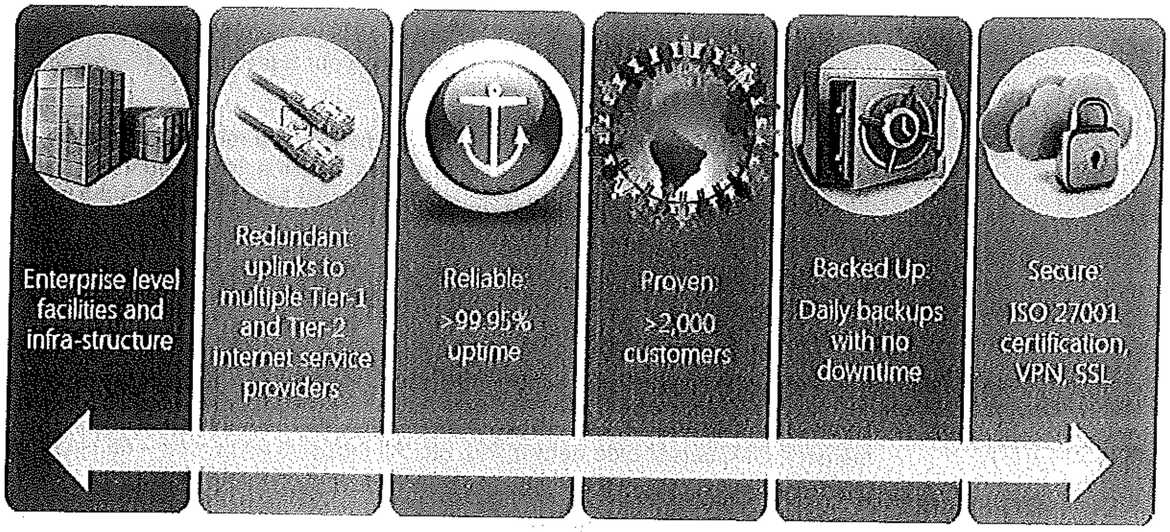
As hundreds of libraries have come to realize over recent years, one of the easiest ways to "do more for less" is to let SirsiDynix host their system. Not only do you *eliminate* the cost of purchasing and maintaining server hardware (which includes not just hardware costs but manpower costs) you *gain* numerous advantages. A SirsiDynix SaaS solution allows you to:

- **Maximize uptime.** We have a track record of 99% yearly uptime since beginning SaaS services, and with improvements have increased our SaaS uptime to ***>99.95%*** for the past six consecutive years.
- **Relax.** Our colocation facilities offer levels of security and redundancy that libraries are typically unable to afford when hosting their own systems. In addition, our hosted customers can rest easy knowing that SirsiDynix has the longest history of offering a hosted option: since 1995!

SirsiDynix holds the International Organization for Standardization **(ISO) 27001** security certification and also bases its security program around the National Institute of Standards and Technology **(NIST) Special Publication (SP) 800-53** standard.

SirsiDynix SaaS is a fully hosted system. The key points included in this service are:

- **Reduced Hardware Costs.** All server resources are managed by SirsiDynix, including CPU, memory, disk, server-side networking, etc. All-inclusive resources – no back-office capital expenses for servers, networking, performance, and disk storage.
- **Dedicated Server Capacity, and no additional cost for Server upgrades.** If more performance is required based on usage or SirsiDynix software enhancements, servers will be upgraded or replaced.
- **Enterprise-class SAN storage**
- **System Reliability and Redundant Server Components.** All production SaaS server components are redundant, CPU, memory, disks, and networking cards—ensuring system reliability.
- **High bandwidth internet capacity and Commercial VPNs**, including redundant uplinks to multiple Tier-1 and Tier-2 internet providers
- **Enterprise-class backup and recovery.** For all our SaaS solutions we perform daily backups of every application server, using standard full and incremental backup strategy.
- **Proactive System Management and Predictive Component Monitoring.** SirsiDynix uses a number of applications to monitor our hosted operations. These products are in place around the world and proactively monitor and alert SaaS engineers to variances in performance and availability ensuring Customer systems are available around the clock.
- **Aggressive Security Management Features.** Systems are actively monitored for security and regularly patched to the latest OS security and stability releases. All systems are protected via enterprise class firewalls and other security devices.
- **Virtualization and partitioning**
- **Scalable Database Architecture for Added Flexibility.** All Symphony systems are licensed for and implemented on Oracle RDBMS.
- **Full Functionality.** Full range of software solutions hosted for all types and sizes of libraries which include the full range of SirsiDynix modules.
- **First class customer service.** All sites receive 24 x 7 Critical Care support.
- **Upgrades that meet the Library's timeline.** SirsiDynix software upgrades are scheduled by the site but performed by SirsiDynix Administrators.



Benefits of SirsiDynix SaaS.

Support

An advantage of remaining with SirsiDynix (whether you continue using Horizon or move to Symphony) is that you also continue having access to our highly-rated support.

SirsiDynix Customer Support emphasizes full resolution of an issue and complete customer satisfaction. In 2018, **48% of all cases submitted were resolved the same day** and **96% of our customers were "Satisfied" or "Very Satisfied" with support.** We encourage customers to respond to satisfaction surveys and use the information they provide to continue improving the support we offer.

You would also continue to have your assigned **Library Relations Manager** (LRM) who works as an intermediary between you and SirsiDynix to ensure your needs are being met.

Other Products

In addition to modules discussed throughout our proposal, our proposal for PLD also includes the following:

- **BLUEcloud Analytics** (included in our base quote)
- **BLUEcloud Mobile** (included as an option)
- **Community Engagement Platform**, or CEP (included as an option)

Following is a brief description of each of the above.

BLUEcloud Analytics

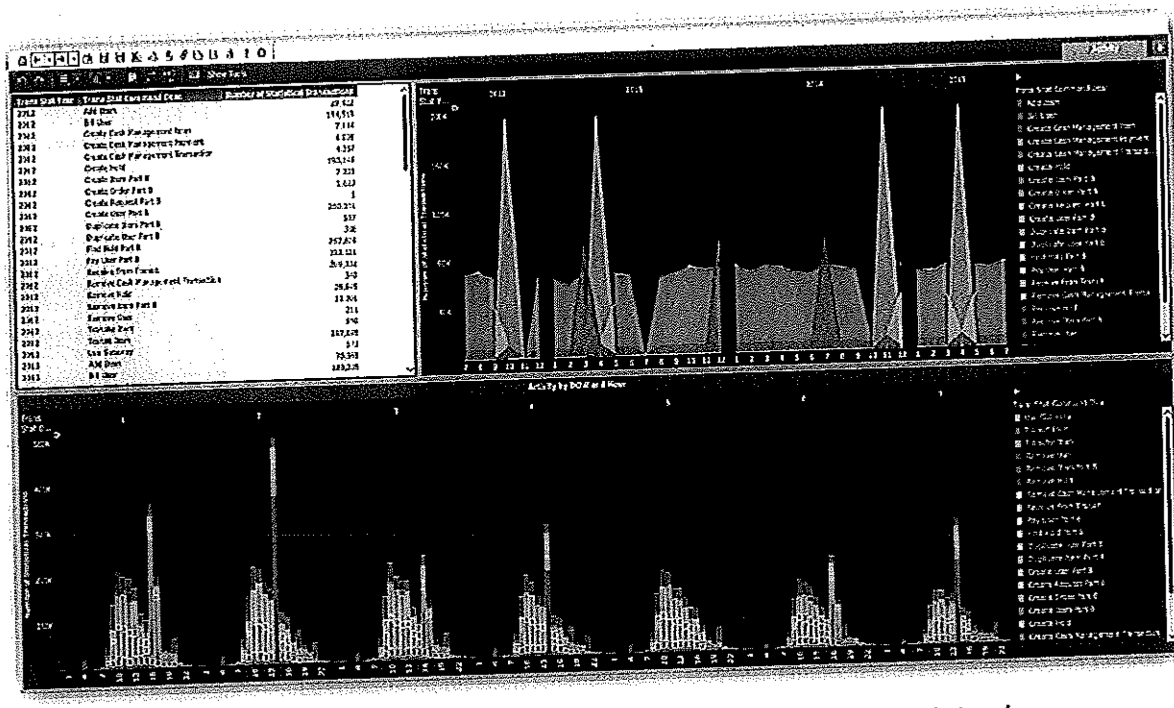
BLUEcloud Analytics is an enterprise-class reporting and business intelligence tool designed especially for libraries. BLUEcloud Analytics delivers powerfully contextualized reports for when libraries need to argue for increased funding, submit reports for accreditation periods, present to library stakeholders, or make virtually any data-dependent decision.

BLUEcloud Analytics harvests data from the Symphony server and uses a powerful MicroStrategy engine, customized report templates, and data cubes to deliver the information you want without complex intervention.

Other features of BLUEcloud Analytics include:

- The ability to drill down in a report for more detailed information
- Customizable dashboards with a variety of visual formats for your data
- Granular permissions and powerful exporting options so you can always deliver the right data to the right staff
- MARC data reports to help maintain the library's cataloging standards
- Fast data harvesting that will not bog down your ILS

BLUEcloud Analytics not only *illustrates* your library's value but also helps you *increase* that value. With a report that takes minutes to create, you can make the decisions that will most benefit your users now and in the future.



BLUEcloud Analytics offers powerful, interactive reporting that instantly reveals trends that might have taken hours or days of manual analysis.

We have a **BLUEcloud Analytics Reports Catalog** which includes reports configured by product experts (in collaborations between trainers, developers, consultants, data services, as well as customers) and known to reliably produce the desired results. BLUEcloud Analytics subscribers have access to their report catalog and can port any report there to their own system either as designed or as the basis for further modification. Many of the reports, dashboards and documents are included for all customers with no additional costs, while some have a "cost" of some number of credits. BLUEcloud Analytics customers of various tiers are given a number of annually-renewable credits that can be used either to "purchase" reports already existing in the reports catalog or to commission custom BLUEcloud Analytics reports from SirsiDynix DevOps teams.

BLUEcloud Mobile

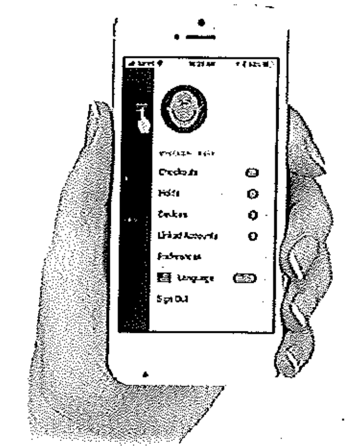
BLUEcloud Mobile is a powerful mobile app for iOS as well as Android devices developed in close partnership with Solus, a leading developer of mobile applications based in the United Kingdom. It provides:

- Easy Administration
- Customizable branding
- Barcode scanner for book and user lookup
- Full patron account access

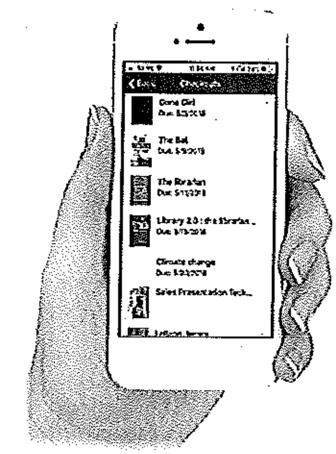
The app offers powerful catalog searching capabilities, account information, and more. Effectively, the app serves as a capable alternative to our browser-based discovery tools in an interface specially-designed to leverage device capabilities (such as device cameras, geolocation, etc.) without compromising the user experience due to device limitations (principally: small screen size).

BLUEcloud Mobile allows you to customize the app with your own colors, logo, and icon. Libraries have access to a powerful web-based Content Management System (CMS) that allows them to control the look and appearance of the app as well as myriad app settings, configurations, preferences, etc. Libraries also have access to an analytics dashboard reporting about patron use in various parts of the app.

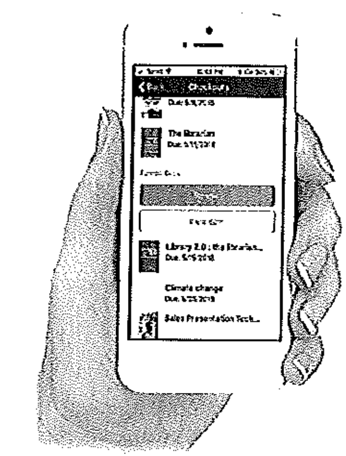
Push notifications can be used to inform patrons of account details and/or to keep them in the loop about library events. Social media and RSS integrations further empower a library to convey the information with patrons they want to get to them.



The "hamburger menu," (and/or My Account) allows you to manage your account and app settings.



Patrons can view and manage their current checkouts from My Account. (And linked account checkouts.)



When permitted, a patron can renew checked out items from the My Account section of the app.

Community Engagement Platform (CEP)

Although the functionality portion of your RFP did not ask questions about a Marketing Module or CRM Module, it was listed on your cost form. SirsiDynix offers a relatively new product: **Community Engagement Platform (CEP)** which we have quoted as an option for PLD. We are excited to offer our customers a new way for them to better reach and, as the offering name suggests, engage with their communities.

Our Community Engagement Platform combines marketing automation with data from your ILS crafted to strengthen and empower your library's marketing efforts.

The Community Engagement Platform is one-of-a-kind marketing automation system built with your needs in mind. It helps you engage with your community in new ways and surface previously hidden insights into patron preferences and behavior.

Marketing automation software streamlines, automates, and measures marketing tasks and workflows. With CEP, you can engage with your entire community, send targeted emails to your members, organize all of your event programming, and create reports and analytics to understand how they interact with your digital content and platforms.

CEP components include:

- Emails
- Landing Pages
- Physical & Digital Event Management
- Calendar
- Forms
- Print Marketing & Mailings
- Smart Lists
- Member Personas
- Patron Interest Scoring

SUMMARY

We welcome an opportunity to discuss with you how we can help you either transition from your current arrangement with Anaheim to your own Horizon system, or migrate to your own Symphony system. Either approach offers Placentia Library District staff and patrons a feature-rich system with a strong, vibrant future.

RESPONSE TO ILS CONNECTED SERVICES

The Library currently utilizes the following third party vendors and expects that the products offered by these vendors can be seamlessly integrated into the ILS functionality:

Computer Reservations and Patron Printing	Envisionware PC Reservation, LPT:One, and eCommerce
Self-Check Machines	Bibliotheca
Databases/E-content	EBSCO, Gale, ReferenceUSA, Hoopla, Freegal, OverDrive, Enki using SIP2
Acquisition Vendors	Baker & Taylor, Midwest Tape, Ingram
Telephone Notices and Renewals	ITiva Talking Tech
Receipt printers	Epson Thermal Receipt Printers with Windows Drivers

SirsiDynix: SirsiDynix confirms that Symphony is compatible with all of the items listed above. Many of the integrations can be made via SIP2, NCIP, or API/Web Services which we have included, or optioned, in our proposal, or via eResource Central connectors (also included in our proposal).

Cost Proposal

As indicated, we have responded to this RFP based on Symphony (since you currently use and are familiar with our Horizon ILS). We have, however, provided two Cost Proposals: one for moving to Symphony and one for remaining on Horizon. Note that we consider cost information to be confidential and proprietary.

SirsiDynix Symphony Cost Proposal

ILS COST PROPOSAL

Description	Initial/ Implementation	Year 1	Year 2	Year 3	Year 4	Year 5
Required Modules • Circulation • Acquisitions • Serials • OPAC/Discovery • Cataloging • Reports (including Admin/Statistics) • Inventory & Authority Control	$17,980	$20,740	$20,740	$21,341	$21,960	$22,595
Hosting	Included	Included	Included	Included	Included	Included
Training	$4,470					
Data Migration	$7,500					

ILS COST PROPOSAL

Optional Modules	Initial/ Implementation	Year 1	Year 2	Year 3	Year 4	Year 5
iOS & Android App (BLUEcloud Mobile)	$1,200	$4,730	$4,730	$4,865	$5,010	$5,150
Marketing Module (Community Engagement – 20,000 contacts)	$0	$9,650	$9,650	$9,930	$10,220	$10,515
CRM Module	*SirsiDynix quoted our Community Engagement Module on the previous line; it includes some CRM aspects as well.*					
Interlibrary Loan Module	*SirsiDynix does not offer our own ILL module but integrates with 3rd-party systems. The RFP had no ILL functionality requirements so we have not quoted anything but welcome discussions on how we could meet your ILL needs.*					
SaaS Hosted Test Environment	$1,500	$1,415	$1,415	$1,455	$1,500	$1,540
BLUEcloud Visibility	$1,500	$4,530	$4,530	$4,660	$4,795	$4,935

Symphony Web (30 Seats)	$0	$2,400	$2,400	$2,470	$2,540	$2,615
Platinum Premier Services	$0	$8,000	$8,000	$8,230	$8,470	$8,715
Acquisitions Accounting System Integration	$2,880	$0	$0	$0	$0	$0
StackMap Configuration	$1,120	$0	$0	$0	$0	$0

Pricing Terms and Conditions

SirsiDynix SaaS Services are based upon annual circulation and Staff Users. You may use the SaaS Services for up to 340,000 annually circulated items and up to 30 Staff Users; an increase in either circulation or Staff Users requires additional licensing fees.

SIP2 is based upon certified vendors. You are authorized for 2 certified vendors; an increase in the number of certified vendors requires additional fees.

Enriched Content is based upon annual circulation. You are licensed for up to 250,000 annually circulated items; an increase requires additional licenses.

SirsiDynix Professional Services performed by way of remote network access require ssh (Unix/Linux), Remote Desktop (Windows) or unattended Logmein Rescue (Windows) access for the duration of the project. The library may limit connectivity to the SirsiDynix Corporate IP address or implement a Cisco AnyConnect VPN tunnel. Other remote connectivity options may incur additional fees, onsite travel fees or void the ability of SirsiDynix to perform the project. A full description can be found in the Access Requirement for Support Guide on our customer support website.

SirsiDynix shall have the right to aggregate and retain non-personally identifiable data.

Payment Terms

SirsiDynix Products and Services, New Customers

- 50% of Year 1 total due upon contract signing
- 50% of Year 1 due upon date of initial live use of SirsiDynix System

Third Party Products

- 100% due upon installation of third party products

Unless otherwise specifically stated in writing, Products and/or services purchased at promotional prices or with promotional discounts do not qualify for such discounts or limitations on price increases for subsequent years.

The terms associated with our pricing is hereby fully incorporated into the current Agreement executed between SirsiDynix and Customer. Any and all pre-printed terms and conditions on Customer's Purchase Order(s) submitted to SirsiDynix are hereby rejected and shall be superseded by the current Agreement, unless such additional terms are statutorily required of the Customer. In the event of a conflict, the terms, payment terms, discounts, product lists and/or statement of work contained within this document shall take precedence over the current Agreement between the parties.

Optional Cost Proposal: Horizon Hosted Solution

SirsiDynix recognizes that staff of Placentia Library District are currently utilizing and familiar with our Horizon Integrated Library System. This cost proposal is for a Horizon hosted solution (instead of Symphony), which may allow for a smoother transition away from Anaheim Public Library and will require less data migration, implementation and training. A detailed training proposal can be customized based on additional input from PLD.

ILS COST PROPOSAL

Description	Initial/ Implementation	Year 1	Year 2	Year 3	Year 4	Year 5
Required Modules • Circulation • Acquisitions • Serials • OPAC/Discovery • Cataloging • Reports (including Admin/Statistics) • Inventory & Authority Control	$13,690	$20,740	$20,740	$21,341	$21,960	$22,595
Hosting	Included	Included	Included	Included	Included	Included
Training	TBD					
Data Migration	$6,390					

ILS COST PROPOSAL

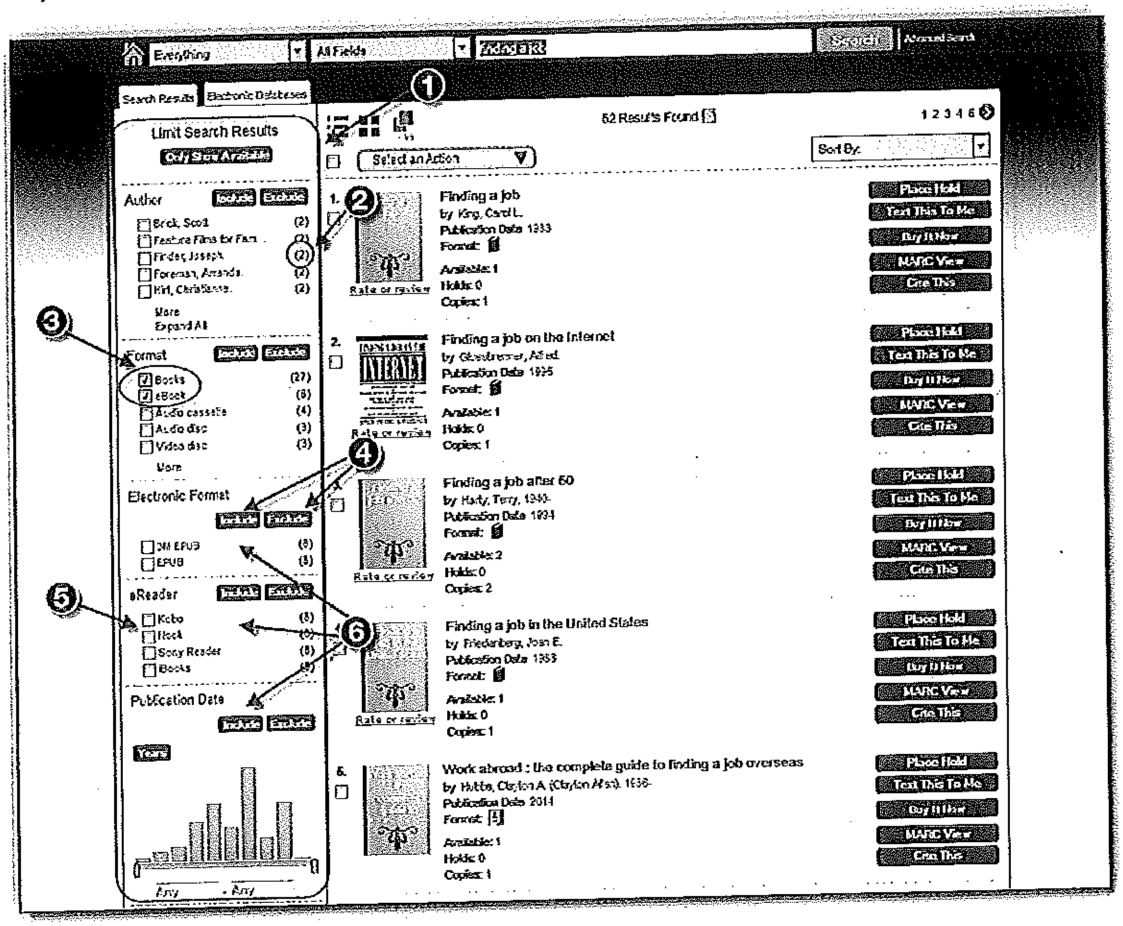
Optional Modules	Initial/ Implementation	Year 1	Year 2	Year 3	Year 4	Year 5
iOS & Android App (BLUEcloud Mobile)	$1,200	$4,730	$4,730	$4,865	$5,010	$5,150
Marketing Module (Community Engagement – 20,000 contacts)	$0	$9,650	$9,650	$9,930	$10,220	$10,515
CRM Module	*SirsiDynix quoted our Community Engagement Module on the previous line; it includes some CRM aspects as well.*					
Interlibrary Loan Module	*SirsiDynix does not offer our own ILL module but integrates with 3rd-party systems. The RFP had no ILL functionality requirements so we have not quoted anything but welcome discussions on how we could meet your ILL needs.*					
SaaS Hosted Test Environment	$1,500	$1,415	$1,415	$1,455	$1,500	$1,540
BLUEcloud Visibility	$1,500	$4,530	$4,530	$4,660	$4,795	$4,935

Platinum Premier Services	$0	$8,000	$8,000	$8,230	$8,470	$8,715
Acquisitions Accounting System Integration	$2,880	$0	$0	$0	$0	$0
StackMap Configuration	$1,120	$0	$0	$0	$0	$0

Response to OPAC Functionality

OPAC Functionality	
Intuitive functionality for patrons	Required

SirsiDynix: Complies. Placentia Library District patrons would continue using SirsiDynix Enterprise, which provides intuitive, Google-like search capabilities. Drop-down menus for search targets and indexes provide a simple-to-use search interface. Enterprise utilizes the powerful Lucene Solr™ search engine to allow for full-text indexing and fuzzy-logic searching of all of your library's data, providing your patrons with a powerful, yet simple search process. Materials can be simply sorted, narrowed, or expanded using various facets, drop-down menus and simple clickable buttons.



This screenshot calls out some important features of Enterprise facets, including:

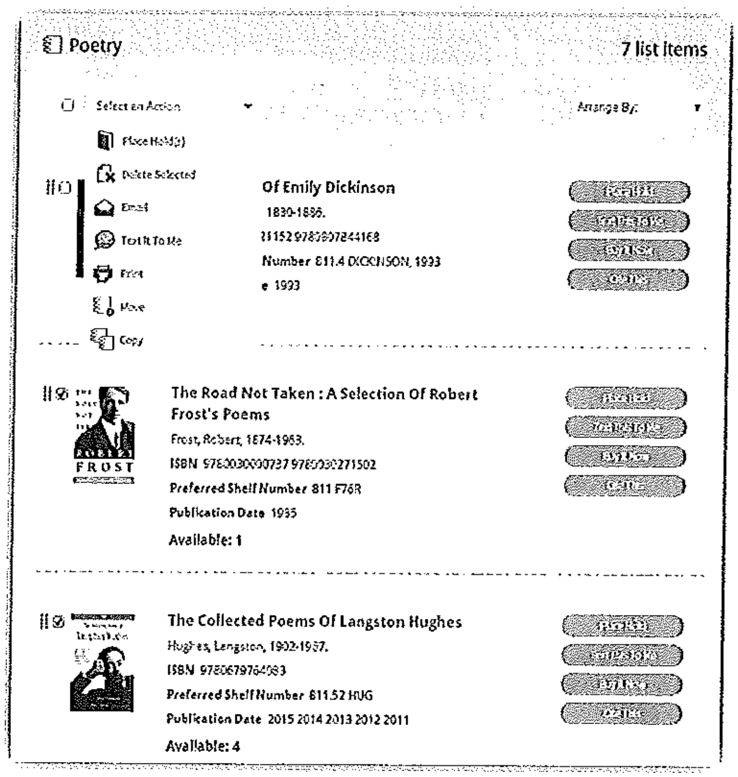
(1) Facets are immediately visible without the need to expand them individually. Only facets that apply to the results are included.
(2) The number of records to which the facet applies is displayed in parentheses next to it.
(3) You can select more than one facet
(4) You can choose to include OR exclude records from your results.
(5) For ebooks, you can limit results to those available on your eReader of choice.
(6) You can limit by a variety of facets, including author, publication date, and more.

Ability for patrons and staff to create and share lists	Required

SirsiDynix: Complies. For a curated list, such as staff favorites: library staff would use the bulletin list function in Symphony to generate a list. That list is pushed automatically to Enterprise via web services (part of Enterprise configuration) and has a URL that can be copied/bookmarked.

Enterprise allows patrons to:

- Create multiple lists
- Manage temporary and permanent lists from all targets
- Enter a subject when emailing item descriptions and lists
- Reorder lists using arrows, and drag and drop items from one list to another

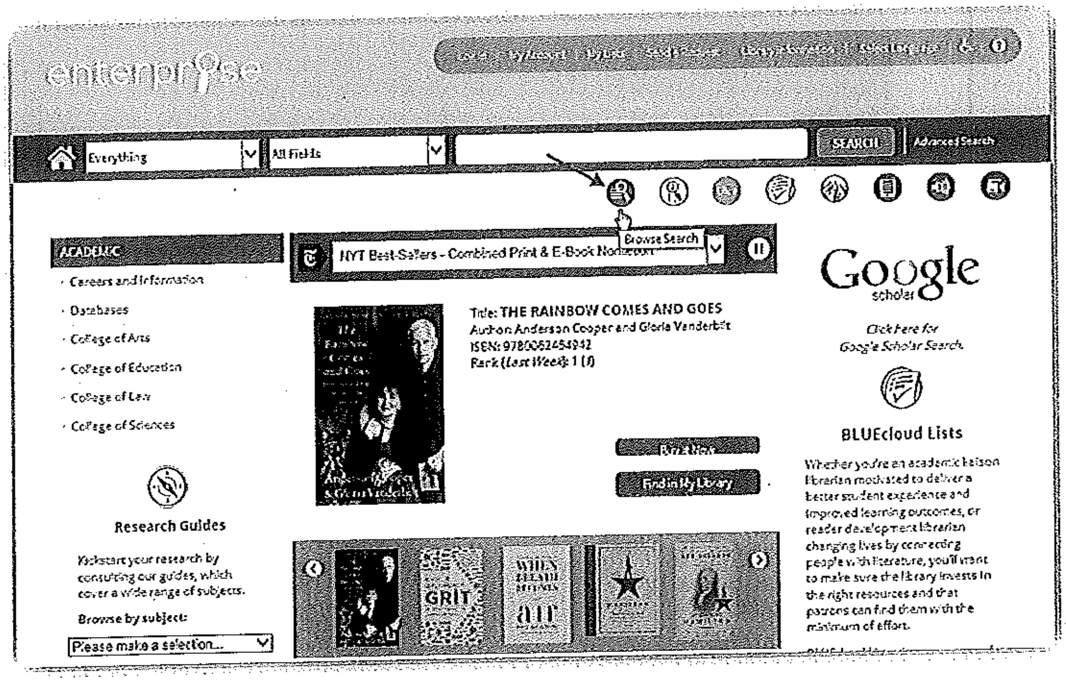


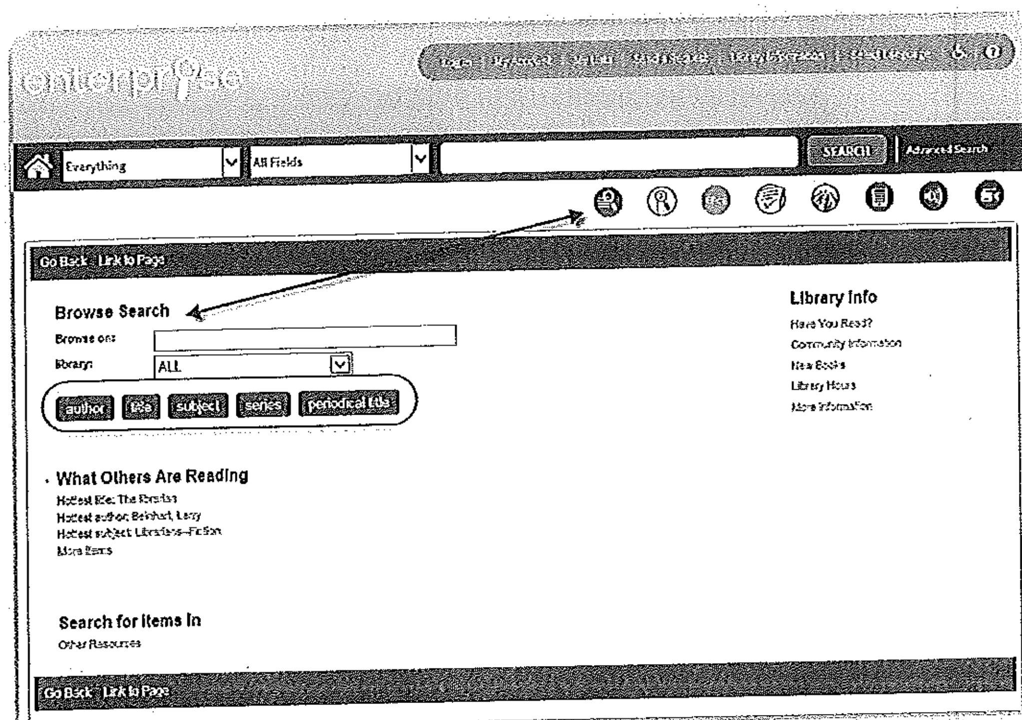
Perform actions such as "place hold" across multiple items at once in a list.

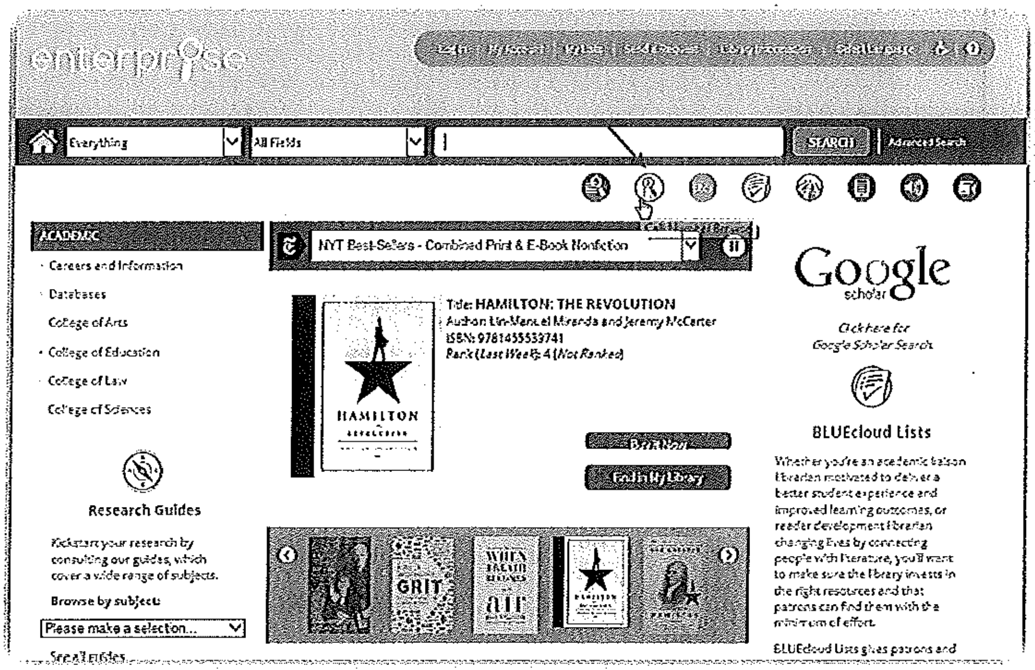
Search includes keyword, browsing and advanced searching	Required

SirsiDynix: Complies. Enterprise includes keyword and advanced searching as standard features. SirsiDynix Consulting Services can leverage Boolean and Browse Searching from e-Library into Enterprise (or Portfolio). The integration is seamless and the customer is never aware they are accessing e-Library features. This consulting has been included for PLD in our cost proposal.

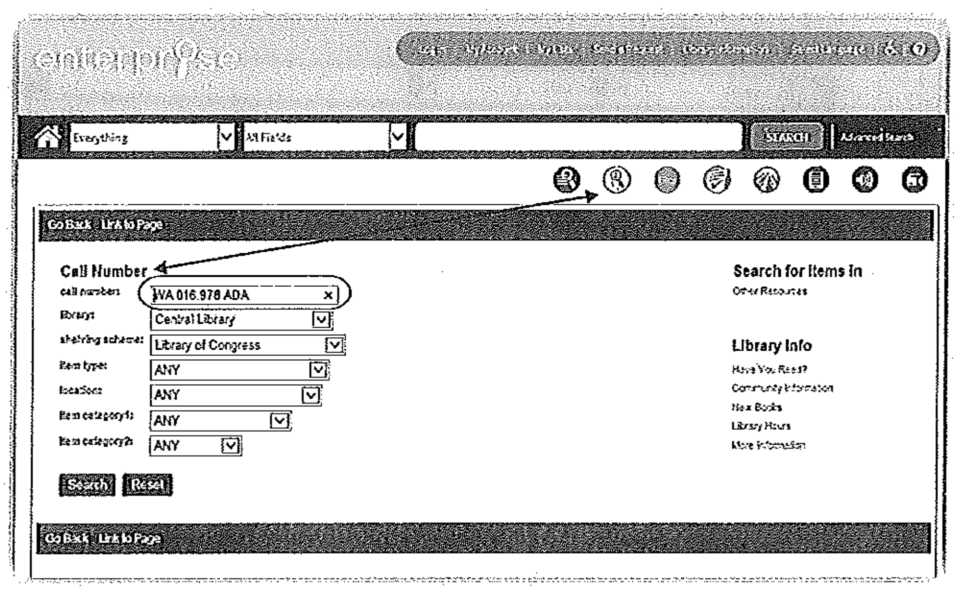
Patrons can select a Browse Search icon and then choose the type of Browse search:


enterprise
Everything
All Fields
SEARCH
Advanced Search
Browse Search
ACADEMIC
Careers and Information
Databases
College of Arts
College of Education
College of Law
College of Sciences
Research Guides
Kickstart your research by consulting our guides, which cover a wide range of subjects.
Browse by subject:
Please make a selection...
NYT Best-Sellers - Combined Print & E-Book Nonfiction
Title: THE RAINBOW COMES AND GOES
Author: Anderson Cooper and Gloria Vanderbilt
ISBN: 9780062454942
Rank (Last Week): 1 (1)
Find in My Library
Google scholar
Click here for Google Scholar Search.
BLUEcloud Lists
Whether you're an academic liaison librarian motivated to deliver a better student experience and improved learning outcomes, or reader development librarian changing lives by connecting people with literature, you'll want to make sure the library invests in the right resources and that patrons can find them with the minimum of effort.

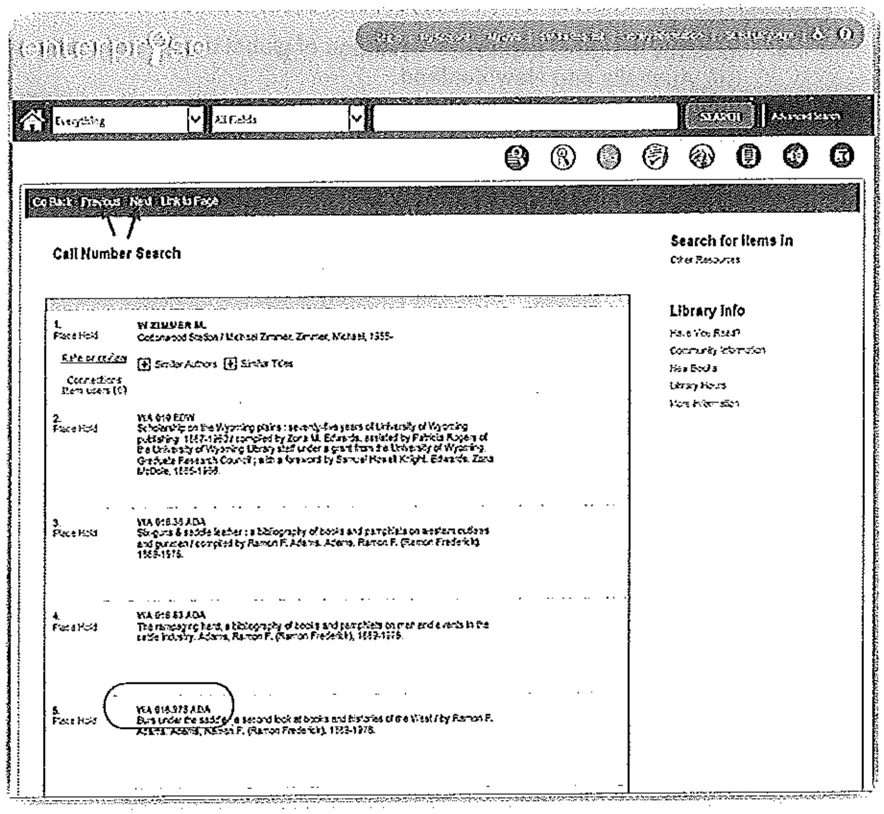

enterprise
Everything
All Fields
SEARCH
Advanced Search
Go Back Link to Page
Browse Search
Browse on:
library:
ALL
author
title
subject
series
periodical title
What Others Are Reading
Hottest title: The librarian
Hottest author: Beinhart, Larry
Hottest subject: Librarians--Fiction
More Items
Search for Items In
Other Resources
Library Info
Have You Read?
Community Information
New Books
Library Hours
More Information
Go Back Link to Page



Patrons can also select a Call Number browse icon (above), and perform a Call Number browse, effectively returning a virtual shelf list.



A call number search (above) will return the item in a list that can be browsed up and down via the "Previous" and "Next" buttons (below), allowing patrons to easily view materials near the item on the shelf.



Display enhanced content: cover art, reviews, read-a-likes, etc.	Required

SirsiDynix: Complies. Enhanced content, including cover art and reviews, is available through Syndetics (which is included in our cost proposal for Placentia Library District). Also available is Syndetics Unbound, which offers additional content such as read-a-likes and which can be quoted upon request.

Syndetics Unbound, the next generation of the Syndetics catalog enrichment service, works with Enterprise to give the user a dynamic way to explore the wealth of titles available in the library's catalog. Unbound integrates well with SirsiDynix technology because of robust API and web services, which allow for smooth integration of third party tools. Details on Syndetics Unbound are provided below.

Syndetics Unbound

Syndetics Unbound is an unparalleled enrichment product that enables you to quickly and affordably transform your catalog or discovery layer into a dynamic showcase for your collection. This new product combines the best of two enrichment platforms — **Syndetic Solutions** and **LibraryThing for Libraries** — and adds a modern, intuitive, mobile-responsive user interface. The result is an innovative and compelling showcase of materials.

Helps libraries Improve their Customer Experience

Most modern enrichment elements

- Transforms even an outdated library catalog into a dynamic and attractive showcase for a library collection.
- Premium cover service automatically generates cover images if one does not exist.

Comprehensive

- Includes the most expansive coverage of global books and media published in the US, Canada, UK, Australia and New Zealand.
- Features books, movies, music and video games and will soon offer international coverage including Spanish.

Syndetics Unbound goes where your users are, including on tablets and smart phones

A good Business Decision for Libraries

Simple and useful for libraries.

- Syndetics Unbound is designed to use right out of the box.
- Minimal customization is needed to get Syndetics Unbound into your catalog.
- An easy-to-use admin tool provides element configuration, holdings management and coverage and usage reports.
- See titles in a series not currently in your collection, so you can consider adding them.

Increases usage

- Syndetics Unbound helps patrons discover the books and other media they'll love, wherever it is.
- Maximize your acquisitions budget by putting all of your materials within easy reach.

Affordable

- To approach the level of readers' advisory support and catalog enrichment offered by Syndetics Unbound, you would need multiple packages from other vendors—and they wouldn't work together. With Syndetics Unbound, it's all included in one subscription.

Helps Patrons easily find their next great read

Easy and useful

- "You may also like" and browsable tags, series, awards, book profiles and reading levels help patrons find the perfect book, movie, recording or game.
- Patrons can see cover images, summaries, awards and even reviews from fellow readers.

Meets patrons expectations

- Brings patrons the features they expect from everyday web browsing–from social media to shopping–including covers, summaries, professional and reader reviews and read-alikes.

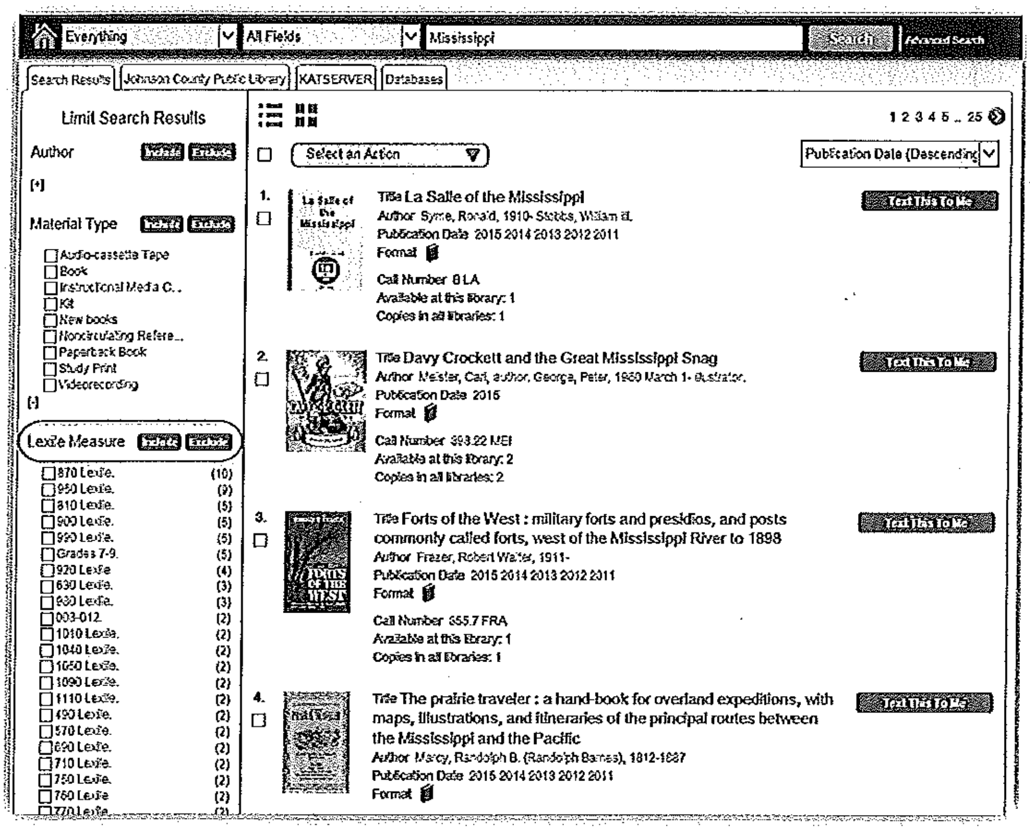
- Mobile-optimized user interface that works on smartphones and tablets.

It goes where your patrons are

- In addition to the catalog elements, Syndetics Unbound includes "Book Display Widgets," a virtual display-shelf for your home page, email newsletters and social sites like Facebook, Twitter and Pinterest.

Limit searches by Lexile and Accelerated Reader	Required

SirsiDynix: Complies. We offer (and have included in our cost proposal for PLD) a Reading Information data update service which adds both Accelerated Reader and Lexile information to your bibliographic records.

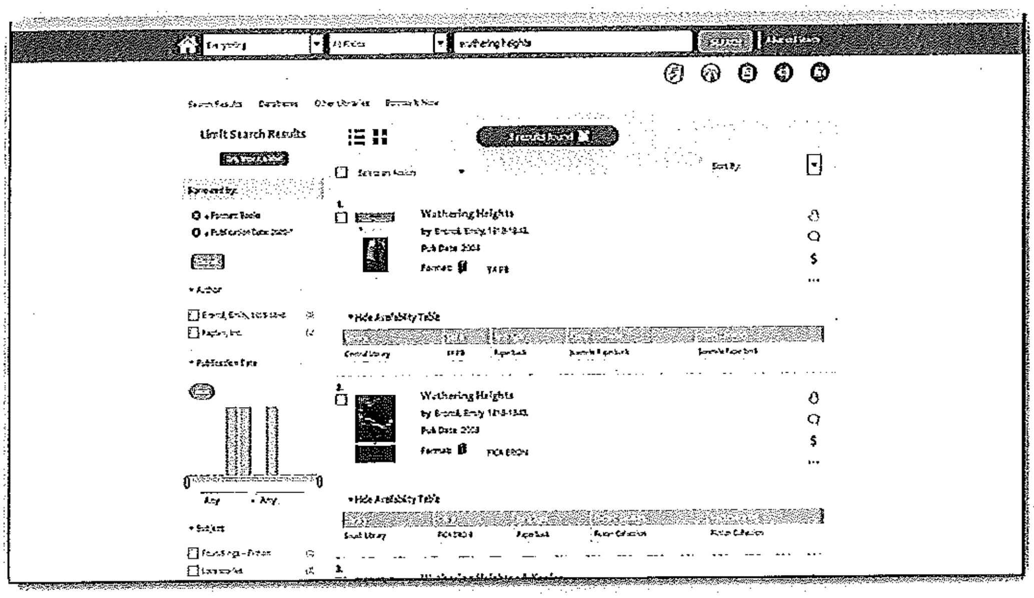


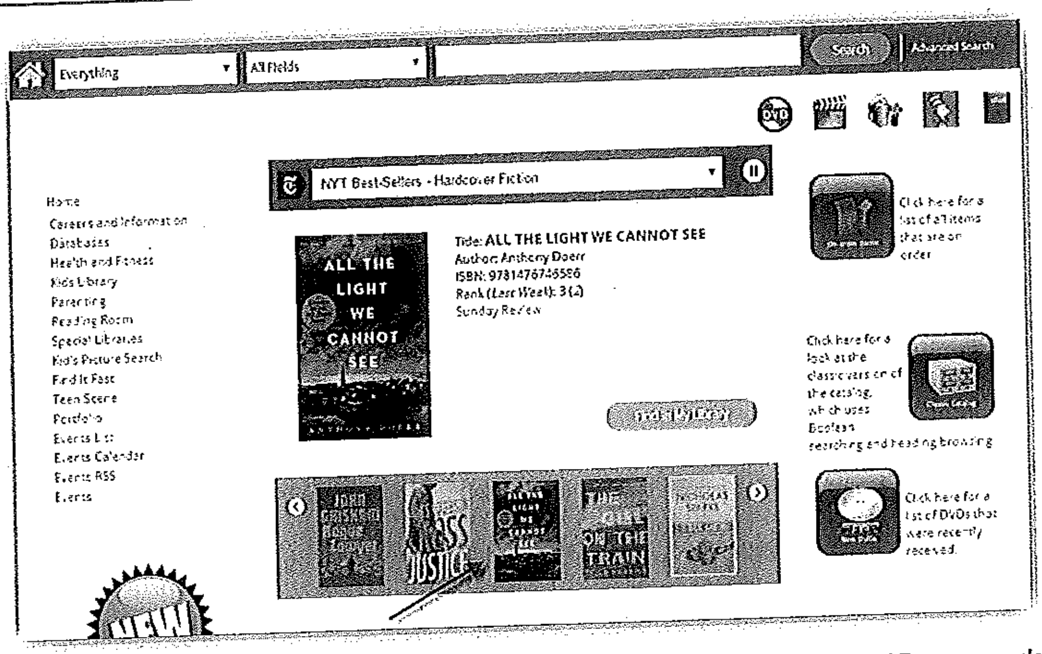
Display Lexile and Accelerated Reader data on bibliographic records	Required

SirsiDynix: Complies, with the Reading Information data update service mentioned above.

Integration with OverDrive, including real-time updates of inventory	Required

SirsiDynix: Complies. One of the many advantages of our eResource Central (eRC) is that a) your patrons' search results yield a single view that integrates both physical and digital content, and b) those results include real-time availability for both.

eRC supports multiple vendors, including OverDrive. eRC (with 2 connectors) has been included in our cost proposal for PLD.	
Integrated, intuitive online fine payment solution or ability to integrate with third party vendor	Required
SirsiDynix: Complies. Enterprise gives your payments the ability to pay fines online. BLUEcloud Commerce is included, at no additional cost, in the price of Symphony maintenance and works in both Enterprise and BLUEcloud Mobile (as well as in Symphony).	
Clear location & availability on results screen	Required
SirsiDynix: Complies. Note that patrons can also choose to limit results to only those items that are available. 	
Customization of heading and other wording throughout the catalog	Required
SirsiDynix: Complies.	
Ability to design & display customized library material carousels	Required
SirsiDynix: Complies.	

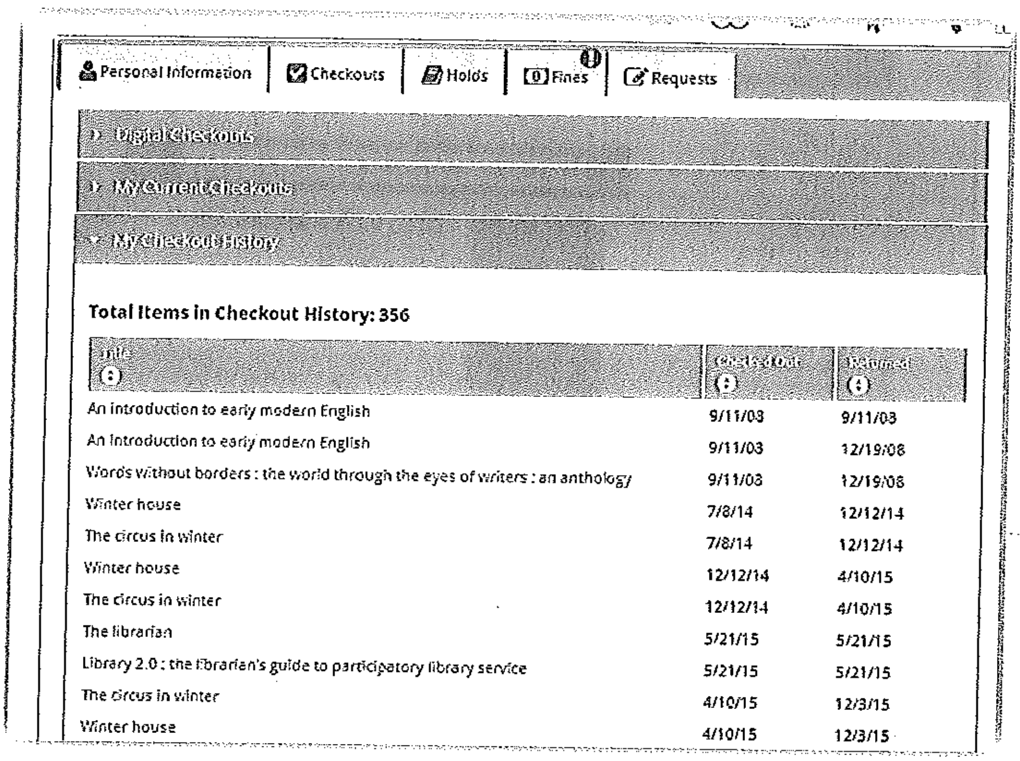


Enterprise supports graphical carousels or "book rivers" with items from Bestseller / Recommended Reading lists, including New York Times, USA Today, and library-customized lists. Lists can also be generated from system policies. (For example: new large-print nonfiction, new children's books, etc.

History of checked out items capability in "My Account" including digital usage	Required

SirsiDynix: Partially Complies. While maintaining circulation history is an option libraries can provide their patrons, it does not include a history of **digital** items the patron has checked out (although patrons can see their current digital checkouts through My Account).

To provide a history of digital checkouts would require an update to eRC and eRC vendor APIs to allow us to retrieve the checkout history. While this is not on our roadmap it may be something we consider in the future.


Personal Information | Checkouts | Holds | Fines | Requests

Digital Checkouts

My Current Checkouts

My Checkout History

Total Items in Checkout History: 356

Title	Checked Out	Returned
An introduction to early modern English	9/11/03	9/11/03
An introduction to early modern English	9/11/03	12/19/08
Words without borders : the world through the eyes of writers : an anthology	9/11/03	12/19/08
Winter house	7/8/14	12/12/14
The circus in winter	7/8/14	12/12/14
Winter house	12/12/14	4/10/15
The circus in winter	12/12/14	4/10/15
The librarian	5/21/15	5/21/15
Library 2.0 : the librarian's guide to participatory library service	5/21/15	5/21/15
The circus in winter	4/10/15	12/3/15
Winter house	4/10/15	12/3/15

Checkout History in My Account

Ability to readily display new materials	Required

SirsiDynix: Complies. Enterprise provides two primary ways for users to view new materials: RSS feeds and library-configured lists.

Any user-created search in Enterprise can become an RSS Feed. With this feature, users can search for a subject that interests them, subscribe to the RSS feed for this search, and be notified when the Library acquires a new title related to that search.

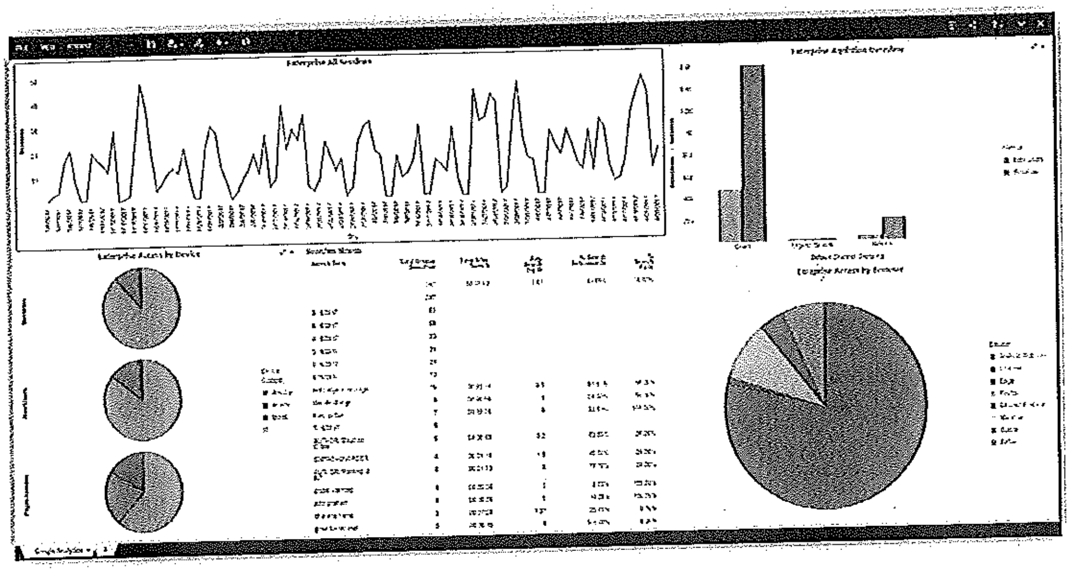
In Symphony, staff can create dynamic lists based on item traits, such as the relative date added to the catalog, the item type and the subject. The Library can display the items on this dynamic list in Enterprise book 'carousels', where users can see new materials as they browse Enterprise pages.

Smart searching, including "Did you mean?"	Required

SirsiDynix: Complies. SirsiDynix Enterprise uses fuzzy logic searching to ensure results are delivered. It achieves this by employing "n-gram" technology in order to deliver highly-relevant search results without requiring the use of expert searching techniques. At its basic level, "n-grams" break words into component parts for indexing and searching. This accomplishes a number of things. It allows the system to easily recognize spelling errors, recommending preferred terms. It allows the system to deliver results for alternate forms of a word, whether that specific word was searched for or not.

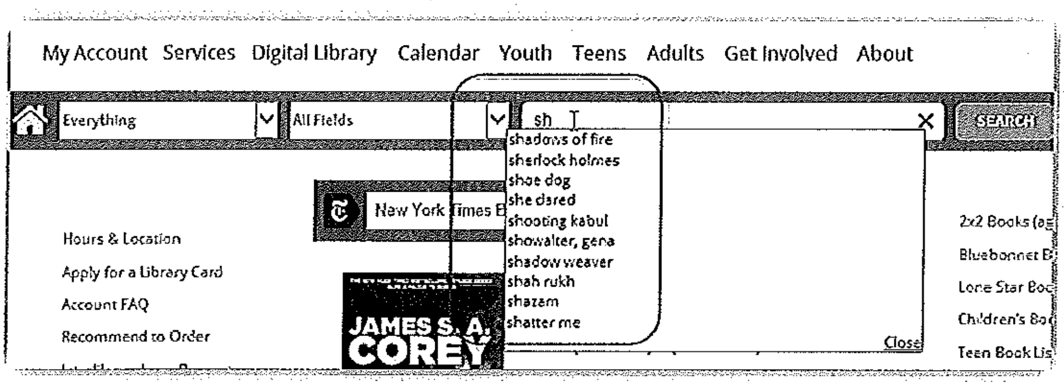
The Enterprise "Did you mean" is not based on a standard dictionary. Rather it is based on the words that are actually indexed. The advantage is that when a patron selects on "Did you Mean" the actual result is harvested from within the system.

Responsive mobile website design	Required

SirsiDynix: Complies with our BLUEcloud Mobile app; planned for Enterprise. (BLUEcloud Mobile has been optioned in our cost proposal.)	
Ability to search and filter by level of material, relevance, availability, format, location	Required
SirsiDynix: Complies.	
Website accessibility compliance	Required
SirsiDynix: Complies. SirsiDynix Enterprise complies with all Priority 1 and Priority 2 checkpoints from the W3C's Accessibility Guidelines. We have completed a Voluntary Product Accessibility Template (VPAT) for Enterprise which Placentia Library District can access on our Customer Support site, or which we will gladly provide you upon request.	
Integrates with Google Analytics or equivalent	Required
SirsiDynix: Complies. In addition to the reporting tool built into the Symphony ILS as well as the capabilities provided by the included BLUEcloud Analytics management reporting tool, SirsiDynix also supports integration with Google Analytics. Google Analytics data can be incorporated into BLUEcloud Analytics:  ***Dashboard of Google Analytics data, which is automatically captured by Enterprise***	
Ability of patron to manage notifications methods	Required
SirsiDynix: Complies. Each user record in Symphony has a NOTIFY VIA field that can be set to PRINT (hard copy), EMAIL, SMS, or PHONE (telephone notification system optional). Patrons and staff operators can modify this field, as desired. Users can also select SMS notification preferences in My Account.	
Ability of patrons to submit suggestions for purchase	Required
SirsiDynix: Complies.	
Discovery layer handles spell checking, dynamic predictive	Required

search results, and keyword or related search suggestions	

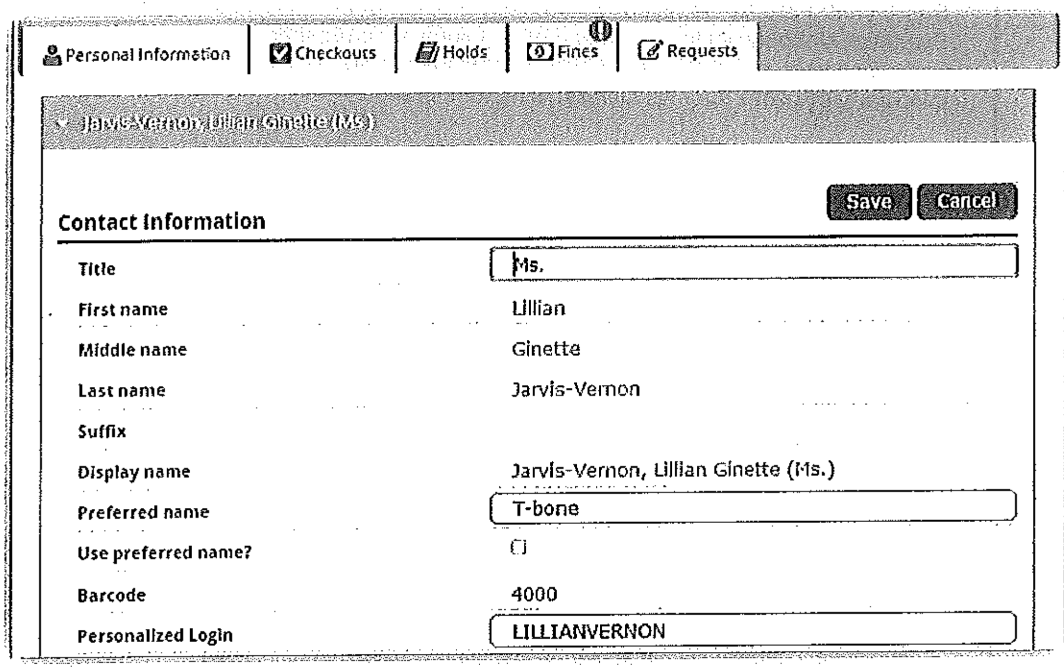
SirsiDynix: Complies. Enterprise handles spell checking with the n-gram technology described in an earlier response. The library can choose whether or not to make dynamic search suggestions (auto-complete) available for each Enterprise profile. Staff can 'black-list' words to reduce inappropriate terms and language appearing in the auto-complete selections listings. As a user enters a search term in the Enterprise Search field, a list of likely terms is displayed. This is much like the auto-complete feature common to web browsers, except that the terms do not come from previous searches done on your computer. Instead, the list is made up of search terms that have successfully returned results at least three times in the last ten days.



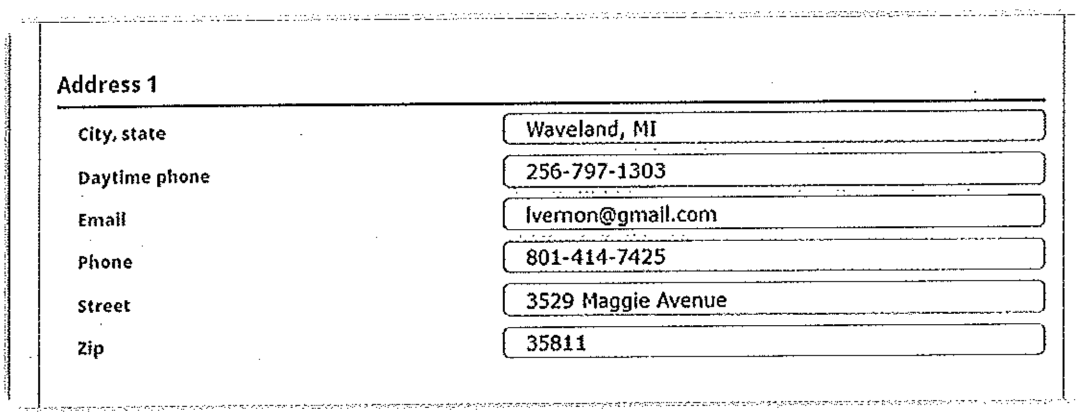
Search suggestions

Ability for patron to update approved contact information fields for their account and, optionally, for linked family member accounts	Optional

SirsiDynix: Partially complies. Patrons can update approved contact information from their account; the ability to update linked family member accounts is not currently available.

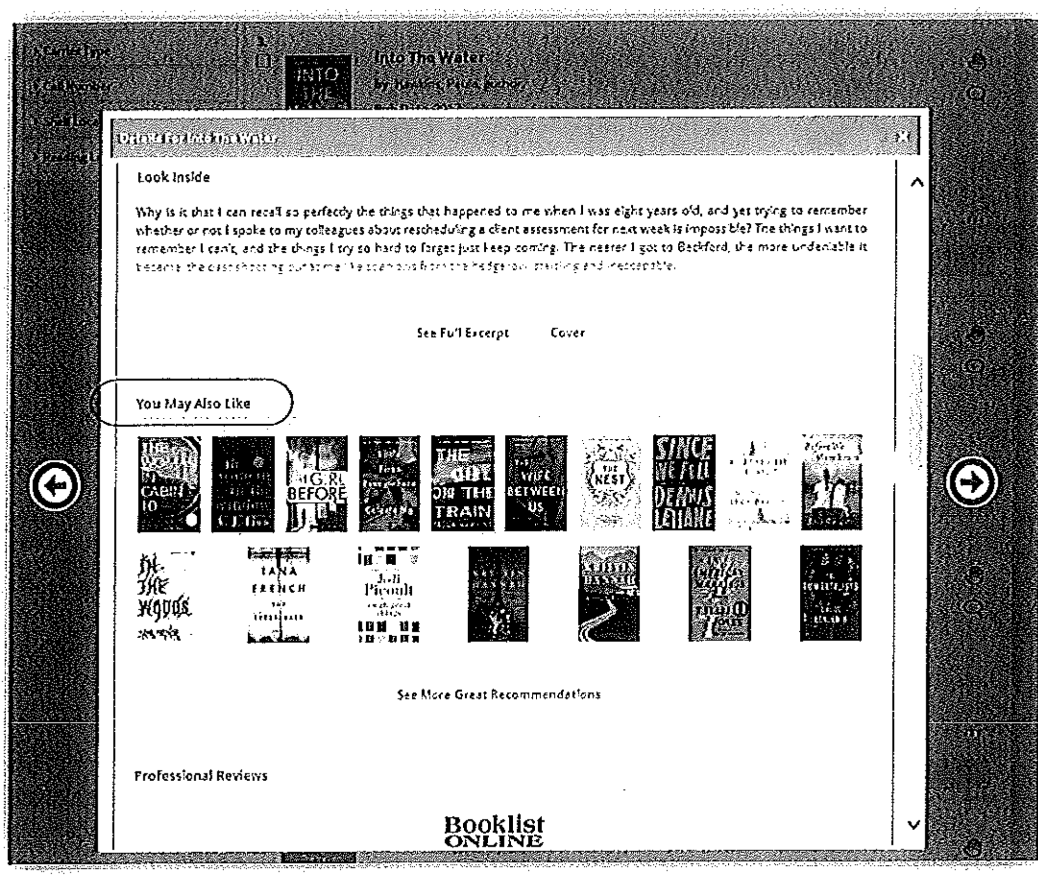


With the proper configuration, patrons can update their contact information through Enterprise's My Account (above and below). Libraries can configure Enterprise to enable editing on only certain fields.



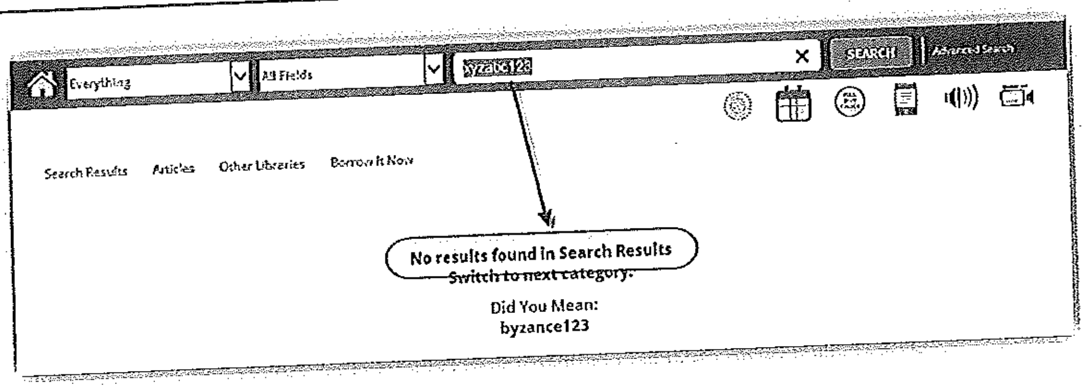
Ability to email patrons when new materials are added based on a profile set by the patron under their account	Optional
SirsiDynix: Partially Complies. This can be accomplished if a patron creates a search and then subscribes to an RSS feed for notification when new materials fitting that search are added. Note that our classic OPAC, e-Library, also supports SDI (selective dissemination of information) where patrons can specify an author or subject and receive notifications of new materials.	
Catalog provides personal recommendations based on previous activity	Optional

SirsiDynix: Partially Complies, with the optional Syndetics Unbound (described in a previous response). Syndetics Unbound includes, among other things, recommendations of materials similar to the materials being looked at, rather than the patron's previous activity. This functionality can also be provided through third-party solutions such as Library Thing for Libraries.



If no search results found, offer other suggestions based on search term and/or reading history	Optional

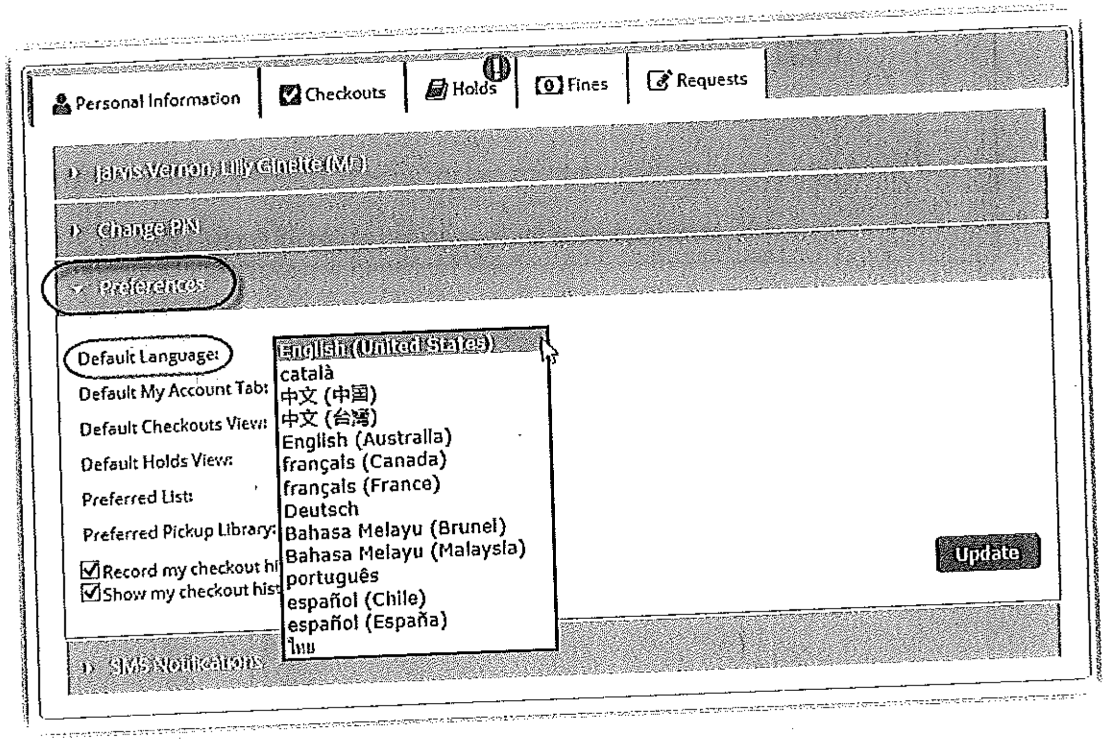
SirsiDynix: Partially Complies. Enterprise will, with its use of fuzzy logic searching, overcome incorrect spellings and variations in natural language to ensure results are displayed or to offer Did You Mean suggestions even when a search is far from perfect; however, if a patron is searching using a term that has no hits (and not due to a misspelling or a variation in words), Enterprise will indicate that.



If no results are found Enterprise does not use a patron's reading history to make suggestions. As indicated in the previous response Syndetics Unbound will provide recommendations of materials that are similar to the title in a catalog. Suggestions or recommendations are not made based only on the search term or reading history.

Personalized display for language (i.e. Japanese, Korean, Chinese)	Optional

SirsiDynix: Complies. Enterprise supports multiple languages, and each patron can specify in his or her My Account which language they want to have as their default:



Show custom messages for each patron within their account	Optional

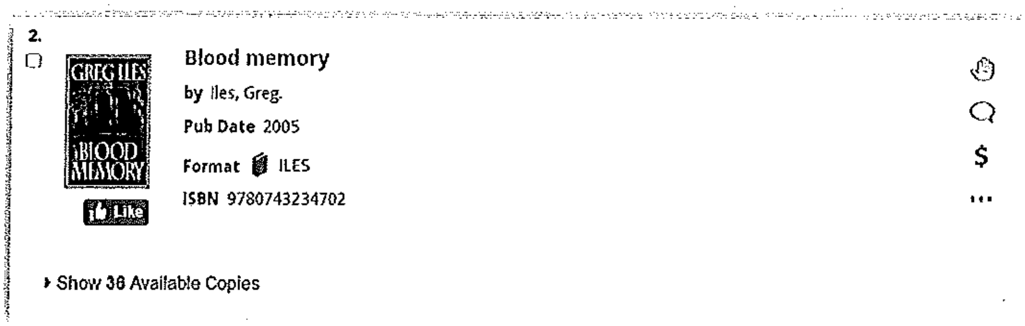
SirsiDynix: Complies. Within My Account, users can see notifications relating to checkouts, fines, holds, etc. In addition, staff can respond to patron questions, suggestions, messages, and other requests with personalized messages via the Requests tab of My Account.

Integration of location mapping to indicate the location of an item within the Library	Optional

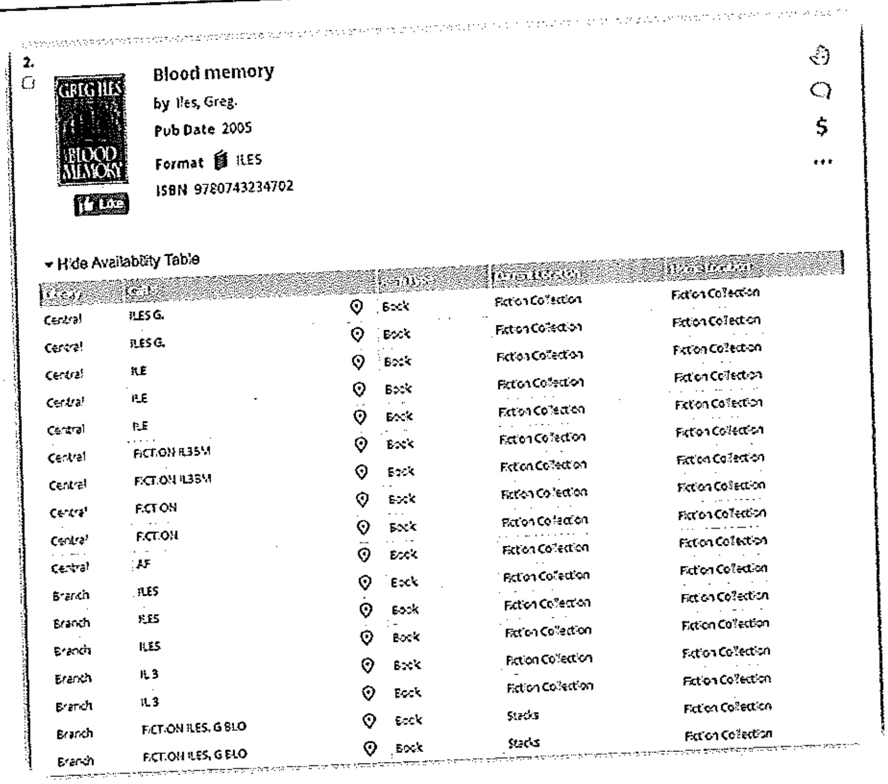
SirsiDynix: Complies. Wayfinding is supported via hypertext links to URLs. A library also has the ability to create room content where floor maps, videos, etc. can be defined in library-defined rooms.

Our system can also integrate with StackMap to provide a geo-based finding guide for materials in the library. This product may be used in the Enterprise online catalog to display location maps for materials. StackMap will assist the customer upload existing floor plans or create new maps. Shelving ranges will then be created and configured before being associated with each range of shelving. Finally StackMap will provide a front-end script to integrate with the catalog, discovery or mobile search interface. The customer will provide the floor plans and a spreadsheet containing starting and ending call numbers as well as location information for each range of shelving.

Symphony can combine catalog data with any other external data source to create a new application of service. The catalog data is accessed via our REST-based Symphony Web Services and can be combined with other data in any way that the developer/ designer cares to create.

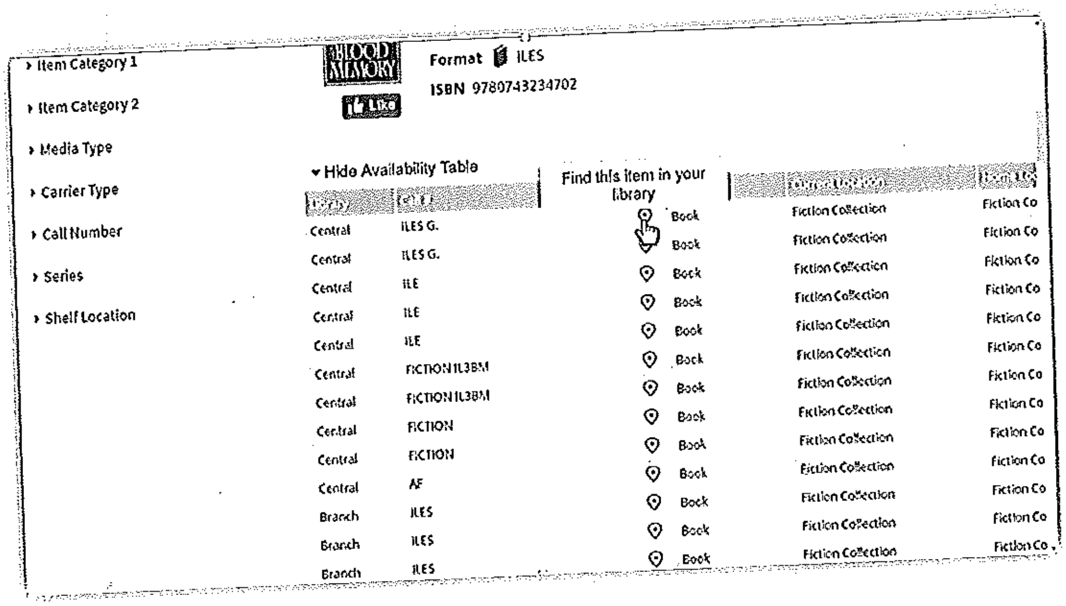


After searching for item, screen shows 36 copies available



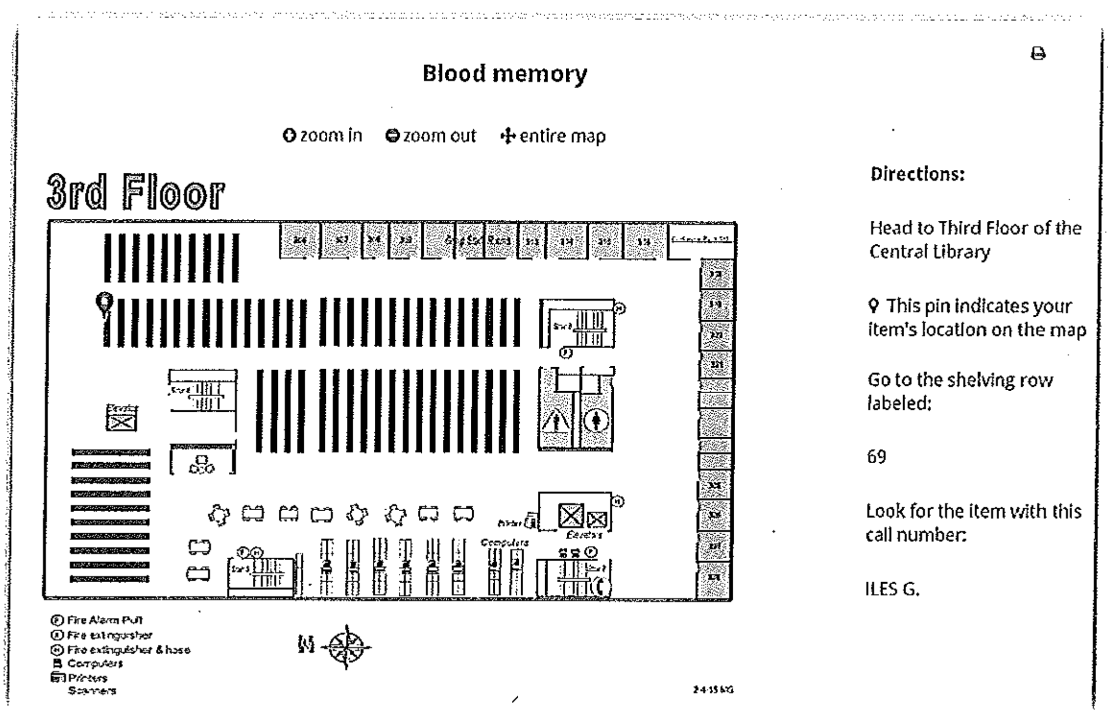
Central	ILES G.	Book	Fiction Collection	Fiction Collection
Central	ILES G.	Book	Fiction Collection	Fiction Collection
Central	ILE	Book	Fiction Collection	Fiction Collection
Central	ILE	Book	Fiction Collection	Fiction Collection
Central	ILE	Book	Fiction Collection	Fiction Collection
Central	FICTION IL3BM	Book	Fiction Collection	Fiction Collection
Central	FICTION IL3BM	Book	Fiction Collection	Fiction Collection
Central	FICTION	Book	Fiction Collection	Fiction Collection
Central	FICTION	Book	Fiction Collection	Fiction Collection
Central	AF	Book	Fiction Collection	Fiction Collection
Branch	ILES	Book	Fiction Collection	Fiction Collection
Branch	ILES	Book	Fiction Collection	Fiction Collection
Branch	ILES	Book	Fiction Collection	Fiction Collection
Branch	IL 3	Book	Fiction Collection	Fiction Collection
Branch	IL 3	Book	Fiction Collection	Fiction Collection
Branch	FICTION ILES, G BLO	Book	Stacks	Fiction Collection
Branch	FICTION ILES, G BLO	Book	Stacks	Fiction Collection

The teardrop icon signifies the location of the book in a particular library



Central	ILES G.	Book	Fiction Collection	Fiction Co
Central	ILES G.	Book	Fiction Collection	Fiction Co
Central	ILE	Book	Fiction Collection	Fiction Co
Central	ILE	Book	Fiction Collection	Fiction Co
Central	ILE	Book	Fiction Collection	Fiction Co
Central	FICTION IL3BM	Book	Fiction Collection	Fiction Co
Central	FICTION IL3BM	Book	Fiction Collection	Fiction Co
Central	FICTION	Book	Fiction Collection	Fiction Co
Central	FICTION	Book	Fiction Collection	Fiction Co
Central	AF	Book	Fiction Collection	Fiction Co
Branch	ILES	Book	Fiction Collection	Fiction Co
Branch	ILES	Book	Fiction Collection	Fiction Co
Branch	ILES			

Clicking on the "Find this item in your library" teardrop icon displays the map below.

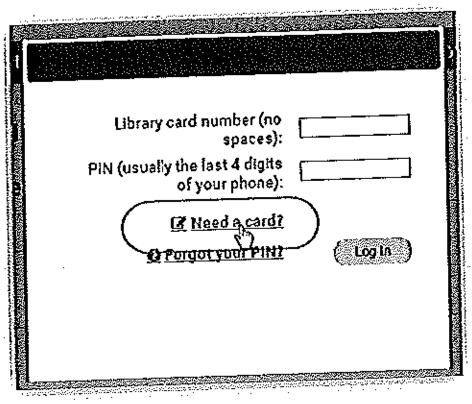


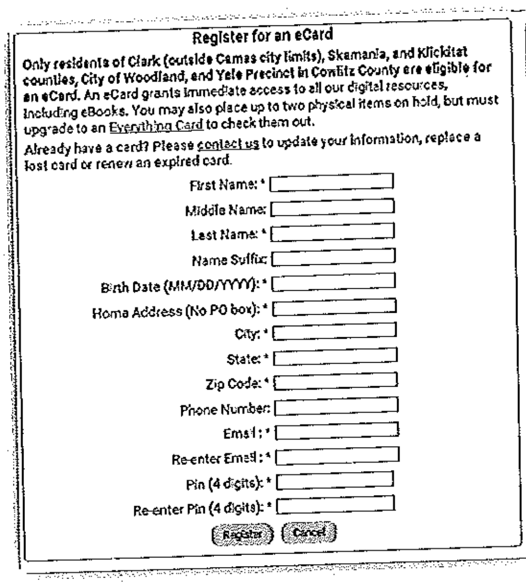
Costs for StackMap configuration have been included in the Optional Modules section of our Cost Proposal.

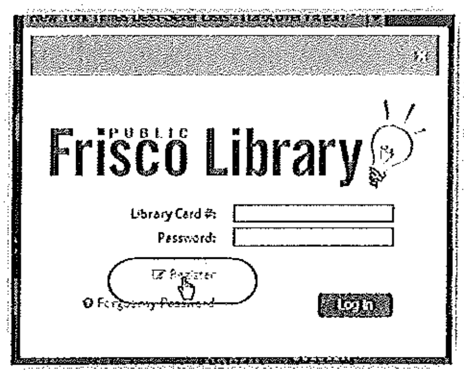
Ability for linked family accounts to renew items	Optional
SirsiDynix: Complies.	

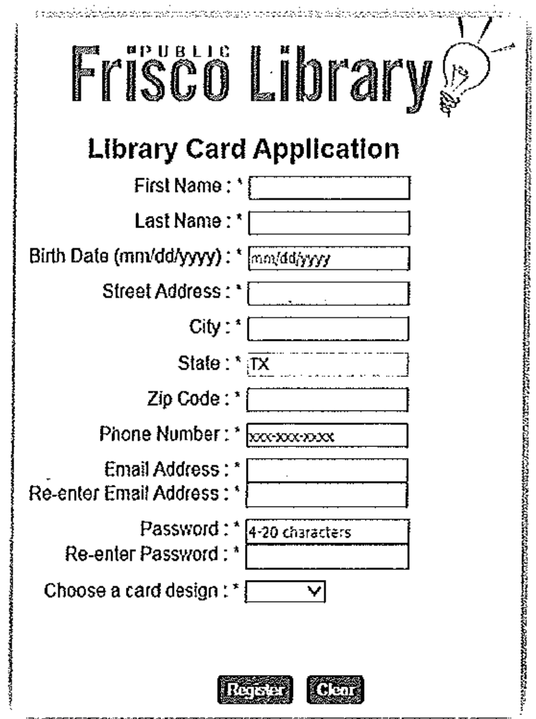
Response to Circulation Functionality

Circulation Functionality	
Patron can update information & manage own account including renewals, payment, cancel/freeze holds without staff intervention, download reading history	Required
SirsiDynix: Complies. You can determine whether or not to make patron reading history an option, and patrons can determine whether or not to store their history. All of the above can be done, without staff intervention, through My Account in Enterprise.	
Patron can self-register for a library account	Required
SirsiDynix: Complies. The library has the ability to determine whether or not they wish to make self-registration available to their community. As noted in the images below from two of our customers, you can also determine the verbiage for self-registration and the fields that display:	

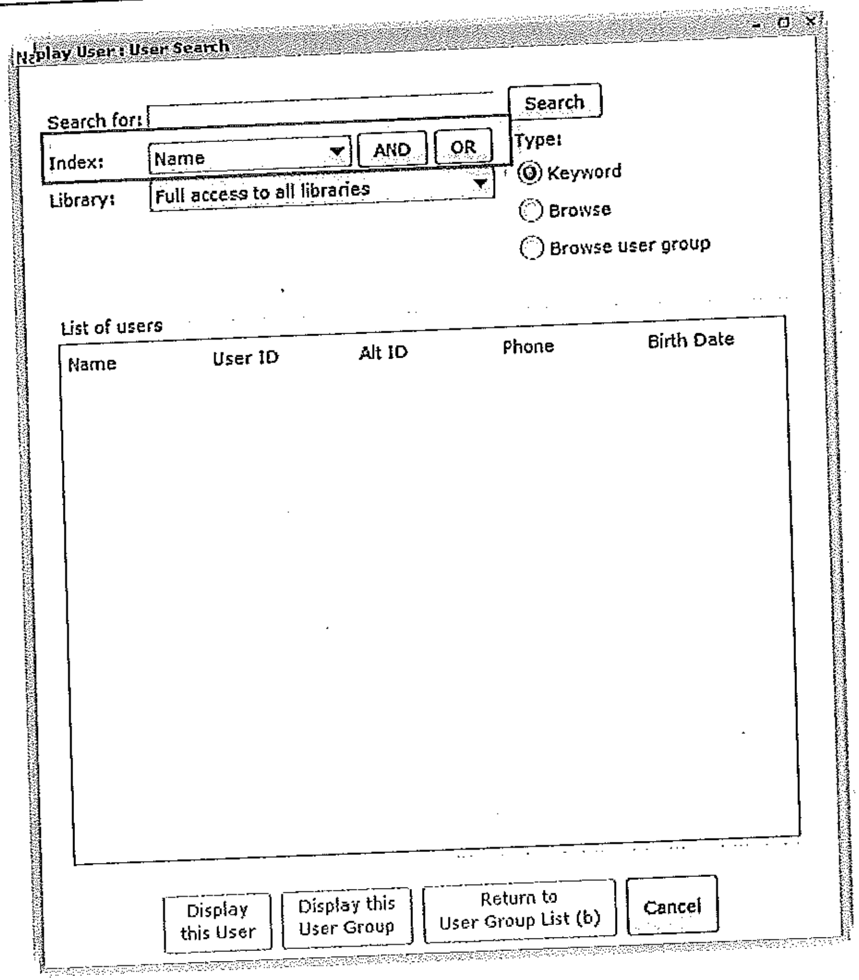




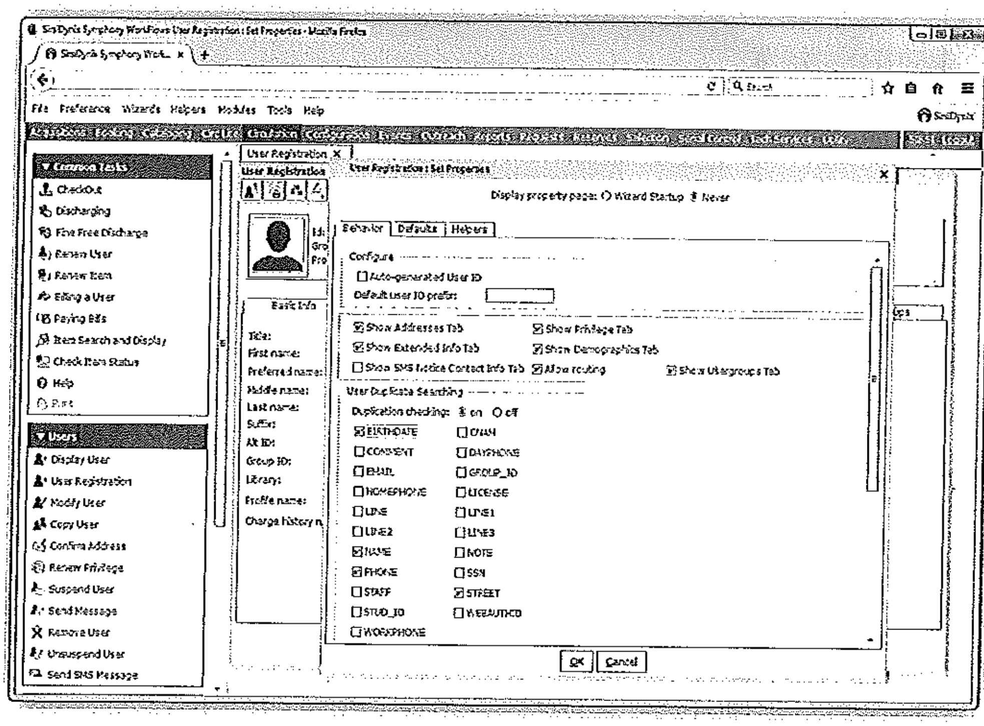




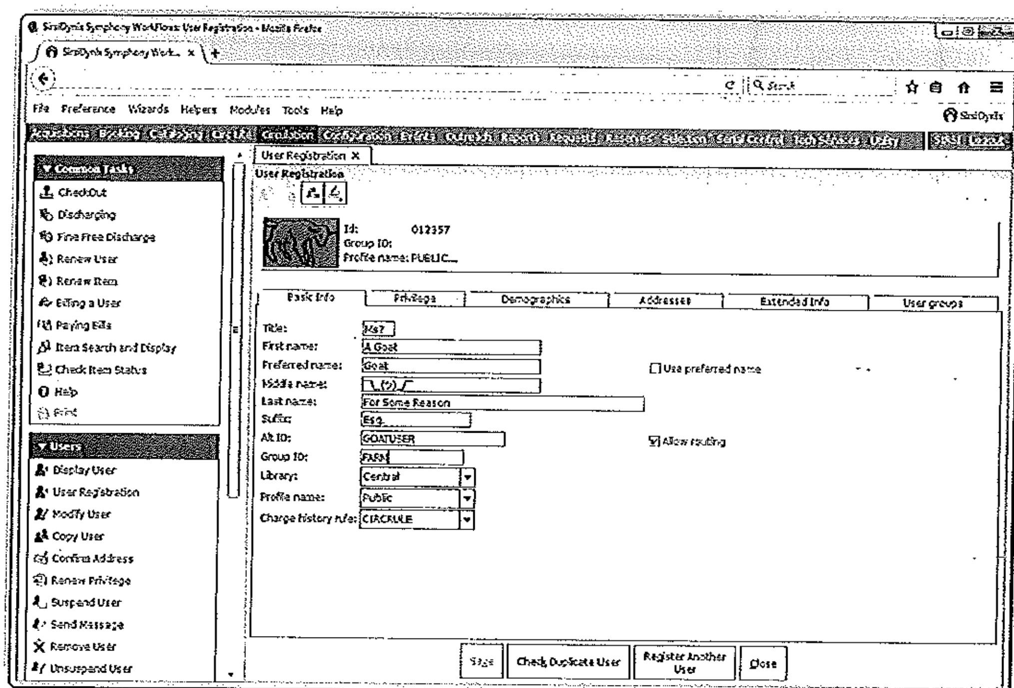
Patron record includes field for option to receive publicity from library	Required
SirsiDynix: Complies. The patron record in Symphony includes 12 library-defined User Category fields that contain whatever you wish; one could be used to designate whether patrons which to receive publicity from the library.	
All fields searchable, including, but not limited to name, telephone, address & email	Required
SirsiDynix: Complies. All fields within the patron record can be indexed and made searchable in Symphony.	



Ability to copy details from one patron registration to another	Required
SirsiDynix: Complies.	
Registration process provides alert for duplicate customer record based on defined fields	Optional
SirsiDynix: Complies. When creating a new customer (patron) record, it is possible to check the system for duplicate records based on any and all patron information fields. To do so, simply click on "Check Duplicate User" and any matching records will display. Your system can even be configured to require the performance of such a verification before it will allow the staff member to save the new record.	

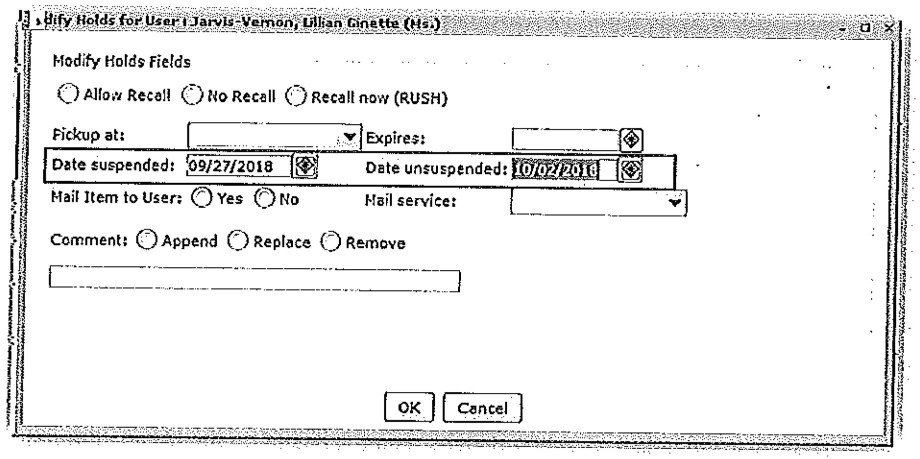


Turn duplicate checking on or off and select the match points you wish to use in the verification process.



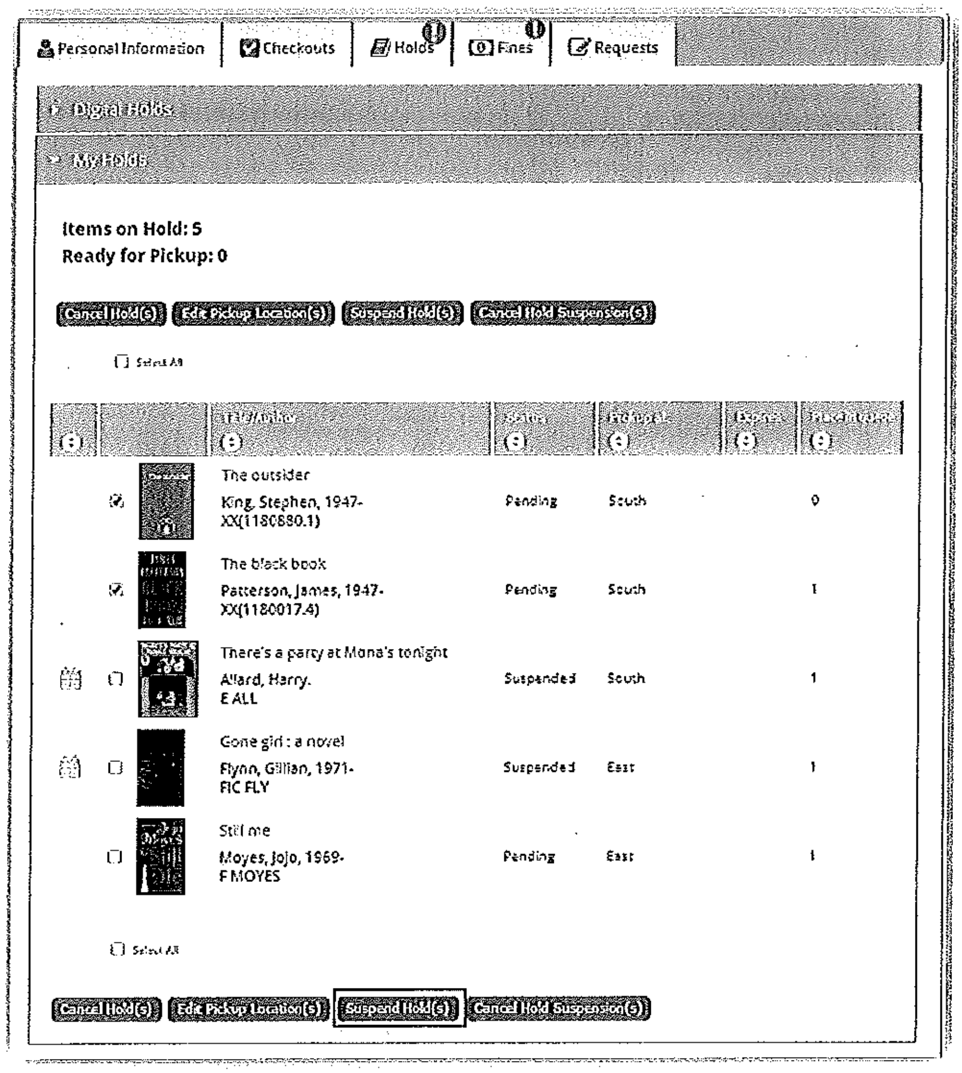
Simply click "Check Duplicate User" on the User Registration page.

Ability to link membership of people in same family	Optional
SirsiDynix: Complies.	
Financial Management	
Ability to pay full and/or partial replacement cost of materials	Required
SirsiDynix: Complies.	
Option for waiving & refunding	Required
SirsiDynix: Complies.	
Option for Patron type to determine fines and fees	Required
SirsiDynix: Complies. Symphony uses a matrix based on the library, the patron type, and the item type to determine fines and fees.	
Option for item type to determine fines and fees	Required
SirsiDynix: Complies.	
Collection account integrated with library software	Required
SirsiDynix: Complies. SirsiDynix has formed a strategic alliance with Unique Management Services (UMS) to provide an electronic interface with Debt Collect. SirsiDynix's Debt Collect module provides libraries with a vital cost effective method for recovering long-overdue library materials and corresponding fees. In addition, it reduces the amount of staff time libraries typically spend in debt collection. Debt Collect checks how much money is owed at each branch, allowing the library to identify borrower accounts that should be submitted for collection and generates an electronic report for each branch of targeted borrowers, to be sent to a debt collection agency. The Debt Collect software generates an electronic report of borrowers with long-overdue materials, which is sent electronically to a collection agency for follow-up and tracking. When this is done, a note is automatically assigned to the borrower record to indicate that the borrower is being dealt with by a collection agency.	
Ability to see fine history in the patron account	Required
SirsiDynix: Complies.	
Holds & Notifications	
Notification for holds, overdues, courtesy notices including telephone, email and text messaging	Required
SirsiDynix: Complies. Symphony supports notices in the above formats (as well as print notices). Email notification is a standard part of the system; telephone and text messaging (SMS) notification is available for an additional fee (pricing can be provided upon request).	
Ability of patron & staff to cancel holds	Required
SirsiDynix: Complies.	
Ability of patron & staff to suspend or freeze holds	Required
SirsiDynix: Complies. In Symphony, using the Modify holds for User or the Modify Holds for Item wizards, staff can modify holds, including suspending holds.	



Modify Holds for User wizard

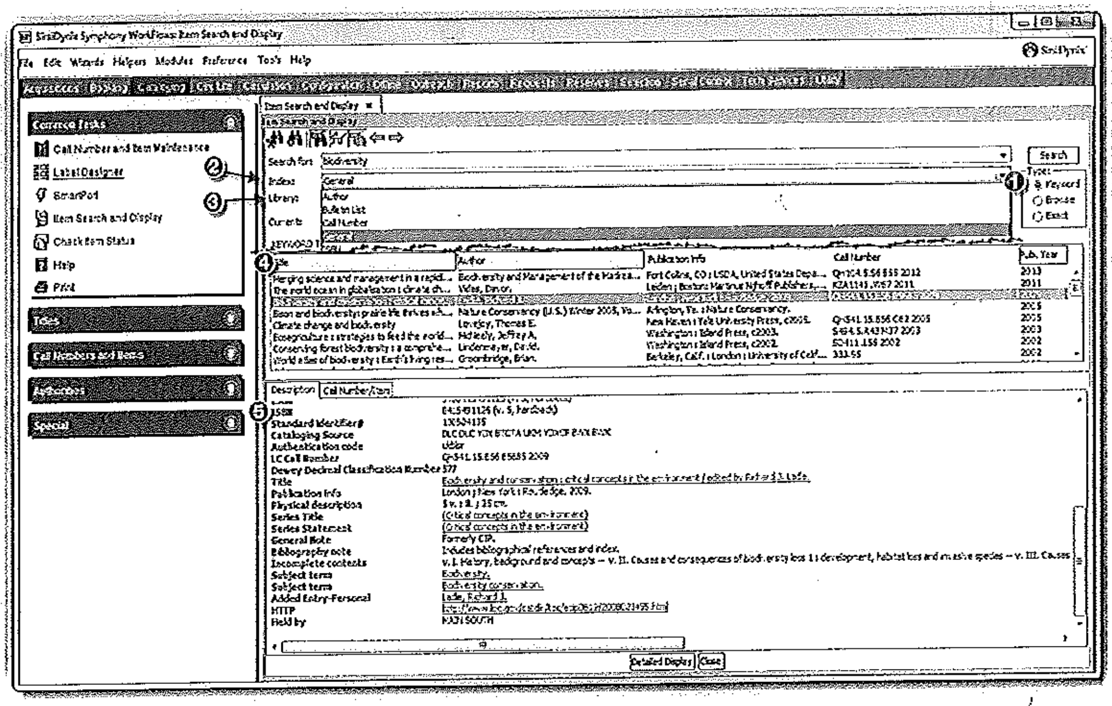
Patrons can suspend holds within My Account in the Holds tab in Enterprise. The user selects the items for which the hold needs to be suspended and clicks Suspend Hold(s).



Records kept for notices sent	Optional
SirsiDynix: Complies.	
Circulation & Management	
Detailed search ability for materials in the staff client, including ability to filter and search by numerous fields including, but not limited to keyword, title, author, ISBN/ISSN, age, collection	Required

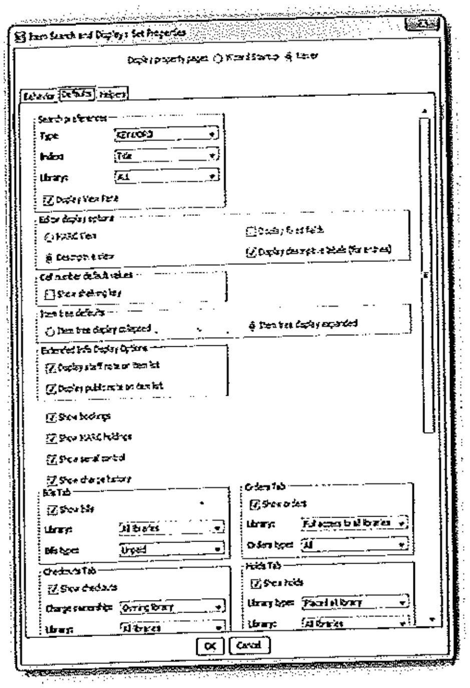
SirsiDynix: Complies. Powerful staff searching capabilities are available in all staff interfaces. Symphony offers the types of staff searching tools with which your librarians are likely most familiar. Even the basic search offers fairly extensive options that can be configured as defaults to match the user's particular preferences and needs. Search types include keyword, browse, and exact.

The most common tool for searches in Symphony is the Item Search and Display tool.

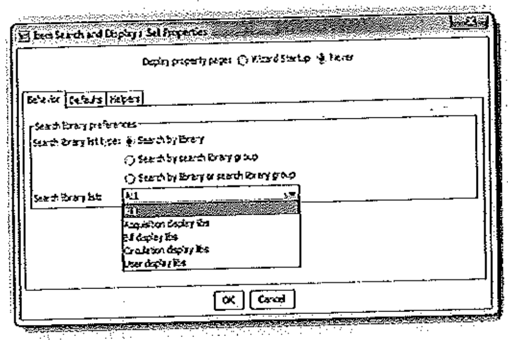


The Item Search and Display screen allows users to easily execute a general or specific-index search. The search screen includes:
(1) An option to easily change the search type.
(2) Options for selecting the index to be searched
(3) Options for selecting the library to be searched
(4) A summary of search matches based on the search selections
(5) A summary of the search result record.

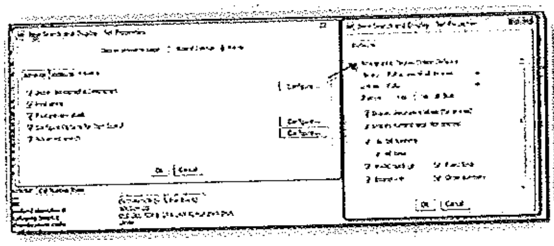
Extensive options for tailoring preferences of the staff search tool are also available. A user can change the default search type; default search indexes; and default library, library location(s), or library group(s) searched easily. The user can also select different viewing options (for example, a cataloger may wish to default to a MARC view rather than a descriptive view of records).



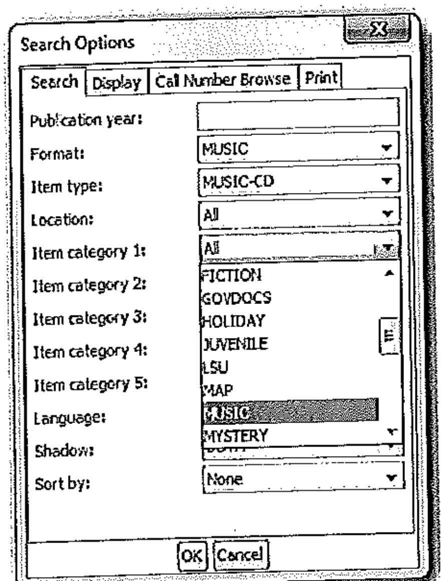
Item Search default properties can be edited.



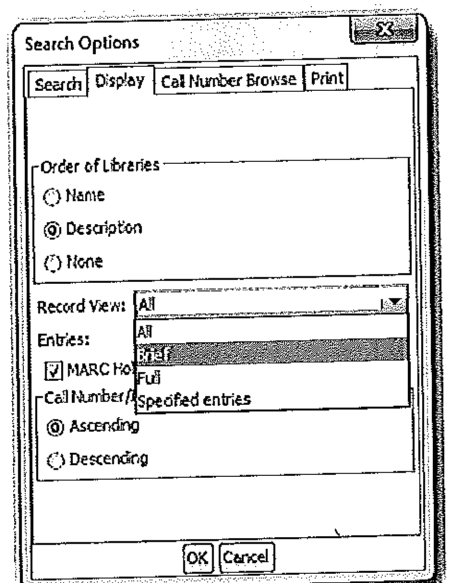
In a consortium, an individual staff member can easily alter the libraries or library groups searched.



Library user can select which tools are available in the staff search page and configure options for those tools.



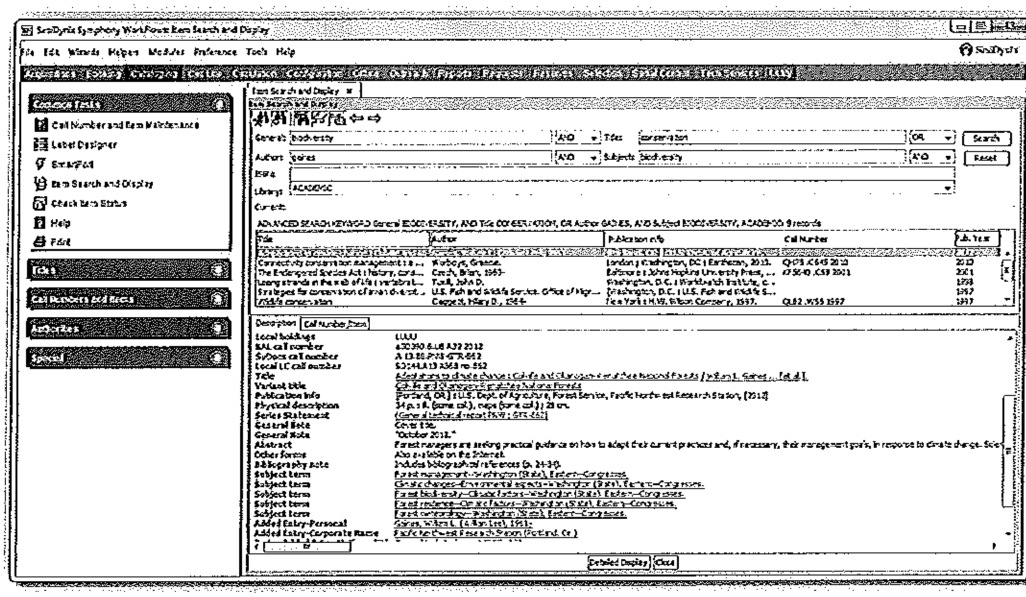
Users can select formats tailored to their specific role, responsibility, and/or current needs.



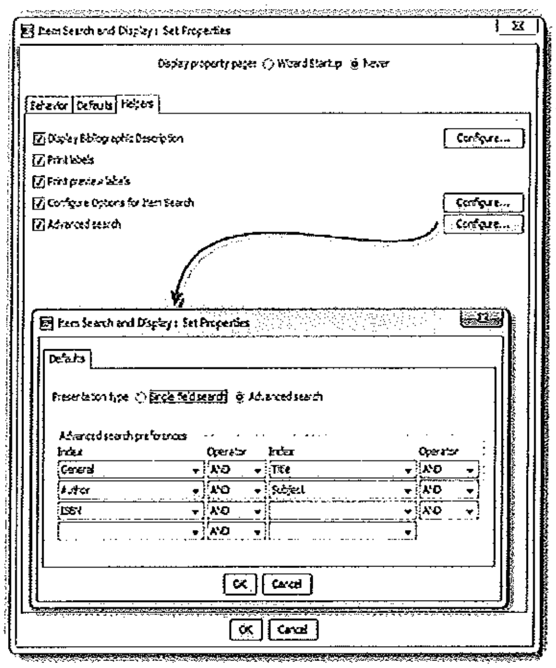
Users can select display options that optimize results to their preferences.

This allows each individual library and each individual staff user to tailor their search rules so that they are optimally useful for them. (For example, a person in the interlibrary loan department would almost certainly prefer to search across all libraries' collections, while a librarian at the reference desk would likely prefer to search her own campus's collections first.)

An advanced search tool allows for additional search specification and simple construction of potentially-complex search strings. The advanced search adds options for the easy creation of Boolean searches across multiple fields.



The Advanced Search screen permits user to create Boolean search strings across multiple indexes.



Advanced search options are easily configurable.

Mobile circulation inside building & outside library without need for offline circulation	Required

SirsiDynix: Complies. Mobile circulation is available with SirsiDynix BLUEcloud MobileCirc. BLUEcloud MobileCirc brings circulation and inventory functions to handheld devices. Like all other BLUEcloud products, MobileCirc uses web services to connect to both Symphony and Horizon. Note that MobileCirc has not been quoted but can be upon request.

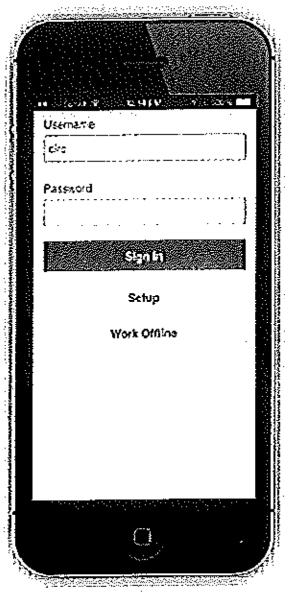
BLUEcloud MobileCirc is browser-based and uses HTML5. This means that staff can use MobileCirc from any device. It is accessible from a web browser connected to the internet or as a download for Android and iOS devices.

With MobileCirc, staff can perform a wide variety of tasks, including the following:

Functionality		Brief Description
Items	Checkout	Check out items, including reserve items. Print receipts with a portable Bluetooth printer.
	Checkin	Check in items, including reserve items.
	Renew	Renew regular items and reserve items.
	Use	Update usage information (Last Activity Date and In-House Use counter in the item record).
	Status	Display status information about the item.
	Inventory	Update inventory information (Times Inventoried counter and Date Inventoried in the item record). Also includes the ability to use Symphony and Horizon Inventory Reports.
	Holds	Create a pull list of on-shelf items needed to fill holds. Staff can sort the list by various fields and can mark items that are missing.
	Deselect	Generate weed reports on the fly to identify infrequently used items.
Settings	Add user	Add a new user. Scan a driver's license for instant user registration.
	Modify user	Modify an existing user.
	Setup	Set up server information (web services URL), client information (turn online mode on or off), language (including non-Roman languages using UTF-8 characters), and policies.
	Delinq	Download user delinquency information for offline alerts.
	Barcode	Work with barcode policies in offline mode (add, modify, and delete).
	Logout, Upload offline transactions the next time you are online, Context Help available	Supports offline usage. Initial functions supported in Offline mode include Checkin, Checkout, Modify User, and Inventory.

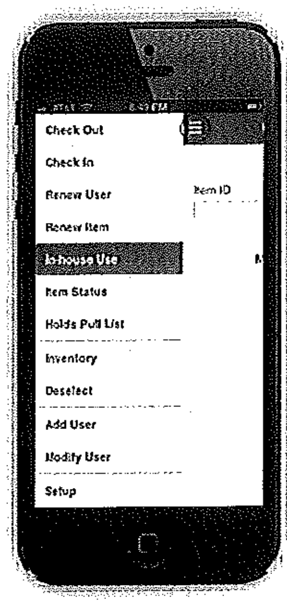
BLUEcloud MobileCirc is integrated with your Symphony system. Not only can staff perform all of the above remotely from their handheld device in real time, but should you experience network interruptions or power failures, staff can work offline, later uploading transactions to the Symphony database server. Sample screens are shown below.

Smartphone/Tablet Screenshots:

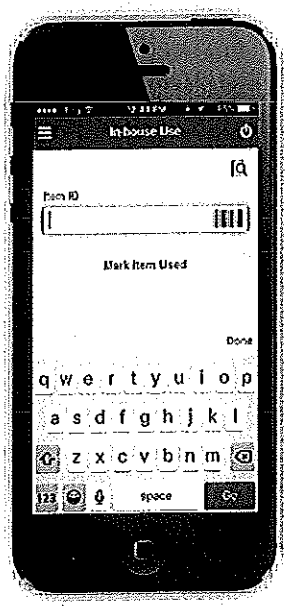


Users are prompted to sign in upon opening the app. Setup and offline options are also available.

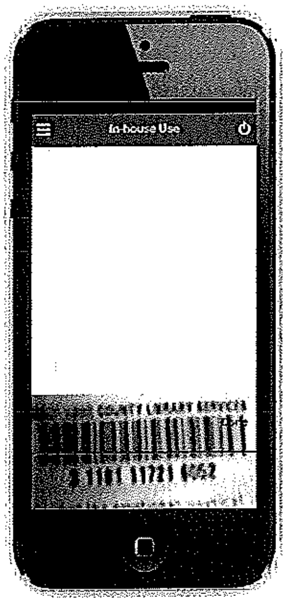
MobileCirc defaults to the Checkout screen upon login.



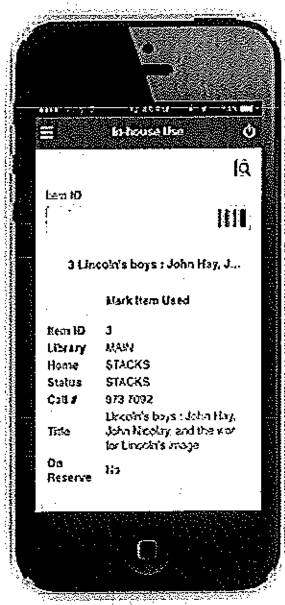
Additional actions can be accessed by swiping right or tapping the menu icon.



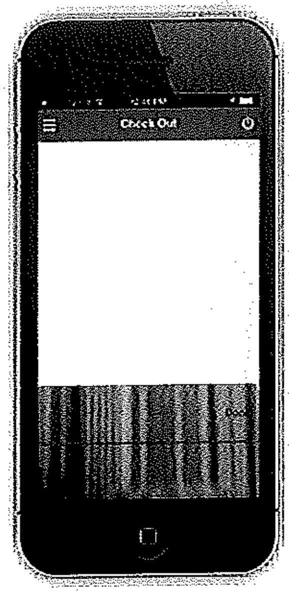
Tasks that are only reasonable if they can be delivered on the fly, such as marking in-house use, are easily accomplished with MobileCirc.



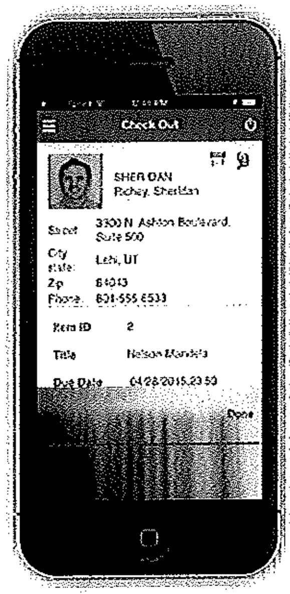
Simply scan the item's barcode using the built-in device camera or a connected scanner.



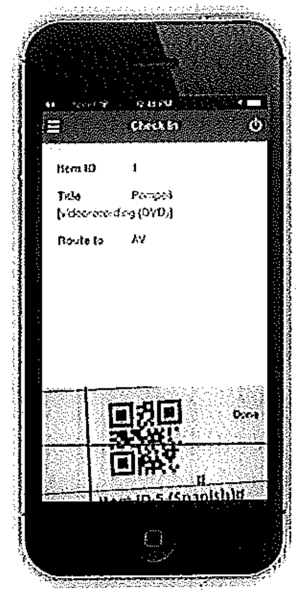
And you can mark the item as used. (If a special status exists, such as an active checkout, MobileCirc will display it.)



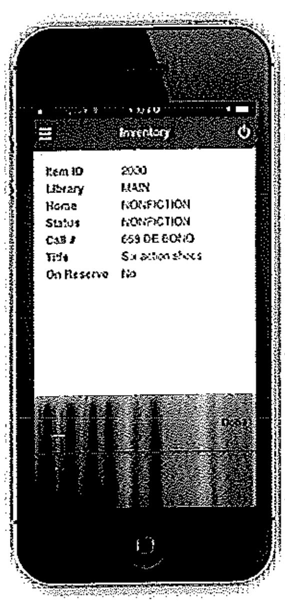
To check out items to a user, simply scan their library card using a connected scanner or the device camera.



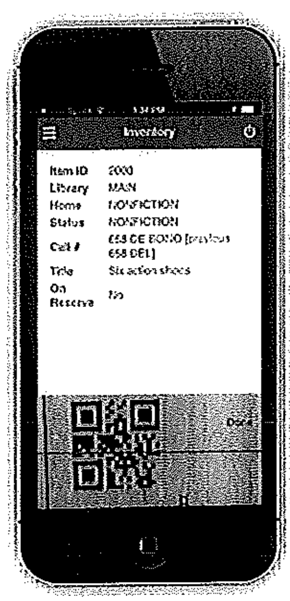
Followed by the item barcodes.



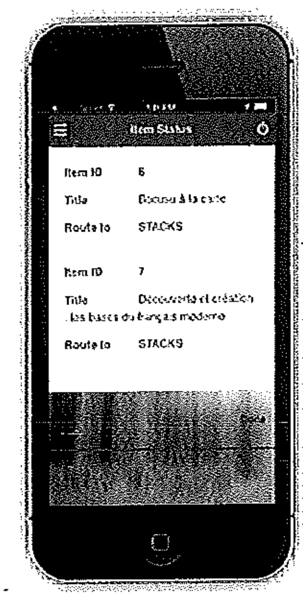
To checkin items, simply scan the item barcode. (Note that QR codes are also supported.)



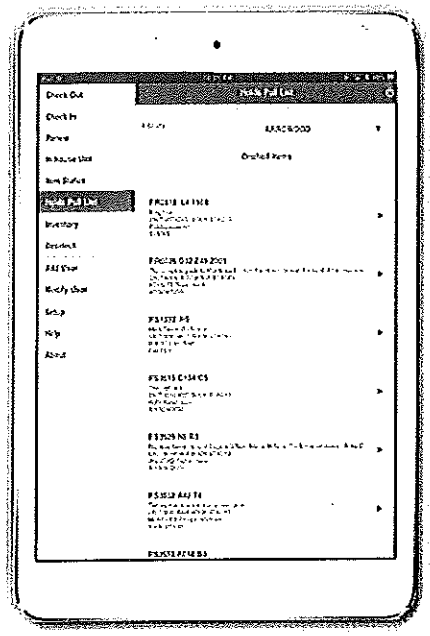
MobileCirc is particularly well-suited for ongoing inventory

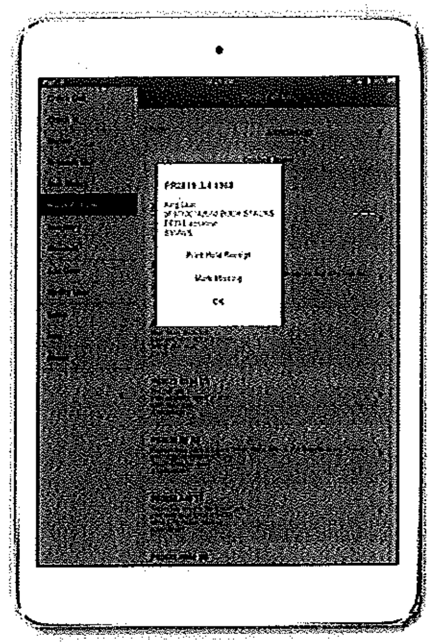


While performing inventory, MobileCirc will alert you if items are shelved out of order.



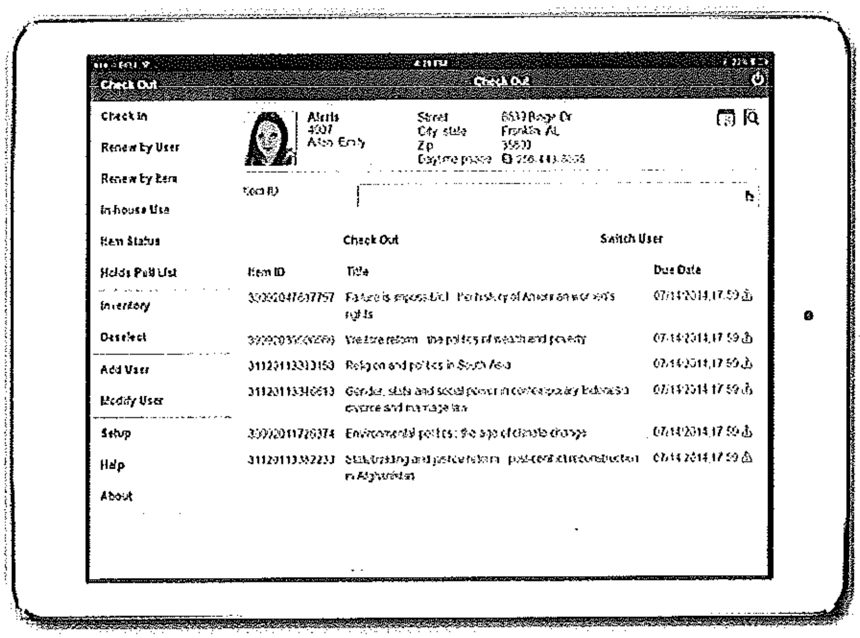
You can check the status of an item picked up in the library by scanning the barcode, then route it to the proper location.





When viewed on a tablet, an impressive amount of information is easily visible, such as in the above Holds Pull List

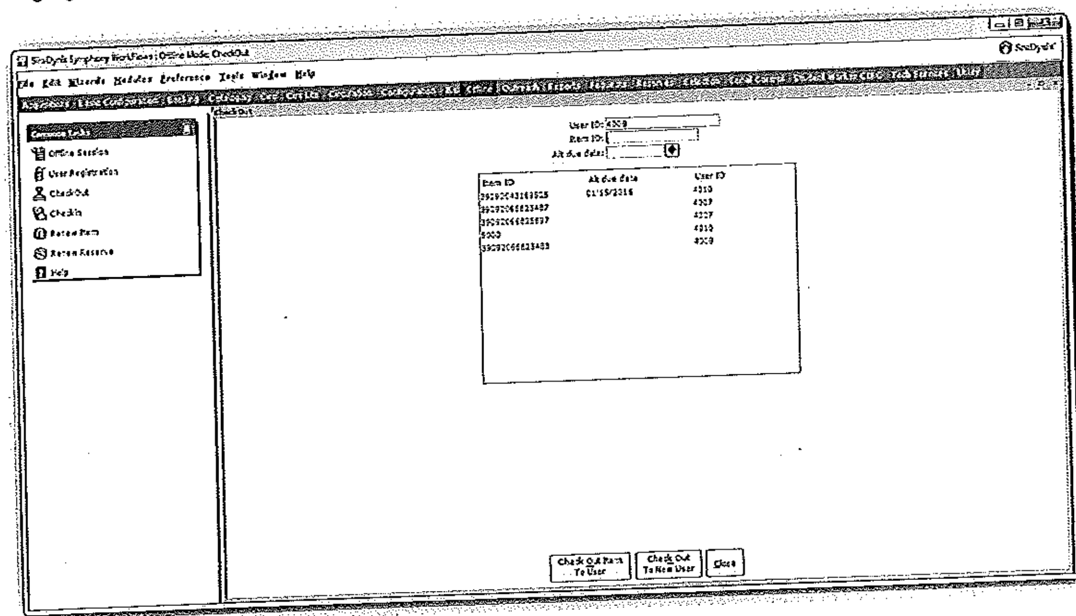
Checkout receipts can be emailed, or, if your device is paired with a printer, you can even print checkout and hold receipts from the MobileCirc app.



Patron account information, including current checkouts, is visible in MobileCirc as it is in WorkFlows. Staff can also see a patron's photo when looking the patron up by his or her Alternative ID.

Offline circulation	Required

SirsiDynix: Complies. Symphony includes a standard offline circulation module for performing circulation transactions when no connectivity is available. Offline circulation wizards are provided as part of the WorkFlows staff client to enable circulation to continue when the server is down or at locations that may not have online connection to the server. The standalone client toolbar makes available wizards for charging, discharging, and renewing materials as well as for registering new patrons.



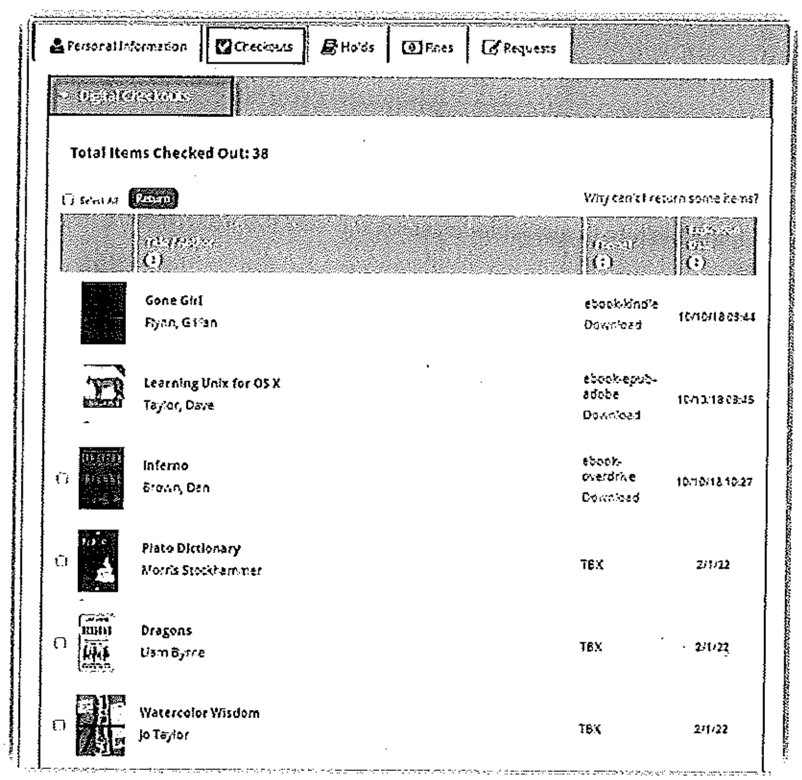
Operating in Offline mode, Symphony allows staff to continue transactions including Checkout (above), checkin, renewals, user registration

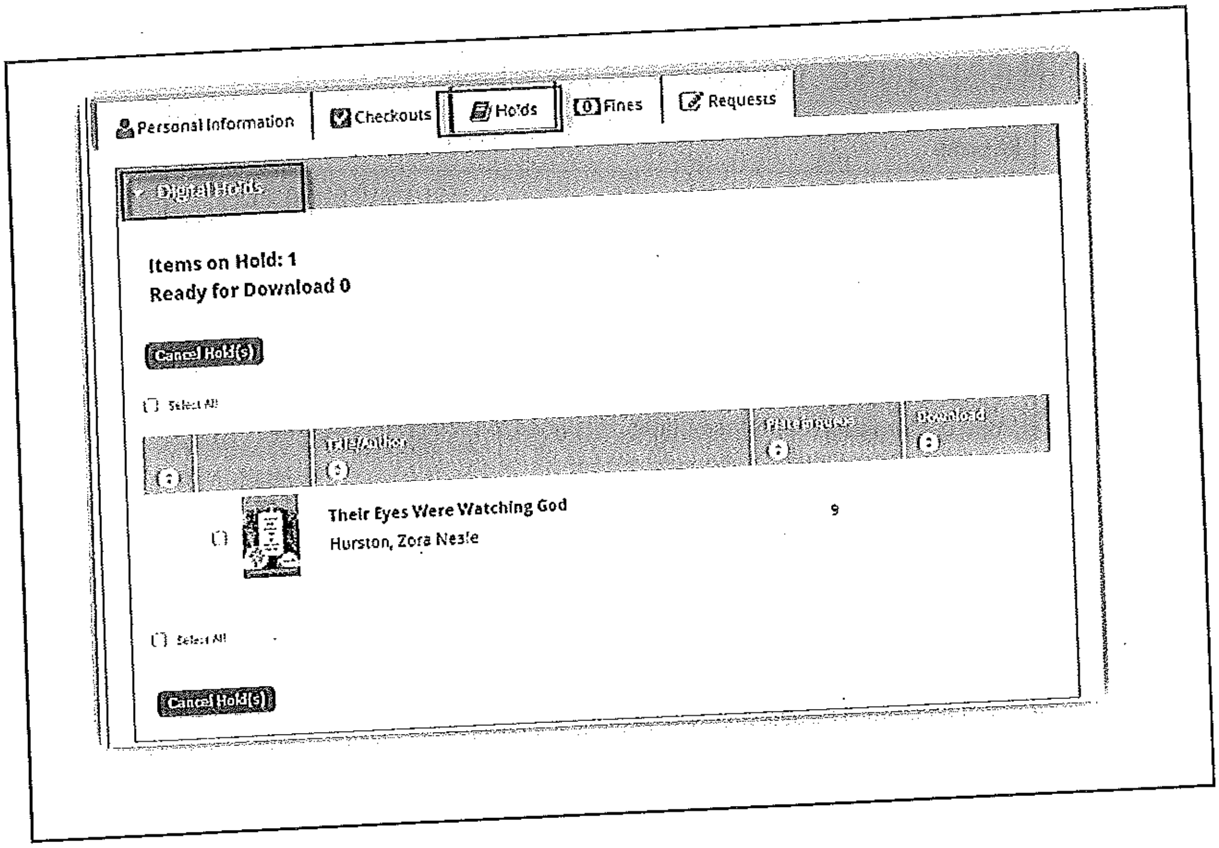
Once the system is available, a report will load the transactions back into the system in transaction order.

BLUEcloud MobileCirc, described in the previous response, can also be utilized to perform offline circulation transactions either due to a network failure event or because the library is offering services at a different location where they do not have access to a wireless or cellular network.

Customized receipt configuration	Required
SirsiDynix: Complies.	
Ability to provide receipts via multiple options, including email, print & text messaging	Required
SirsiDynix: Complies. Email and print receipts are included as standard functionality; text messaging is available as an option.	
Ability to customize wording and graphics for messages & notices	Required
SirsiDynix: Complies. While each library can customize the wording for all message and notices, to include graphics on your notices requires custom consulting work from SirsiDynix, which has been included in our cost proposal for Placentia Library District.	
Same record can be in use at multiple workstations	Required
SirsiDynix: Complies. Symphony utilizes a "last save" method for most records to ensure data integrity	

without risking record conflicts or ongoing locks that can be frustrating for staff and end users.	
Complete integration with RFID self-service functionality, including checkout, renewals, holds management and fines payment at self-checkout stations	Required
SirsiDynix: Complies.	
Option to auto-renew materials based on set criteria	Required
SirsiDynix: Complies, with a SirsiDynix Consulting-based script/report that can automatically renew items coming due according to the library's report selections. While this report is not delivered as part of a standard configuration, it has been included in our proposal for Placentia Library District.	
Digital product usage recorded as patron activity	Optional
SirsiDynix: Complies, but is dependent upon whether the 3rd party digital content vendor can take advantage of Symphony Web Service's UpdateActivity parameter.	
Digital product circulation activity visible and managed via patron account	Optional
SirsiDynix: Complies. Within My Account in Enterprise, the integrated eResource Central allows users to view their digital checkouts and holds, return digital checkouts, cancel holds, etc., much like they would for physical items.	




Personal Information
Checkouts
Holds
0 Fines
Requests
Digital Holds
Items on Hold: 1
Ready for Download 0
Cancel Hold(s)
Select All
Title/Author
Download
Their Eyes Were Watching God
Hurston, Zora Neale
9
Select All
Cancel Hold(s)

Response to Reports Functionality

Reports	
Ability to export data in standard formats (e.g. text, CSV, Excel, PDF)	Required

SirsiDynix: Complies. Symphony provides hundreds of customizable reports; we also offer, and have included in our base cost proposal for Placentia Library District, **BLUEcloud Analytics**. A brief description of each is provided below.

Symphony Reports

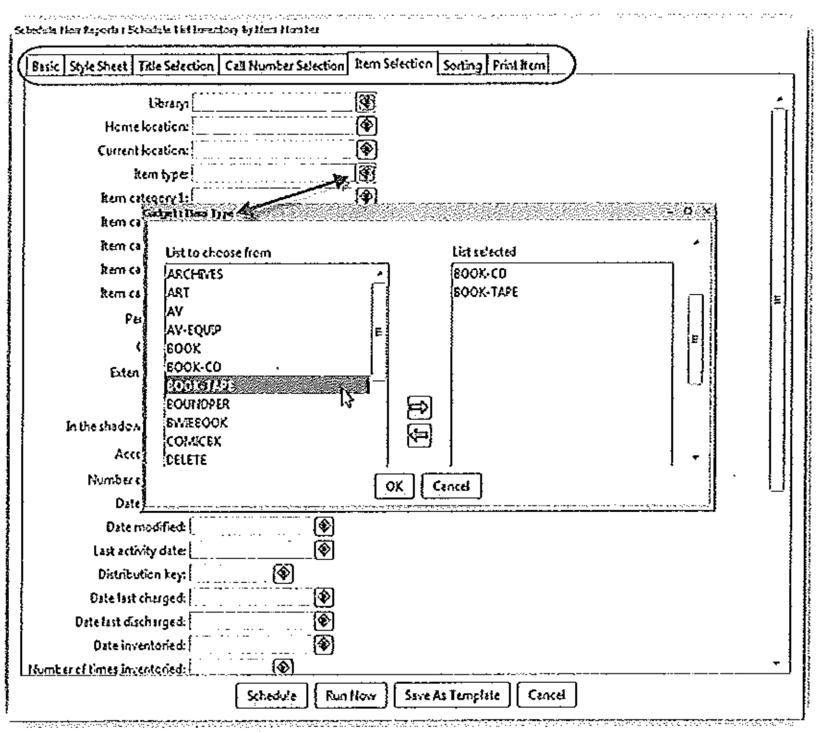
Offered to all Symphony customers at no extra cost, Symphony's reporting module includes more than 650 customizable report templates, designed to provide management statistics, working lists, notices, and database management tools across all system modules.

Reports can be set up intuitively using the Symphony WorkFlows staff client (or using APIs). They can be scheduled to run automatically according to a pre-set timetable, with results directed to the users who need them. For example, every morning, the circ desk could automatically get a list of items on the holdshelf that should be removed because the hold expired before the patron picked it up.

Reports can also be launched on demand by an authorized operator from any Symphony staff workstation, and the output emailed to appropriate personnel, directed to a word processing or spreadsheet application on that user's desktop, or simply displayed on the screen from which the report was initiated. The system need not be paused or "down" in order to run reports.

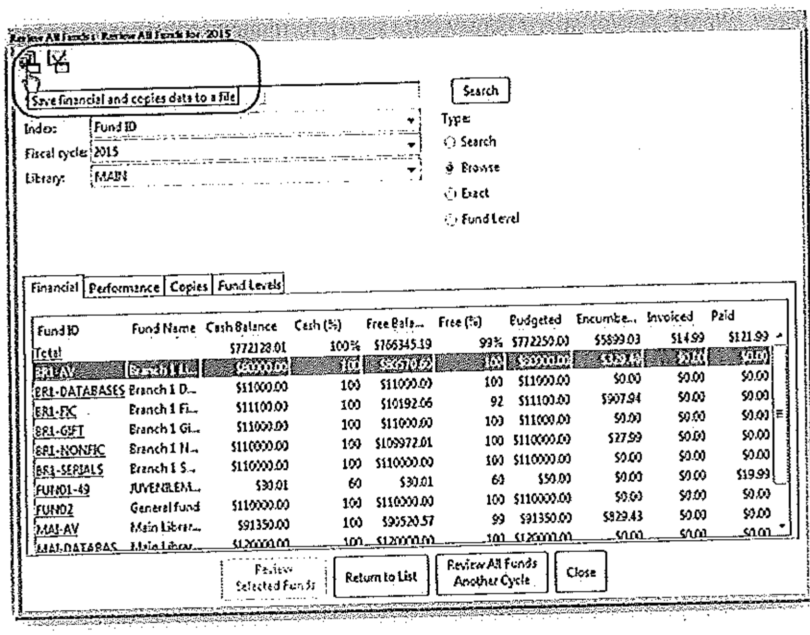
The Report module also includes these features:

- Full-text, online help for each template
- RDBMS tables available through tabbed selection criteria



Staff can select criteria for reports easily with gadgets, such as the Item Type gadget above. As you can see, many of the fields have gadgets to make report setup quick, easy, and accurate. Each of the tabs at the top of the screen provide different options.

- Flexible output options, including pipe-delimited and XML options for many reports
- Distribution scheduling, including onscreen, print, and email
- Many reports included as helpers within other tools



In the Review All Funds screen, above, a user can select the helper Save Financial and Copies Data to a File.

BLUEcloud Analytics

SirsiDynix offers a powerful business intelligence system offering sophisticated layered reporting and data analysis tools. BLUEcloud Analytics is SirsiDynix's powerfully-customized deployment of MicroStrategy Analytics, a leading business intelligence solution used by massive and diverse organizations (like McDonalds, Wal-Mart, Chevron, and more).

Through BLUEcloud Analytics, your library will have the same data analytics capabilities used by these organizations to analyze millions or billions of data points to assess your performance and drive decisions related to sales, marketing, logistics, customer management, customer and community engagement, user behavior, and more.

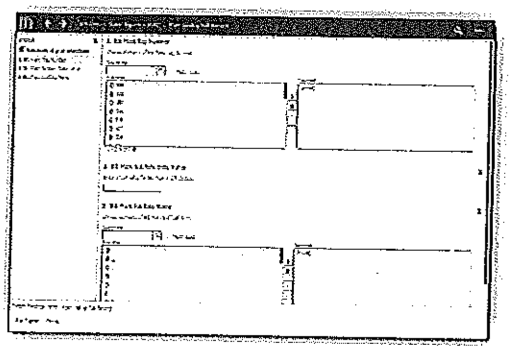
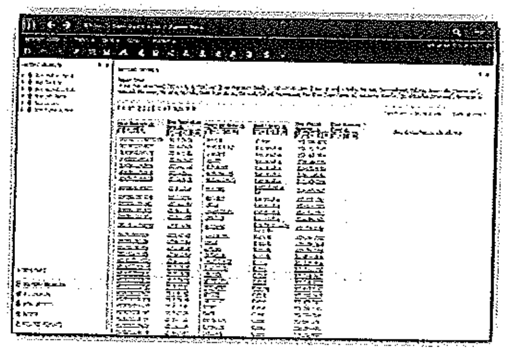
By offering BLUEcloud Analytics through a close working relationship and in partnership with MicroStrategy, we are able to offer a far more sophisticated and powerful tool that we (or any direct competitor) could ever offer on our own. This approach is possible because of BLUEcloud's nature as an open platform that can integrate multiple solutions from multiple providers and is consistent with our "best-of-breed" approach which focuses on allowing libraries to implement the best solutions possible, benefitting from the work of multiple companies and multiple development teams.

SirsiDynix has built special harvest tools that perform recurring extract, transform, and load (ETL) operations to bring data from the Symphony system into the BLUEcloud Analytics environment. These harvest operations currently occur on a nightly basis, but will take place with greater frequency in future releases.

The dataset created by ETL processes composes data within the reporting ecosystem in such a fashion that it can provide layered reporting, drill-down capabilities, comparative analysis across time periods, and combinations with external datasets for meaningful analysis. And because the datasets and systems utilized by BLUEcloud Analytics reside outside the library's production systems and environment, the analytics and reporting solution serves as a zero-footprint tool for performing analytical activities that will not and cannot have any impact on other library services regardless of the scale, complexity, or timing of these reporting activities.

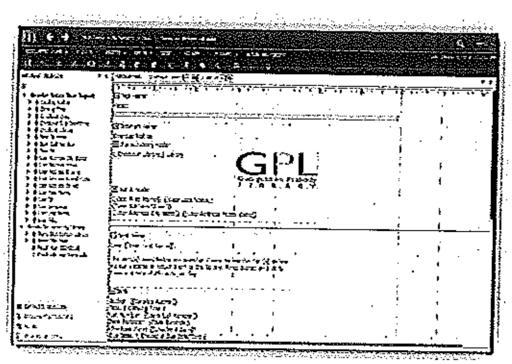
BLUEcloud Analytics delivers three classes of reporting tools that you can use to compose, analyze, view, export, and/or share library data and information in the fashion most appropriate to a given use case.

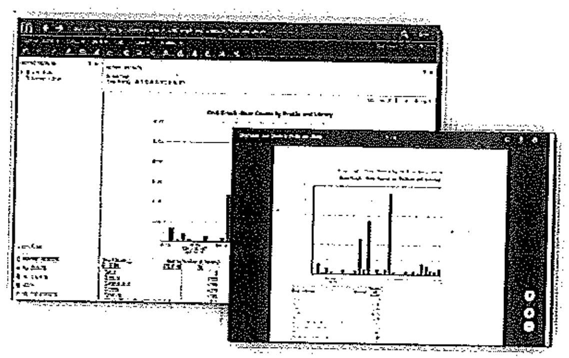
- **Reports:** The fundamental building blocks of all other analytics tools, BLUEcloud Analytics reports allow you to summarize or list any number of metadata values from any number of metadata fields across any number of datasets. This information is stored in a composed fashion within reports allowing you to interact with the data to modify the reports, create new reports, or build dashboards/documents based on the report.

BLUEcloud Analytics reports can be run on schedule, exported in a variety of formats, integrated in a users' "subscriptions," and viewed online (with live data links and drill-down interactive options). A report can either prompt a user to make an initial selection (as at the left above) or take the user directly to the report results.

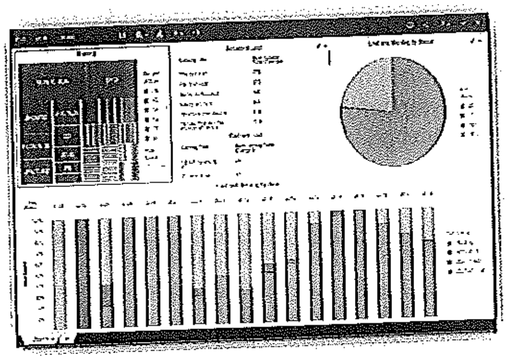
- **Documents:** Data and information selected based on flexible criteria can be placed in BLUEcloud Analytics documents to provide a professionally-formatted version of a report, an HTML-coded and formatted email notification from the library, or any other form of production-ready data presentation.

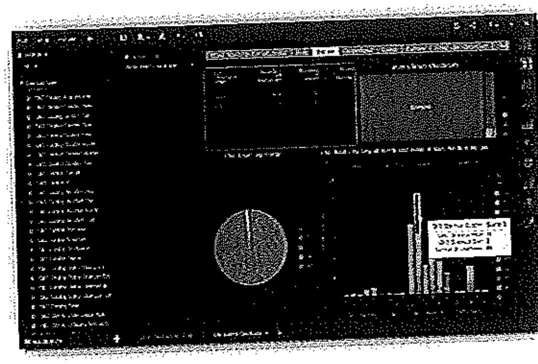




BLUEcloud Analytics documents can be used for public and staff purposes, such as patron notices (left) and report detail summaries for presentations, staff distribution, etc. (right)

- **Dashboards:** For particularly-powerful data interactivity options and live analysis, BLUEcloud Analytics dashboards permit you to combine data from multiple reports into a single interface optimized for online interaction and live investigation.





BLUEcloud Analytics dashboards can incorporate any combination of data and can present it in multiple ways. The intention of dashboards is to provide a space that allows the library staff member to interactively view data, see multiple summaries, and guide human analytical processes by providing appropriate data together.

Using these tools intelligently, your library can unlock insights that would otherwise be unavailable or inaccessible. Furthermore, the complexity of BLUEcloud Analytics tools does not necessarily correlate to a higher degree of difficulty in accessing library data and information. A principal advantage of these types of reporting tools is the extent to which they have the potential to allow you to spend time analyzing information as opposed to retrieving and assembling it. Once a given report, dashboard, or document template has been configured, you can reliably utilize that tool to retrieve updated information with either no new input or very minimal selections.

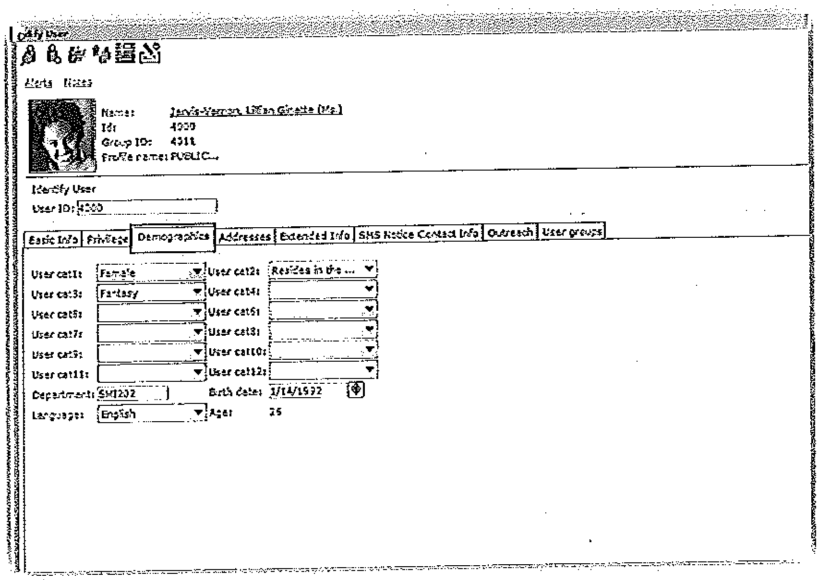
Reports, documents and dashboards can be created and shared

- for global access (with options to massively restrict editing) and shared across all staff users
- for certain locations, library groups, departments, groups of staff members
- by distinct individuals who create their own from scratch or modify existing templates for individualized use cases
- using tools that exist primarily in the BLUEcloud Analytics interface (e.g. URL access, My Subscriptions, shared folders), via email distribution, as formatted files in shared locations, or in third-party systems that will accept an outputted format

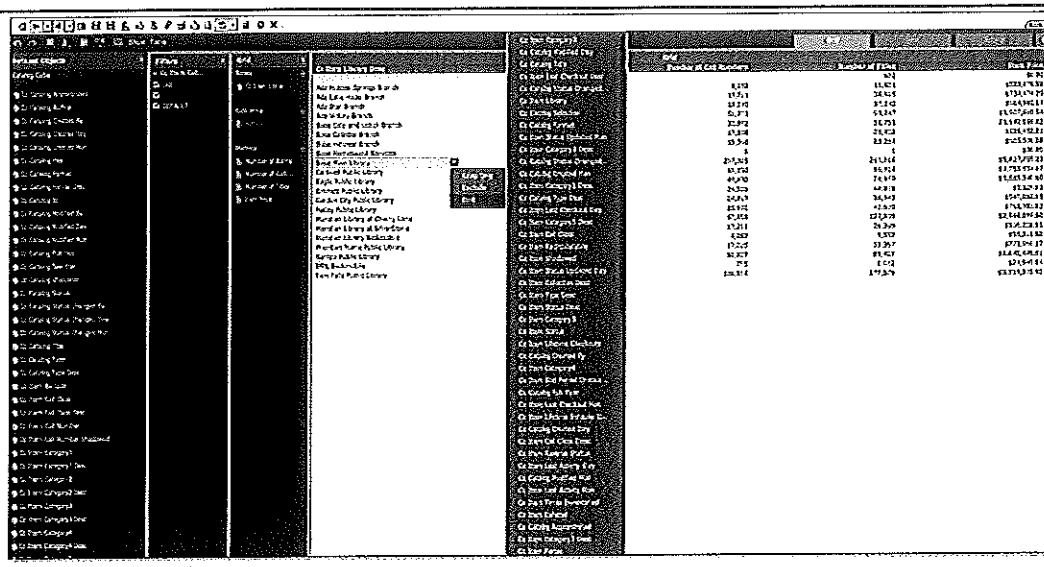
BLUEcloud Analytics packages from SirsiDynix are intended to equip your library with all the tools you need to succeed in in your business intelligence and data analytics operations.

- All BLUEcloud Analytics customers receive extensive training classes that go into great depth about the different types of tasks that can be completed in the system.
- SirsiDynix provides extensive documentation about the data accessible by the system.
- SirsiDynix deliver a large number of “canned” or preconfigured reports, documents, and dashboards.
  - You can use these as delivered for reliable outputs of useful information.
  - You can also modify these templates in order to create entirely distinct outputs or simply versions of the same outputs that more closely align with your needs.
- Your BLUEcloud Analytics subscription includes a number of annually-renewed credits that you

can use to "purchase" reports, documents, and dashboards configured by our DevOps team or to contract them to create templates to your own customized specifications and expectations.	
Ability to use report templates	Required
SirsiDynix: Complies. Symphony native reporting features consist of over 650 customizable report templates—including statistics, lists, counters, batch actions, and housekeeping tasks. In addition, BLUEcloud Analytics harvests data from the Symphony server and uses a powerful MicroStrategy engine, customized report templates, and data cubes to deliver the information you want without complex intervention.	
Ability to create custom reports	Required
SirsiDynix: Complies.	
Ability to schedule reports with an option to email or FTP results	Required
SirsiDynix: Complies.	
Ability to run reports for subject, DDC ranges and/or genres	Required
SirsiDynix: Complies.	
Provides reports for which library materials are used and in which locations	Required
SirsiDynix: Complies.	
Ability to identify patron inactivity	Required
SirsiDynix: Complies. The patron record includes a last activity date; Symphony includes a standard report in which the authorized operator specifies the period of inactivity and the patron categories to be used as the basis for purging patron records. We also provide a Remove Users wizard. Note that the library has the option to run the Remove Users report in test mode and print the information for the user keys that are being removed. No user keys will be removed from the database when the report is run in test mode, and this allows you to see which users will be removed when the report is run.	
Ability to include cross-references between data sets	Required
SirsiDynix: Complies.	
Ability to produce reports on demographics	Required
SirsiDynix: Complies. As mentioned earlier, the User Record in Symphony contains up to 12 user categories that can be defined by the library. These can be used to record demographic information, and can be reported on within Symphony and BLUEcloud Analytics.	



Ability to report on and access any data within the database	Required
SirsiDynix: Complies.	
Reports having the ability to provide evidence-based collection analysis & evaluation functionality (similar to CollectionHQ)	Optional
SirsiDynix: Complies. Both Symphony reports and BLUEcloud Analytics provide CollectionHQ like functionality. In Symphony, a variety of report templates delivered in the Cataloging module can generate management reports, list records requiring attention in cataloging, generate collection analysis statistics, delete records marked for discard, transfer items from one library to another, and more. All templates can be customized. BLUEcloud Analytics allows you to perform detailed collection analysis with drill-down capabilities:	



Provides recommendations for withdrawal, including title, subject, author, DDC	Optional

SirsiDynix: Complies. Symphony reports and BLUEcloud Analytics provide withdrawal and weeding reporting capabilities to assist your library in deciding which items should be withdrawn. These reports in Symphony include:

- Weed by Item Type Report - Produces a list of items by item type within a given call number range that are used infrequently, based on the item's total number of loans. Report selections should be made to determine which parts of the collection are overstocked, old, or unused. The report output is sorted by call number and includes brief title and item information for each item.

- Weed by Last Date Checked Out Report - Produces a list of items within a given call number range that are used infrequently, based on the date the item was last issued. Report selections should be made to determine which parts of the collection are overstocked, old, or unused. The report output is sorted by call number, and includes brief title and item information for each item.

- Weed by Publication Year Report - Produces a list of items within a given call number range that may be out of date, based on the item's publication year. Report selections should be made to determine which parts of the collection are overstocked, old, or unused. The report output is sorted by call number and includes brief title and item information for each item.

- Weed By Total Checkouts Report - Produces a list of items within a given call number range that are used infrequently, based on the based on the total number of issues for each item. Report selections should be made to determine which parts of the collection are overstocked, old, or unused. The report output is sorted by call number, and includes brief title and item information for each item.

BLUEcloud Analytics also includes a delivered report for weeding.

Ability to track top search history	Optional

SirsiDynix: Complies. Enterprise accommodates the librarians', system administrators', and Web page Designers' needs for continuous monitoring and auditing by allowing use of Google Analytics to measure how well the Enterprise pages and content serve end users. Google Analytics is a free statistical service that shows how patrons find the library's Enterprise pages and rooms and navigate through them, and how often the patrons make return visits to the Enterprise pages and rooms. As Google Analytics records Enterprise page hit statistics, the library can configure Google Analytics to present the statistical information in a wide variety of graphical representations.

Enterprise can be configured to specify which search profiles will cause usage information to be sent to Google Analytics. The system or profile administrator simply specifies the library's Google Analytics account number in each search profile for which the library wants usage statistics.

The system administrator or profile administrator must also configure Google Analytics to specify the page URLs for which usage statistics are to be recorded. The Enterprise page URL includes the search profile name so Enterprise can determine what pages and content the patron can access.

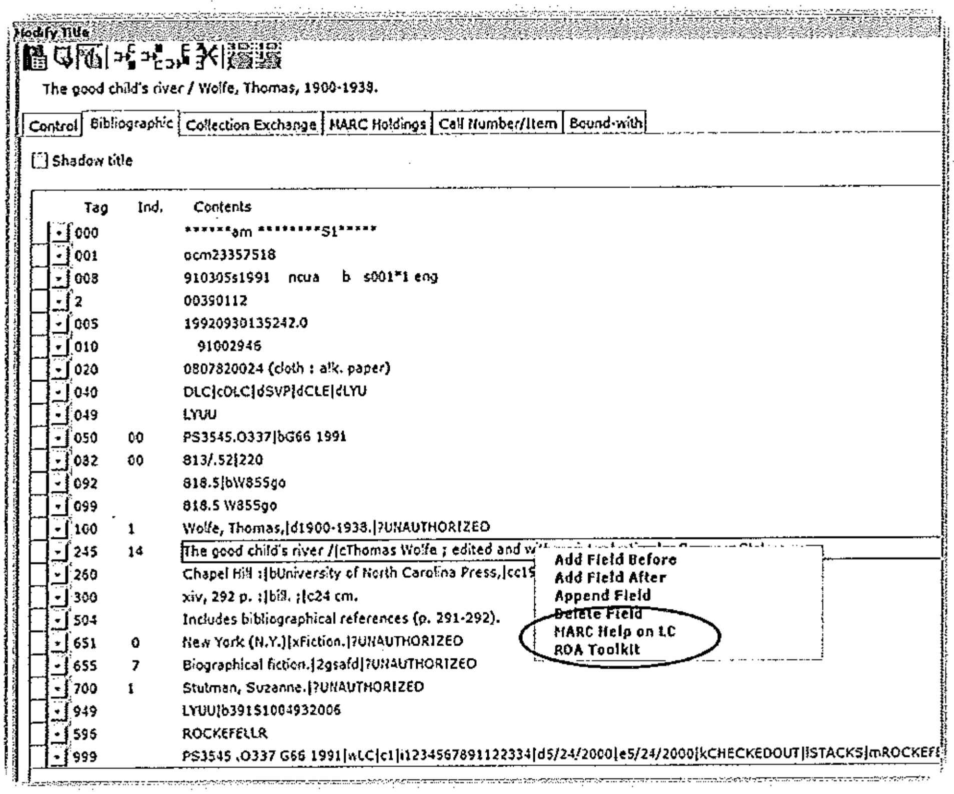
When a patron who has a search profile for which usage statistics are collected views an Enterprise page or room, Enterprise sends the usage information to Google Analytics. Google Analytics determines from the information how to record the page usage for the search profile. The library can then use Google Analytics to create reports on the Enterprise page usage and see how patrons with various search profiles use the library's Enterprise pages and the content.

Enterprise does not send patron-specific information to Google Analytics. The usage information sent to Google Analytics includes the IP address of the machine the patron is using, and the URL by which the patron accesses the Web pages or room content. Since Enterprise does not send any patron information stored in the library system, Google Analytics cannot compute statistics based on personal patron information (such as patron IDs or mailing addresses).

Response to Cataloging Functionality

Cataloging	
RDA ability & compliance	Required

SirsiDynix: Complies. Symphony supports Resource Description and Access. SirsiDynix has formed a Strategic Partner Program (SPP) around RDA to make sure we capture the needs of our libraries. Symphony is delivered with RDA tags in the MARC formats. Symphony also provides access to external MARC tag descriptions from a right-click menu within the MARC field editor of several cataloging wizards. Two linking policies are delivered, RDA Toolkit and MARC Help in LC. (Libraries will need to subscribe for this service at RDAToolkit.org in order to access the help associated with the RDA Toolkit policy.)



RDA support includes closed vocabularies for specific RDA tags (i.e. 336, 337, 338) and patron-facing UI's that take advantage of the new tags to support a better user experience and discovery of materials. As we get feedback from our SPP partners, SirsiDynix is committed to expanding RDA capabilities to help libraries achieve excellence in metadata description and access to their resources.

Tools are available to convert / upgrade MARC data to RDA or other future cataloging standards	Required

SirsiDynix: Complies.

Ability to index all fields in MARC records	Required

SirsiDynix: Complies. Any word or phrase in any field of your bibliographic records can be made indexed and searchable, so users can find a title by any word or words used in the description of any library item, even Local notes, ISBN's, contents notes and abstracts. By default all fields in the bibliographic record are indexed, but, if required the indexing of particular, specified fields can be blocked. Symphony generates a single universal index covering all collections in the shared catalog, which supports keyword search indexes for individual library collections.

Additional indexes, for example, the title index, are configured to contain whichever title fields will best meet the needs of your users.

We offer full control over indexing at both field and subfield level. Any subfield (or combination of subfields) can be flagged to be excluded from indexing. It is possible to define at field and subfield level whether a field or subfield is:

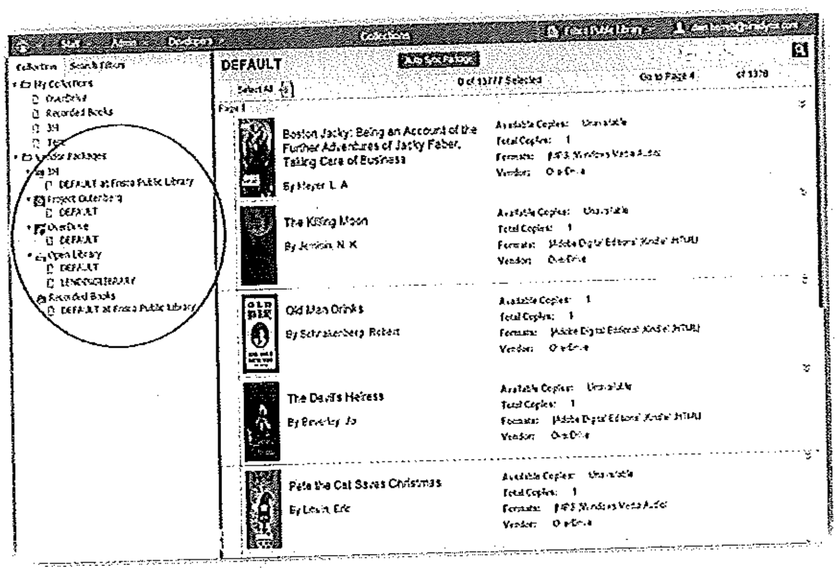
- displayed
- indexed
- browsable
- available for hypertext searching

Subfields of single fields may be included in more than one index based on indicator and subfield values. For example, it is possible to separately index the $a and $t of the 700 field in the author and title indexes respectively, and to post them to separate browse indexes.

Ability to integrate digital content from third party vendors	Required

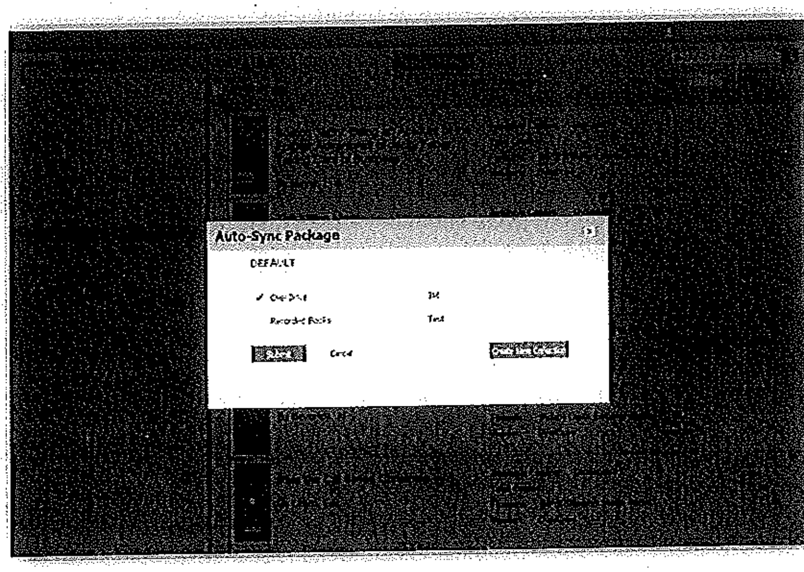
SirsiDynix: Complies. eResource Central (eRC) provides libraries with the ability to efficiently manage their digital collection, providing benefits to both library staff and library patrons. eRC manages digital title workflows inside your OPAC and an administrative interface for cross-vendor digital collection management.

- **Library personnel** access a single administration view in eRC, allowing them to view currently licensed content, create collections, and move new content to the OPAC/discovery portal.



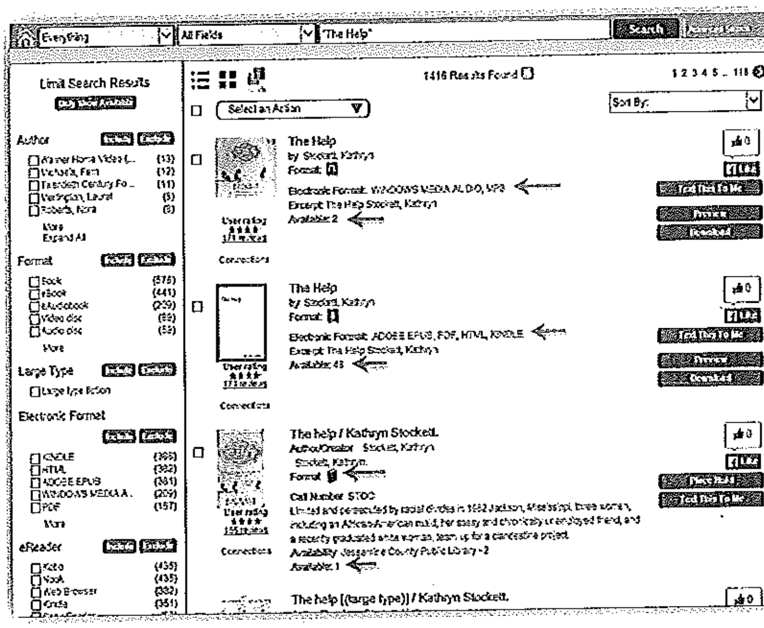
- **Library personnel** use eRC to integrate multiple digital content vendors/sources into a single portal. eRC acts as a gateway between your OPAC and participating eResource providers. eRC automatically harvests nightly the metadata associated with all the content you purchase from each eRC-integrated provider. These records are transferred automatically from the provider to eRC for easy, unified management. Manual import of records is also supported. eRC will automatically remove individually-selected titles from collections when those titles expire from a vendor package.

This helps libraries maintain collections that include hand-picked titles.



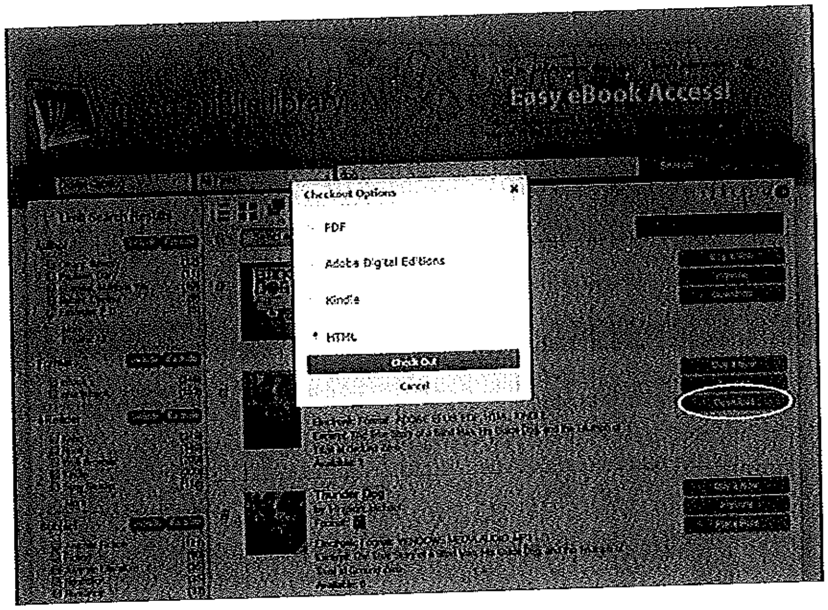
Once you have created a collection (a group of titles compiled by library staff) you can set eRC so that new titles automatically synchronize (sync) with the collection, and you can sync one or more vendor's packages to each collection. This process not only adds new titles to collection folders in eResource Central, but also automatically syncs them to your OPAC.

- **Library patrons'** search results yield a single view that integrates both physical and digital content, including <u>real-time availability for both</u>, simplifying the search and discovery process.



Search results show availability for physical and digital content; patrons know at a glance the current status of ALL materials in the results list.

- **Library patrons** can check out digital titles directly from the OPAC or discovery portal, creating a simple and efficient workflow that is seamless to the patron.

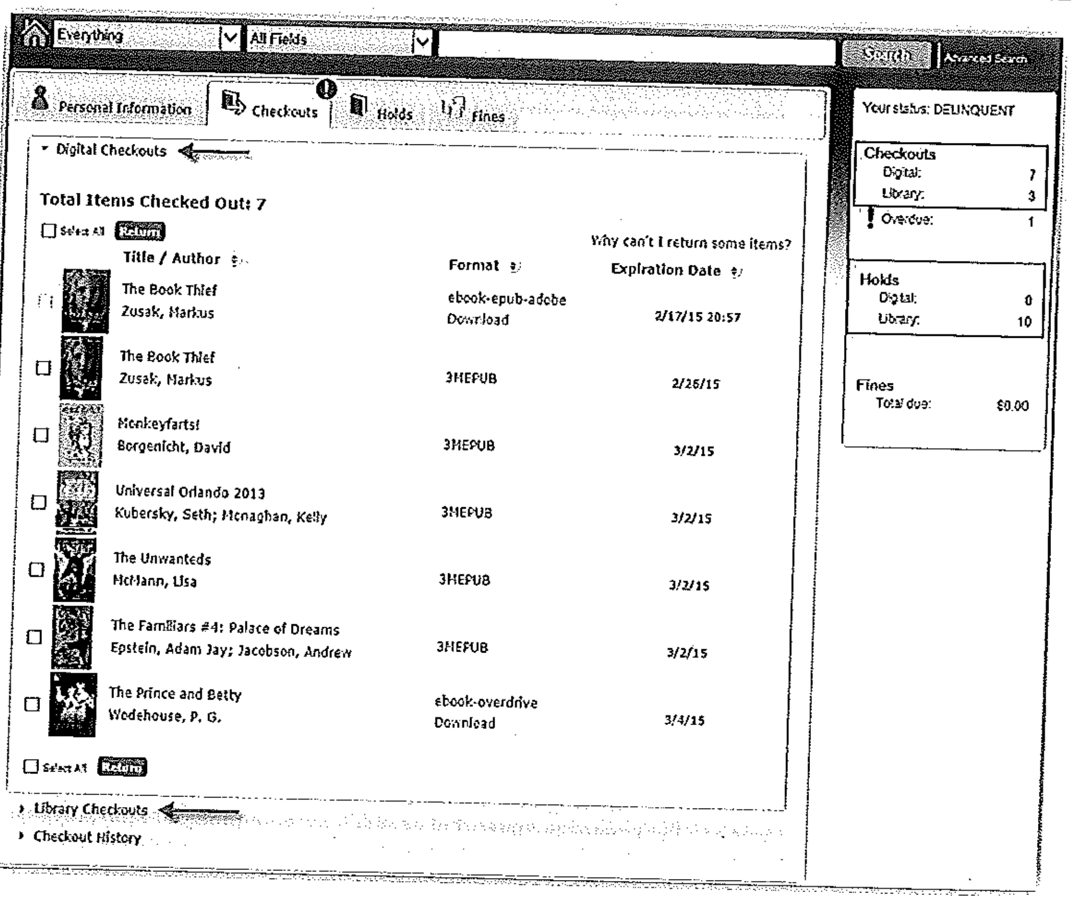


eResource Central leads the industry in electronic resource control for two primary reasons.

FIRST, eResource Central provides a robust administrative interface without rival. Other products in this market work only with individual vendors. eRC is currently the only solution from an ILS vendor that provides efficient management of licensed digital content from multiple sources. The ease and efficiency with which library staff can manage their digital collection allows them to focus their time on providing first-class services to their patrons instead of on time-consuming electronic collection management activities.

SECOND, eResource Central offers an unparalleled level of integration between digital content providers, ILS systems, and OPAC/discovery portals. Libraries have an inherent advantage over Amazon and other sources your patrons go to for digital content because libraries offer the content to patrons at no charge. Patrons use pay-for-access services because they perceive them as more convenient. eResource Central steals this advantage away from "competing services" by making the process of checking out and downloading ebooks and other electronic resources even easier than purchasing them – without even needing to visit a vendor portal (such as OverDrive or Axis 360).

eResource Central supports not only patron checkouts, holds, and previews for supporting vendors, but through My Account in Enterprise patrons can see current digital checkouts and holds.



My Account. A patron can view digital and physical checkouts and holds.

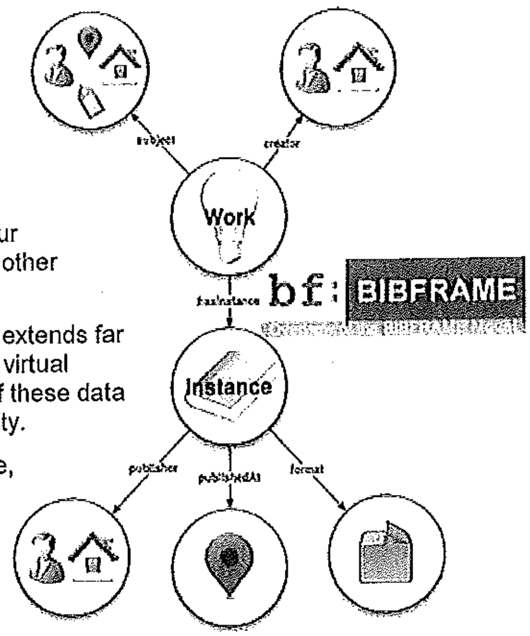
Integration with Bibframe	Required

SirsiDynix: Complies. SirsiDynix has an exciting initiative with linked data: **BLUEcloud Visibility** (included as an option for Placentia Library District). By transforming your bib records into linked data, BLUEcloud Visibility enables Google, Bing, and other search engines to direct users to your library after a search.

SirsiDynix is committed to supporting linked data and the **BIBFRAME** initiative, exposing your library data as globally linked data for easy discovery, even from open-web search engines.

The BIBFRAME record structure model improves upon and supersedes the WEMI (work, expression, manifestation, item) hierarchy model outlined by FRBR. BIBFRAME consists of the following core classes of resources, in addition to many others:

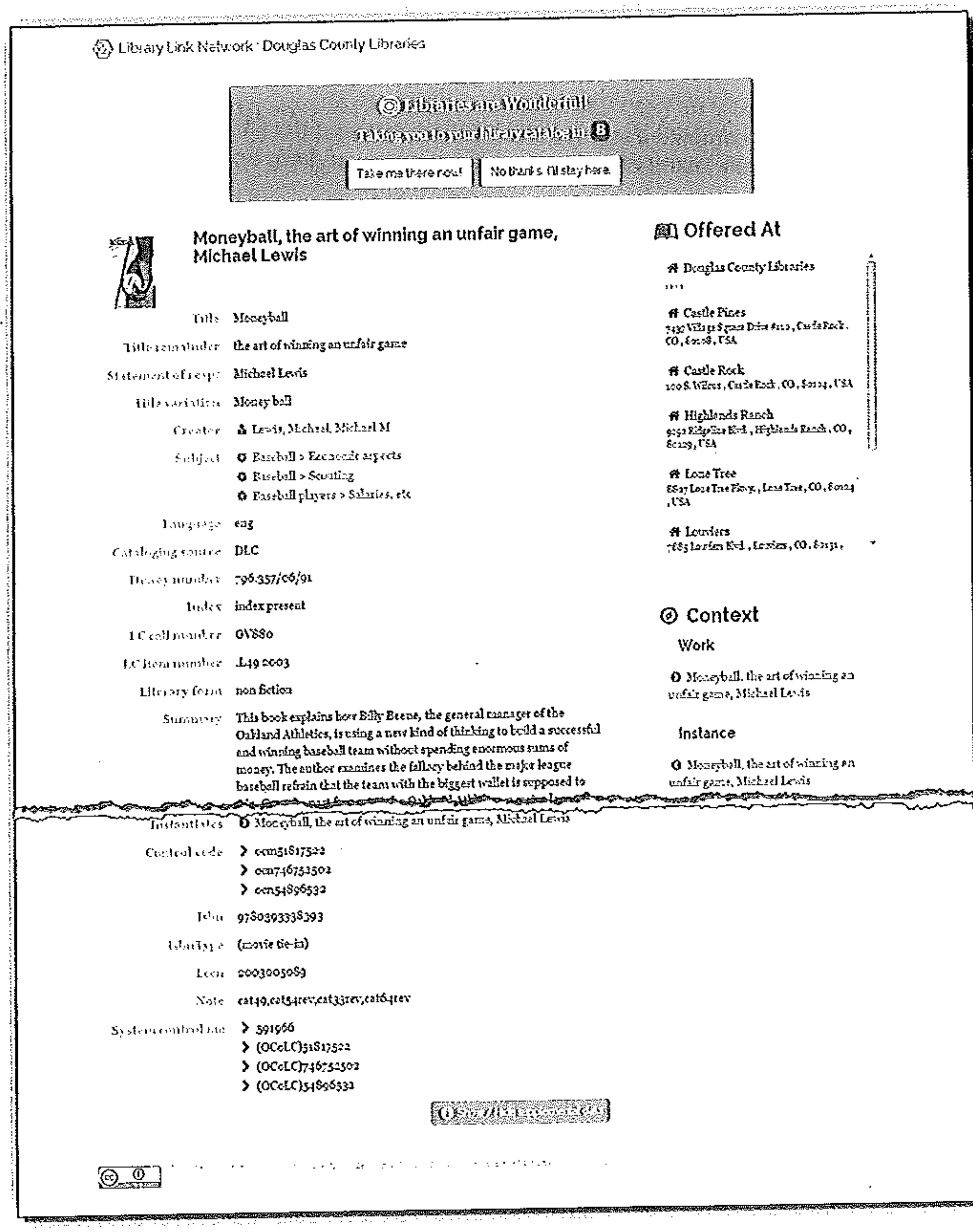
- **Creative work**: a resource reflecting the conceptual essence of a cataloged resource.
- **Instance**: a resource reflecting an embodiment of the creative work.
- **Authority**: a resource reflecting key concepts present in works and instances.
- **Annotation**: a resource designed to enhance our knowledge about a work, instance, authority, or other annotation.



The linked data established within BIBFRAME records extends far beyond the library, making your library a central hub in virtual communities. To help our customers take advantage of these data connections, SirsiDynix has created BLUEcloud Visibility.

BLUEcloud Visibility, SirsiDynix's linked data initiative, includes the following services:

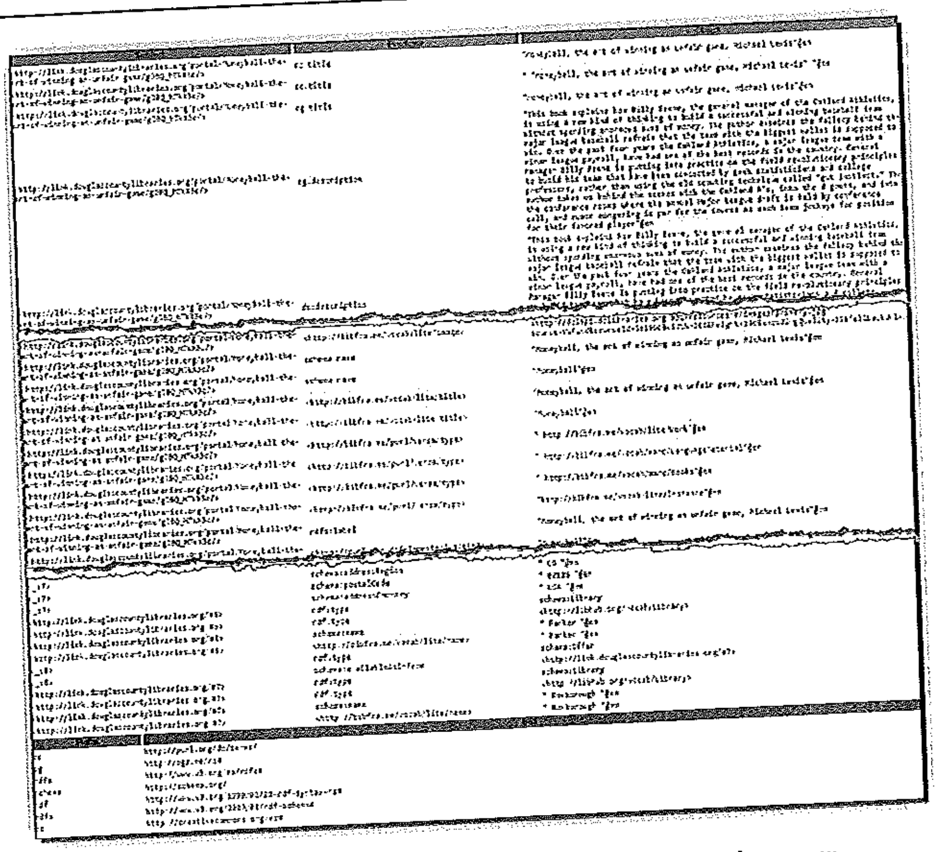
1. Transforming a selection of MARC records to the proper BIBFRAME equivalents. This involves creating serialized tags containing data equivalent and/or comparable to that in existing MARC (and, eventually, non-MARC) metadata fields.
   a. SirsiDynix will also perform a bibliographic analysis and make recommendations to ensure that your bibliographic records are optimized for this transformation.
2. Publishing the BIBFRAME entities and resources to the web in a fashion where the data is exposed to web crawlers and no longer confined to the inaccessible MARC standard.



BIBFRAME resources are published on Library.link.

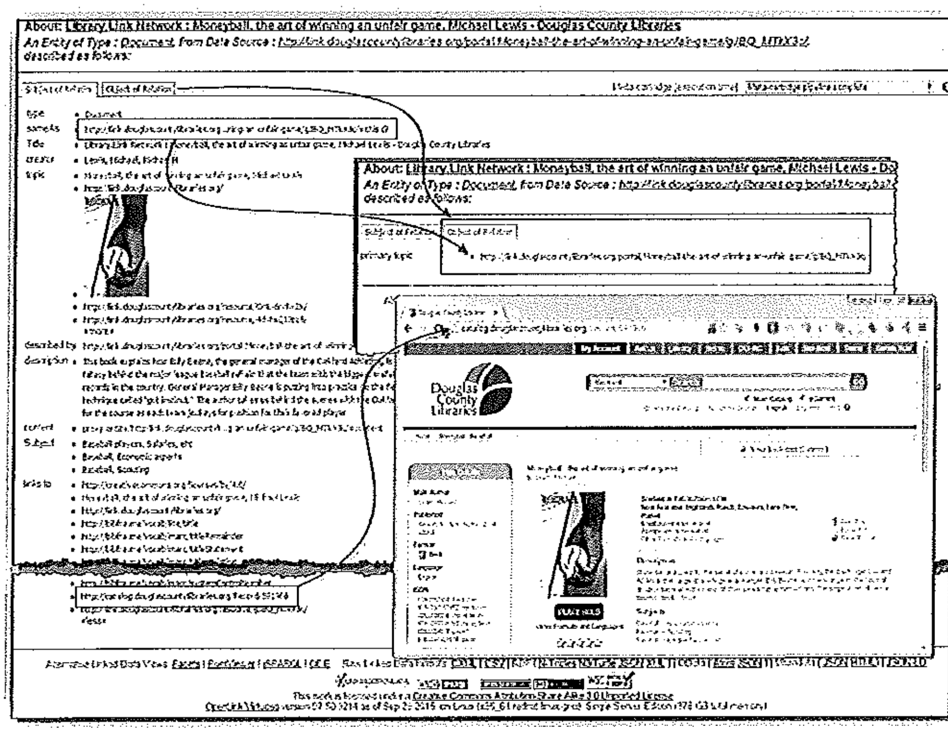
3. Embedding geo-location in BIBFRAME resources so that search engines and Semantic Web technologies will be able to locate your library and its collections for appropriate location-aware discovery.

4. Establishing (and regularly updating) linkages between bibliographic data elements and open web data using established Semantic Web ontologies, including schema.org, Open Graph Protocol, and RDFa (Resource Description Framework in Attributes).



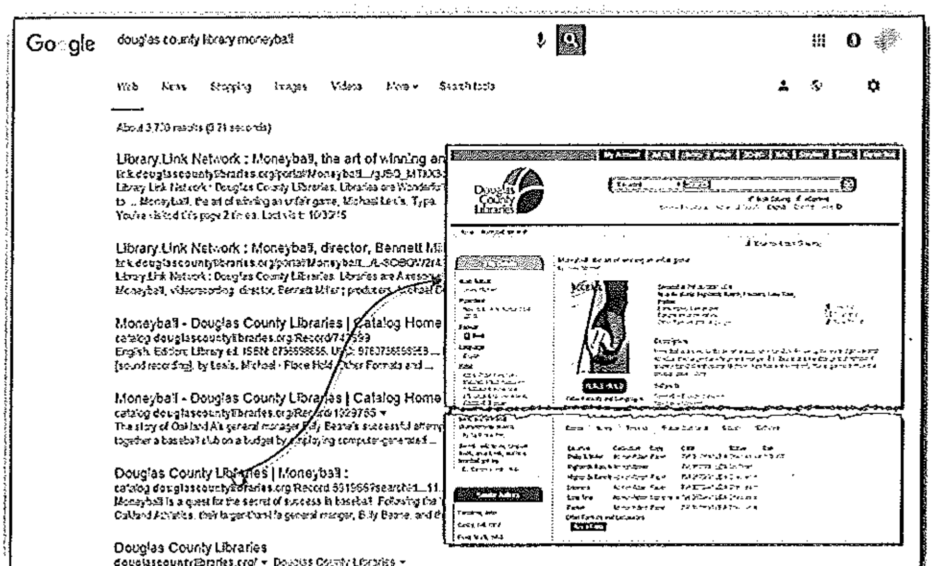
Bibliographic data is linked using ontologies, including schema.org, the Open Graph Protocol, RDF/RDFa, and more.

5. Associating the globally linked record with your catalog record and public discovery page using URIs.



This alternative view of the BIBFRAME resource (displayed using a linked data viewer) shows linked data elements as well as the association of all metadata with the catalog record

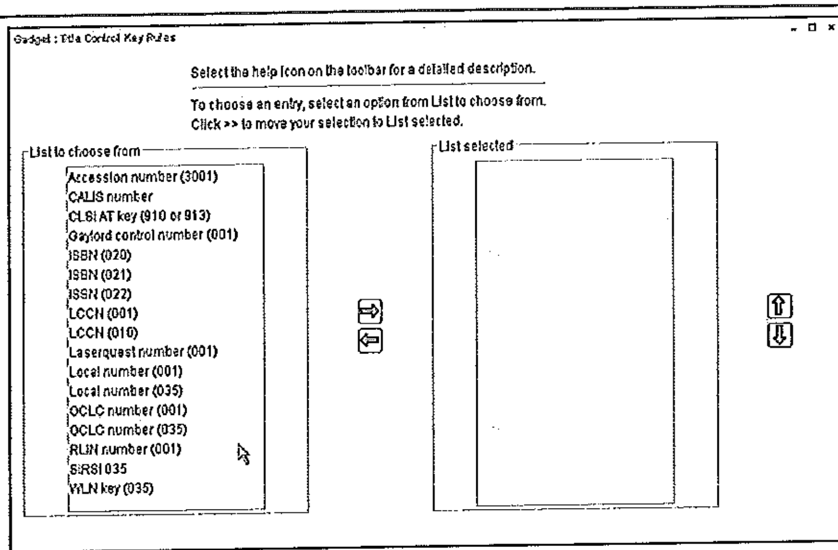
BLUEcloud Visibility thus delivers descriptive BIBFRAME entities and resources as well as the linked data required for open web searchability.



The above screenshot shows the catalog record as discovered through Google.

In essence, BLUEcloud Visibility inserts your library's collections into an open global authority file. The

design of this web of data is to establish relationships of all kinds between clearly identified resources and entities on the web to enhance their discoverability and usability. Note that other uses can be made of your linked data. You can use the data to create links in the websites of external organizations to perform a type of community outreach. These external links can provide multiple benefits, both to your library and to the external organization: • The external organization benefits from the exposure to library materials that display related to that organization (libraries remain one of the public's most trusted entities). • Individuals who see the links to related material in an area of interest might access those materials from the library (registering first if they aren't a current patron), potentially increasing your patron count as well as your circulation. • A side benefit to the above would be the political good will that you build by working with and providing something mutually beneficial to a variety of organizations. This can increase your exposure in the community and, because of that exposure, help ensure ongoing or increased funding. As an example, a link to library books on career choices (displayed as a carousel or a list) could be posted on the website of a local community organization that assists with finding employment.	
Access and utilize MARC records from a variety of sources	Required
SirsiDynix: Complies. Symphony can import (and output) full MARC records. It is possible to load records using MARC21, USMARC, and UKMARC and have all these types of MARC records (as well as non-MARC records) coexist on the same database, with the end-user unable to distinguish between them. Because these formats can coexist, libraries can avoid the complex and costly conversion process. The Bibliographic Record Loader (Bibloader) can transfer standard MARC records from any bibliographic utility, such as OCLC, BiblioFile, or a CD-ROM database. Symphony can import from any source of bibliographic records worldwide, an ability included as standard with Symphony purchases. Libraries can import MARC records without manipulating them. Records in non-MARC formats may need to be reformatted before being imported. This can be undertaken either by the library or by SirsiDynix, depending upon the degree of reformatting required. Depending upon the degree of work involved, we may make a charge for our professional time. The Bibloader is used to load batches of records received through tape, disk, ftp, and so on. (The medium on which the records are received is transparent to the software.) The Bibloader can be profiled for each data load, and can be profiled separately for each library loading data. Each Bibload profile may be saved as a template, so you may re-use it over and over without having to answer the profiling questions each time. The library may also schedule the loader to run in unattended mode on their own schedule. Multiple separate load parameters can be established to accommodate ongoing loading of records from multiple sources.	



Staff use the above screen to select the Title Control Number source for incoming items

Staff also select the desired Rule to be used with the load:

Rule 1

Incoming records will be compared with records already in the system.
When a record is new to the system, it will be created.
When an incoming record matches a record in the system, it will not load. It will be reported as error.

Rule 2

Incoming records will be compared with records already in the system.
When a record is new to the system, it will be created.
When an incoming record matches a record existing in the system with a "date cataloged" of NEVER, the existing record will be updated according to other specified settings.
When an incoming record matches an existing record with a date in the "date cataloged" field, it will not load. It will be reported as an error.

Rule 3

Incoming records will be compared with records already in the system.
When an incoming record matches a record existing in the system with a "date cataloged" of NEVER, the existing record will be updated according to other settings in this report.
When an incoming record is new to the system or when an incoming record matches an existing record with a date in the "date cataloged" field, it will not be loaded. It will be reported as an error.

Rule 4

Incoming records will be compared with records already in the system.
Records that are new to the system will be created, and records that match existing records will be updated according to other settings in this report.

Rule 5

Incoming records will be compared with records already in the system. When an incoming record matches a record already in the system, the existing record will be updated according to other settings in this report. Records that are new to the system will not be loaded. They will be reported as errors.

A wide range of keys can be specified for the match to operate on. These include, but are not restricted to:

- ISBN/ISSN
- OCLC number
- BNB number
- LCCN number

Parameters can also be used to determine:

- Whether existing records in the database will be updated or new records added.
- If the OCLC# or other control number in the record to be loaded should be used as the title control key.
- In which fields the appropriate call number and holdings information is to be found.
- Whether any unwanted fields in the records are to be discarded.
- Embedded holdings data in the MARC record are used to generate copy level data in the catalog.
- There is also a catalog merge utility whereby specified fields can be appended to an existing record if a match is found.

Verification

When users import MARC records in batch, the records are passed through a wealth of data manipulation and checking tools. As they load, MARC authority records can be automatically flagged as "provisional" or "authorized." This facility is available both for records created online and those loaded in batch. Any records with non-authorized headings in authority controlled fields can be selected for further processing and identified by standard reports.

Conversion

SymphonyWeb supports two basic kinds of bibliographic data, standard MARC 21 and flat ASCII. Records in other formats, such as COSATI, must be converted to one of these formats by the MARC Import Utility wizard.

Format lists allow you to select default format values for the records to be converted and to specify which format will be used for the conversion. The format list values are derived from the library's format policies.

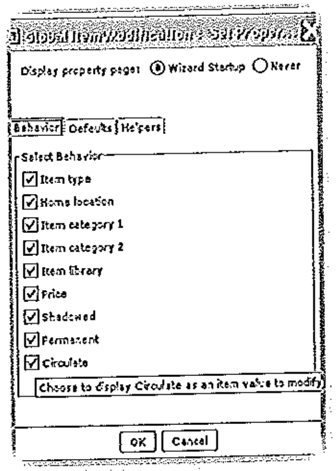
- **Catalog Format** – In this list, select the default catalog format to use for imported records. The imported records are converted to MARC 21 format from flat ASCII format during the import process. The default catalog format is MARC.
- **Authority Format** – In this list, select the default authority format to use for the imported records. The imported records are converted to MARC 21 format from flat ASCII format during the import process. The default authority format is TOPICAL.

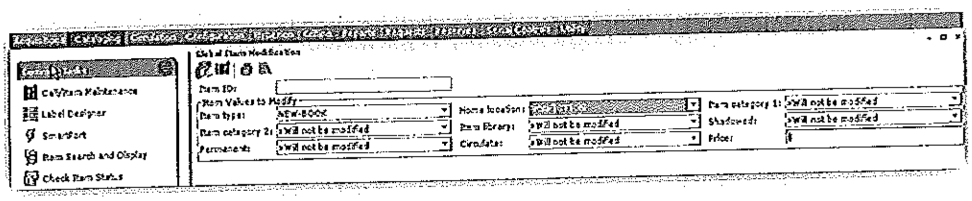
MARC Import Via SmartPORT

SirsiDynix's SmartPORT uses the Z39.50 communications standard to streamline the process of searching and capturing bibliographic and authority records for use in cataloging and acquisitions in SymphonyWeb. SmartPort allows real-time capturing and loading of MARC bibliographic and authority records from any Z39.50-compliant server directly into the library's catalog. With SmartPORT, technical services staff can perform the following tasks easily, without even exiting the application: • Search multiple Z39.50 bibliographic resources using familiar commands and displays, • Capture new MARC records directly into the cataloging workform, • Overlay brief order records with complete MARC catalog records, • Save MARC records for later professional review and loading, and • Post holdings for captured records back to OCLC in real time. We also offer an optional MARC subscription service, SmartSource, from which libraries can download the MARC records they may need – pricing available upon request.	
Ability to specify loading parameters for overlay	Required
SirsiDynix: Complies.	
Ability to specify match-point in loading profiles	Required
SirsiDynix: Complies.	
Ability to automatically create and populate item information during MARC loading process	Required
SirsiDynix: Complies.	
Ability to make global changes to the system	Required
SirsiDynix: Complies. Symphony provides several global change options to staff. **For bibliographic records:** The Edit Bibliographic Data Globally report is used to select and make changes to text data in your bibliographic or MARC holdings records, irrespective of whether they are under authority control or not. A search expression can be used to select those records to be changed. Staff may exchange an existing text string with a new text string, delete the entire entry or replace it with another. Text will only be modified if it displays in the specified entry or entries. The report is scheduled through the Symphony graphical user interface. The report can be run in test mode, which will identify and list the records that would be changed, but does not make any changes. **For authority records:** When a user changes an authorized headings in the authority file, the system will automatically change the associated bibliographic headings. Symphony supports global authority changes to headings on bibliographic records that match an invalid heading in an authority record. Global authority changes can be performed based on 4xx fields of authority records so that not only will a change to a 1xx update the bibliographic database, but Symphony will also look for headings in bibliographic records that match authority 4xx headings and change those headings to the appropriate 1xx heading. This type of global change is submitted in real time with the Global Authority Change helper. **For call number records:** The Global Call Number Modification wizard allows you to update one or more call number records for the same title in batch. The call number prefix, base call number, analytic call number, classification scheme and shadow attribute can be modified for more than one call number of a title more efficiently using this wizard. **For item records:** Symphony provides two methods for global or batch editing of item records: the	

Global Item Modification wizard and the Item Group Editor.

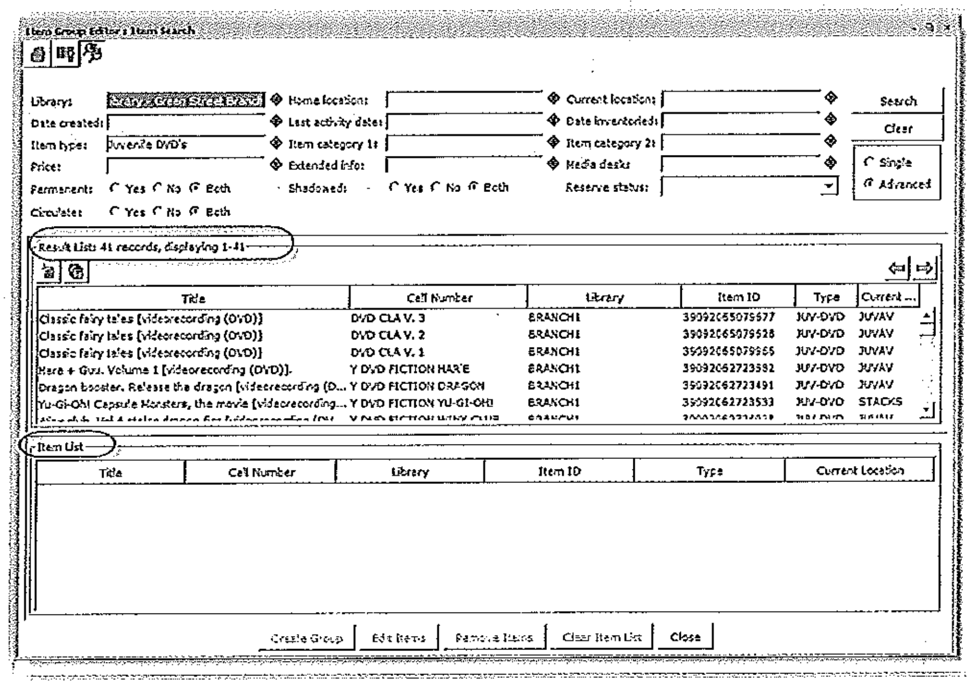
Our Global Item Modification wizard enables staff to change item characteristics such as item type, price, location, and item library for multiple items in a single step. Catalogers can select from a list of editable values, specify the new values to be used, and then apply those changes to all items whose barcodes are scanned. Item statuses (locations) may be altered by reports, such as the Process Long Overdue report, which changes the item location from CHARGED to MISSING.



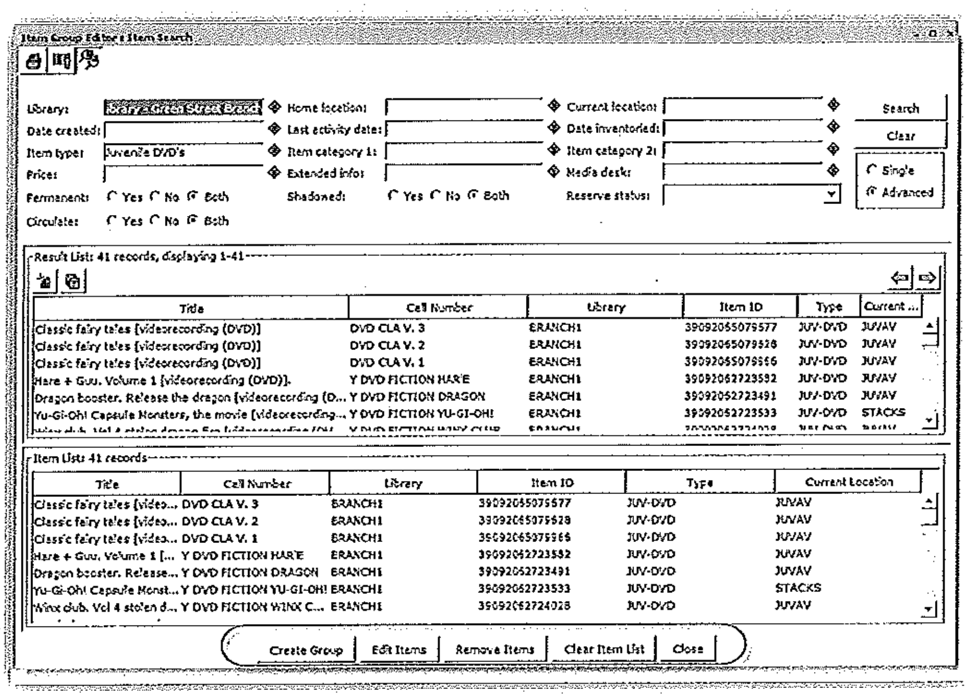


The Item Group Editor wizard lets administrators create a group of items that can be modified together. For example, administrators may need to remove a list of books from circulation. Using the Item Group Editor, they can change the Circulate property for each item in the list at the same time. They can also save the list of items into a group that they can quickly call up for modifications without having to search the items again. Administrators can make modifications to a saved group of items or to an unsaved item list. They can also save the original settings for each item in the group so that they can restore those settings at a later time.

Administrators can manage groups of items to add or remove items to the group, create new groups, merge the items in two or more groups together, and delete groups.

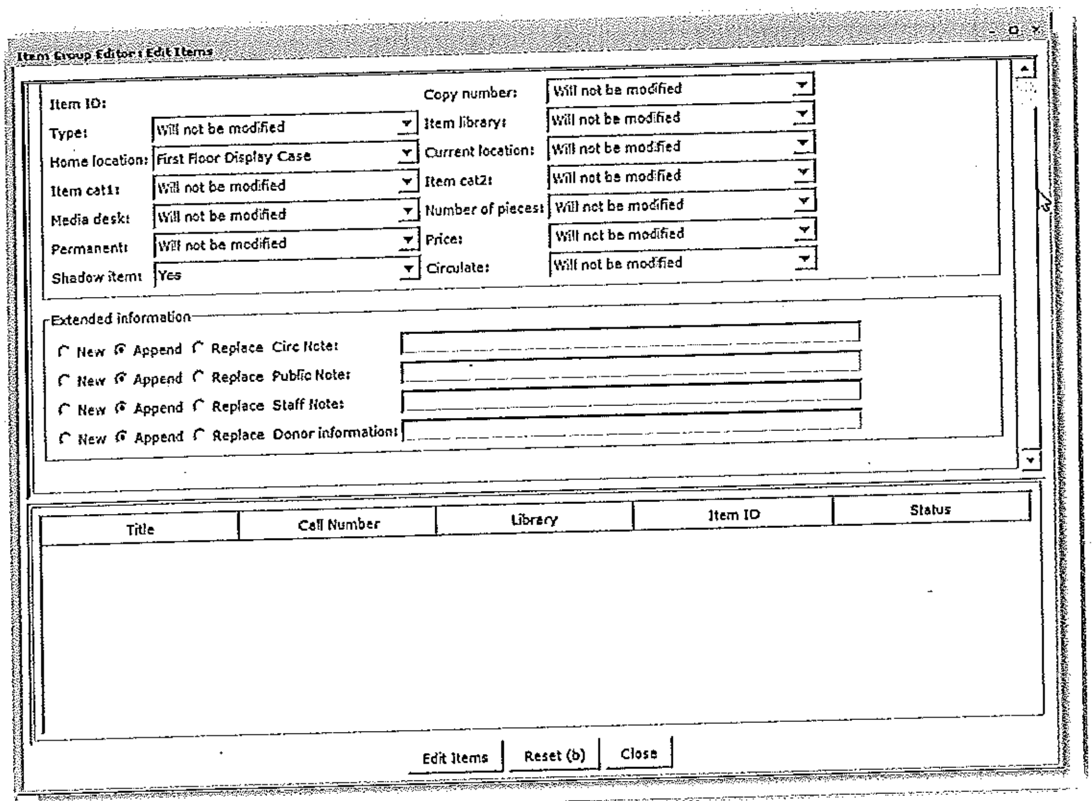


Item Group Editor: Item Search. Staff can use the search criteria at the top of the screen to search for desired materials, which will display in the Result List in the middle of the screen. Staff can then choose specific items and move them to the Item List, or they can click the Add All Icon and move all items from the Result list to the Item List.



Once items have been added to the Item List, you can choose to create a group or edit those items.

The Item Group Editor lets you edit specific field values in a batch of items. The items may either be in a set of unsaved items or in a saved group. When you save items in a group, you can save (or archive) a snapshot of the item values in each item so you can restore the affected value of each item in a single action.



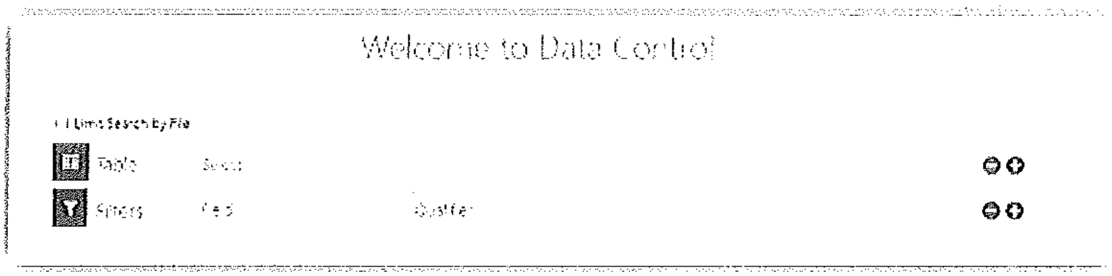
The Edit Items screen displays to staff the various fields that can be modified.

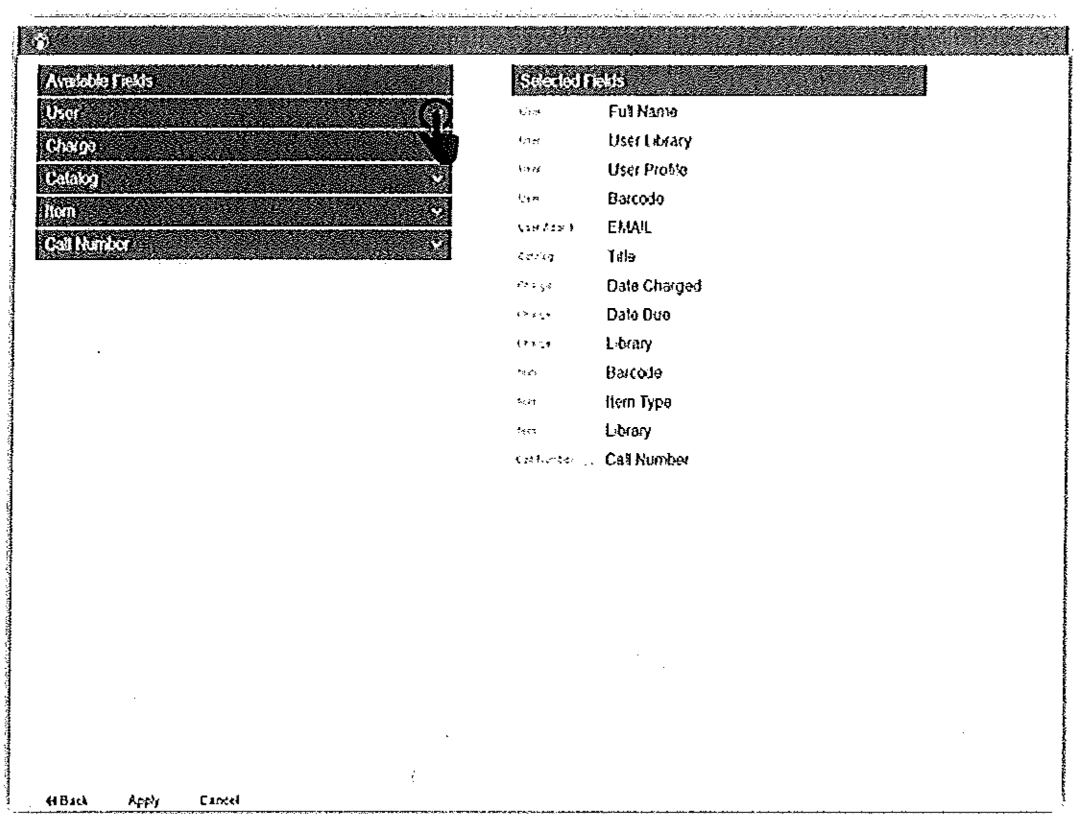
In addition, library staff can use the Move Collection Report to select a group of items and transfer them from one library to another.

Symphony allows global changes to be made to user records. SirsiDynix Symphony provides several global change options to staff.

- The Edit User Characteristics report modifies user characteristics for the user records selected by the report (staff can define the criteria used to select the patrons). The user characteristics that can be edited include the birth date, department, mailing address, user profile, and user categories.
- The user profile and user responsibility are defined through policies, so it is not necessary to change the data in the user records themselves. An authorized operator can simply modify the appropriate policy. Examples are hold priority, length of privilege, limits on holds, etc.
- Staff can select the Load Users report to load user records from a flat ASCII text file into the user database either creating new users or updating existing users.
- With API training, the system administrator could do batch edits to user records. Actions might include changing item type, or location. With API training, the system administrator can create custom reports or edit information beyond what the delivered functionality offers.

BLUEcloud Data Control (scheduled for release in 2019), will allow staff the ability to make various global changes to fields in the Symphony database. This includes item records, bibliographic records, user records, etc. With Data Control, staff can edit multiple user records simultaneously, including merging duplicate user records.

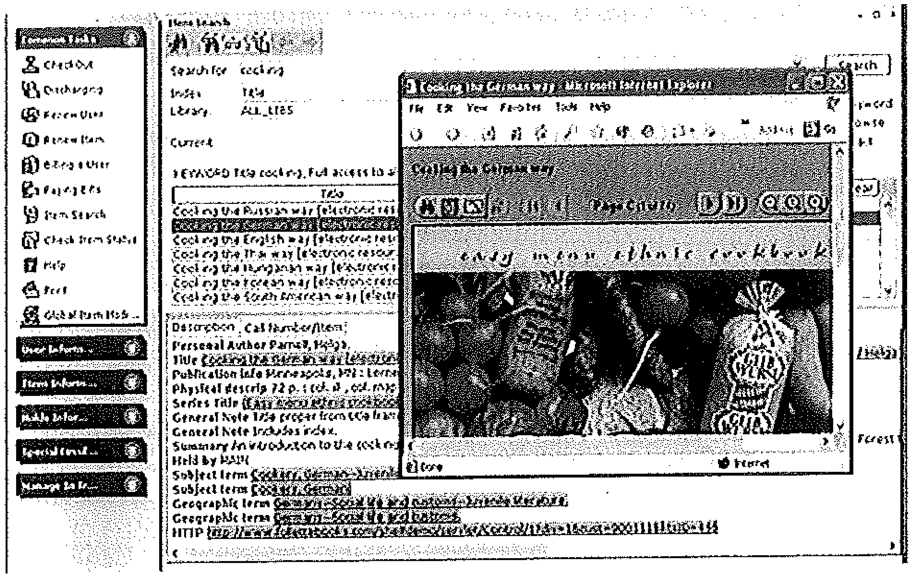




Ability to integrate digital content from local library	Required

SirsiDynix: Complies. As part of core offerings, SirsiDynix supports a wide range of multimedia files including images, streaming video, sound bites, ebooks, and more. One of the most straightforward approaches is simply by adding a URL link to the digital resource via the 856 tag on the bibliographic record.

The 856 tag (URL) is an active link within Symphony and can be used to launch browsers, digital resources, or other applications. See the screenshot below:



In this way, SirsiDynix provides facilities for full multimedia links, allowing the library to link multimedia services to specific catalog records. Reports also exist to allow regular updating of the URL links in the 856 and other tags as required.

Digital files may be held locally or accessed using a URL to a file held over the Internet. Users can then view images or play sounds for titles that have accompanying multimedia files. Access to the text, sound or image files specified in a bibliographic record is achieved seamlessly within the OPAC, by clicking on appropriate line display of the record, causing the system to play or display the associated images, sounds, text, digital video and other services, if they are available on the PC or over the network.

eResource Central (eRC)

eResource Central (eRC) is a next-generation electronic resource management solution for libraries that bridges the gap between content providers and users, enabling libraries to manage and deliver e-resources seamlessly and cost-effectively while also handling traditional collections. eRC was described earlier in this proposal, and has been included on our Cost Form for Placentia Library District.

Portfolio Digital Asset Management Solution

Another option to manage your digital resources is SirsiDynix's digital asset management solution called Portfolio (costs for this robust digital management system have not been included for Placentia but can be provided upon request.)

Portfolio's digital asset management solution allows a library to load assets one at a time or in batches, harvest metadata via OAI-PMH, provides full-text searching via a powerful search engine, and allows for the customization of metadata display. Portfolio contains all of the discovery platform functionality of Enterprise, plus a fully-featured digital asset management solution. All of the full-text searching, faceted results, 'did you mean' suggestions, content management, etc. capabilities exist in Portfolio.

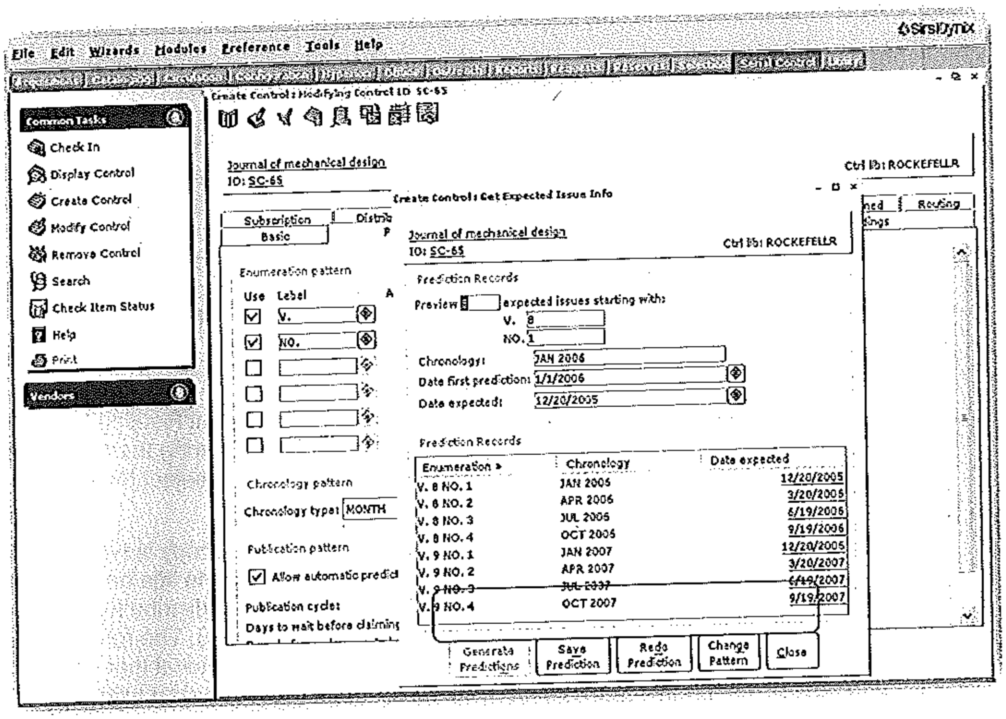
Within the SirsiDynix Portfolio digital asset management system, you will find:

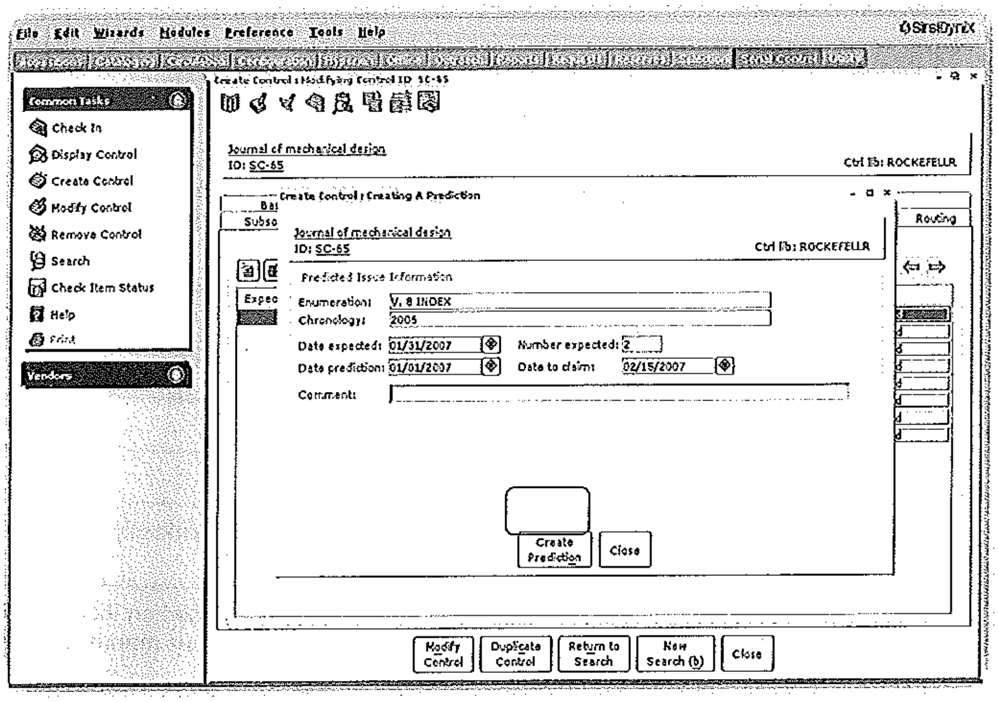
- A built-in **optical character recognition (OCR)** engine that captures text in scanned documents, newspaper archives, and other digital assets to include in search results.
- **OAI-PMH** compatibility, which enables you to easily harvest public digital collections and include them in your catalogue. You can also make your metadata available for other OAI-PMH systems to

harvest. • **Simple, hierarchical asset management** with customized presentation. • Support for virtually every **digital format**, including images, video, audio, document files, metadata, and webpages. • A **single search** to display your digital assets alongside your library's traditional resources. By integrating your digital assets into a larger discovery tool, you help users find your unique resources more easily.	
Ability to upgrade records to be discoverable on the internet	Optional
SirsiDynix: Complies. This is provided with our BLUEcloud Visibility, described in an earlier response and included as an option for Placentia Library District.	
Spellcheck capability	Optional
SirsiDynix: Complies. Currently all of our web-based solutions, including SymphonyWeb, can utilize standard browser spell check capability.	

Response to Serials Functionality

Serials	
Ability to automatically send claimed missing issues to vendor, as per configured parameters, with no staff intervention	Required
SirsiDynix: Complies. Symphony complies with EDI standards and supports the specified message types. The EDI Transaction Manager interacts with the Acquisitions and Serials modules to send, receive and confirm delivery of EDI transmissions. The missing and late issues are automatically fed into the claims processing. A letter can be sent to the appropriate vendor regarding the issues. The text of the letter is supplied by the library using Symphony word processing facilities. In addition, the standard claiming letter, or a custom written one, can be sent to vendors at the request of an operator, without the system having initiated the process.	
Report of missing issues automatically generated	Required
SirsiDynix: Complies.	
Ability to utilize frequency information from vendor to automatically create check in boxes and customize dates	Required
SirsiDynix: Complies. You can produce predictions in batch based on the pattern you have established in the serials control record. You can also create single predictions manually as needed.	





Ability to create routing information	Optional

SirsiDynix: Complies. The routing record contains information about a particular user who should see the issue copy or have the table of contents routed to him. A routing list is made up of one or more routing records. The routing record contains the user's rank which positions all users on the routing list as they appear on the Routing tab and print on routing lists. A routing list can be maintained for each copy of an issue received. Routing records for an issue's table of contents may also be created. Any title to be routed must have a serial control record. A separate list of users can be maintained for each copy to be routed. User information (address and phone number) for routing is maintained through the user record.

The Check In Issues of a Serial wizard's behavior property, Print Routing Lists for Received Issues, determines whether or not routing slips should be generated during the check in process. You can configure the routing slip header and footer contents, and also select the general and user receipt fields that print on the routing slip.

A separate TOC copy is routed to each user, though the photocopy is typically not expected to be returned. If the user wants one of the articles, s/he may circle the title on the table of contents sheet and return it to the library to request the full article. To facilitate the distribution of multiple photocopied tables of contents, the Table of Contents Labels report should be used. The routing list in this case is actually a list of user names and addresses, along with the title of the material that is routed. The default format provided in the report's output options allows enough room between users for a single user and title to be printed per sheet. Each individual user address sheet is then distributed along with each TOC photocopy.

Serials invoicing occurs automatically, with no staff intervention, and automatically connects into accounting software	Optional

SirsiDynix: Complies for automatic invoicing. SirsiDynix software complies with EDI standards and supports the specified message types. The EDI Transaction Manager interacts with the Acquisitions and Serials modules to send, receive and confirm delivery of EDI transmissions.

EDI (Electronic Data Interchange) allows libraries to communicate with vendors to transfer ordering, invoicing, or subscription information between computers. EDI places information from one computer to another, making it different from electronic mail or sharing files on a network. Although EDI requires a specified data structure for each document, you and your vendors can have quite different processing systems and still gain the advantages of EDI.

SirsiDynix users record EDI information on the vendor record of EDI-capable vendors. The data stored in these EDI address fields include the type of transfer (e.g., FTP), login and password information, and directories where the files are to be placed and picked up. SymphonyWeb reports use this information to automatically transmit X12 transaction files, such as orders and claims, to each EDI-capable vendor, rather than printing them for standard mail.

SirsiDynix also uses the login and directory information in the vendor EDI address fields to connect to the vendor's system via FTP. The system automatically retrieves EDI functional acknowledgment files, invoices, claim responses and other types of data and downloads them to the appropriate SirsiDynix directories.

Automatic connection into accounting software can also be accomplished but requires custom consulting work from SirsiDynix (this has been done for many other customers). Consulting to provide integration into your accounting software has been included in the Optional section of our Cost Proposal.

Response to Acquisitions Functionality

Acquisitions	
Ability to utilize EDI ordering	Required

SirsiDynix: Complies. Symphony's EDI (Electronic Data Interchange) allows libraries to communicate with vendors to transfer ordering, invoicing, or subscription information between computers. EDI places information from one computer to another, making it different from electronic mail or sharing files on a network. Although EDI requires a specified data structure for each document, you and your vendors can have quite different processing systems and still gain the advantages of EDI.

Symphony users record EDI information on the vendor record of EDI-capable vendors. The data stored in these EDI address fields include the type of transfer (e.g., FTP), login and password information, and directories where the files are to be placed and picked up. Symphony reports use this information to automatically transmit X12 transaction files, such as orders and claims, to each EDI-capable vendor, rather than printing them for standard mail.

SymphonyWeb also uses the login and directory information in the vendor EDI address fields to connect to the vendor's system via FTP. The system automatically retrieves EDI functional acknowledgment files, invoices, claim responses and other types of data and downloads them to the appropriate SymphonyWeb directories.

EDI Manager Wizard

The EDI Manager wizard keeps track of the transactions sent and the functional response received after the vendor acknowledges the receipt of the sent transaction.

X12 transactions to be extracted from a SirsiDynix SymphonyWeb database record include the following.

- Serials claim transactions (869 Order Status Inquiry)
- Book and serials purchase orders (850 Purchase Order)

X12 transactions to be received from vendors include the following.

- Functional acknowledgment (vendor's signal that transaction set has been received)
- Serials claim response (870 Order Status Report)
- Book and serials invoices (810 Invoice)

Some of the responses may require that data be extracted and processed to update a SirsiDynix SymphonyWeb database record, such as the claim response code.

When the EDI Manager wizard starts, the following tabs appear.

- Incoming displays the status of each X12 transaction, which includes invoices and claim responses.
- Outgoing displays the status of each outgoing X12 transaction, which includes claims and purchase orders.

Ability to create order records from imported vendor carts	Required

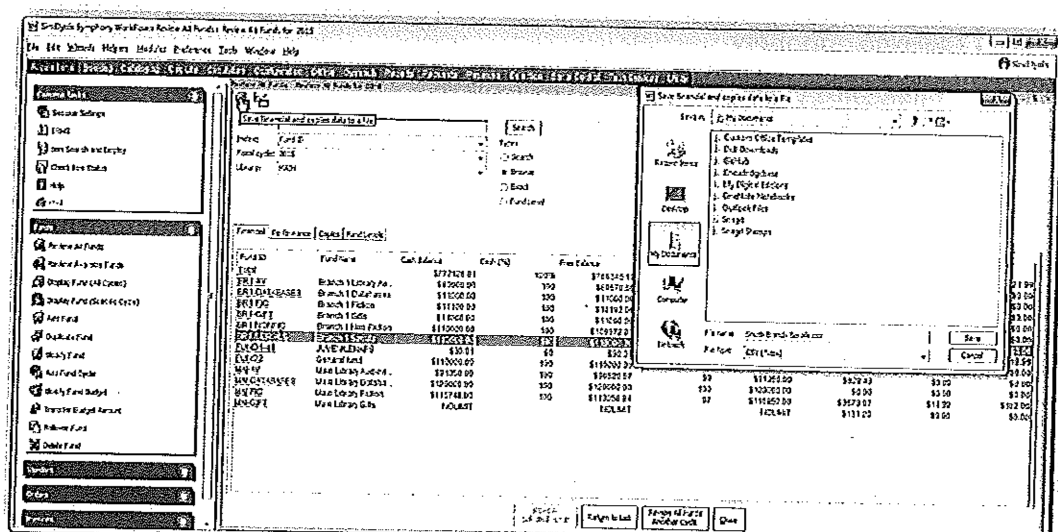
SirsiDynix: Complies. The MARC Order Load or '9XX' interface (named after the MARC tag typically used to store the order data) enables authorized users to import these MARC records for new orders and record the order details in the Acquisitions Control module in one step, without the need to re-enter any data. This provides a complete record of every order, so that it can be tracked and claimed within Symphony, as well as maintaining complete and accurate records of vender performance and balances

for amounts that have been encumbered. When ordering from a vendor's web site, libraries need a way to record the order in their Symphony system without the need to re-enter the bibliographic record and order data. Many vendors now enable buyers to use the vendor's web interface to search, select, and order new materials, then download MARC records for the items ordered along with details of the order. The MARC Order Load (9XX) Interface enables authorized users to import these MARC records for new orders and record the order details in the Acquisitions Control module in one step, without the need to re-enter any data. This provides a complete record of every order, so that it can be tracked and claimed within Symphony, as well as maintaining complete and accurate records of vender performance and balances for amounts that have been encumbered.	
Claiming capability	Required
SirsiDynix: Complies. If an order passes its library-defined "date to claim," the system automatically adds a claim segment to the appropriate line items on the order. Each claim segment is updated automatically and includes: • a claim reason • number of copies claimed • times claimed • part or volume claimed (for multipart items) • date mailed • vendor response • date of vendor response • claim status (OPEN, RECEIVED, CANCELED). Symphony can generate claim notices to vendors on demand or automatically according to a predetermined schedule. Staff can create or modify the text of the claim notice or select a library-defined notice. On any order, you may have to cancel some or all of the copies you ordered. Staff can enter cancel information into the line item ID, including a cancel reason: library, user, or vendor. If the cancel reason is VENDOR, the vendor cycle record is updated with the number of copies canceled. SymphonyWeb can automatically generate a letter to the appropriate vendor about the canceled copies and the cancel reason.	
Detailed fund reports for collection areas	Required
SirsiDynix: Complies. SirsiDynix supports an unlimited number of library-defined funds and comprehensive reporting on those funds. New funds and funding levels can be created by authorized staff whenever needed. The record structure allows funds to be defined in great detail, with many opportunities to structure fund records to best extract desirable statistical information. For multi-branch libraries and consortia, each fund is 'earmarked' and can be secured for use only by staff at the owning library. Extensive fund "scoping" exists to ensure that operators can only see and manipulate those funds that apply to the libraries for which they perform Acquisitions functions. This scoping is expanded even further so that staff that should be able to see/use all funds will be able to designate that some funds may be used to order materials for certain libraries. This provides additional protection by preventing an operator who orders for all locations to use only the correct funds for given locations. Each fund is represented by a master fund record containing constant information about the fund, and by a number of fund cycle records, detailing fund amounts and activity for a specific period of time. Each master fund record includes fund ID, name, and account number, plus fund type (e.g., serials, monographs, or maps), up to six fund level fields allowing hierarchical grouping of similar funds, and text fields for extended fund information. Fund types and levels can be used to identify material types, subject areas, department codes, and/or source of funds to support reporting on expenditures in designated areas across multiple funds. Fund levels may be utilized as selection criteria when displaying fund records and when generating reports providing detailed statistical breakdowns by library defined characteristics. Libraries can use fund levels to express far more complex relationships between fund accounts than a fixed hierarchy would provide.	

Each master fund record may be associated with one or more fund cycle records. Fund cycle records include the fiscal cycle identifying the time covered, budget amount, encumbered percentage allowed, over encumbrance block, ordering block, and payment block.

Fund management tools allow for percentage or amount-based fund adjustment, as well as a complete allocation redefinition. Accessible helpers make easy work of fund management and budget control.

Screens for fund accounting incorporate folder-based design, and a single line columnar-style formatting, with totals at the top, similar in design to spreadsheet programs. Hyperlink glossaries allow users to see individual fund detail in a child window from any fund list. Review All Funds, the tool that gives you an overview of your budget, can output results to a .csv file that can be opened with spreadsheet software.



From the Review All Funds screen, authorized staff can review all fund financial and performance information for a fiscal cycle in one location.

As orders are created, placed, received or canceled, and paid, the system automatically maintains:

- original budget allocation of the fund
- dollar amount of orders outstanding
- dollar amount of orders paid
- free balance
- cash balance
- number of items on order
- number received
- number paid for
- number of orders placed for the fund

You can define which fund(s) are to be used to pay for each line item ordered. For example, one or more copies may be ordered on a single line item from one fund. Copy costs may also be divided among multiple funds by percentage or by specific amount.

Automated status changes from Ordered/Receive/Invoiced without staff intervention	Optional
SirsiDynix: Complies. The status code in the record is automatically updated throughout the process of placing the order, receiving the order, and invoicing.	
Invoices are integrated into accounting software, with no staff intervention	Optional
SirsiDynix: Complies for automatic invoicing. SirsiDynix software complies with EDI standards and	

supports the specified message types. The EDI Transaction Manager interacts with the Acquisitions and Serials modules to send, receive and confirm delivery of EDI transmissions.

EDI (Electronic Data Interchange) allows libraries to communicate with vendors to transfer ordering, invoicing, or subscription information between computers. EDI places information from one computer to another, making it different from electronic mail or sharing files on a network. Although EDI requires a specified data structure for each document, you and your vendors can have quite different processing systems and still gain the advantages of EDI.

SirsiDynix users record EDI information on the vendor record of EDI-capable vendors. The data stored in these EDI address fields include the type of transfer (e.g., FTP), login and password information, and directories where the files are to be placed and picked up. SymphonyWeb reports use this information to automatically transmit X12 transaction files, such as orders and claims, to each EDI-capable vendor, rather than printing them for standard mail.

SirsiDynix also uses the login and directory information in the vendor EDI address fields to connect to the vendor's system via FTP. The system automatically retrieves EDI functional acknowledgment files, invoices, claim responses and other types of data and downloads them to the appropriate SirsiDynix directories.

Automatic connection into accounting software can also be accomplished but requires custom consulting work from SirsiDynix (this has been done for many other customers). The consulting to integrate with your accounting system has been included in the Optional section of our Cost Proposal.

Response to System, Server and Software Functionality

Functionality	
Ability to add and integrate APIs (provide an overview of available APIs)	Required

SirsiDynix: Complies. SirsiDynix's best-in-class APIs allow for unparalleled integration with other systems, offering read and write access. Transactions performed through API are treated by the system precisely as if they had been initiated within the staff client itself, eliminating the risk of an API interaction compromising the system or including inaccurate/outdated data.

As a customer with an API subscription, you would have access to extensive API transaction documentation (over 700 pages of documented transactions at present) as well as the SirsiDynix Developer Community where other SirsiDynix customers have posted integrations and customizations they have achieved. Often, achieving integration with an external system is as simple as downloading the code or package posted by another SirsiDynix customer and following simple step-by-step instructions. Additionally, SirsiDynix consultants are ready to help your libraries connect library and university systems as you need. Our package includes consulting services during integration and your support level entitles you to regular teleconferences with SirsiDynix consultants.

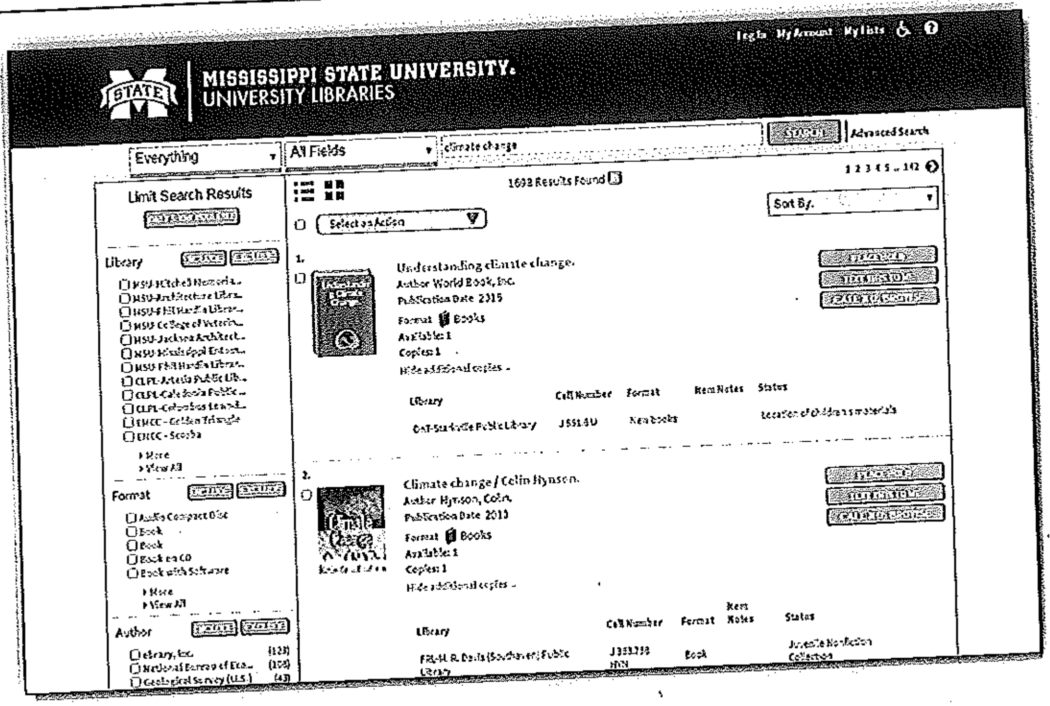
Note that our cost proposal for Placentia Library District includes Platinum Premier Services in the Optional Section; Platinum Premier Services includes an API subscription.

Ability to distinctly brand and customize options for staff and public interfaces	Required

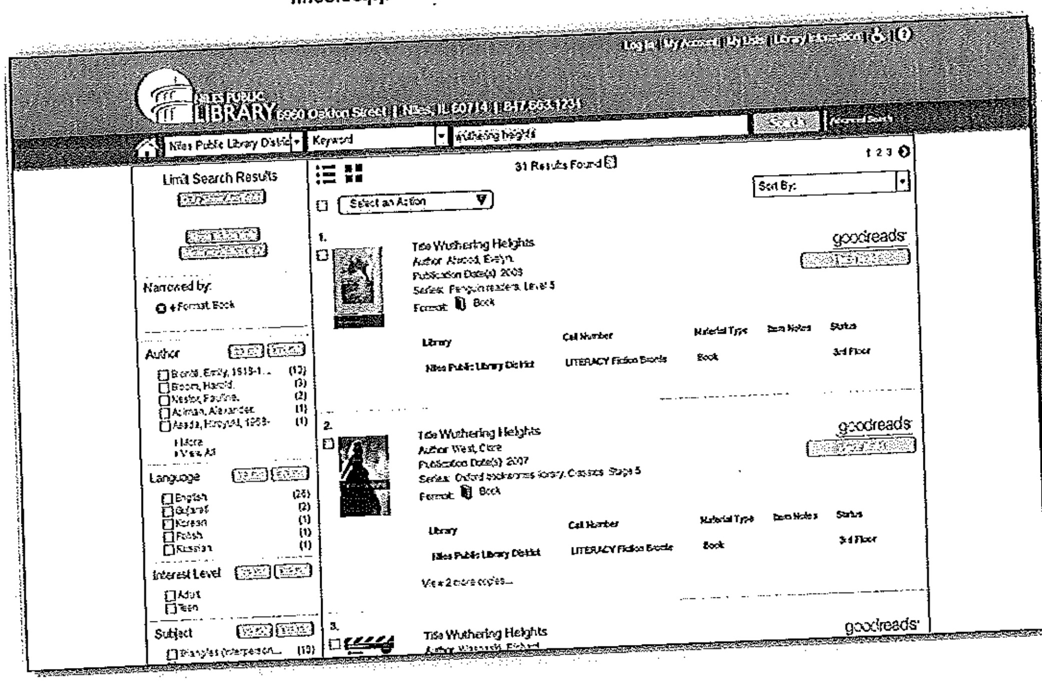
SirsiDynix: Complies. Symphony is a highly user-configurable system that can be adapted to the policies and procedures of any library without programming. Powerful management tools included with every system installation allow great flexibility in implementing individual library policies and maintaining security. Symphony wizards' properties enable library managers to establish system-wide properties that define their Symphony system's look and feel.

At the same time, desktop properties enable individual staff to set their own personal properties on their own PCs to accommodate session default values and personal comfort preferences. This capability includes colors, fonts, displays, toolbar choices, button graphics, and toolbar/menu bar layout and orientation. Clients can customize screen labels. With API training, clients can also learn to customize other display elements.

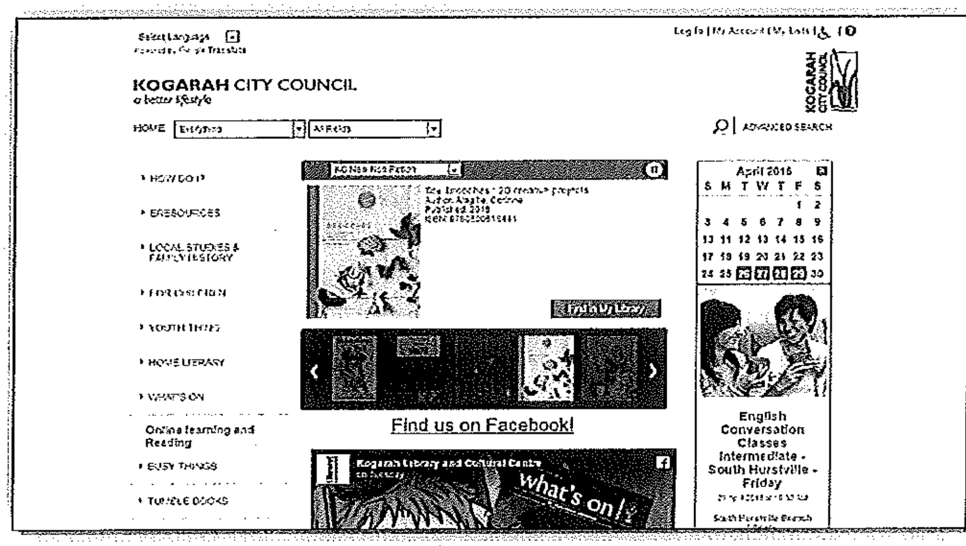
Public interfaces, including our Enterprise discovery system, offer extensive customization and branding options. Enterprise includes a content management system and allows for customized HTML, CSS, and JavaScript. Libraries have used these tools to make extremely attractive pages that put the library's (and/or university's) brand front and center on every page of the discovery system including not only landing pages (or other custom pages built on the platform), but even results pages.



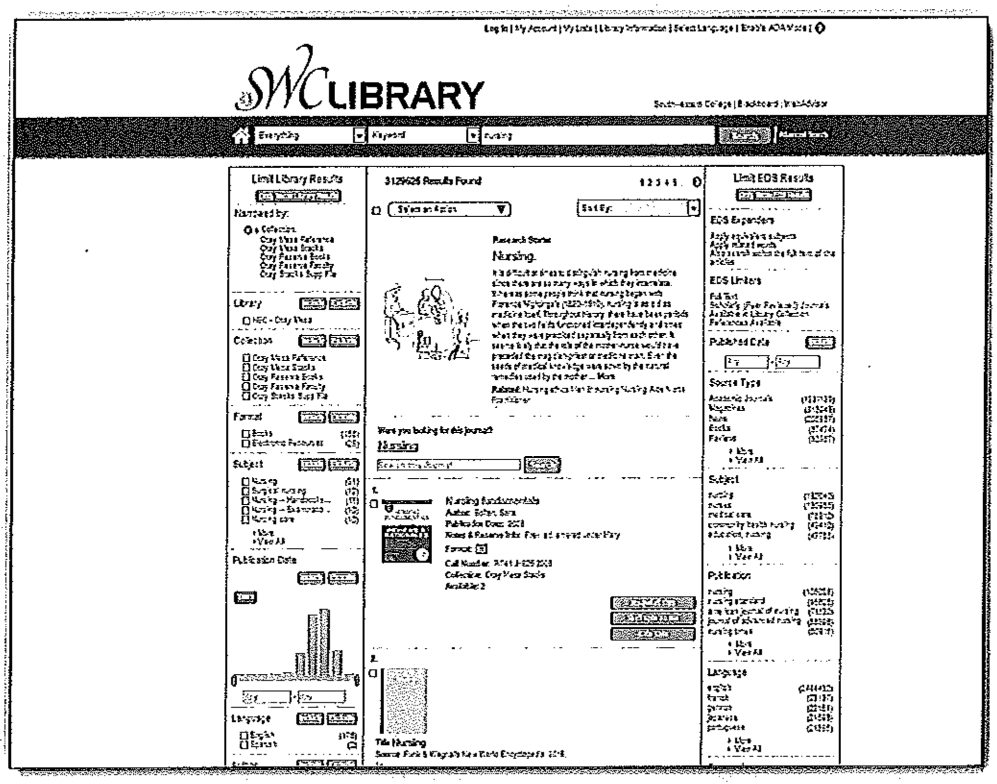
Mississippi State University search results page



Niles Public Library (Illinois) search results page



Kogarah City Council Library (New South Wales, Australia) landing page



Southwestern College Library (California) search results page showing merged EDS results and features

The appearance, features, and content available on pages is largely customizable by the library. You can display your logo and your color scheme. But you can also control which facets are available and the order in which they display; modify the specific holdings details that display in the record summary; alter the available actions; and integrate a virtually-unlimited number of additional options using widgets

developed by SirsiDynix, other customer libraries, and third party vendors.	
Ability to access the ILS from anywhere	Required
SirsiDynix: Complies. The integrated staff interface for all SymphonyWeb public and technical services software function provides a powerful and flexible approach to library information management. Symphony provides both Java-based and web-based staff clients. SymphonyWeb clients sit on top of the Symphony database, augmenting the staff Workflows clients with functionality for cloud-based staff and discovery components. SymphonyWeb gives you web-based staff workflows available anywhere, on any device. This approach offers you the most functional cloud based solution in the industry by taking over 30 years of development and allowing you complete web device access for daily use. This strategy makes it possible for SirsiDynix customers to take advantage of both locally-installed staff clients and webscale browser-based staff clients simultaneously and supports whatever mix of staff client and web-based you choose to deploy throughout your organization. Our cost proposal for Placentia Library District includes 30 SymphonyWeb seats in the Optional section of the pricing.	
Automatic regular backups with no staff intervention	Required
SirsiDynix: Complies. For all our SaaS solutions, SirsiDynix staff perform daily backups of every application server using standard full and incremental backup strategy. Backups are performed in the following fashion: • When available, snapshot technology is used to provide quiescent point-in-time images of all filesystems. These snapshots are then used to backup data to highly reliable LTO5 tape media • Backup software clients are also used to ensure accuracy and restorability of all backups • Copies of backup media is picked up on a weekly basis and deposited at a secure vaulted storage facility and fresh media is then returned to our hosting location • A copy of full backups is retained on-site for 7 days to facilitate quicker restores Data is further protected in the following fashion: • All disk devices are fully mirrored across redundant controllers • All server systems have hot-swappable, hot-pluggable components and in-force service contracts with 4 hours or less response time SirsiDynix maintains cold standby hardware for recovery purposes to reduce the amount of downtime to customers while the original hardware is being serviced.	
Software regularly updated and upgraded with no impact on service	Required
SirsiDynix: Complies. SirsiDynix is responsible for the installation of all SirsiDynix software updates or upgrades at the server level. The library system administrator will be notified via official SirsiDynix communications of upcoming SirsiDynix software updates or upgrades. New staff clients are distributed with each major release of Symphony (typically on an annual basis) as well as with new patch clusters (approximately quarterly). The customer has the option of installing new versions and patch clusters or not, so the frequency of client updates is entirely up to the customer. The library system administrator and the SirsiDynix SaaS system administrator will coordinate the timeline for the software update or upgrade. This process is initiated by the customer submitting a Client Care ticket requesting an upgrade. The SirsiDynix SaaS Administrators will contact the customer and coordinate a mutually acceptable upgrade date and time. For client upgrades, the library system administrator can then decide timing of downloads to the staff	

workstations i.e. an individual staff member cannot proceed with a client upgrade on their own.

During Symphony upgrades the customer will not have access to Workflows or their online catalog (OPAC). The amount of time for these upgrades varies greatly due to customer size and current-to-upgrade release differences. On average the downtime is 4-6 hours.

Operating system maintenance plays a crucial role in service stability. OS maintenance is performed several times per year on an as-needed basis. If system maintenance is required, including installation of software patches, it is done during off-peak hours by SirsiDynix after notifying the affected customer systems administrators. Recovery servers will be used to provide services when OS maintenance requires more time than is allowed.

Development cycle that is responsive to known issues and enhancements	Required

SirsiDynix: Complies. SirsiDynix' development planning process focuses on several themes, many of which will influence roadmap decisions over the next 24 months. Governing themes include:

- enhancing the end user experience,
- promoting operational efficiency for our customers,
- ensuring that our products take advantage of relevant national and international standards,
- providing extensive interfacing methods via APIs, web services and standards to support our customers' need to extend the system to meet the needs of the local technical environment and community, and
- offering extensive business intelligence tools that allow library managers to plan for the future and evaluate outcomes of executed plans.

Over the next 24 months, one of our primary development goals is the expansion of the BLUEcloud Campus library services platform, including the delivery of web-based modules capable of performing all transactions that can be performed in the staff client.

SirsiDynix conducts formal annual roadmap planning along with semi-annual roadmap review so that adjustments can be made in response to rapidly emerging technologies, standards, customer enhancement requests and other needs identified in the library marketplace. The resulting roadmaps are then published on the SirsiDynix Customer Support portal available to all customers. Current roadmaps are available for review on the SirsiDynix Client Care website.

SirsiDynix uses the Pragmatic Marketing framework (an industry standard in technology product management) to identify new features, refine current program functionality, and prioritize their completion.

The design process incorporates requirements, functional specifications, and interface design. Product Managers and Engineers review the requirements and specifications, including use case scenarios that reflect both individual users and scaling assumptions, in order to provide technical design. As with the requirements and functional specifications, these are associated with the related documents in JIRA, our development tracking system. SirsiDynix also uses SharePoint to store design documents associated with the JIRA issues and takes advantage of Change Control tracking in both JIRA and SharePoint that indicates changes, timestamps, and staff responsible for changes. SirsiDynix uses Subversion for Code Management and takes advantage of change control and tracking in the CMS as well.

SirsiDynix follows the SCRUM development methodology, an iterative and incremental Agile software development framework for managing software development. SirsiDynix Development is divided into teams. Each team is typically made up of five developers, a Quality Assurance specialist (tester), a documentation specialist (technical writer), and a product specialist. As needed, additional members are brought in to consult or to add technical advice. A team lead monitors compliance with established processes and standards.

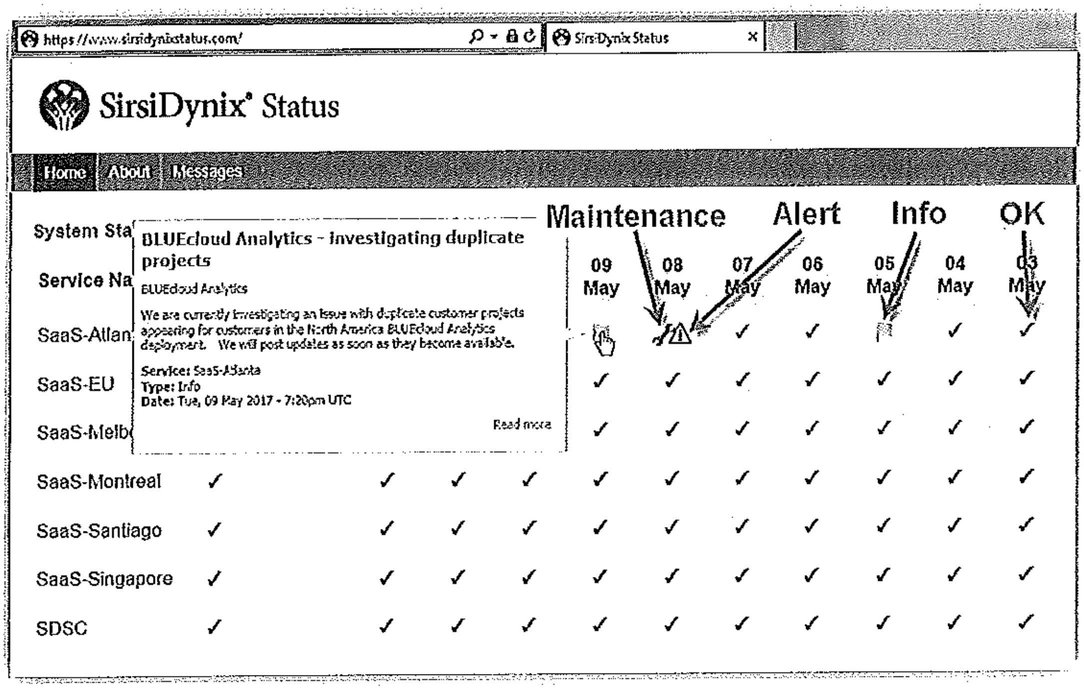
Development is divided into monthly sprints of work, with coding, testing, and documentation of features developed during each sprint. This approach allows us to quickly incorporate new ideas or fixes, and allows us to provide patch clusters for our products as frequently as every month if the situation warrants

it. Most products receive updates every 4 to 6 months. Major releases of SymphonyWeb occur approximately every 12 to 18 months. SirsiDynix relies on input from several independent users groups to monitor overall customer satisfaction and to solicit customer ideas and priorities for new development and product enhancements. User's Groups facilitate cooperation and information exchange between users of various SirsiDynix systems and serve as a united voice for the exchange of information and development ideas between product users and SirsiDynix. Customer enhancement forums based on modules and customer types exist on the SirsiDynix Client Care portal. Each enhancement forum is chaired by a customer moderator who formulates enhancement discussions into formal enhancement suggestions that are voted upon by the customers. A designated number of the top voted enhancement suggestions are sent to SirsiDynix for review prior to SirsiDynix roadmap planning. SirsiDynix considers these suggestions closely in our roadmap process and updates the forums with the enhancements that have been selected for a given release cycle. SirsiDynix divides the enhancement process up into functional categories, and attempts to select 1 or 2 enhancement requests from each category for the annual roadmap. Consortia have their own category. This means that consortia can vote on enhancement requests within each of the modules, and can also vote on consortia-specific requests. The way that individual sites vote and how votes count is up to the User Group, which also makes the decisions on how voting works. This is a joint decision made by the user group board. In order to ensure that customers using all of our key platforms have a voice in the enhancement process, enhancement forums are available for both ILS platforms and also for all non-ILS products. Enhancements are developed throughout the year based on an overall development plan organized around each year's major release. Enhancements are made available without further charge to all customers maintaining an annually renewable software support contract with SirsiDynix. In addition to the customer enhancement forums, enhancements are considered and developed based on: • SirsiDynix Strategic Partner Program, which involves customers directly in the SirsiDynix development process via review of product requirements, development in progress, and participation in pre-beta Community Technology Previews • Changes necessary to maintain compliance with evolving standards and protocols or take advantage of new ones; e.g., changes to existing standards such as MARC and Z39.50 are made as a matter of course, based on our monitoring of developments in these standards. Incorporation of new standards not yet in general use, e.g., emerging interlibrary loan standards, is normally scheduled to keep pace with final approval by the appropriate standards committees, and the availability of practical applications for the standards. • Developments based on new technology, as exemplified by our leadership in releasing clients that take advantage of the World Wide Web and the capabilities of new generations of PC workstations. • Developments suggested by potential clients, often in the form of RFP specifications, which are regularly reviewed to ensure that all ILS modules and clients deliver the features in which libraries are interested and remain competitive across the board We are proud of our responsiveness to our customers and welcome their input in the development process. We encourage customers to submit ideas for development.

Notice of software update provided minimum 24 hours in advance of an update	Required
SirsiDynix: Complies. SirsiDynix makes all efforts to notify customers of any Scheduled Maintenance at least 3 days in advance of the work. Often times the Customer will receive notification a week or more in advance.	

There will be situations where SirsiDynix is unable to deliver this advance notification and might notify the Customer <24 hours prior.

Customers may also visit https://www.sirsidynixstatus.com for current status and upcoming maintenance schedules. This site is useful if you ever experience service disruptions when accessing your SaaS hosted system, the SirsiDynix phone system, or the Customer Support Service Center (SDSC), and wish to check for status notifications.



SirsiDynix uses this portal to provide updates about any widespread issues as well as announce planned maintenance windows.

A green check indicates that this service is functioning properly. Other icons indicate alerts or other notifications. Clicking a notification icon displays details about that incident.

The SirsiDynix Status portal is hosted outside our system so it should be available even when our phones, websites and other services are not available. A login is not required to access this site.

Availability/usage of SIP2 connections	Required

SirsiDynix: Complies. Our solutions fully support SIP2 and our Cost Proposal includes 2 SIP2 connections.

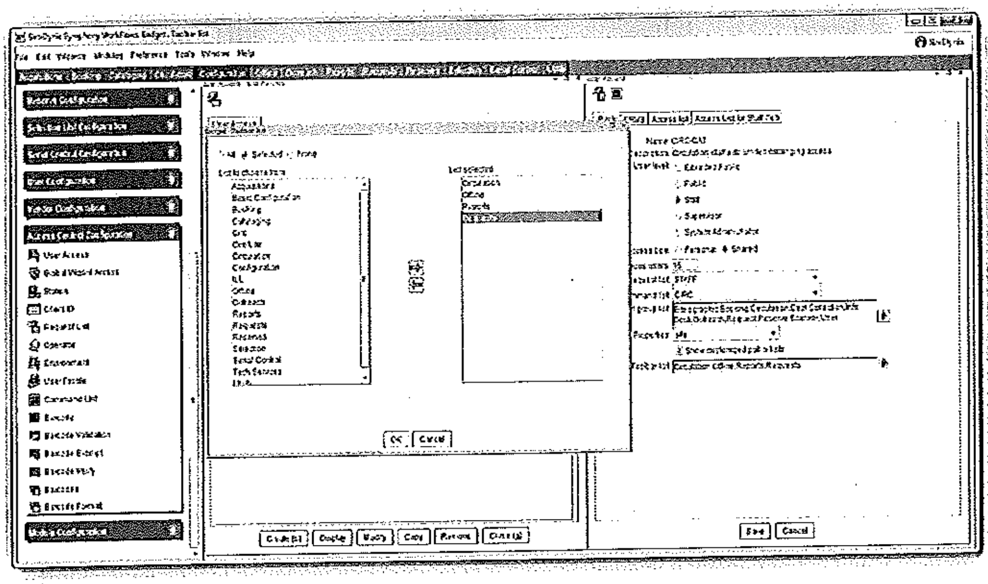
Granular security that can be applied to each user account	Required

SirsiDynix: Complies. Symphony staff permissions can be very granular. Symphony maintains separate accounts, privileges, roles, and access for each and every user in the system. This allows for as broad or as fine a level of control as the Library desires.

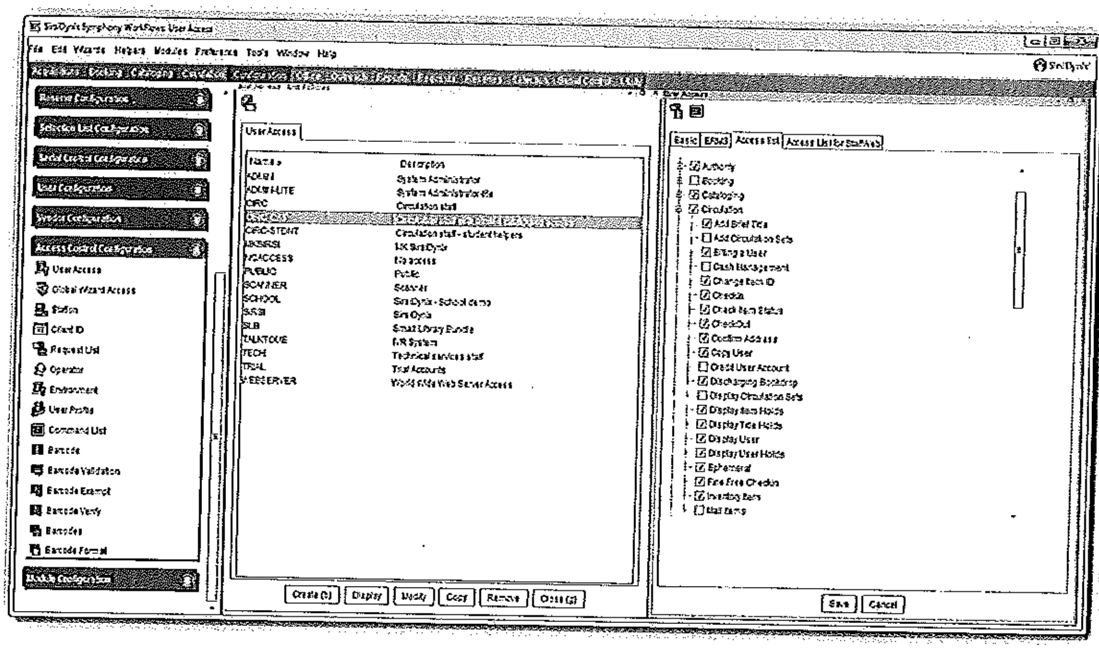
Users gain access to Symphony through the use of a User Record. User Records contain a User's Name, location information, USER ID, USER ALT ID, their PIN (Personal Identification Number) and their User Access profile. When using any SirsiDynix client, users identify themselves for authentication by supplying their USER ID or USER ALT ID and their PIN or in cases in which external authentication occurs, their WebAuthID.

Once a user is authenticated, his or her User Access profile defines the system functions he or she can access. Each User Record in the system is assigned a User Profile that defines the complete set of system functions available to that user. Functions are broken down into actions (query/display, update, create, remove, duplicate, etc.) by database object (bib record, volume record, copy record, order record, fund record, etc.). Security configurations allow the building of a matrix that defines the combination of actions and associated objects that a user is authorized for use.

An administrator can establish access permissions for staff operators using user profile policies. The Library can control a staff operator's access to modules, wizards/commands within modules (create, edit, delete), and to groups of reports.



The User Access screen has multiple tabs where rights and permissions are assigned. On the Basic tab, above, you can define the specific toolbars staff with this user profile can access.



Access is configured with screen-by-screen granularity separated into toolbar-based functional areas.

Customer information and backups remain in the United States	Required

SirsiDynix: Complies. SirsiDynix SaaS facilities for the United States are located in Atlanta, Georgia. All backups are kept in an Iron Mountain storage facility near Atlanta.

Ability to customize the staff interface	Required

SirsiDynix: Complies. Symphony is a highly user-configurable system that can be adapted to the policies and procedures of any library without programming. Powerful management tools included with every system installation allow great flexibility in implementing individual library policies and maintaining security. Symphony wizards' properties enable library managers to establish system-wide properties that define their Symphony system's look and feel.

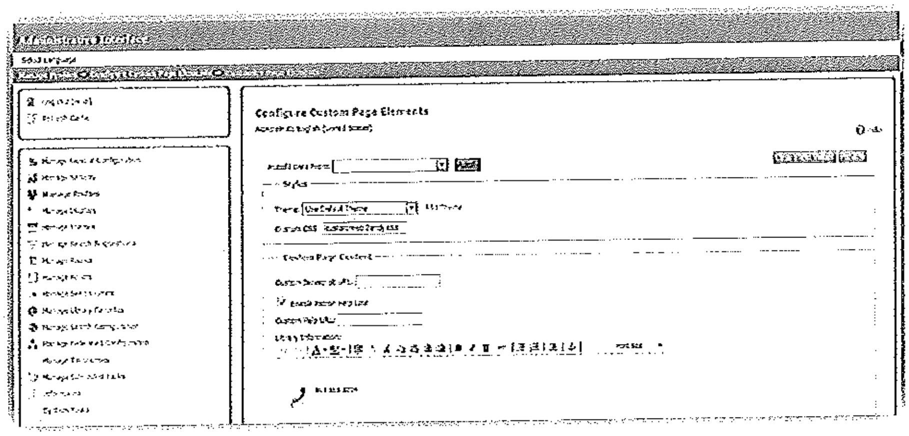
At the same time, desktop properties enable individual staff to set their own personal properties on their own PCs to accommodate session default values and personal comfort preferences. This capability includes colors, fonts, displays, toolbar choices, button graphics, and toolbar/menu bar layout and orientation. Clients can customize screen labels. With API training, clients can also learn to customize other display elements.

Ability to customize the public interface	Required

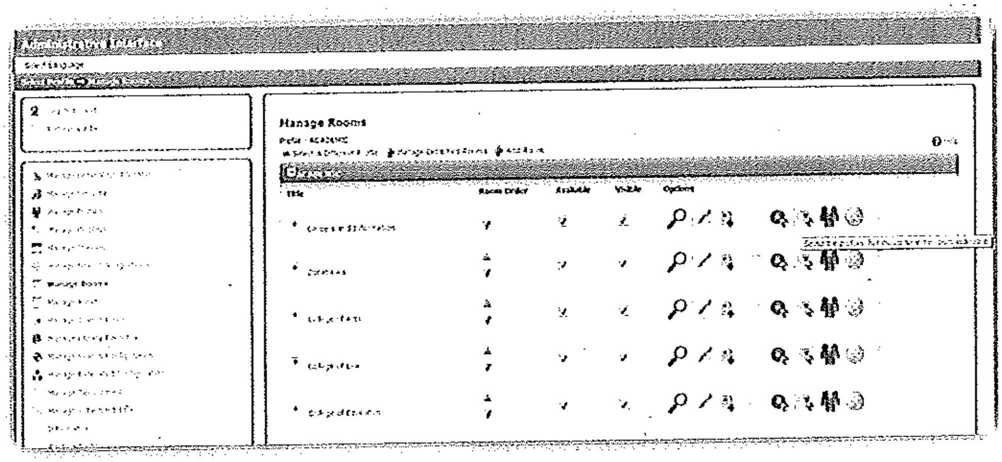
SirsiDynix: Complies. Libraries configure and manage all Enterprise features using the Enterprise Administration tool. To create and manage custom pages using the built-in content management system, libraries use the "Manage Rooms" tool.

With the Manage Rooms function, you can:

- Choose from several delivered themes or apply your own CSS.

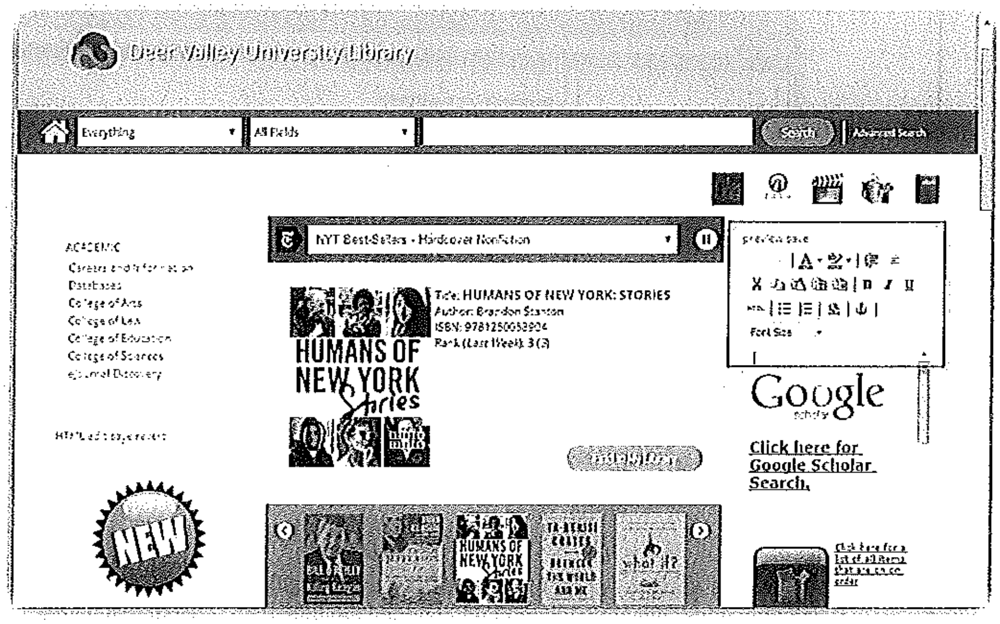


- Create rooms of any layout, including single column, two columns, three columns, no content, middle and right columns, etc.
- Add book list "carousels" to any custom page.
- Add browse displays of digital assets (from SirsiDynix Portfolio) to any room.
- Manage custom page access for any profile. For instance, at an academic library, some custom pages may target faculty, and you could make them unavailable for student profiles.



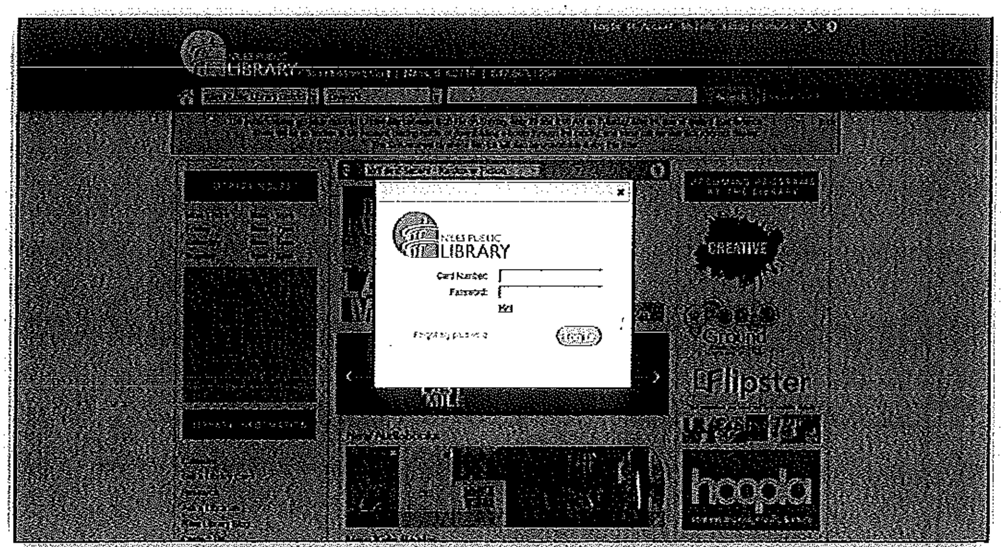
Use the WYSIWYG editor to create and manage content:

- Cut and paste content from any source—preserving layout if desired
- Use the easy toolbar to modify text, layout, images, videos, links, etc.
- Preview content without exiting the editor
- Undo unwanted changes
- Use the HTML source editor to work directly with HTML code



Editing tools are offered intuitively.

- The patron login box can include your library logo, which you can easily add and adjust in the Enterprise Admin:



Enterprise is <u>your</u> library's system. Your branding is deeply integrated; ours is virtually non-existent.

Security measures are included to minimize chance of fraudulent activity or access	Required
SirsiDynix: Complies SirsiDynix's SaaS solution is officially certified for compliance with the ISO 27001	

security standard. SirsiDynix is now one of the only vendors in the industry to become certified to this rigorous standard. Published by the International Organization for Standardization (ISO), the ISO 27001 standard is used by many governments worldwide to indicate that security is properly implemented throughout an organization. Compliance with ISO 27001 ensures that senior management is aware of security and involved with assessing risks, and that the organization continuously improves its information security management system (ISMS).

SirsiDynix bases its security program around the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 standard.

With SaaS, SirsiDynix is extremely proud of the security it offers SaaS hosted customers. And we welcome opportunities to demonstrate that security through appropriate audits and certifications. To meet privacy and personal information protection requirements, SirsiDynix does not allow customers' or customers' end users' data to be altered, removed, or extracted from approved systems, including via actions performed by SirsiDynix support personnel.

Response to Migration, Support & Training

Migration, Support & Training	
Complete migration of patron, bibliographic and item data from SirsiDynix Horizon ILS	Required

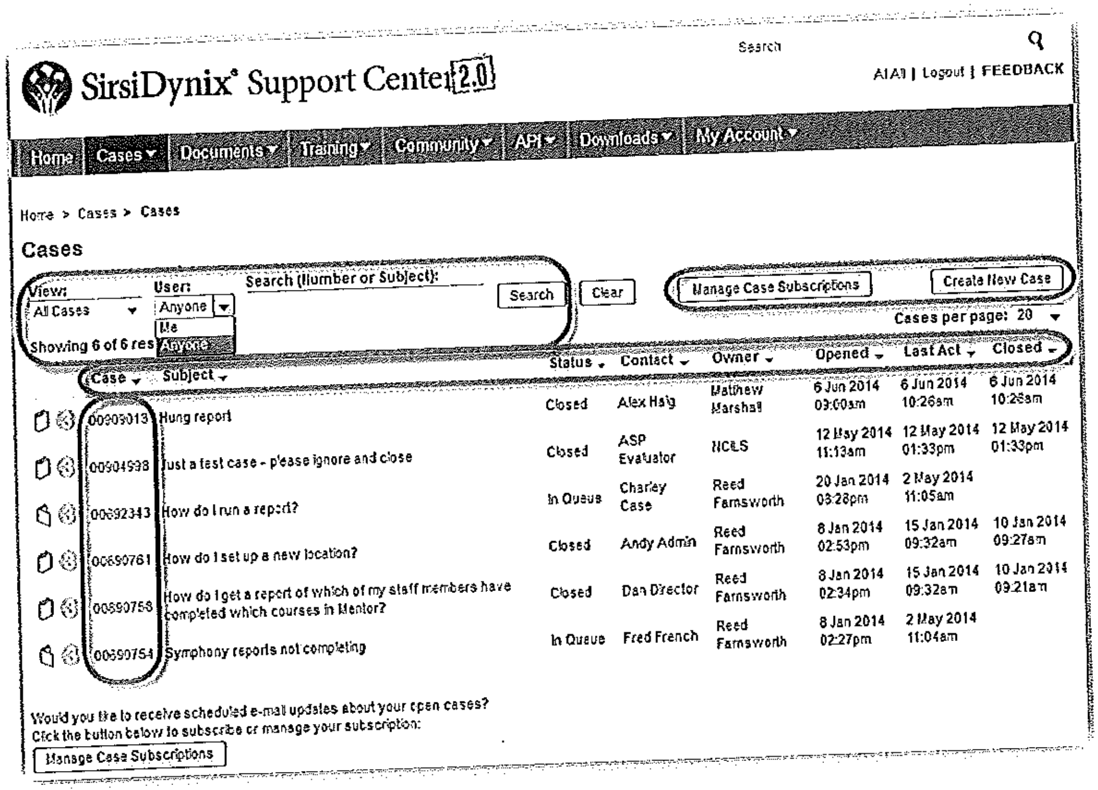
SirsiDynix: Complies. One of the advantages we offer Placentia is our familiarity with the Horizon ILS. We have included pricing for you to remain using Horizon, which would mean minimal efforts to extract your Horizon data. We are also able to fully migrate your patron, bibliographic and item data from Horizon to Symphony.

SirsiDynix has migration programs in place to transfer the following data from libraries converting from an existing library automation system:

Bibliographic records (MARC and non-MARC)	Most common data migrated
Item information	Most important data to extract because it is also the most time-consuming data to recreate
MARC holdings data for serials control	May be a separate record or embedded in the bibliographic records
MARC Authority records	Used by Symphony to generate see and see also references and validate new headings.
Patron records	All data can migrate, as Symphony is capable of defining any number of custom fields to accommodate all data in the existing system.
Serial management records (optional)	Serial control and checkins and holdings data
Acquisition management records (optional)	Funds, vendors, and open orders (as a rule we do not migrate closed acquisitions data)
Circulation transactions	Financial transactions, holds, and checkouts
OutReach data (optional)	Reading interests, delivery schedules, routes, etc. kept for homebound patrons
Community Resource records (optional)	Organizations, newspaper files, events files
Digital archive images (optional)	Images of rare documents, historical journals, and paintings

Documentation is provided in one place and is keyword accessible	Required

SirsiDynix: Complies. SirsiDynix provides thorough electronic documentation for Symphony, for use on multiple workstations throughout your library. A complete system of help screens, indexed and with hypertext links and examples, is accessible from the Symphony interface. Once staff select help,

context-sensitive help documentation is presented that can be searched via keyword.	
Data migrated in a secure fashion, using industry standard encryption	Required
SirsiDynix: Partially Complies. SirsiDynix has the ability to use secure ftp while transferring any files from one server to another. When the library requests a secure transfer after they export their data from their current ILS system, SirsiDynix will supply the library with a sftp login and password. After receiving the data SirsiDynix staff will transfer the files to the library's new ILS system via ssh (secure shell copy) or sftp (Secure file transfer protocol).	
Regular updates on open tickets are provided to ticket creator	Required
SirsiDynix: Complies. Through the SirsiDynix Support Center, authorized customers can see the status and history of the incidents (cases) they've opened. Individual access levels can be set to limit viewing to just cases created by that individual or all cases for that institution. Summary data on Open and Closed cases appear as shown here:  Users can select which cases to list, sort cases by clicking on column headings, view and edit details of the case, create new cases, and subscribe to summary emails of open cases. Clicking the Case number link takes users to a View Case screen where they can view details and make changes to the case, add comments and attachments, and close or clone the case:	

View Case

[<< Return to Case List] [Edit Case] [Add Comment] [Attach File] [Close Case] [Create Clone]

Case Number:	00592343
Contact:	Charley Case - (801) 223-5200 - ccase@sdsctest.com
Owner:	Reed Farnsworth - (800) 288-8020 X5483
Account ID:	SDSC Test Account
Reason:	Procedural/Training
Status:	In Queue
Origin:	Web
Priority:	3 - General
Subject:	How do I run a report?
Description:	I need to run a report, and I've never done it before. How do I do it?
Product:	Symphony
Version:	3.4.1
Category:	Reports
Subcategory:	Custom
Client:	eLibrary
Environment:	
Team Ownership:	
Created:	20 Jan 2014 08:28pm
Closed Date:	
Resolution Details:	

Known Issues (JIRAs):

ID	Summary	Version	Fix Version	Component	Status	Resolution	Created	Updated

Linked Articles:

Article Number	Title	Type	Created Date	Linked Date
125505	API: SirsiDynix Symphony 3.4.1 3 API Training Workbook	Documentation	1 Jan 2014	22 Jan 2014
125504	Symphony 3.4.1 Service Pack 3 WorkFlows Java Client Online Help Files	Documentation	1 Jan 2014	22 Jan 2014
125503	SirsiDynix Product Roadmap - Updated 11 July 2014	Documentation	1 Jan 2014	20 Jan 2014

Comments:

Date	Commenter	Comment
15 Apr 2014 01:11pm	Al All	I've never done this before, so please explain things in great detail.

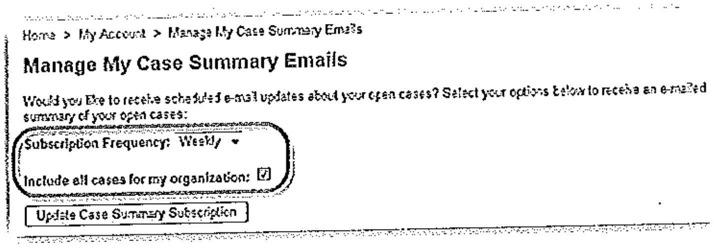
E-mails:

From	Subject	Body	Date	File	Status
Reed Farnsworth	How to run a report [ref_00D70Gtgm._500707GOAR:ref]	p{margin-top:0px; margin-bottom:0px;}Charley, Which report(s) do you want to run?Reed— REED J. FARNSWORTH | Knowledge Base Analyst | SirsiDynix P: 801.223.5483 or 800... Read More	15 Apr 2014 01:25pm		Sent

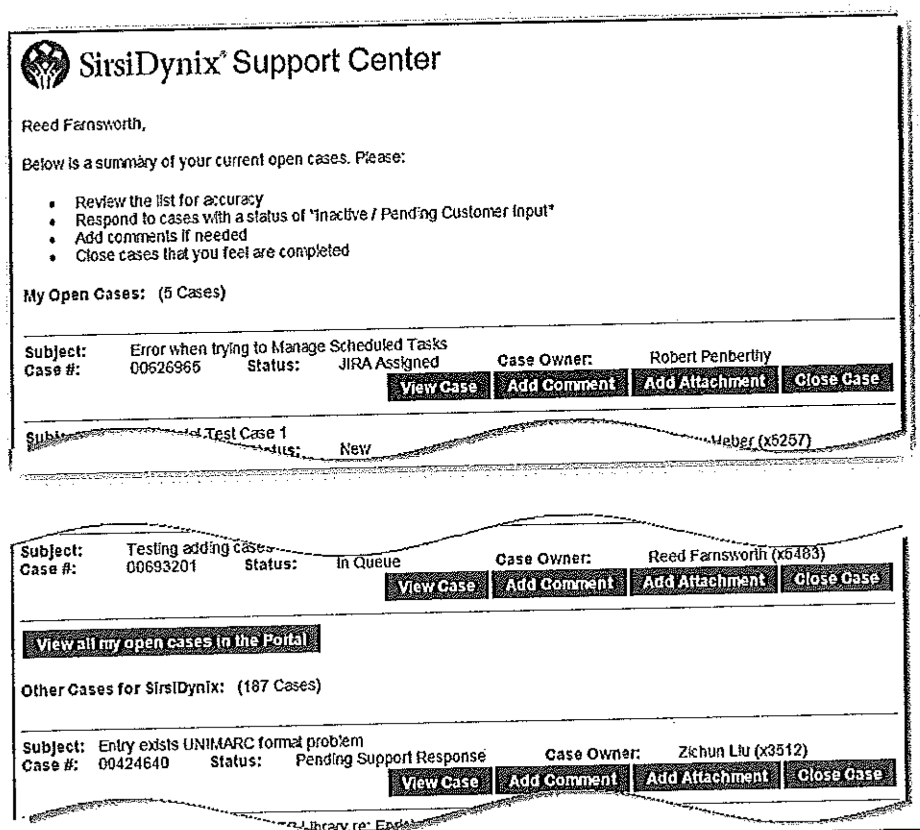
Attachments:

Date	Attached By	Filename	Size
15 Apr 2014 01:49pm	Reed Farnsworth	SirsiDynix Letterhead Template (Standard)_0.docx	62 KB

Using the Manage My Case Summary E-mails, users can elect to receive email notifications about all open cases on a daily, weekly, or monthly basis, and choose whether to see only their own cases or all cases for their institution:



These summary emails include hypertext links back to the cases so users can quickly and easily view, update, or close the cases listed:



Case #: 00697476 Status: ... Case Owner: ...

View Case | Add Comment | Add Attachment | Close Case

Subject: itemxinfo fileds searched in Cataloging
Case #: 00698625 Status: Solution Proposed Case Owner: Alex Haig

View Case | Add Comment | Add Attachment | Close Case

View all open cases for SirsiDynix in the Portal

Thank you,
SirsiDynix Customer Support
800.284.3969
https://support.sirsidynix.com

==
Manage e-mail subscriptions:
https://support.sirsidynix.com/cases/summary
If you are unable to access the support portal please call our toll free number: 800.284.3969
==

Escalation process is provided for unresolved issues	Required

SirsiDynix: Complies. Our goal when taking a problem report is to resolve the issue during the initial call wherever possible. Incidents that are not resolved on the initial call and/or incident, or are received by other means are prioritized based on the impact that the problem is having on your library's operations. Critical (Priority 1) issues are responded to immediately and worked continuously until they are resolved, 100% of the time.

While we make every effort to respond and communicate with our customers in a timely way to each case, there are occasions when a customer may need to escalate an issue. This could be simply because you have not heard anything for a period of time or because you are not happy with the response you have been given.

- Step 1: The initial point of escalation is the owner of the case. You do this by sending an email containing the case reference number, or by adding a comment directly in the Support Portal. Both of these options will cause an email to be sent to the owner of the case and add the details to the case.
- Step 2: If you feel the need to escalate a matter further, you can contact the appropriate support manager or supervisor.
- Step 3 – If you are still not happy with the response then the next escalation is to the Director level.

You may also escalate an issue to your Library Relations Manager (LRM) at any point.

A document listing contact info for Support management (managers, supervisors, the Director, Vice President, and even the CEO of the company) is available to customers on our Customer Support site. We want to know if a customer's issue is not being resolved in a timely and appropriate manner.

Below is an overview of the priority levels and associated targeted response times to acknowledge the incident and to begin the resolution.

Priority Level	Description	Target Incident Acknowledgement Response Time	Target Time to Begin Resolution
Priority 1	SirsiDynix Software is completely inoperable, online catalog is unavailable, or there is a critical impact to business processes. No work around is available.	1 hour (as long as you report the problem using the support telephone number).	Within 1 hour.

SirsiDynix®

Quote 90178 for:

Anaheim Public Library

Data Extraction for Placentia Library

Prepared by:
Larry Menlove
Inside Account Consultant, West Region
SirsiDynix

Quote Date: April 10, 2017

Quote Valid Until: July 9, 2017

Quote Information

* Custom Services

INPUT FROM CUSTOMER:
Library needs to have data removed from a library that left their consortium. The library will provide the location codes for the site(s) that need to be removed.
SPECIFICATIONS:
Data will be removed with a combination of SQL scripts and Data Services utilities. The client does not need to be down during the data removal. The library may need to work with Data Services on how to handle any cross-referenced data between leaving and remaining libraries.
LIMITS:
1. SirsiDynix will perform the work described above only once in the production environment.
2. SirsiDynix is not writing a custom report to do this work, therefore the customer will not be able to execute this work themselves on an ongoing basis.
3. Work will ONLY be done after a customer has a verified full system backup.

Purchase Details

All prices are in U.S. dollars ($) and are exclusive of taxes unless otherwise noted.

Component	Year 1	Estimated Year 2
Other Services	8,600	-
Total	8,600	0

Customer's usage is subject to limitations that can be found in the Terms and Conditions section at the end of the Quote.
The above price increase cap covers all Customer's active Products. However, SirsiDynix reserves the right to adjust Initial Term pricing for Third Party/integrated products/services if a Third Party vendor increases pricing for Third Party/integrated products/services by more than 10% in a given calendar year.
Any applicable discount shall be applied on final payment. Any and all pre-printed terms and conditions on Customer's Purchase Order(s) submitted to SirsiDynix are hereby rejected and shall be superseded by the current Master Agreement, unless such additional terms are statutorily required of the Customer..
This Purchase Details section may not include pre-existing obligations for ongoing Products not listed in the Quote.

SirsiDynix®

Terms and Conditions

Other Terms

Customer's data must be provided to SirsiDynix in a format approved by SirsiDynix or additional data conversion/migration charges will apply. De-duping is the Customer's responsibility, unless stated otherwise in writing.

SirsiDynix Professional Services performed by way of remote network access require ssh (Unix/Linux), Remote Desktop (Windows) or unattended Logmein Rescue (Windows) access for the duration of the project. The library may limit connectivity to the SirsiDynix Corporate IP address or implement a Cisco AnyConnect VPN tunnel. Other remote connectivity options may incur additional fees, onsite travel fees or void the ability of SirsiDynix to perform the project. A full description can be found in the Access Requirement for Support Guide on our customer support website.

Customer shall not integrate products offered by third parties into Software, Subscriptions or Subscription Software without additional license from SirsiDynix.

SirsiDynix shall have the right to aggregate and retain non-personally identifiable data.

Payment Terms

Services/Training

- 50% due upon completion of first data test load, where a test load is part of the services
- 100% of the remainder due upon completion of services/training

**Fees and Payment Terms which do not reflect the services and/or products purchased by the Customer are non-applicable.

Any reference to license metrics and/or licensed amounts included in this quote shall be applicable only to the Products and/or services mentioned in this quote. This document and any software or professional services associated with this document are hereby fully incorporated into the current Agreement executed between SirsiDynix and Customer. If there is no current agreement between the parties, the terms and conditions of the current SirsiDynix Master Software License and Services Agreement shall be deemed the controlling Agreement between the parties, a copy of which shall be furnished upon Customer's request. Any and all pre-printed terms and conditions on Customer's Purchase Order(s) submitted to SirsiDynix are hereby rejected and shall be superseded by the current Agreement, unless such additional terms are statutorily required of the Customer. In the event of a conflict, the terms, payment terms, discounts, product lists and/or statement of work contained within this document shall take precedence over the current Agreement between the parties. In the event Customer desires or requires updated terms and conditions for the continuing business relationship with SirsiDynix, please contact your regional Sales Representative.

Terms and Conditions

Customer Signature:

Anaheim Public Library

By: ______________________________
(Authorized Signature)

Name: ______________________________
(Printed)

Job Title: ______________________________

Date: ______________________________

Billing Address:
Anaheim Public Library
500 West Broadway
Anaheim
California 92805
United States

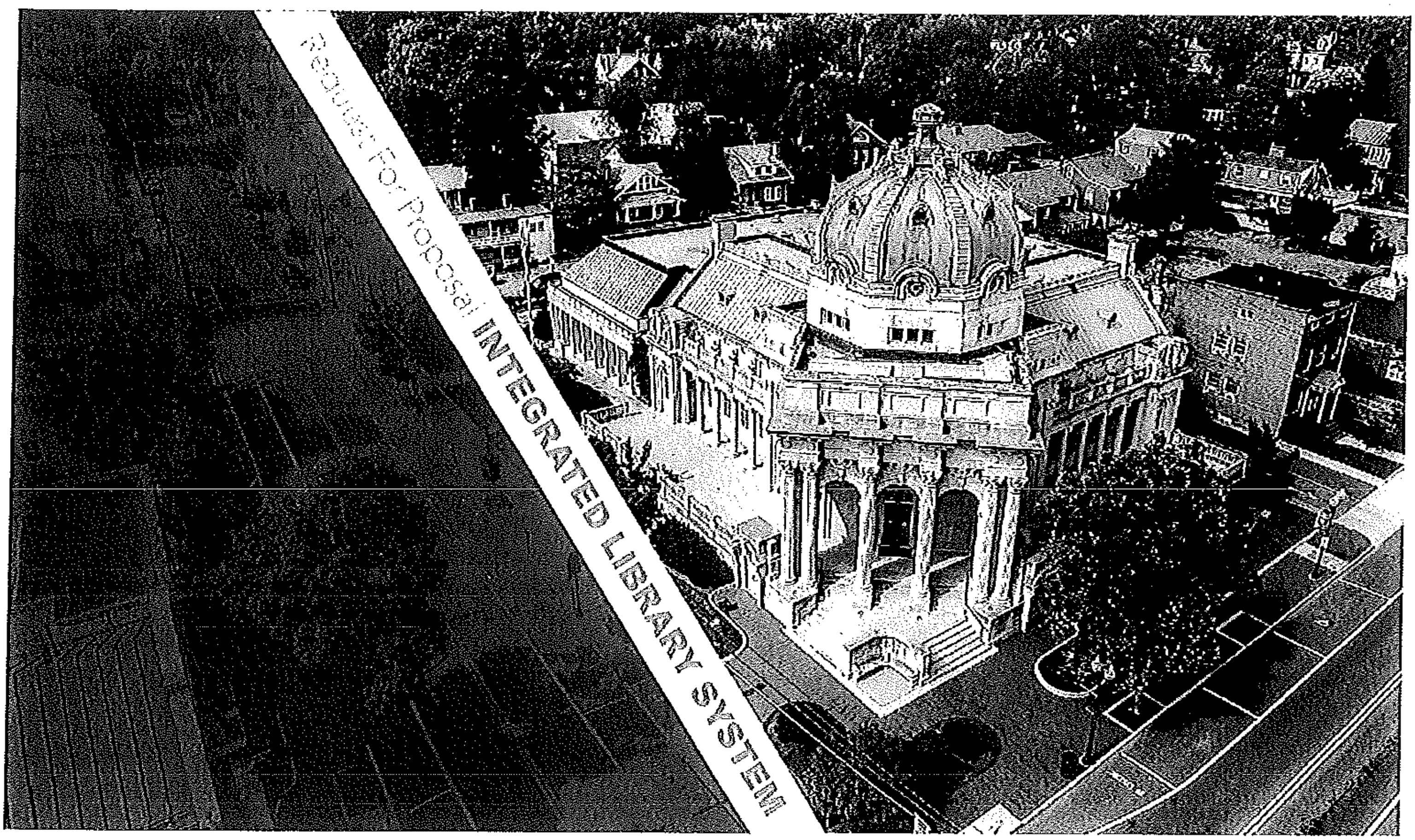
This quote is hereby fully incorporated into the Master Agreement

SirsiDynix®

Request for Proposal

Placentia Library District

Integrated Library System



Pictured: Handley Regional Library, using Library•Solution® since 2001

Submitted by:

The Library Corporation
Research Park
Inwood, WV USA 25428
Federal Identification No.: 52-1043428
Toll-Free: 800.325.7759 Fax: 304.229.0295

Contents

Cover Letter

April 29, 2019

Jon Legree
Technology Manager
Placentia Library District
411 E. Chapman Avenue
Placentia, CA 92870

Dear Michael Barbour:

The Library Corporation (TLC) is pleased to respond to this RFP for Placentia Library District. We are proposing to deliver a dynamic, interactive and collaborative next-generation library automation system to Placentia Library District called Library•**Solution.**

TLC has been providing reliable library automation and data services for more than 40 years to libraries just like yours. We provide best-in-class services to assist our clients in achieving their automation needs and help them focus their attention on where it truly matters: their patrons. We are unique in that we are one of the only remaining privately held corporations in today's ILS vendor market. TLC takes pride in this fact because we operate and continue to grow in a very mature marketplace that is constantly in a state of change due to acquisitions and mergers. We're able to provide unparalleled customer support that is among the best in the industry for many reasons, such as having real people answering the telephone and not relying on outsourced call centers.

At TLC, we go beyond basic services and are committed to the bigger picture. We make it a priority to work closely with each client to understand your mission, vision, strategy, and goals for your library. More importantly, our system design and interfaces will assure you of TLC's ability to best fulfill your needs in the future as technology continues to evolve and your library continues to grow.

Take, for instance, TLC's LS2 Cataloging. Our customers spoke and we listened. LS2 Cataloging presents libraries with a new set of intuitive tools for bibliographic editing and copy management, all scaled for a range of expertise and expectations. Our cataloging application supports both centralized and site-based cataloging workflows and provides the tools that allow untrained catalogers to quickly and easily produce content rich and robust MARC records while providing data integrity.

We would love to work with your team to further demonstrate TLC's ability to meet your library's current needs and build long-standing relationships to support your future needs. Because although technologies change and your needs continue to grow, TLC knows that a great partnership between vendor and library is not based on technology, rather it is based on service!

Sincerely,

Kelley Loftis

Kelley Loftis, Sales Representative, kloftis@tlcdelivers.com
P: 800.325.7759 F: 304.229.0295
The Library Corporation
Research Park, Inwood, WV 25428

References

Reference One

Client name: Corvallis-Benton County Public Library
Client Project Manager: Annie Kirkland
Address: 645 NW Monroe Avenue, Corvallis, OR 97330
Telephone number: (541) 766-6960
Email address: shaun.hearn@corvallisoregon.gov

Reference Two

Client name: Orcas Island Public Library
Client Project Manager: Annie Kirkland
Address: 500 Rose St Eastsound WA 98245
Telephone number: 360.376.4985
Email address: pheikkinen@orcaslibrary.org

Reference Three

Client name: Santa Ana Public Library
Client Project Manager: Annie Kirkland
Address: 26 Civic Center Plaza Santa Ana CA 92705
Telephone number: (714) 647-5259
Email address: inguyen@santa-ana.org

"Other systems we looked into were too complex. We like the fact that TLC is Web based, which is great for our smaller libraries who, for the most part, are staffed by non-technical people. The ease of use is fabulous...very clean & manageable."

- Barb Shultz, *Fort Dodge Public Library*

OPAC

Intuitive functionality for patrons

TLC is keeping pace with all the functionality a modern library will need, but more importantly, we are spending much of our time designing the interface to work where libraries will need them to work in the future. Library•**Solution**'s suite of web-based interfaces are built for mobile technology, including iOS and Android smartphones or tablets. Library•**Solution** is built using Responsive Web Design (RWD), which allows the interface to automatically scale to accommodate display sizes ranging from smartphones and tablets to large high-definition monitors, which means your staff and patrons get the same full catalog experience on mobile devices, as they do on a full-size laptop or desktop computer. This makes for optimum use of screen real estate regardless of screen resolution or device (PC, MAC, tablet, iPad, Smart Phone etc.). TLC employs User Experience (UX) and User Interface (UI) experts, to ensure the design is intuitive, familiar and easy to use, for all users across all platforms.

Ability for patrons and staff to create and share lists

Patrons and staff have the ability to create, name, save, and modify multiple lists based on their search results when logged into LS2 PAC. Saved search parameters can be re-initiated at a later time. Lists are maintained until deleted by the patron. Patrons have the ability to share via email, get RSS link, or print saved lists of records. Patrons can select the entire list or selected items from the list. If the patron exports their list via RSS, the system will provide automated updates of what is new since the last search.

Search includes keyword, browsing and advanced searching

In addition to Keyword, Browse, and Advanced Boolean searches, patrons can use search shortcuts to limit by Author, Note, Subject, Series, Title, Tag, ISBN, UPC and Record Number. Results can be sorted using faceted browse features. Facets available include Format, Author, News Feed, Series, Collection, Contributor Role (RDA), Form of Content (RDA), Music Characteristics (RDA), Media Characteristics (RDA), Borrower Rating, Publication Year, Subject, Primary Audience, Genre, and Language.

LS2 PAC Search returns 12 results per page. Each result contains the Title, Author, Number of Copies, Availability, Year of Publication, Format, Borrower Tags, "Place Hold" button, "Add to List" button, Shelf Location, Star Rating, Series, Reading Level, a checkbox for batch adding items to a list, and Cover Art. Borrowers can sort results by:

- Relevance – Default, Google-like algorithm, not keyword: boosting if term found in title, author, or subject field (borrower tagging and reviews also considered)
- Newly Added – Based on the most recently added titles Note: Newly Added is determined by the date added to your library's database via LS2 Cataloging and can be different from the publication date
- Publication Date – when the item was published, newest to oldest
- Borrower Rating – borrower rating listed from the highest rating to lowest rating
- Author – author's last name in alpha order
- Title – listed in alpha order. Any titles starting with a number are listed first.
- Local Call # - sorted in numerical order. The local call # will help you locate the book on the shelf.

LS2 PAC also has a "Virtual Shelf" feature that will display the book jacket of the item currently opened in Details in the middle of the display and also displays book jackets of items 'on the shelf' before and after the selected title.

Display enhanced content: cover art, reviews, read-a-likes, etc.

TLC has a direct relationship with Syndetic Solutions for enhanced PAC content such as cover art and enrichment. Included in the cost proposal, TLC's Subscription Services for OPAC Enrichment allows you to enrich your OPAC with a subscription to enhanced content. A search of the catalog simultaneously searches TLC's server and integrates content into your OPAC results. Additionally, LS2 PAC integrates with NoveList, NoveList Plus and GoodReads, to provide crowd-sourced reviews and make suggestions for related items. TLC OPAC interfaces also allow for patron and editorial reviews of all materials, in the both LS2 PAC and LS2 Kids. Patrons also have the option to rate materials without leaving a review. Reviews can be set to automatically go to library staff for approval or display immediately. Once approved, reviews are sorted so that the most recent review appears first.

Premium Content Package

- Book Jacket Images: 1,300,000 book cover images and 35,000 Video/DVD covers, with more than 11,000 new covers added weekly.
- Book Reviews: 540,000 book reviews from Library Journal, School Library Journal, Publishers Weekly, Booklist, and others. Review archives date back to 1985.
- Tables of Contents (TOCs): 600,000 TOCs from a wide variety of publications, including trade, small press, and scholarly publications. Spanish language titles are included. More than 80,000 new TOCs are added each year.
- Fiction and Biography Profiles: 92,000 fiction, short story collections, and biography profiles, with over 10,000 new books reviewed annually. The profiles contain a broad range of headings for each title. Fiction profiles contain genre and sub-genre, major and ancillary topics within the plot, main characters and their distinguishing attributes, and more. Biography profiles contain background, occupation, achievements, and more.
- Summaries and Annotations: 1,800,000 summaries and annotations for fiction and non-fiction, including trade and scholarly titles.
- Author Notes: 146,000 author notes from book jackets or publishers

Limit searches by Lexile and Accelerated Reader

Your catalog will always be up to date with the most current reading level data while reducing your cataloging time. TLC's Reading Level Integration is a powerful service that pulls data directly from Lexile and Accelerated Reader vendors by ISBN for display in LS2 Kids, LS2 PAC, and LS2 Staff. TLC's Reading Level Integration enables users to search by individual reading levels, or specify a range to see information in their search results.

Display Lexile and Accelerated Reader data on bibliographic records

Lexile and Accelerated Reader data will display.

Integration with OverDrive, including real-time updates of inventory

eIntegration for Borrower Services allows borrowers to view their account information and check out, download or place holds on digital items from OverDrive™ and Baker & Taylor Axis 360 eResources, without leaving the familiar environment of your library's catalog. Libraries with Overdrive integration only need to log in once to access and download titles from Overdrive.

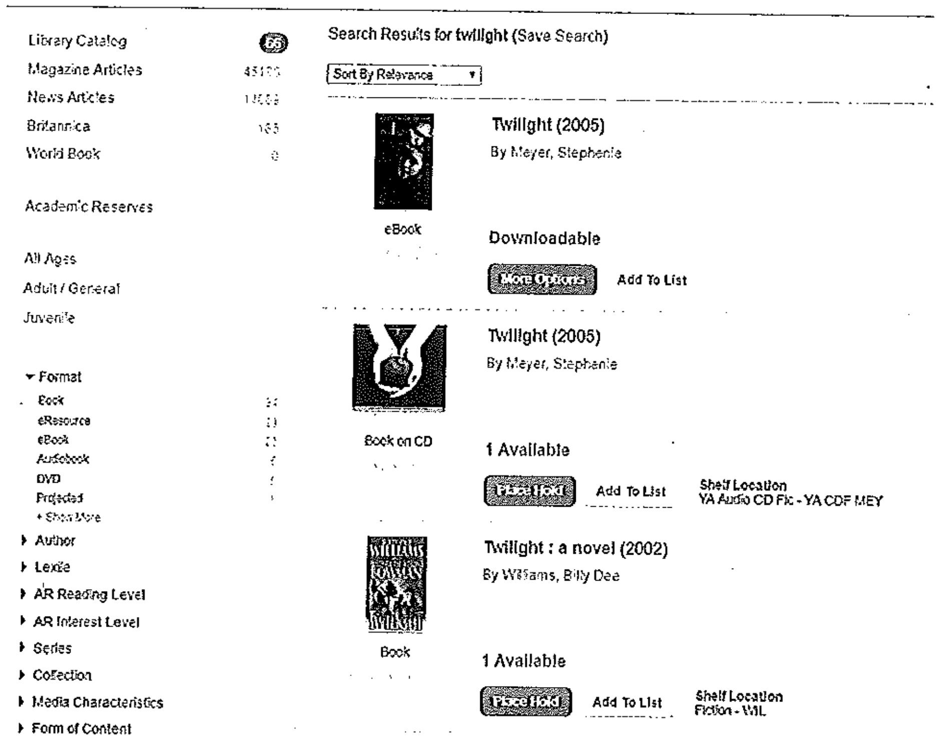
Library•**Solution** includes Real-time, live inventory. Real-Time Inventory (RTI) allows you to inventory an individual collection or the entire collection, at your own pace. RTI is an easy-to-use interface that marks the inventoried date in each item's record as you scan. Inventory can be conducted by one staff member or many, at the same time, to save time. While scanning items, you can also address exceptions in real-time, i.e. checking in items that were marked lost or missing and being alerted to misshelved items. Since RTI is web-based, inventory can be conducted on any device with an internet connection (smartphone, tablet, etc.) and no app is required.

Integrated, intuitive online fine payment solution or ability to integrate with third party vendor

Library•**Solution** accepts payments made in cash, credit/debit, and check, from within LS2 Staff. Patrons also have the option of making online payments via debit/credit cards or a bank account, via the eCommerce interface (optional). TLC's e•**Commerce**, designed for the Library•Solution integrated library system, works with Authorize.Net, a national payment firm founded in 1996, that accepts all major debit and credit cards – Visa, MasterCard, American Express, Discover, and more. When a library settles a debt via e•**Commerce**, Authorize.Net e-mails a payment receipt and clears any blocks or restrictions that may have been placed on a patron's library account. Authorize.Net safeguards user accounts in a secure data center, so libraries that utilize e•**Commerce** are not responsible for storing patrons' sensitive financial information. Any payments received through e•**Commerce** are automatically deposited into a library's bank account, typically within two business days.

Clear location & availability on results screen

Yes, see example below.



Customization of heading and other wording throughout the catalog

TLC complies

Ability to design & display customized library material carousels

Library staff can selectively display bibliographic records by publishing lists and saved searches to your LS2 PAC landing page carousel, including new books, most popular titles, etc. Libraries can also utilize the "carousel" to highlight collections, display new additions to the catalog, and/or feature items of specific interest "of the moment." The library can display up to 5 lists at one time.

History of checked out items capability in "My Account" including digital usage

Library•**Solution** includes options for retaining previous patron information on specific types of materials. This allows for displaying in LS2 Staff the patrons who previously checked out an item and the dates of previous circulation activity. The ability to view the checkout history of an item is security controlled. Per library policy, the system can display an item's check-out history of up to the last 2 patrons. Permission to view or configure Loan History is granted to individual staff groups. Individual patrons can opt in or out of this feature.

Ability to readily display new materials

Library staff can selectively display bibliographic records by publishing lists and saved searches to your LS2 PAC landing page carousel, including new books, most popular titles, etc. Libraries can also utilize the "carousel" to highlight collections, display new additions to the catalog, and/or feature items of specific interest "of the moment." The library can display up to 5 lists at one time.

Smart searching, including "Did you mean?"

LS2 PAC will display a "Did you mean" helper if a basic keyword search returns no hits, showing suggestions based on data cataloged in the collection. Our OPAC combines information about the patron search with other patron's similar searches and the Library's collection. We can then create relevancy and "did you mean" results based on this information. The more an item is searched, the higher the relevancy in search results.

Responsive mobile website design

Library•**Solution**'s suite of web-based interfaces are built for mobile technology, including iOS and Android smartphones or tablets, using Responsive Web Design (RWD). There is no app is needed by staff or patrons, for a full function, mobile experience. Because of this, Library•**Solution** interfaces automatically scale to accommodate display sizes ranging from smartphones and small handheld tablets, to large high-definition monitors, which means your staff and patrons get the same full catalog experience on an Apple or Android-based mobile device, as they do on a full-size laptop or desktop computer. This makes for optimum use of screen real estate regardless of display size or device (PC, MAC, tablet, iPad, Smart Phone).

Ability to search and filter by level of material, relevance, availability, format, location

Patrons can 'drill down' in search results using the facets which appear on the left side of the results screen. Facets available include Location, Format, New Titles, Author, News Feed, Digital Content, Series, Collection, Contributor Role (RDA), Form of Content (RDA), Music Characteristics (RDA), Media Characteristics (RDA), Borrower Rating, Publication Year, Subject, Primary Audience, Genre, Language, Curriculum Goal, and Reading Level. Facets used to limit searches can be customized by the library.

Website accessibility compliance

The UI standards and style guide for Library•Solution for Schools follows the Section 508 standard. These UI standards are currently in place for all ILS interfaces with the exception of LS2 Staff (circulation) and the Acquisitions service. Formal assessments have not been completed--our intent is to certify the entire ILS once all interfaces are up to the same baseline.

Integrates with Google Analytics or equivalent

In addition to LS2 Reports and "Lists & Actions", Google Analytics API is included at no additional charge, enabling Placentia Library District to understand your demographics more fully. TLC harnesses the power of

Google Analytics to provide you with knowledge of how your patrons and staff use the system with online, real-time reporting and easy to use reporting tools.

Ability of patron to manage notifications methods

Library•**Solution** supports patron notification by e-mail, SMS text messaging, regular mail (8 ½ x 11, postcard, 3 ply, and more) and all industry-standard automated telephone messaging systems, utilizing SIP or SIP2 communication. Multiple items can be batched into a single notice, with no limit to the number of items that can be included. Customization of printed slip text and automated message text is also available at the system level or on a site-by-site basis. LS2 Preferences allows the library to set up detailed rules regarding overdue periods, long overdue processing, friendly notices, default notice types, and notification intervals. Each library may establish and/or administer their own weekly and daily calendars. At this time, the selection of notification method is done via the staff interface only. TLC has gotten this request from some customers and is considering this functionality for a future release.

Ability of patrons to submit suggestions for purchase

Supported.

TLC provides an option for patrons to suggest a purchase by the library when no results are retrieved from the user's search, however, the patron will be redirected to an external form on the library's website and does not integrate with other modules of the system.

Discovery layer handles spell checking, dynamic predictive search results, and keyword or related search suggestions

Supported.

LS2 PAC provides spelling suggestions should you misspell a word. Even better, TLC offers Google Chrome navigation. Users simply tap the microphone and search using voice navigation. Search for tough spellings such as Jodi Picoult, bijon frise, kaleidoscope, entrepreneur, Janet Evanovich, caterpillar, orangutan, and the list goes on. They can even say things like "my account" to log in to their library account.

LS2 PAC also provides browsing suggestions as you type in your search term. This feature can be enabled and disabled by library staff. LS2 PAC will display a "Did you mean" helper if a basic keyword search returns no hits, showing suggestions based on data cataloged in the collection. LS2 PAC also offers the option to direct users to a patron request form or ILL link if no search results or spelling options are suggested.

Ability for patron to update approved contact information fields for their account and, optionally, for linked family member accounts

Supported.

LS2 Staff supports the ability for different levels of access and privileges within linked borrowers. If a borrower is responsible for another borrower's account, they can be assigned as that borrower's "Responsible Party". This feature results in the same desired effect as a "family card". There can be a primary account with all permitted borrowers linked to it. Then, based upon multiple criteria, rules and blocks will be applied when applicable. i.e. too many total items out, too many fines, too many overdues or lost/missing items. Regarding the contact information, patrons may edit their info via the "My Account" section in the PAC, once logging in, if the library permits them to do so. Placentia Library District may also choose to only permit patrons to indicate they need to change their info and a flag will be set on their account, then indicating they have "flagged" their info for review, which would appear in the staff interface the next time they come to the library.

Ability to email patrons when new materials are added based on a profile set by the patron under their account

Supported.

Catalog provides personal recommendations based on previous activity

Supported.

If no search results found, offer other suggestions based on search term and/or reading history

Supported.

LS2 PAC provides browsing suggestions as you type in your search term. This feature can be enabled and disabled by library staff. LS2 PAC will display a "Did you mean" helper if a basic keyword search returns no hits, showing suggestions based on data cataloged in the collection. LS2 PAC also offers the option to direct users to a patron request form or ILL link if no search results or spelling options are suggested. Additionally, If the library has a subscription to Novelist, read-alikes based on similar titles and authors will be displayed and linked to items in your catalog.

Personalized display for language (i.e. Japanese, Korean, Chinese)

Supported.

LS2 PAC's user interface can be provided in any language the library chooses, including those with roman and non-roman characters. Machine translations can be provided, as default text, for any language that the library desires to implement. For example, beyond English, our customers currently offer LS2 PAC in Spanish, Japanese, Vietnamese, Russian, Chinese, Maori and Korean.

Show custom messages for each patron within their account

Supported.

Patron records contain a Borrower Comments field, which is a free text field to be used for any notes or comments on the record. This comment field may also be highlighted to draw attention to it when viewing the patron record. This note is only visible by the staff within LS2 Staff. The option to offer patron-facing note fields is in our feature request backlog for future development.

Integration of location mapping to indicate the location of an item within the Library

Not currently supported.

TLC is considering reinstating a mapping feature in a future release.

Ability for linked family accounts to renew items

Supported. LS2 Staff supports the ability for different levels of access and privileges within linked borrowers. If a borrower is responsible for another borrower's account, they can be assigned as that borrower's "Responsible Party". This feature results in the same desired effect as a "family card". There can be a primary account with all permitted borrowers linked to it. Then, based upon multiple criteria, rules and blocks will be applied when applicable. i.e. too many total items out, too many fines, too many overdues or lost/missing items.

Circulation

Patron can update information & manage own account including renewals, payment, cancel/freeze holds without staff intervention, download reading history

Supported.

Patrons can access their account activity such as current loans (including eResources), holds, fines (including making payments), and loan history and can also view and manage saved lists and searches. Patrons can renew, cancel, suspend and edit holds when logged in to their account within LS2 PAC. Patrons can also update contact information (address, city, state, zip, email, telephone number), Library PIN and EZ Login through the OPAC. Patrons may also save lists and prior searches.

Patron can self-register for a library account

Supported.

Borrowers can register using a personal computer or a terminal in the library. Some of our busiest libraries have permanent online patron registration computers; otherwise, they request patrons to self-register using any PC with internet access. This can be done in the library, from home, work, anywhere.

Patron record includes field for option to receive publicity from library

Basic patron record information includes Name, Home Location, Borrower Type, Expiration Date, ID, Alt. ID, PIN, Status, Gender, D.O.B., and the options to add a Responsible Party and Comments.* **Expiration date is automatically set, based on patron type and issuing location. (Staff may override if necessary)**

Patron records may contain Custom Borrower fields defined by the library, such as county and newsletter preference, and Borrower Photos. Library staff also have the ability to set notification preferences for the patron and view the loan activity if the View Loan History permission is enabled.

All fields searchable, including, but not limited to name, telephone, address & email

Supported.

Patrons can be searched by the Borrower's Name, ID, Phone (primary, secondary, or mobile), E-mail, Zip Code, Alt ID, Address, or D.O.B. (mm/dd/yyyy). The Smart option allows you to enter the borrower's name, ID, or Alt ID (such as Driver's license number or alias) or by scanning the patron's barcode. Searching by parent/guardian can be done using the "responsible party" feature of the patron record.

Ability to copy details from one patron registration to another

Supported.

Basic patron record information includes Name, Home Location, Borrower Type, Expiration Date, ID, Alt. ID, PIN, Status, Gender, D.O.B., and the options to add a Responsible Party and Comments. **Expiration date is automatically set, based on patron type and issuing location. (Staff may override if necessary)**

Registration process provides alert for duplicate customer record based on defined fields

Supported.

Library•**Solution** uses the following fields to check for duplicate patrons:

- Name
- Primary ID
- Phone
- E-mail
- Zip code
- Alternate ID
- Address
- Date of Birth

Ability to link membership of people in same family

Supported.

LS2 Staff supports the ability for different levels of access and privileges within linked borrowers. Family members can be linked and responsible parties can be set using the "responsible party" feature of the patron record. Each family member maintains their own barcode, borrower type, and loan policies, i.e. checkout thresholds, however, patron information can be linked to the main user (parent, guardian) and hold pick-up can be seamless among linked accounts. Please see the following example – here, we can see the relationship between a minor and her responsible party (mother) and brother.

Financial Management

Ability to pay full and/or partial replacement cost of materials

Supported.

Library•**Solution** accepts payments made in cash, credit/debit, and check. Credit card payments are made in one of two ways. At OPAC stations, the patron can link to external E•**Commerce** processes via Authorize.net. At staff workstations, credit card authorization is handled via a separate device on an independent data or phone line. Full or partial payments are supported by the ILS.

Option for waiving & refunding

Supported.

Refunds may be returned to the patron as a credit on their account or given back in the original payment method. If an item is marked missing and assesses a fee to a patron account and the item is returned, the system will prompt the user if they would like to refund the charges. Staff members with the proper permissions may also waive fees or fines, where applicable.

Option for Patron type to determine fines and fees

TLC Complies.

Option for Item type to determine fines and fees

TLC Complies.

Collection account integrated with library software

Supported.

The debt collection interface integrates with Unique Management Services, Inc.

Ability to see fine history in the patron account

The system retains information about bills and fines and has the ability to display history in the patron record. Clicking the Payment History tab will display the borrower's previously paid charges with details on the Type of charge, the method of Payment, and how the payment was dispersed and may be printed. Administrators have the ability to turn this feature off/on depending on library preference. LS2 Reports provides Fine/Charge summary reports that give the breakdown of transactions in a specific time period including the method of payment, amount, and date/time. If an item is deleted, the charge still remains.

Holds & Notifications

Notification for holds, overdues, courtesy notices including telephone, email and text messaging

TLC complies.

Library•**Solution** supports patron notification by e-mail, SMS text messaging, regular mail (8 ½ x 11, postcard, 3 ply, and more) and all industry-standard automated telephone messaging systems, utilizing SIP or SIP2 communication. Multiple items can be batched into a single notice, with no limit to the number of items that can be included. Customization of printed slip text and automated message text is also available at the system level or on a site-by-site basis. LS2 Preferences allows the library to set up detailed rules regarding overdue periods, long overdue processing, friendly notices, default notice types, and notification intervals. Each library may establish and/or administer their own weekly and daily calendars.The content of all text and email notifications can be updated and new notice texts can be added.

Ability of patron & staff to cancel holds

Supported.

The library may determine how their patrons place holds via the OPAC (LS2 PAC) – permissions to enable/suppress on-shelf holds, item/title level holds, or system-wide holds is managed in the LS2 Admin module.

If a patron cancels a hold, staff would be notified with a message in L2S Staff or a canceled holds report. The item status would change in the ILS. Staff can place, suspend, re-activate and cancel holds from within LS2 Staff. Those with permission to do so may also reorder the holds queue, patron's priority and pickup location of the item. Patrons can place, suspend, re-activate and cancel holds from within LS2 PAC. LS2 PAC and the staff interface allow for requesting an item at the Bib, Item, and Title levels.

Ability of patron & staff to suspend or freeze holds

Supported.

Patrons and staff have the option to 'suspend' a hold request so that it does not become available while they are on vacation or unable to pick up the item from their library. If a patron has opted to suspend their hold, the system continues to move their request up in the queue, until it gets to the top of the hold queue. At this point, if the hold remains suspended, the patron hold will remain at the top of the list until the date of suspension passes or the patron 'unsuspends' their hold. Patrons can reactivate their holds using the My Account features in the public catalog, or staff can reactivate their request on the patron's behalf.

Records kept for notices sent

Supported.

Circulation & Management

Detailed search ability for materials in the staff client, including ability to filter and search by numerous fields including, but not limited to keyword, title, author, ISBN/ISSN, age, collection

Supported.

LS2 Staff provides the ability to search for titles and items by using any of the following search methods: Smart (similar to keyword), Title, Author, Item ID, Subject, Publisher, ISBN, Dewey, ISSN, LCCN, Control number, LC call number, Local call number and several others. Additionally, the results list displays the title, author, format, publication date and collection or holdings code for the items/titles that match the search criteria.

Mobile circulation inside building & outside library without need for offline circulation

TLC complies.

Library•**Solution**'s suite of web-based interfaces are built for mobile technology, including iOS and Android smartphones or tablets, using Responsive Web Design (RWD). There is no app is needed by staff or patrons, for a full function, mobile experience. Because of this, Library•**Solution** interfaces automatically scale to accommodate display sizes ranging from smartphones and small handheld tablets to large high-definition monitors, which means your staff and patrons get the same full experience on an Apple or Android-based mobile device, as they do on a full-size laptop or desktop computer. This makes for optimum use of screen real estate regardless of display size or device (PC, MAC, tablet, iPad, Smart Phone). Additionally, because the TLC circulation interface is completely web-based, many customers report that they run the system throughout the community, including on the bookmobile, with a Wi-Fi / hotspot.

Offline circulation

Supported.

As part of our solution, TLC will provide a desktop circulation client (LS Offline Circulation) designed for offline use. This will permit simple circulation functions (check-in, check-out) and will create a .txt circulation file that can later be uploaded to reconcile these offline transactions.

However, because the TLC circulation interface is completely web-based, many customers report that they run the system minimally within a WiFi /hotspot environment if the 'system down' is internet related only. In this case, offline circulation is not necessary.

Customized receipt configuration

Supported.

Library•**Solution** includes the ability to create Custom Receipt templates. Custom Receipt templates allow libraries to create default text and formatting for their receipts and select which data elements are included on the receipts and where those data elements are printed. Each workstation can select which Custom Receipt templates are used or can select to use the Custom Receipt Templates that have been set as the Default Templates by system administrators. This allows different branches and library jurisdictions to create unique receipts for their customers, and for system administrators to modify templates in use across the system. Available receipts include Arrived Request, Borrower Charges, Borrower Information, Borrower Items Out, Borrower Payment, Borrower Request List, Check Out, Messages, Routing and Title Inquiry. Many receipt printers are supported. Receipts can be sent via email, SMS text, phone, or email depending on patron preference.

Ability to provide receipts via multiple options, including email, print & text messaging

TLC complies.

Fully customizable patron notices and receipts can be printed or sent via email, SMS text, phone, or email. TLC does not charge for SMS text messages, there is no limit to the number which Placentia Library District may send to their patrons.

Ability to customize wording and graphics for messages & notices

Library•**Solution** supports customization of notice text, for all many notices types. Notification is available to patrons in the form of e-mail, SMS text messaging, regular mail (8 ½ x 11, postcard, 3 ply, and more) and all industry-standard automated telephone messaging systems utilizing SIP or SIP2 connect. Multiple items can be batched into a single notice with no limit to the number of items that can be included or sent individually. Patrons can choose to be notified via SMS by providing their cell phone number to the library. Notifications can be sent for Friendly Warning, Overdue Notices, Final Overdue Notices, Arrived Request Notices, and Cancelled Request Notices. All notification history is retained in the patron record. Staff with the proper permissions, may resend notices, view the last contacted date on a patron account or report on notices that have been sent. The ability to display pictures, other than asci, are not currently supported but have been requested and TLC understands this is something customers would like.

Same record can be in use at multiple workstations

TLC complies.

Reports

Ability to export data in standard formats (e.g. text, CSV, Excel, PDF)

TLC complies.

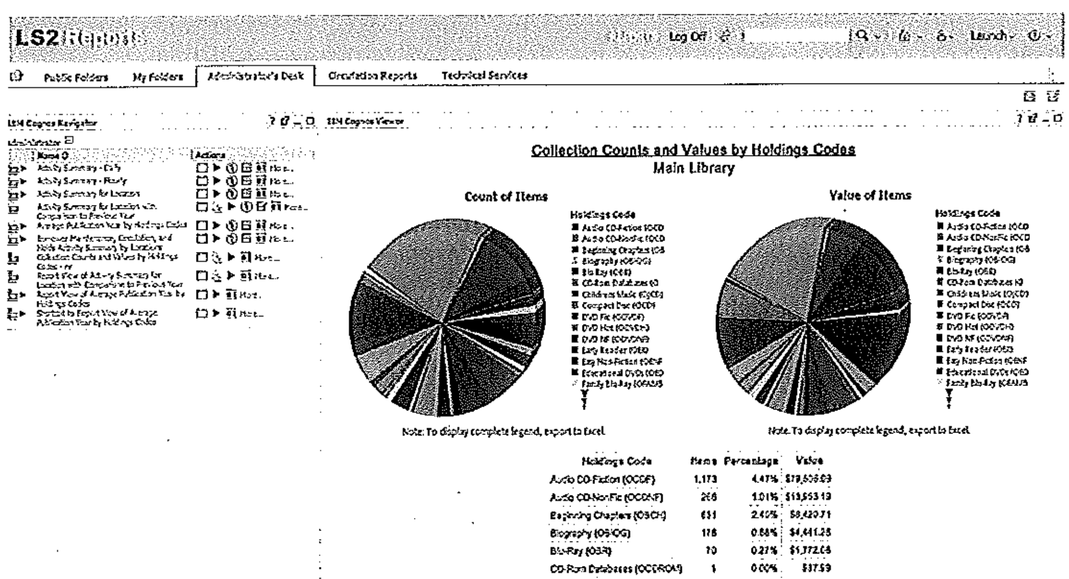
Output can be saved in many formats, including Excel, PDF, text, CSV, HTML, and XML.

Ability to use report templates

TLC complies.

LS2 Reports, our web-based reporting interface, delivers a full array of library reports, lists, and notices to support your reporting needs. There are hundreds of reports, yielding thousands of combinations of output,which can be run by the staff and saved as CSV, HTML, XML,PDF or 3 different types of Excel file. LS2 Staff includes Lists & Actions, which allows for ad-hoc reporting through an easy to use GUI interface. Lists & Actions provides the ability for staff members to create and run reports on-the-fly. In all, there are over 500 combinations of filters that can be used to create lists. Generating reports requires no prior training or knowledge of either Oracle or the TLC System. The only requirement is an imagination for the desired report. Additionally, LS2 Reporting powered by IBM Cognos, supports the ability for staff to create dashboard views. See example below.

This illustrates an Administrator's Desk view of the LS2 Reports interface, including frequently used reports and graphical display.



Ability to create custom reports

Lists & Actions provides the ability for staff members to create and run reports on-the-fly. In all, there are over 500 combinations of filters that can be used to create lists. Generating reports requires no prior training or knowledge of either Oracle or the TLC System. The only requirement is an imagination for the desired report. We provide the simple tools to get it.

In addition to the options described above, TLC also offers an optional subscription to TLC's IBM Cognos Reports Authoring tool. This allows selected authorized library staff to have access to the entire database for ad-hoc reporting at your leisure and enables staff to create reports using drag and drop tools to select the data elements to be reported.

During implementation, the Program Manager will ask you to provide samples of your typical reports to ensure we can reproduce the same information and statistics. Any reports not covered will be created. If you need a report after implementation, you may also submit a support ticket and it will be evaluated for creation. In most cases, there is no charge for a customer report.

Ability to schedule reports with an option to email or FTP results

TLC Complies.

Staff can schedule many of the reports to run during off-hours and be automatically delivered to specified email recipient(s) or printed to a networked printer, within the library.

Ability to run reports for subject, DDC ranges and/or genres

TLC Complies.

Provides reports for which library materials are used and in which locations

TLC Complies.

Ability to identify patron inactivity

TLC Complies.

Ability to include cross-references between data sets

TLC Complies.

Ability to produce reports on demographics

TLC Complies.

Ability to report on and access any data within the database

TLC Complies.

While all data within the ILS belongs to [CLientName], TLC has an embedded license agreement with Oracle. As part of this agreement, TLC is not permitted to provide users direct access to the Oracle database. For advanced users, TLC offers a Report Authoring Tool for those with authoring experience or SQL knowledge, through our IBM Cognos Reports Authoring tool. Our optional 'Query Studio' will give you access to the entire database for ad-hoc reporting at your leisure. The Author License enables staff to create reports using drag and drop tools to select the data elements to be reported. This program uses a specially prepared data framework that presents Library•**Solution** data in clearly labeled fields. Filters can be used to easily select data and the information can be viewed immediately. Queries can be saved for reuse at any time. This license enables staff to create fully formatted reports, graphs, and notices.

Reports having the ability to provide evidence-based collection analysis & evaluation functionality (similar to CollectionHQ)

TLC Complies.

Library•**Solution** includes native functionality for collection development, acquisitions, cataloging, and authority control, therefore, third-party tools are not needed to perform these functions.

As we work with libraries like Placentia Library District, this market has shown us time and again that libraries desire an ILS vendor that is flexible to integrate with the third-party vendors they select. In response, TLC offers extensive integration options that embrace mature industry standards, such as SIP/SIP2, OAI-PMH, NCIP, Z39.50, EDIFACT, X12, SSL, TCP/IP, etc., and our best-in-business APIs to provide our customers and their selected third-parties an optimal integration experience.

The availability of web APIs expands the library's options to integrate, extend, analyze, modify and open your library data to meet your needs.
Library•**Solution** communicates with many third-parties including:

- Google Analytics
- LDAP
- MS Active Directory
- Library Thing
- Novelist
- Goodreads
- EBSCOhost
- Gale
- World Book
- NewsBank
- Encyclopedia Britannica
- Authorize.Net for eCommerce
- RSS indexing
- OCLC CONTENTdm
- OAI compliant digital repositories

Provides recommendations for withdrawal, including title, subject, author, DDC

TLC Complies.

TLC's standard canned reports include queries for activity with Shelf List information, access and updates to weeding lists, claims returned lists, transfer lists, etc.

Ability to track top search history

TLC Complies.

Cataloging

RDA ability & compliance

TLC Complies.

TLC has been very involved and engaged in the RDA process. During implementation, TLC offers a full retrospective conversion of your entire database to RDA through a service called RDAExpress. TLC includes this service with every new Library•**Solution** installation. Our PAC displays RDA information elegantly. Users can easily limit to their favorite audiobook narrator or quickly limit to Dolby, widescreen, DVD, blue ray, etcetera, among many other RDA facets that were previously unavailable.

The Library Corporation builds upon its legacy of milestones within the library industry with the release of LS2 Cataloging, the next step in the evolution of cataloging for the modern library. Quite simply, LS2 Cataloging is a game changer. LS2 Cataloging moves beyond the constraints of traditional record editing. The LS2 Cataloging solution supports a diversity of users with varying degrees of metadata standard knowledge enabling users to quickly and accurately describe library resources without extensive training in specific standards. LS2 Cataloging increases organizational efficiencies and standardizes metadata entry, where applicable. LS2 Cataloging introduces numerous tools and features which will allow any user, from the most seasoned cataloger to a staff member entering data for the first time, ensure their borrowers have the best search and discovery experience possible.

Upon logging into the 100% web-based, browser agnostic module, users are introduced to the activity feed, a real-time tracker of all cataloging related actions in the library system. Users can see all cataloging functions, or drill down into a specific type of activity, including deleted records for simple recovery. From there, the user will navigate to their workspace to enter records into their database.

The Workspace is a new, more cataloger friendly way to catalog. In the past, unless catalogers were importing records, cataloging had been an all-in-one-sitting affair: the cataloger had the title, searched for the bibliographic record, hopefully, found the record to use, edited the record, added local holdings, and saved the record into the local database before moving on to the next title. With LS2 Cataloging, if a cataloger has a cart of books or boxes of books from the vendor or just a stack of books on the corner of their desk, instead of having to catalog each book one by one, they will be able to open a Workspace, scan the standard number for each title they're working with to add into their Workspace, then come back around to work on the individual records in their own time. Put simply, a Workspace is a virtual representation of material the cataloger is working on at that time. And if they are working on different projects (different format materials, donations, etc.), the cataloger can easily create multiple Workspaces instead of being confined to a solitary Workspace. Catalogers can even navigate to a colleague's Workspace to help with a record if they're stuck or have questions…all without leaving their desk!

LS2 Cataloging introduces the next generation of ITS•**MARC**, The Library Corporation's subscription-based MARC record source. ITS•**MARC** is an aggregate of high-quality MARC records from various data sources which provide catalogers access to millions of records at their fingertips. But beyond the easy access, LS2 Cataloging provides an auto-match component in the workspace. If a record is searched and the library does not have the record at the local level but it is available from ITS•**MARC**, the record will automatically be placed in the workspace, saving a cataloger hours of sifting through records looking for a match.

The record editor moves beyond the constraints of the traditional MARC editor and introduces an approach to cataloging that empowers a cataloger with the ability to focus less on data formatting and more on data quality. LS2 Cataloging fully supports the MARC21 standard for the import and export of MARC-formatted records, yet is designed to accommodate future metadata structures. Fully RDA-ized and taking a linked data approach to cataloging, the record editor also introduces catalogers to TLC's fully integrated authority service and curated glossaries, ensuring catalogers are providing their borrowers and staff with the best possible search and discovery experience. And with the introduction of the "draft state," LS2 Cataloging users are no longer required to save records immediately to the database. Catalogers can edit and save records at their own pace and only inject their new and/or edited records into the database when THEY are ready.

In addition to the previously mentioned features, other advancements introduced with LS2 Cataloging include the "Purify", RDA Conversion, and Unicode processes that ensure all customer's' data will be fully RDA compliant and properly formatted with all the data characters where they should be. These processes are included - standard - with every LS2 Cataloging implementation. Customizable permission controls which enable library management staff to determine access levels for individual staff members. A simplified record import interface equips catalogers to not only easily add and merge their new materials, it also provides for the easy management of eResources. A user-friendly z39.50 search profile structure simplifies the creation and maintenance of the dataset connections a library may use for records beyond ITS•**MARC**. Item duplication and bulk item entry are simplified with the item functionality features in LS2 Cataloging. And hours of label configuration are eliminated by TLC's new label service which provides access to over 170 preformatted labels.

LS2 Cataloging is included with The Library Corporation's Library•**Solution** ILS which is used by thousands of libraries around the globe.

Tools are available to convert / upgrade MARC data to RDA or other future cataloging standards

TLC Complies.

TLC recognizes that the nature of bibliographic data and editing needs has changed and will continue to do so. It may not be too long before MARC ceases to be the data structure, and MARC21 is replaced by new rules & standards, such as RDA. To this end, The Library Corporation has recently released LS2 Cataloging, a brand new, web-based suite of cataloging utilities that redefines this aspect of the ILS industry. LS2 Cataloging ascribes to Linked Data principles, making data more accessible to users, and bolstering data integrity via strict authority structures. Additionally, during your conversion to Libary.Solution, all of your existing MARC data will be processed through our RDA Express service, enhancing your records with up to 21 additional fields of RDA information.

LS2 Cataloging is designed to incorporate the metadata structures of the future. It provides a full RDA enabled record editor that supports the information needs of today's libraries while still offering 100% MARC compliance for complete importing and exporting of MARC-formatted records.

Not only does LS2 Cataloging bridge the transition to BIBFRAME and full adoption of RDA standards, but it provides TLC customers with a highly scalable and intuitive cataloging & processing suite, accessible to the casual user, but suited to the high-level needs of professional catalogers.

Ability to index all fields in MARC records

TLC Complies.

TLC utilizes Lucene search/indexing technology. Staff with administrator access can hide or show, change order, and change the facet header for available subsets. - LS2 PAC and LS2 Kids have very intuitive and user-friendly searching interfaces. Both display a keyword search in which authors, titles, subjects, notes and more indexed for searching. The search uses an open source search engine called Lucene - http://lucene.apache.org/java/docs/).

Lucene allows LS2 PAC to use standard RF-IDF (http://en.wikipedia.org/wiki/TF-iddf) The PAC uses these algorithms to determine how important something is based on search terms. Lucene also allows LS2 PAC to boost specific fields to be more important than others.

Ability to integrate digital content from third party vendors

TLC Complies.

Integration with Bibframe

TLC Complies.

Access and utilize MARC records from a variety of sources

TLC Complies.

MARC bibliographic records from any external source can be imported into LS2 Cataloging. In addition, LS2 Cataloging provides Z39.50 searching, which can be configured to search databases and download records directly into the editor workspace(s). TLC is including a first-year subscription to ITS•**MARC**, one of the largest, most current copy cataloging resource pools available, with two access methods: Web and Z39.50. Both are fast and easy, delivering MARC records using the fastest search technology in the library industry. ITS•**MARC** provides integrated access to over 55 million MARC records. (Access to royalty databases is priced separately.) These features enable you to budget accurately and save time.

Ability to specify loading parameters for overlay

TLC complies.

Via the LS2 Cataloging import tool, staff may batch load bibliographic records from any external source. A simplified record import interface equips catalogers to not only easily add and merge their new materials, it also provides for the easy management of eResources.

Ability to specify match-point in loading profiles

TLC complies.

Ability to automatically create and populate item information during MARC loading process

TLC complies.

Utilizing the LS2 Cataloging import tool, staff may batch load bibliographic records from any external source they wish. In addition, LS2 Cataloging provides a Z39.50 application that can be configured to search external databases and download records into the user's workspace(s). During the loading process, the staff may also apply distribution profiles to the items, including collection information and the status (available or in-processing), as well as generate barcodes.

Ability to make global changes to the system

TLC complies.

Library•**Solution** provides global editing capabilities to library staff with the proper permissions.

TLC's new LS2 Cataloging allows editing without the restrictions typical of traditional MARC systems. MARC formatted files can be imported, previewed and exported from LS2 Cataloging, but the cataloger's "workspace" itself, edits records in an easy-to-use web form environment. With real-time glossaries for all Authority controlled fields, records are assessed for unverified authorities, as you catalog. This leads to more accurate cataloging, more consistent data and gives the staff member a heads up that this information should be reviewed before the record is saved. When searching for a record to work with, LS2 Cataloging pulls in cover images, bibliographic information and presents an editing template, designed to minimize prompts and improve workflows with suggested information such as: suggested call numbers and reading level information etc. during the editing process.

Ability to integrate digital content from local library

Library•**Solution** offers an option for Digital Content Integration. Through Digital Content Integration LS2 **PAC** will index, search, and display digital content integrated with catalog results for any OAI compliant repository. Users will see records for both the library catalog and digital content in the result list. Thumbnail images will appear in place of books jackets for these records, and searches maybe filtered by a separate facet e.g. the RSS news feeds facet option. In the record display, users will see deep links back to OAI compliant repository or be able to display data for most common formats (image, sound, video) in the LS2 interface or browser. TLC includes integrated access to digital content through our optional Digital Content Integration tool using the OAIPMH, Open Archives Initiative-Protocol for Metadata Harvesting. We currently work with OCLC ContentDM for this purpose, but will review any OAI-PMH repository requested by the library.

Ability to upgrade records to be discoverable on the internet

Library•**Solution** has an OPAC discovery layer, but does not yet have a linked data discovery layer.

Spellcheck capability

TLC complies.

LS2 Cataloging, utilizes the browsers built-in spellcheck. Many popular web browsers have an included spell check feature, which is used during a cataloging session. By using real-time glossaries for Authority Controlled content and this spell check feature, staff will be able to catalog more quickly and efficiently, than ever before.

Serials

Ability to automatically send claimed missing issues to vendor, as per configured parameters, with no staff intervention

The legacy Library•**Serial** module is currently being re-written to be integrated with our next-generation LS2 Cataloging interface. The functionality is expected to be similar to the legacy product when it goes live in 2019. The interface will handle many aspects of serials control such as check-ins, predictions, returns, and labels. The serial interface will enable a user to quickly add new serials utilizing brief or detailed bibliographic information, enumeration and chronology captions, frequency and regularity patterns, and many other points of information. The Serials interface is will support multiple locations, multiple formats, and copies. Users can take advantage of system-supplied predefined templates for the most common enumeration and chronology patterns. Users will be able to add barcode numbers when items are checked in and review the complete history of serial issues for a title including issues owned, missing, overdue, claimed, and returned.

Once the first issue of a serial publication is checked in, the system automatically creates a list of expected issues marked "Expected." When an issue is checked in out of sequence, missing issues are automatically noted, and issues that require claiming can be easily processed. Issues that are not received are highlighted as claimable and specifically marked "Overdue". A variety of reports are available for when an issue has not been received. Plus, a claim list can be generated within Serials in batch or individually.

Report of missing issues automatically generated

Once the first issue of a serial publication is checked in, the system automatically creates a list of expected issues marked "Expected." When an issue is checked in out of sequence, missing issues are automatically noted, and issues that require claiming can be easily processed. Issues that are not received are highlighted as claimable and specifically marked "Overdue". A variety of reports are available for when an issue has not been received. Plus, a claim list can be generated within Serials in batch or individually.

Ability to utilize frequency information from vendor to automatically create check in boxes and customize dates

The legacy Library•**Serial** module is currently being re-written.

Ability to create routing information

This functionality is expected to be in the new serials workflow within LS2 Cataloging.

Serials invoicing occurs automatically, with no staff intervention, and automatically connects into accounting software

The legacy Library•**Serial** module is currently being re-written.

TLC is taking the opportunity to update and refresh Serials functionality as we re-write for our public library customer base in our web-based ILS.

Acquisitions

Ability to utilize EDI ordering

TLC complies.

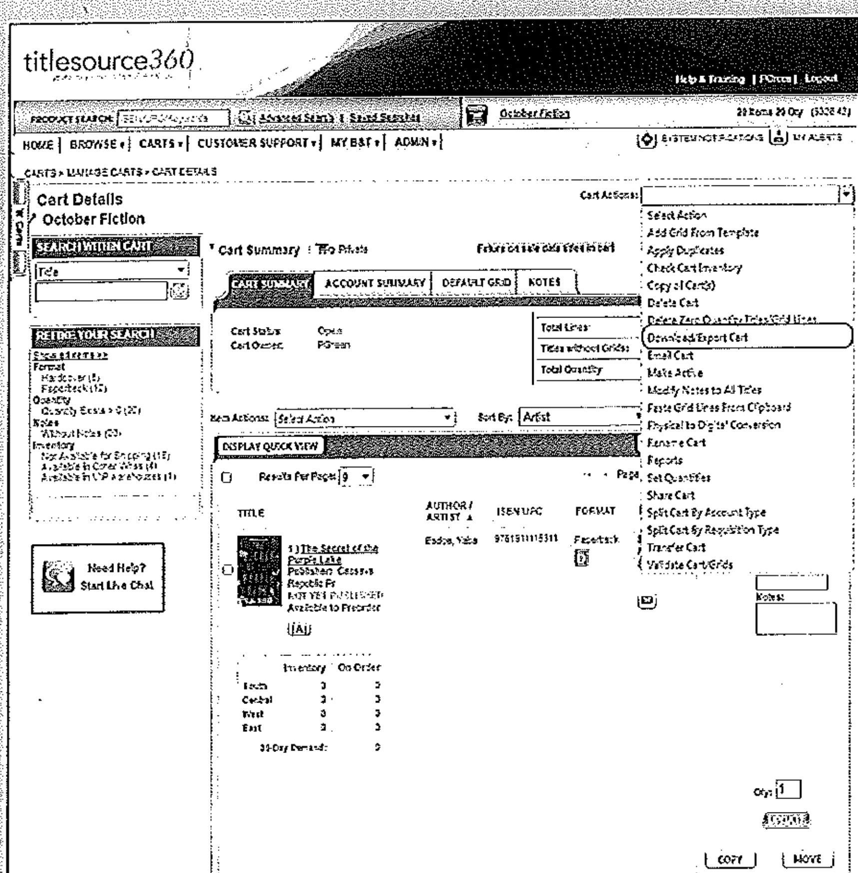
OSA's online interface eliminates the hassle of paper-based acquisitions. It uses the industry standard X12 format to transmit orders, receive order confirmations, and generate electronic invoices that eliminate the need to manually match items to a printed invoice. In addition to EDI, items ordered/received manually (not through electronic ordering) can be created and received/invoiced through OSA. This is a manual process but enables you to keep track of items, receipts and payment. Compatible EDI vendors include Baker & Taylor, BWI, Emery-Pratt, Gumdrop Books, Ingram, Midwest Library Service, Midwest Tapes, Quality Books, Recorded Books, YBP, Coutts, Video Products Dist., Apple Books, The Book House, and Davidson Title.

Ability to create order records from imported vendor carts

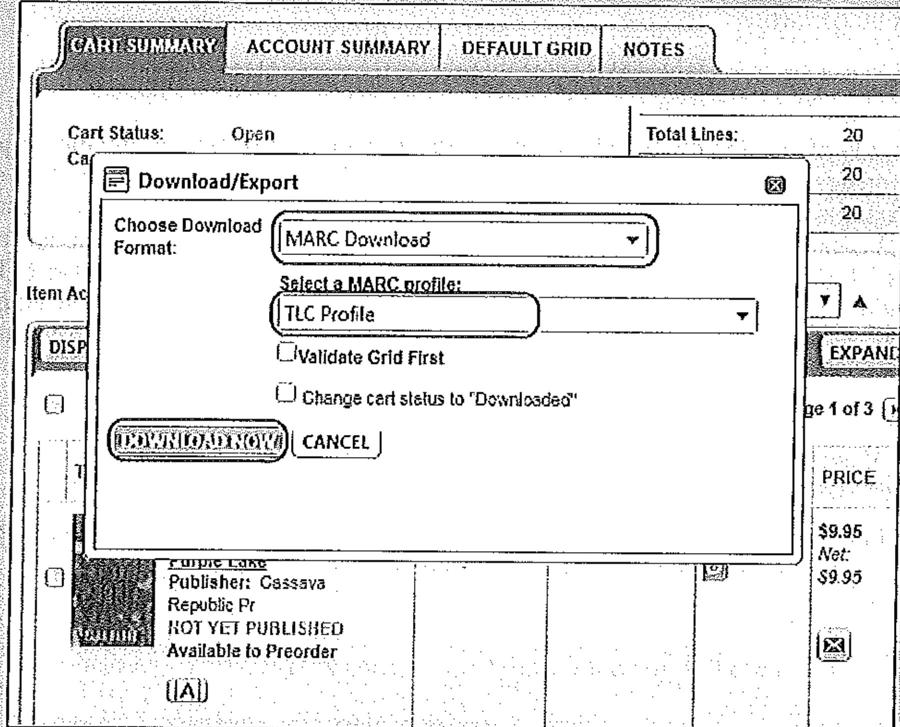
TLC complies.

OSA supports the importation of "shopping carts" of items if you prefer to compile them on your vendor's websites. Simply upload your lists of items into Acquisitions, apply distribution profiles to the various items and click order, you're all done!

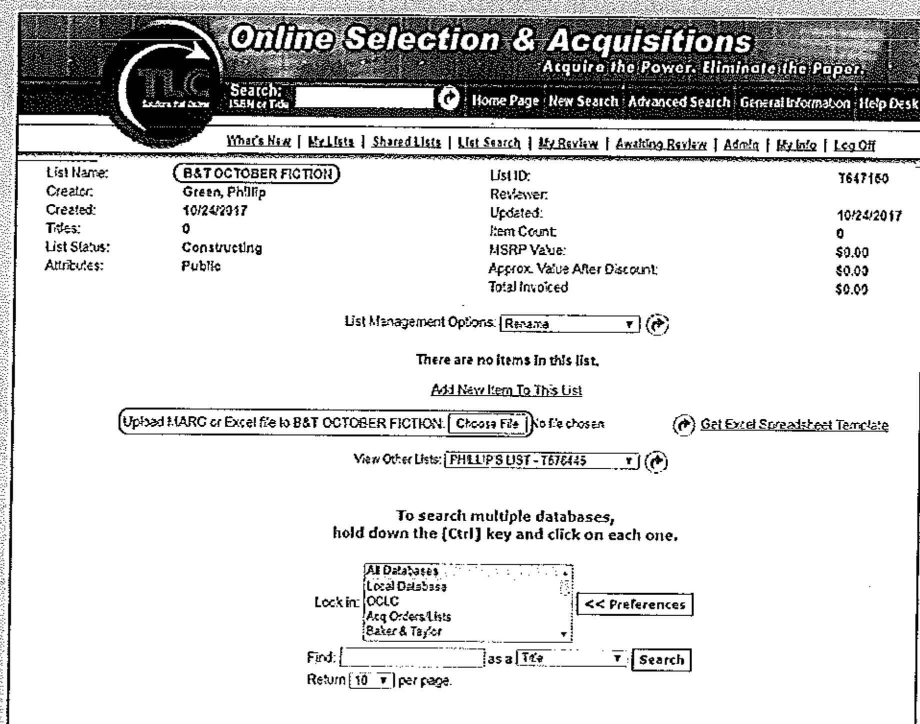
Create a list in TS360 and choose the download/export option



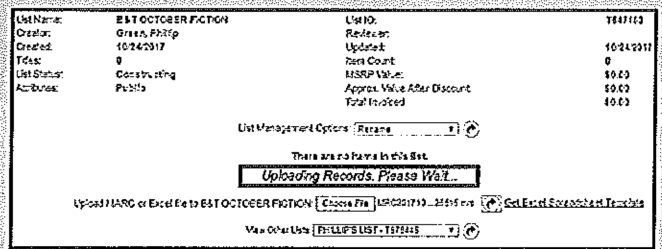
Select MARC from format and choose the TLC Profile (TLC will assist with this setting)



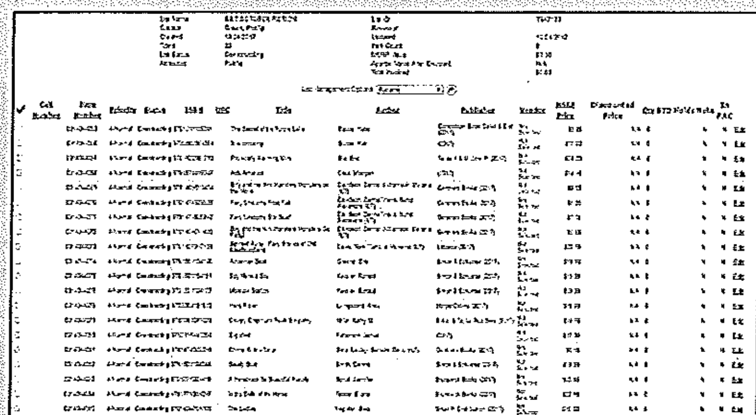
Next, in OSA, browse to the list you would like to upload the MARC file to.



File upload in progress

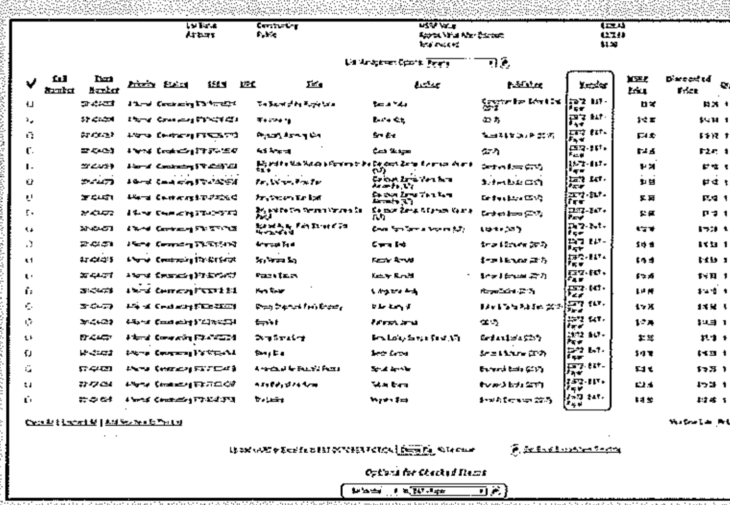


Once the upload is complete, the process will continue with the same workflow i.e. Set quantity, Select Vendor, Order etc.

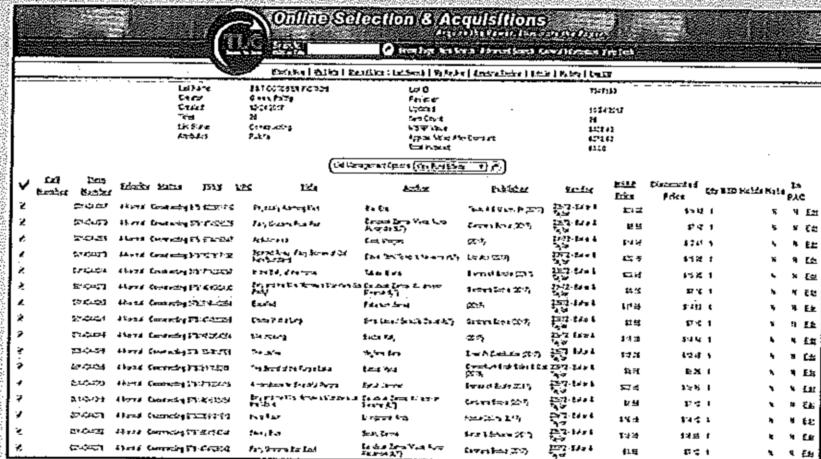


If the library wishes to order from Baker & Taylor (as mentioned in the scenario), and then use OSA for fund management, receiving and sending items to the PAC, we suggest creating a vendor titled "Baker & Taylor - Paper" or something similar. This then allows for a list to be "Ordered" and the process of sending items to the PAC, setting status to 'OnOrder" and then allowing for invoicing/receiving, through OSA. This is actually a very common workflow among TLC libraries.

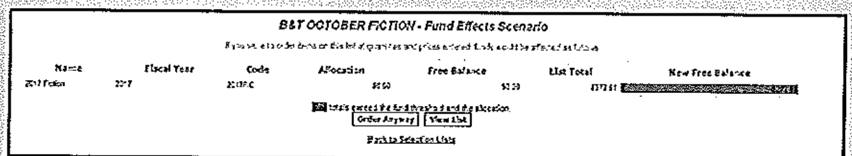
Ordering via a "paper" vendor.



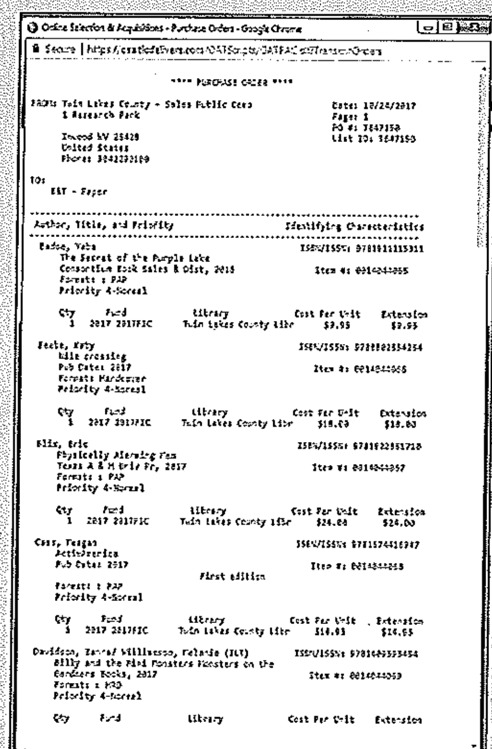
Staff may also view the effects of the order on their funds, before placing an order.



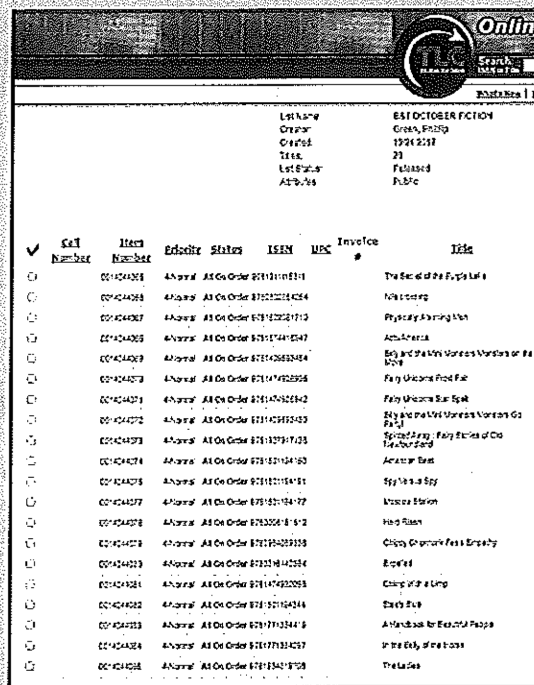
Fund effects displayed



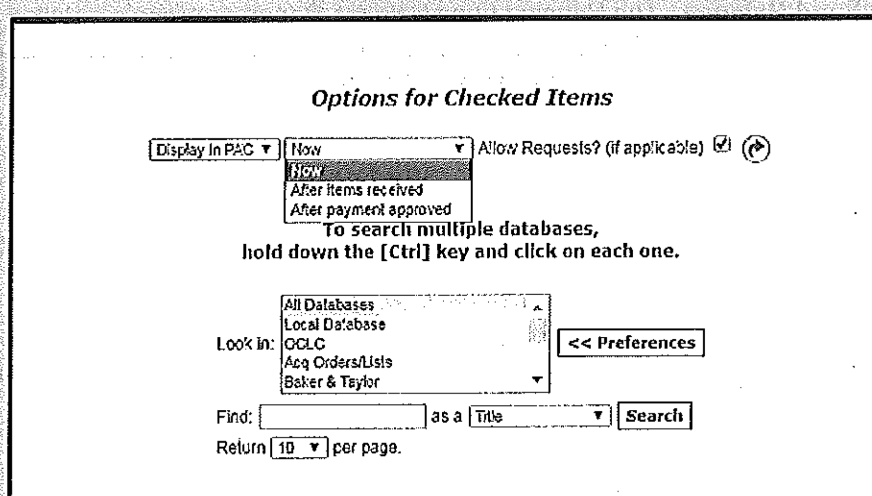
The option to print a PO is presented, after placing a paper order.



Item statuses are updated the same way, after a placing "paper" order.



Staff option to send items to PAC, when they choose.



Claiming capability

Once the first issue of a serial publication is checked in, the system automatically creates a list of expected issues marked "Expected." When an issue is checked in out of sequence, missing issues are automatically noted, and issues that require claiming can be easily processed. Issues that are not received are highlighted as claimable and specifically marked "Overdue". A variety of reports are available for when an issue has not been received. Plus, a claim list can be generated within Serials in batch or individually.

Detailed fund reports for collection areas

Reports are available from within the Acquisitions interface or from other reporting options including pre-formatted or Ad Hoc reports. The staff has the option to access quick on-demand reports available from directly within Acquisitions. Additionally, LS2 Reporting does offer the ability to schedule reports to be automatically run and e-mailed or printed.

Reports for acquisitions are broken into 5 categories and are outlined below.

Invoicing

- **Invoice report** - The Invoice Report provides detailed information on the specified invoice, for the selected vendor.
- **Invoice Summary by Fund** - The Invoice Summary by Fund Report provides detailed information on the specified invoice, for the selected vendor, broken down by Fund.
- **Special Charges and Credits** - The Special Charges and Credits Report provides a listing of Special Charges and Credits that were applied to Invoices. Details include Invoice Date, Invoice ID, Vendor, Fund Name, Fund Code, Fund Fiscal Year and Amount. The report can be limited by Charge / Credit type, date range, and Invoice Status. You can also choose to only view the charge/credit type, and associated dollar amounts instead of the Invoice, Vendor, and Fund details.
- **Exported Invoices** - The Invoice Export Report provides detailed information regarding the electronic file transfers to the specified vendor.

Funds

- **Fund Summary** - The Fund Summary Report provides users detailed fund information for the Funds configured in Online Selection & Acquisitions.
- **Fund History** - The Fund History Report provides users detailed fund history information for the Funds configured in Online Selection & Acquisitions.
- **Running Fund Balance** - The Running Fund Balance Report provides a detailed report for all or selected funds. The report dialog provides options to generate a report including All funds or specific funds, specify a fund activity date range, and to sort the report listing by Fund Code or Fund Name, in Ascending or Descending order, by date.

Vendor

- **Vendor Performance** - The Vendor Performance Report provides detailed information on the following categories for each Vendor configured in your Acquisitions system. Data includes: Items Ordered, Units Ordered, Units Received, Fill Rate, Units Now Claimed, Units Canceled, Units Invoiced, Average Cost, and Average Discount.

Order

- **Order History Report** - The Order History Report provides detailed information for each order that meets the search requirements. Searches are limited by Library, Fund, Status, or the date the Order Status was last modified.
- **Order History Report Setup** - Customize the display of the various elements of the Order History report.
- **Distribution Report** - The Distribution Report provides detailed distribution information for each order that meets the search requirements.
- **Distribution Report Setup** - Customize the display of the various elements of the Distribution Report.

Users

- **Users** - The Users Report generates a report on an individual user, or generates a report of all users. The report displays the user's proper name, usernames, account statuses, review levels, assigned libraries, assigned funds, and assigned vendors.
- **Distribution Profiles** - The Distribution Profiles Report provides a list of all configured Distribution Profiles for the library system.

Automated status changes from Ordered/Receive/Invoiced without staff intervention

Like all TLC products, our acquisitions functionality stands apart from other vendor offerings due to the ease of use and flexibility. Each Library•**Solution** library has their own workflow and group of vendors, as well as their own specific procurement requirements and varying selection, ordering and receiving processes. Because of the sophistication of our users, the maturity of the Library•**Solution** software, and the continued partnerships with libraries to meet their changing needs, our acquisitions functionality is uniquely positioned to your needs. Before migration to Library•**Solution** begins, TLC's acquisitions subject matter expert will complete a free workflow analysis to determine the most effective set-up for your library's needs.

Online Selection & Acquisitions (OSA) offers integration with Library•**Solution** which means you can place holds in OSA that will be synced with the Library•**Solution** database, view local holdings (Holds, Owned Copies, and Lost/Missing) as well as Checkout Stats (Total Circulations and Circulations this period). You will seamlessly sync orders with LS, adding MARC records to your database, matching on already owned items and adding a local holdings code. OSA offers the ability to automatically search ITS•**MARC** Standard databases when adding items to the database.

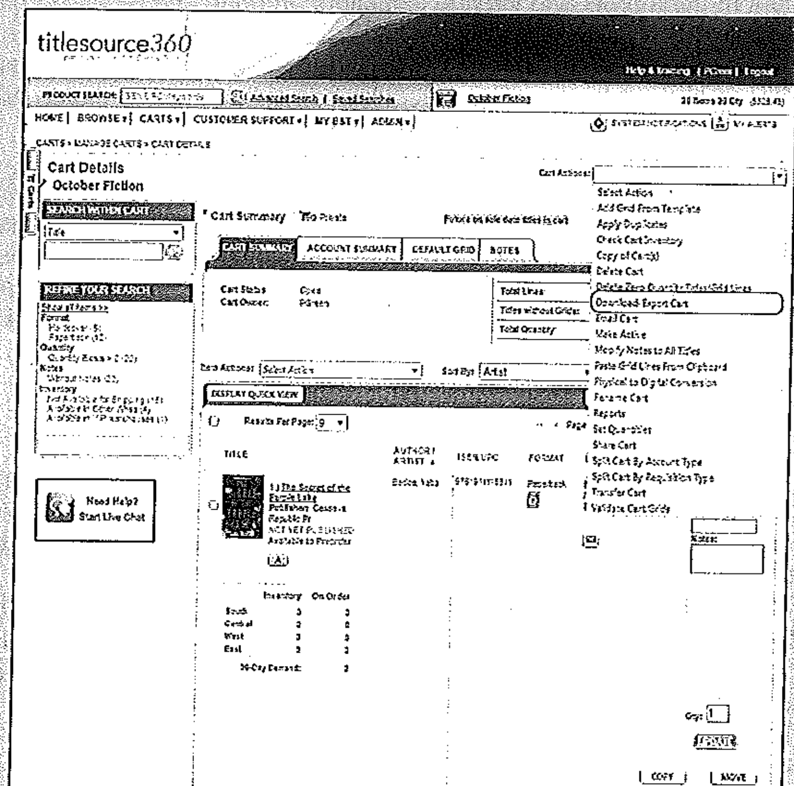
OSA has the following unique or notable features that our customers find very useful:

- Supports all aspects of collection development, acquisitions, fund management and order management. Capabilities include centralized and de-centralized collection development and selection, fund management and reporting, electronic ordering with acknowledgments, electronic invoices, order management and reporting.
- The system is capable of AUTOMATICALLY placing items in your PAC with ON ORDER status within the Acquisitions workflow at various intervals to be determined by the district. This will be handled by default and can be changed on a per item or collection basis. For instance, you may choose to display items in the PAC after an order has been transmitted, or after it is received, or after is invoiced. The other option is to not display in the PAC.
- OSA is web-based so all staff with credentials on the system can access it whether they have access to a staff machine or not. This can be particularly useful in the selection phase where ad hoc visits may be made to add potential titles for consideration.
- The system allows Z39.50 broadcast searching of all the district's online vendors so a library can immediately see a vendor's available titles and capture brief order information directly into a selection list.
- The system actually saves the brief order record from the vendor to a selection list.
- The system checks for duplicates when adding new titles to selection lists.
- Selection lists can be converted into orders by privileged staff. Junior staff forward their selection lists to management for approval before they can be converted to orders.
- OSA can take your order record - and overlay this with a full MARC record - which it finds automatically from your preferred sources. This eliminates the tiresome routine of combining order records and catalog records.
- OSA is web-based so all staff with credentials on the system can access it whether they have access to a staff machine or not. This can be particularly useful in the selection phase where ad hoc visits may be made to add potential titles for consideration.

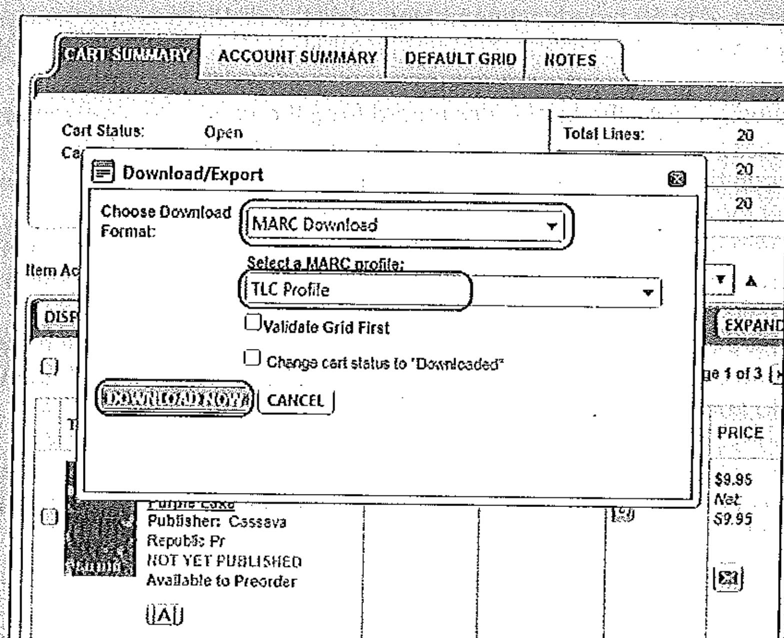
OSA allows for importation of "shopping carts" of items if you prefer to compile them on your vendor's websites. Simply upload your lists of items into Acquisitions, apply distribution profiles to the various items and click order, you're all done!

Batch import or importation of shopping cart, ordering example:

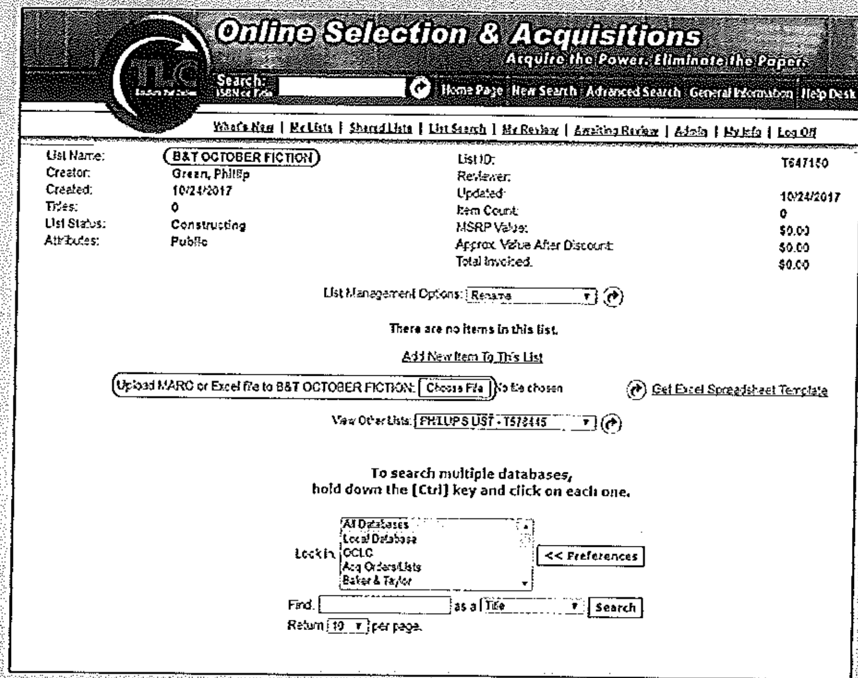
In this example, the user has created a list in TS360 and will download/export the cart.



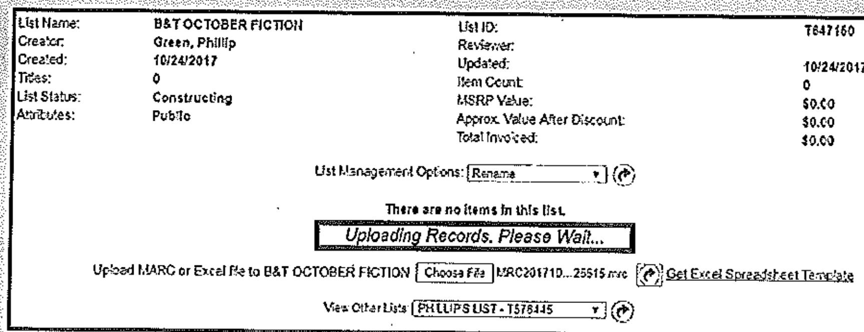
Select MARC from format and choose the TLC Profile (TLC will assist with this setting)



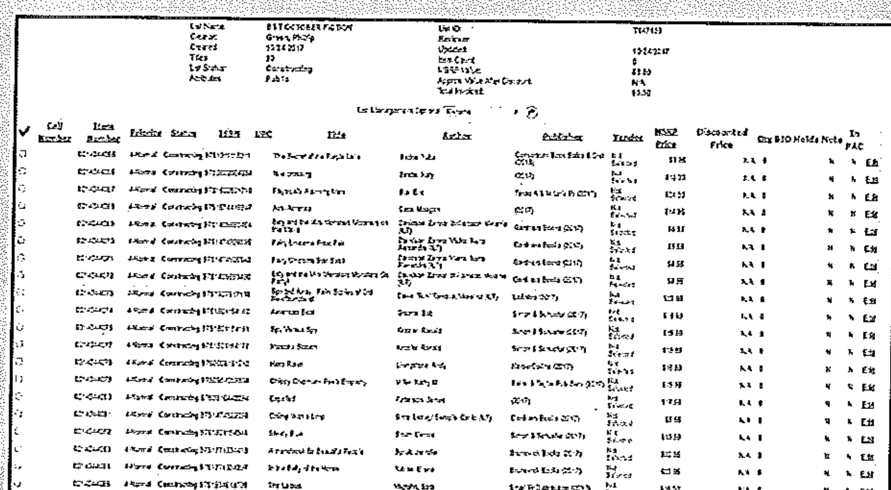
Next, in OSA, browse to the list you would like to upload the MARC file to.



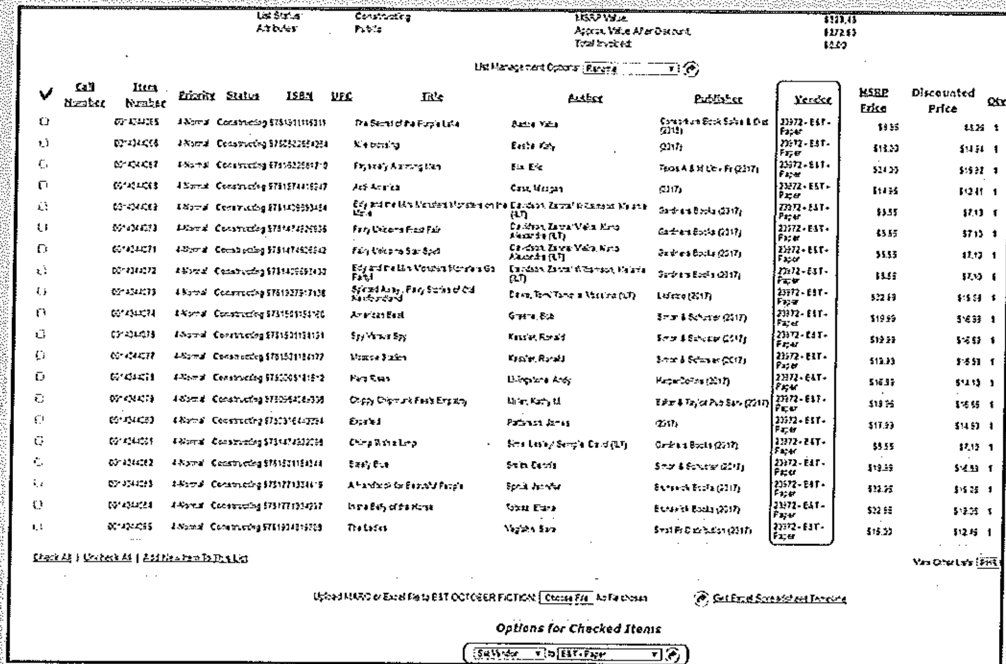
File upload in progress



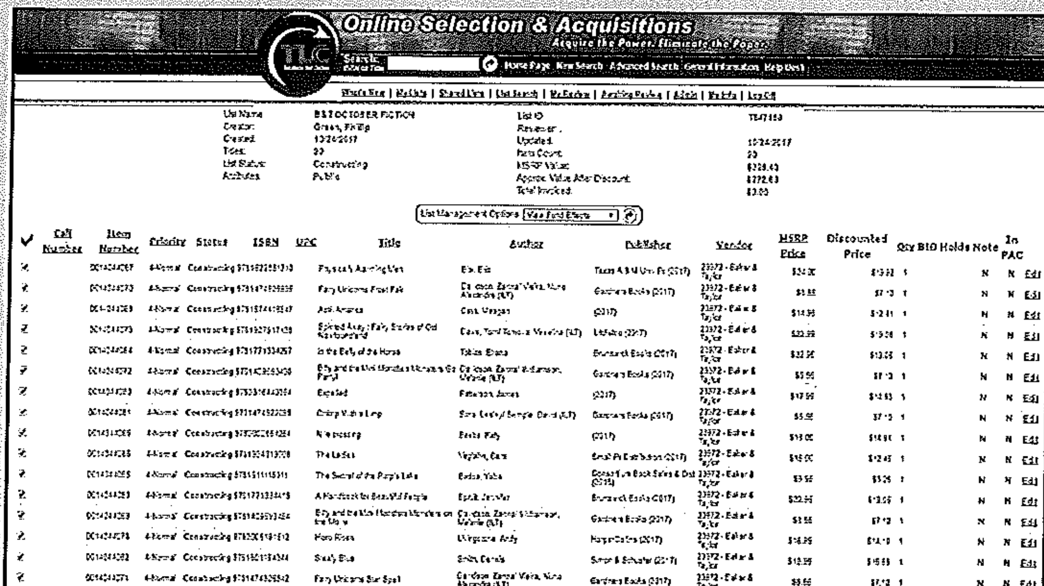
Once the upload is complete, the user will see the items added to their list.



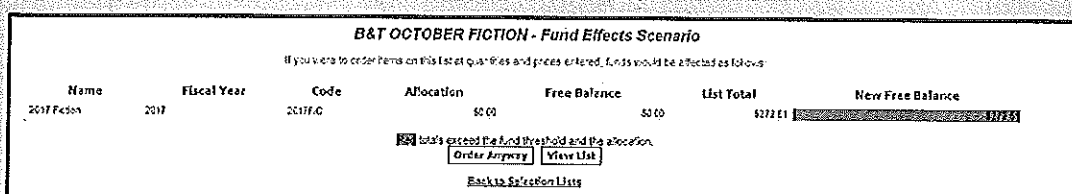
Next, the vendor is set for the list in batch or one at a time, if ordering from multiple vendors within the same list.



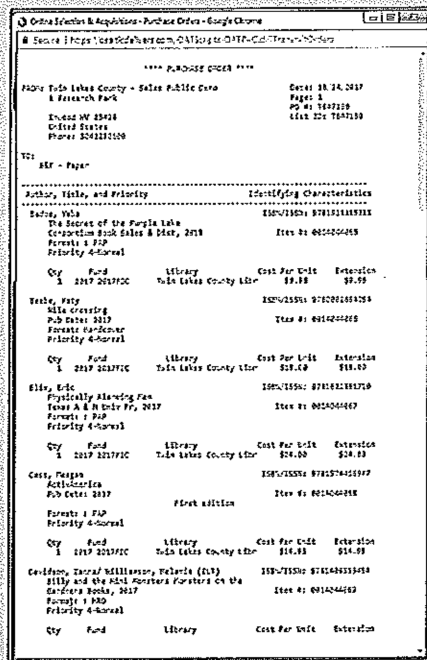
Staff may also view the effects of the order on their funds, before placing an order.



Fund effects displayed



The option to print a PO is available after placing an order.


**** PURCHASE ORDER ****

FROM: Twin Lakes County - Sales Public Cure Date: 10/24/2017
1 Research Park Page: 1
PO #: 7647150
List ID: 7647150

United States

TO:
B&T - Paper

Author, Title, and Priority — Identifying Characteristics

The Secret of the Purple Lake
Consortium Book Sales & Dist, 2018 — Item #: 0014244065
Format: 1 PAP
Priority 4-Normal

Qty	Fund	Library	Cost Per Unit	Extension
1	2017 2017FIC	Twin Lakes County Libr	$9.95	$9.95

Nila crossing
Pub Date: 2017
Format: Hardcover
Priority 4-Normal

Qty	Fund	Library	Cost Per Unit	Extension
1	2017 2017FIC	Twin Lakes County Libr	[illegible]	[illegible]

Physically Alarming Man
Texas A & M Univ Pr, 2017 — Item #: 0014244067
Format: 1 PAP
Priority 4-Normal

Qty	Fund	Library	Cost Per Unit	Extension
1	2017 2017FIC	Twin Lakes County Libr	$24.00	$24.00

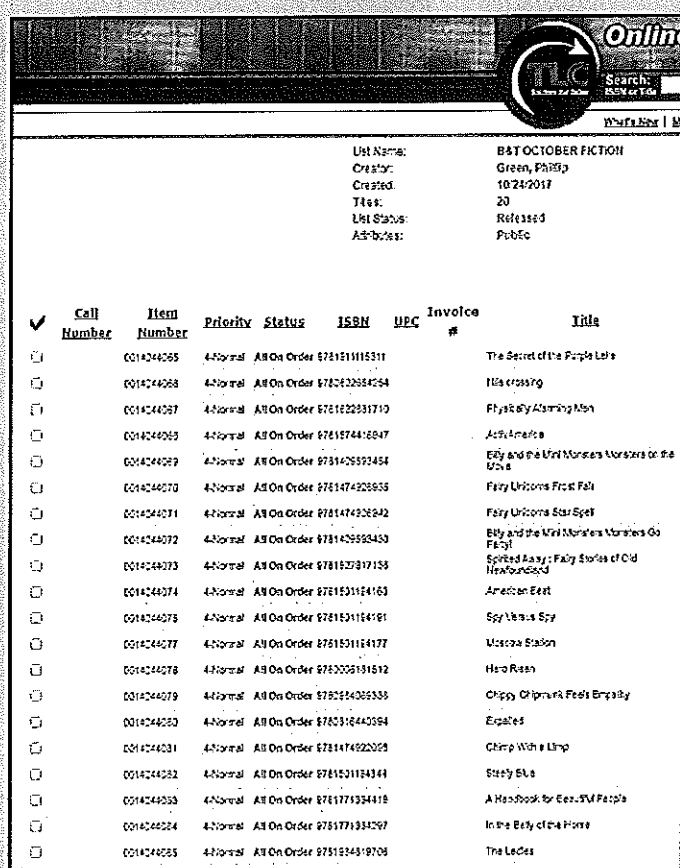
ActivAmerica
Pub Date: 2017
First edition
Format: 1 PAP
Priority 4-Normal

Qty	Fund	Library	Cost Per Unit	Extension
1	2017 2017FIC	Twin Lakes County Libr	$14.95	$14.95

Billy and the Mini Monsters Monsters on the
Books, 2017
Format: 1 PAP
Priority 4-Normal

Qty	Fund	Library	Cost Per Unit	Extension

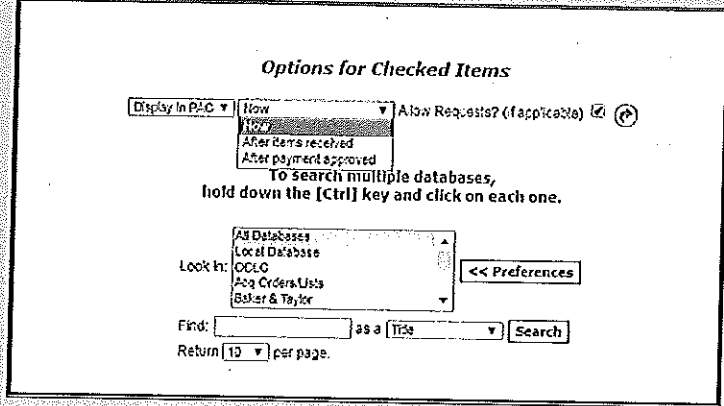
Item statuses are automatically updated after a placing an order.



List Name: B&T OCTOBER FICTION
Creator: Green, Phillip
Created: 10/24/2017
Titles: 20
List Status: Released
Attributes: Public

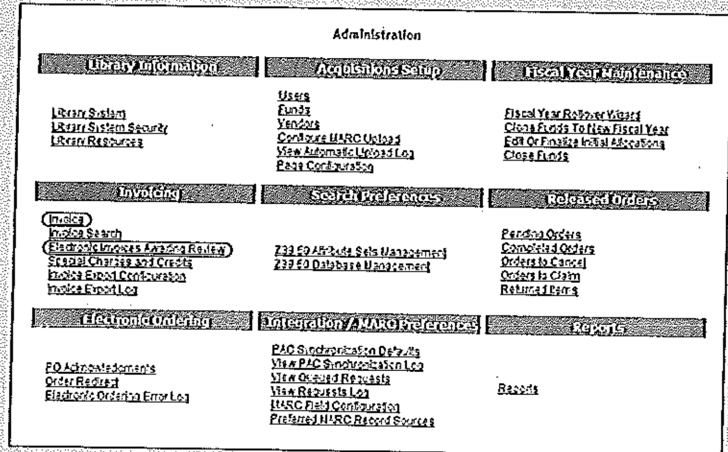
✔	Call Number	Item Number	Priority	Status	ISBN	UPC	Invoice #	Title
☐		0014244065	4-Normal	All On Order	9781531115311			The Secret of the Purple Lake
☐		0014244066	4-Normal	All On Order	9780822584264			Nila crossing
☐		0014244067	4-Normal	All On Order	9781623491710			Physically Alarming Man
☐		0014244068	4-Normal	All On Order	9781574416947			ActivAmerica
☐		0014244069	4-Normal	All On Order	9781409593454			Billy and the Mini Monsters Monsters on the Move
☐		0014244070	4-Normal	All On Order	9781474926935			Fairy Unicorns Frost Fall
☐		0014244071	4-Normal	All On Order	9781474926942			Fairy Unicorns Star Spell
☐		0014244072	4-Normal	All On Order	9781409593430			Billy and the Mini Monsters Monsters Go Party!
☐		0014244073	4-Normal	All On Order	9781927917138			Spirited Away : Fairy Stories of Old Newfoundland
☐		0014244074	4-Normal	All On Order	9781501124163			American East
☐		0014244075	4-Normal	All On Order	9781501124191			Spy Versus Spy
☐		0014244077	4-Normal	All On Order	9781501124177			Moscow Station
☐		0014244078	4-Normal	All On Order	9780006181512			Hero Risen
☐		0014244079	4-Normal	All On Order	9780994066336			Chippy Chipmunk Feels Empathy
☐		0014244080	4-Normal	All On Order	9780316440394			Expelled
☐		0014244081	4-Normal	All On Order	9781474922095			Chimp With a Limp
☐		0014244082	4-Normal	All On Order	9781501124344			Steely Blue
☐		0014244083	4-Normal	All On Order	9781771334419			A Handbook for Beautiful People
☐		0014244084	4-Normal	All On Order	9781771334297			In the Belly of the Horse
☐		0014244085	4-Normal	All On Order	9781934419706			The Ladies

Staff then have the option to send items to PAC, whenever they choose.

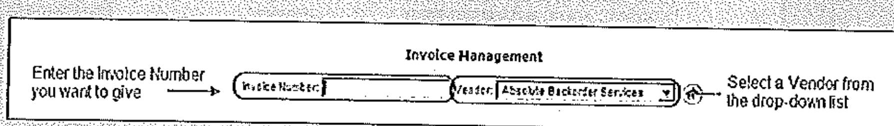


Invoicing and receiving

Within Admin, users with the proper permissions will be able to invoice/receive ordered items. This process can be combined, allowing the invoicing and receiving of items to occur in one step after an order has been received. Users can either create a new invoice or process an electronic invoice. To process an electronic invoice, select Electronic Invoices Awaiting Review and click on the appropriate invoice to process. To create a new invoice, click Invoice.

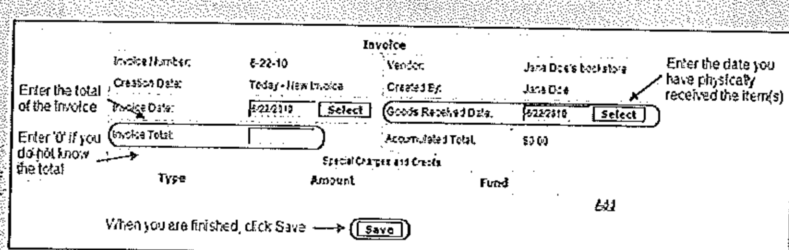


On the Invoice Management page, enter the invoice number you want to give and then select the Vendor from the drop-down list. You must select the same vendor that is on the list you are invoicing, or OSA will not allow you to add items to the invoice.

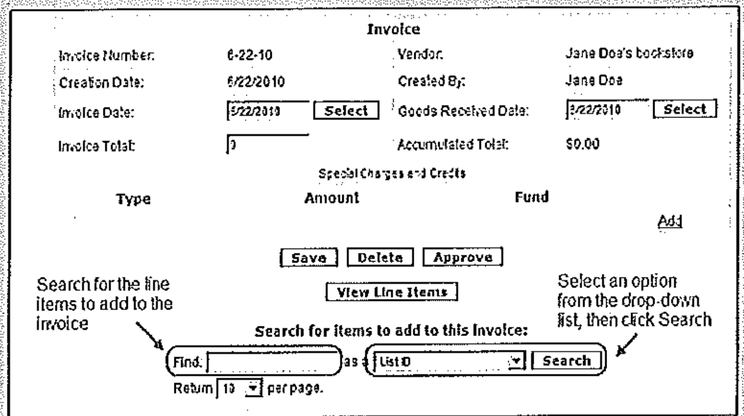


On the Invoice page, enter the date you have physically received the item(s) in the Goods Received Date field. Enter the total of the invoice. If you do not know the total enter '0'.

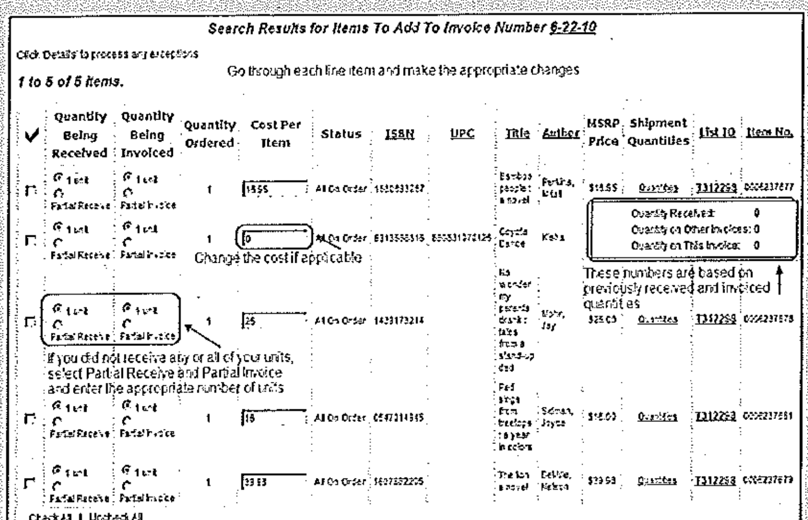
Next, click Save.



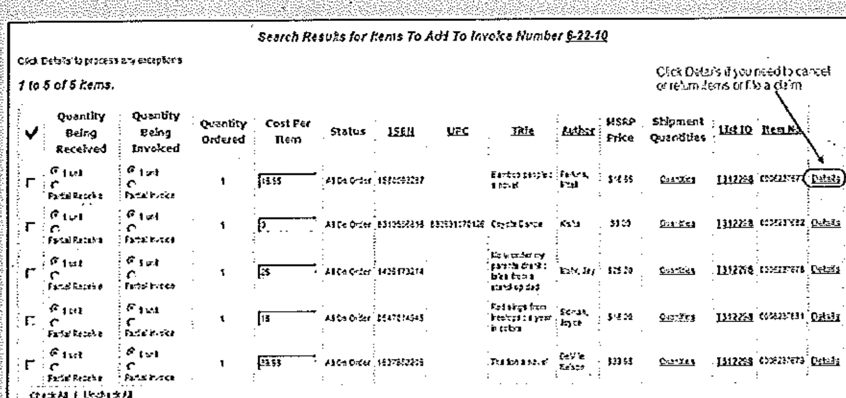
Search for the line items to add to the invoice in the Find field. From the drop-down list, select the appropriate option. If you want to change the number of results per page, you may do so from the drop-down list. Click Search.



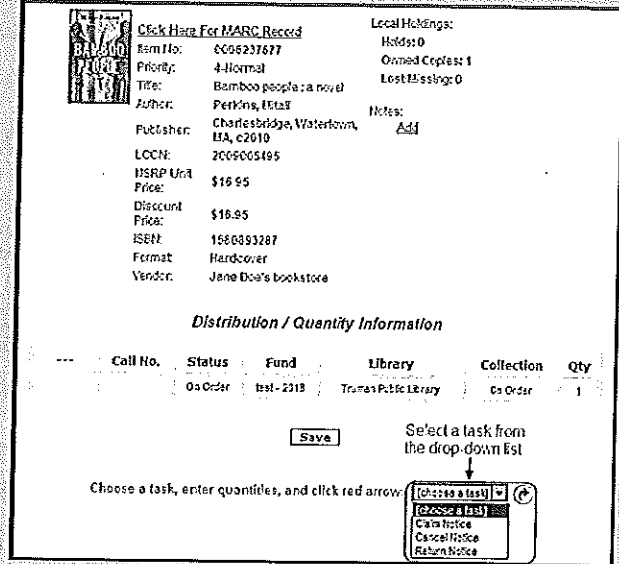
On the Search Results for Items To Add To Invoice Number page, go through each line item and make the appropriate changes. If you did not receive all of your units, select Partial Receive and enter the number of units received. Select Partial Invoice and enter the number of units to be invoiced. Change the Cost Per Item if applicable. If you hover over Quantities a pop-up display: Quantity Received, Quantity on Other Invoices, and Quantity on This Invoice. Note: These numbers are based on previously received and invoiced quantities. Once you save the invoice, the numbers will change accordingly.



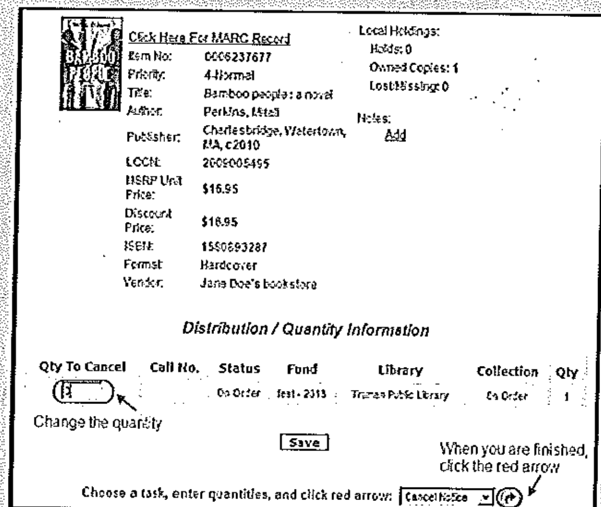
If you have not already done so, inspect your items for damaged goods, incorrect quantity, and verify you have received the correct title, edition, or copy, before continuing with the Invoice process. If you need to cancel or return items or file a claim, click Details.



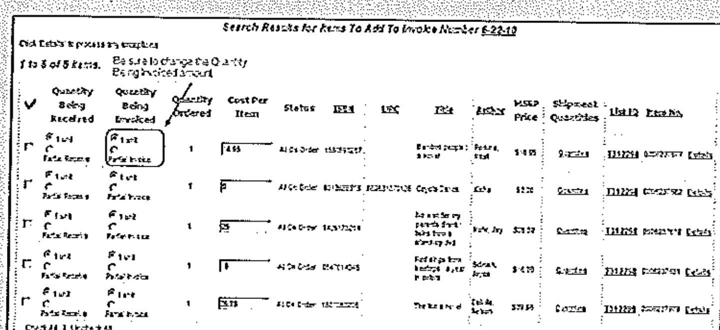
Select a task from the drop-down list. Important! This is your only opportunity to do so. Returns will require you to enter a Return Authorization Number.



Change the quantity if applicable and then click the red arrow.



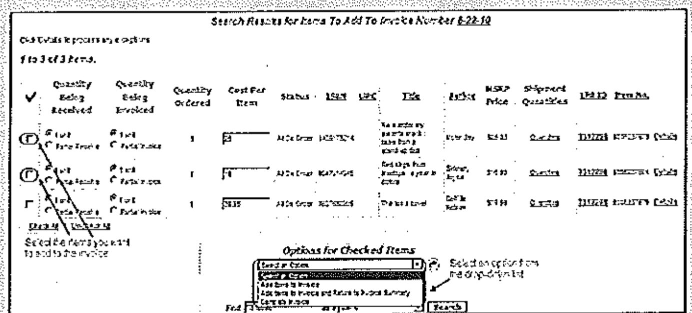
Print out your claim/notice and return item(s) per your library's policy. Alternatively, you can print them out at a later date by going to Admin | Released Orders. Click Close and you will be returned to the Search Results for Items To Add To Invoice Number page. Be sure to change the Quantity Being Invoiced amount if there are items being returned, canceled or claimed.



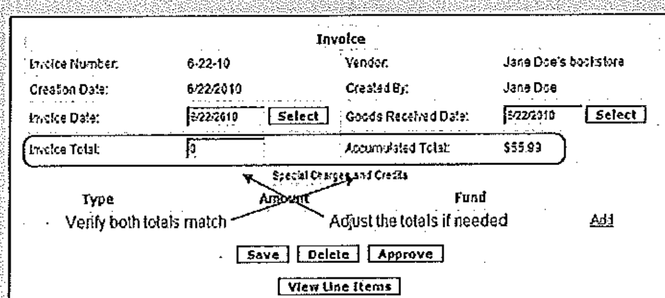
Select the items you want to add to the invoice. Under Options for Checked Items, select an option from the drop-down list.

- Add Items to Invoice option allows you to select some of the items and then process the rest later.
- Add Items to Invoice and Return to Invoice Summary option directs you to the summary page.
- Complete Invoice option directs you to the Invoice Completion page.

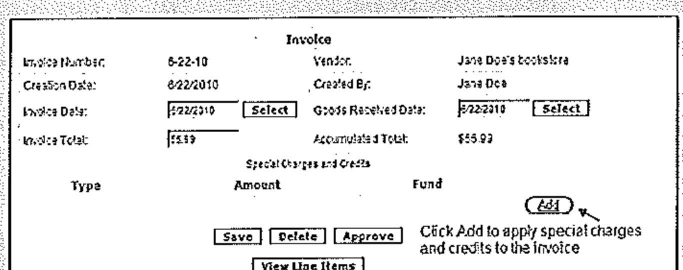
  * TLC recommends you choose the Add Items to Invoice and Return to Invoice Summary option.



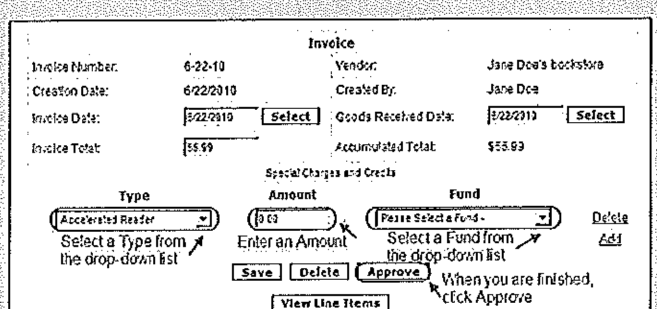
On the Invoice Summary page, verify the Invoice Total matches the Accumulated Total. If not, adjust the totals so they both match.



If there are special charges and credits you want to apply to the invoice, click Add.

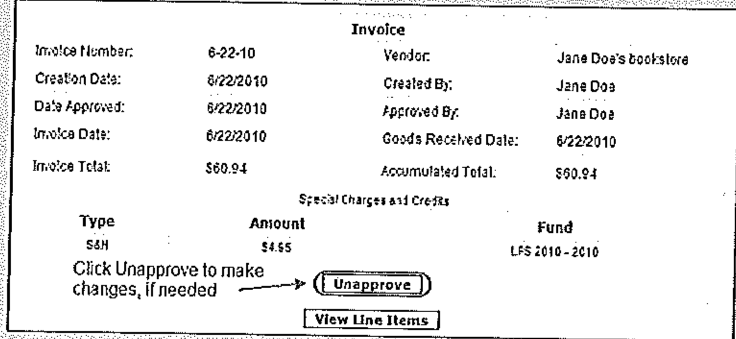


Select the Type, enter the Amount and select the Fund. Follow these steps for each charge or credit type you want to apply. Tip! If you want to create your own charge or credit type, go to Admin | Special Charges and Credits. Click Approve.



An Invoice Completion page displays. Verify the totals reconcile and the invoice appears to be complete. Click Approve to finalize the invoice. Click Invoice Details or Line Item Details to go back to review the details.

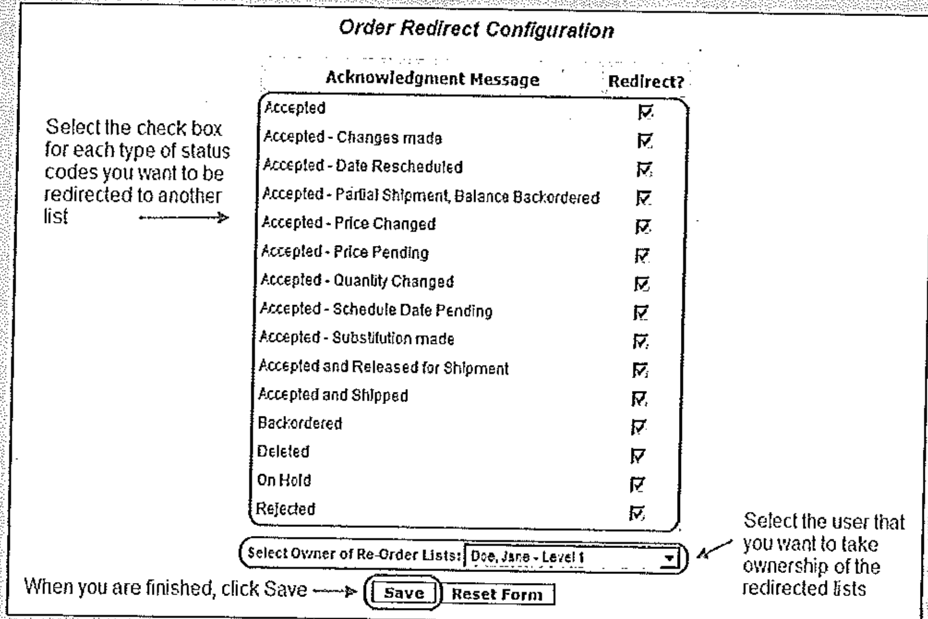
Once you Approve the invoice, you have the option to Unapprove it and make changes, if needed.



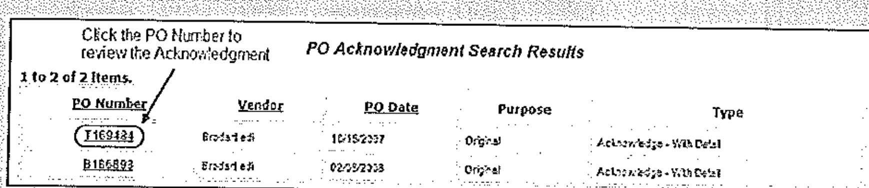
Lastly, TLC recommends if your library has more than one department that handles the invoicing and receiving process, you should consider using the Separate Invoicing and Receiving option. For more information on this option, refer to the Separate Invoicing and Receiving handout.

Reordering / Redirects

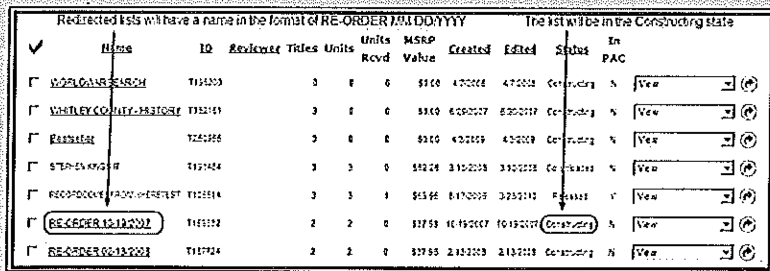
Additionally, OSA has the ability to eliminate the manual review of orders for items not shipped and move them into a new list. To configure this option, click Admin | Order Redirect. In order for this option to display, proper permissions must be assigned to the user. The Order Redirect Configuration page displays. Select the checkbox for each type of status codes you want to be redirected to another list. Select the user that you want to take ownership of the redirected lists. Click Save. A message advises that the order redirect configuration has been saved.



Once the Order Redirect has been configured and the vendor receives the order electronically, the vendor will send a Purchase Order Acknowledgement, notifying the user of the status of each item on your list. The Purchase Order Acknowledgment can be reviewed under Admin | PO Acknowledgments.



Every night the Order Redirect process runs against that day's acknowledgments and selects items to be redirected. If your Purchase Order Acknowledgment has an item status that matches your acknowledgment status code from the Order Redirect Configuration page, OSA will automatically create a new selection list for you. Only the items that have met your acknowledgment status code will be moved to a new list. These items will then be canceled from your original list. Additionally, a cancellation notice will be generated for each vendor, notifying them of the canceled items. The new selection list can be found under My Lists and will have a name in the format of RE-ORDER MM/DD/YYYY. The list will be in the Constructing state. Follow your library's procedures to best determine how to proceed with the order redirect lists.



Invoices are integrated into accounting software, with no staff intervention

TLC utilizes SIP and NCIP protocols, as well as custom data extracts and custom imports to interface and share data with third-party financial systems.

System, Server & Software Functionality

Ability to add and integrate APIs (provide an overview of available APIs)

The Library Corporation's Library•**Solution** automation system uses two standards consistently: NISO Circulation Interchange Protocol (NCIP) and Session Initiation Protocol (SIP). Both of these protocols have many useful purposes and continue to be developed for further functionality.

SIP

The Session Initiation Protocol is widely used in many practices – instant messaging, file transfers, online streaming, video conferencing, etc. In the library world, SIP allows two different systems to communicate with each other. For example, SIP makes it possible for the Library•**Solution** ILS to interface with Tech Logic's self-check stations and Envisionware's print management solutions.

SIP offers two types of messages: requests and responses. The protocol was initially created to address the demand for self-service applications, and it continues to evolve to meet the needs of changing technologies. As a member of the SIP Standard Development Committee, TLC is actively involved in the protocol's ongoing progress. To further TLC's commitment to the meeting customer needs, TLC has also utilized extended and customized fields for our partners.

NCIP

The NISO Circulation Interchange Protocol was designed with libraries in mind. Interoperability among different library automation systems, interlibrary loan (ILL) services, and self-service stations is the focus of NCIP. Resource sharing among libraries has become prevalent, so NCIP was developed to provide a standard for exchanging information about library users, items they wish to use, owners of these items, and the relationships among the involved parties.

Research shows that library staff using NCIP save a tremendous amount of time, often equivalent to one full-time employee for a full year. In Michigan, the Chippewa Library District's implementation of NCIP with its MeLCat online catalog is expected to reduce by 50% the amount of staff time currently dedicated to manually processing the library system's 20,000 ILL transactions per year.

NCIP is designed to use terminology and definitions that allow users to understand what it is doing, and is flexible enough to evolve as technologies and library practices change. TLC is a voting member of the standing committee that oversees NCIP's continued development.

Additionally, TLC feels that a stable, sophisticated integrated library system, shall employ several standard integration methods. One method includes using APIs, such as the previously mentioned SIP2 and NCIP protocols in addition to other protocols such as SSL, TCP/IP, Z39.50, EDIFACT, X12, RSS, MARC extracts, OpenURL and OAI-PMH, to extend access to the ILS database for account management, catalog access, data synchronization and other third-party exchange.

TLC is committed to ensuring compatibility with all vendors your library is using and remains an active member of various NISO Standards Committees. In fact, our staff includes the current co-chair of the NCIP committee and a lead on the SIP2 working group. These integration methods are commonly used by most ILS and Third Party vendors, and we continue to support them and extend them as needed to accommodate existing and emerging services, even as we continue the transition into the world of APIs and web services.

Ability to distinctly brand and customize options for staff and public interfaces

Placentia Library District has the ability to easily configure Library•**Solution** to your desired specifications. LS2 PAC was built to be highly malleable and comes with a graphical administration interface, making the majority of configurations easy. Libraries further enjoy opportunities to customize their configuration by individual locations, in the ways discussed below.

LS2 PAC's Landing Page is a marketing opportunity for your library to highlight areas of your collection, promote certain materials or advertise upcoming events, can be easily customized by library staff through the creation of Saved Searches and Saved Lists. The Landing Page can support the publication of up to four Lists or Searches and can be configured on a location-by-location basis, through the concept of configurations, which is an instance of the PAC that is associated with a certain library or location within the library. These options can all be exercised without assistance from TLC Support.

Library•**Solution** can support any library branding with the provision of branding elements including fonts, colors, and logos for use in web interfaces. Your landing page can be completely customized to suite your needs. LS2 PAC can not only incorporate feeds on your landing page that you choose to promote your collection (ie: Market Hot New Titles, or Local Authors), but LS2 PAC can also bring in outside feeds such as events calendars and local news.

Ability to access the ILS from anywhere

Library•**Solution**'s suite of web-based interfaces is built for mobile technology, including iOS and Android smartphones or tablets, using Responsive Web Design (RWD). There is no app needed by staff or patrons, for a full function, mobile experience. Because of this, Library•**Solution** interfaces automatically scale to accommodate display sizes ranging from smartphones and small handheld tablets to large high-definition monitors, which means your staff has the same full-service functionality on an Apple or Android-based mobile devices, as they do on a full-size laptop or desktop computer. Furthermore, at TLC, "Cloud-based" means exactly what it's supposed to - **"...applications, services or resources made available to users on demand via the Internet..".** The Library•**Solution** ILS is completely web-based, accessible anytime, with no RDP connections or Thin Client software needed. All TLC modules are web-based and accessed via your favorite web browser. TLC even provides a dashboard, called the LS2 Launch Page, so staff can start from one access point, bypassing the need to remember multiple URL's or clutter their desktop with numerous shortcuts. Additionally, because your system is entirely web-based, the staff is free to conduct all aspects of business, from patron maintenance and checkouts to inventory and reporting, from virtually anywhere. Imagine being able to sign up new patrons via a tablet, while conducting outreach at a nearby shopping center or along the beach!. Your staff will be free to move throughout the library or community, assisting patrons with numerous different tasks, no matter where they are.

Additionally, Library•**Solution** provides customizable user access levels, logins, and passwords which can be modified from a central location within LS2 Preferences, and set to restrict by IP address. This system prevents users from accessing areas and/or resources for which they do not have permission. Patrons are authenticated by logging into LS2 PAC with their library card number and PIN or by EZ Login. Once logged into the system, the patron does not need to log in again for access to remote databases and resources that they are authorized to access.

Automatic regular backups with no staff intervention

TLC will configure daily backups of the entire database, to be performed automatically at the library with no staff interaction required. The library can choose the time for this to take place, but normally, since no assistance is necessary, they are set to run at a time when the library is closed — usually between the hours of 2:00 a.m. and 5 a.m. The library is simply asked to check the backup log files to ensure that the backup process was successful. If the backup log files indicate that the backup process experienced problems or did not complete successfully, the library should contact TLC's support team for assistance.

Software regularly updated and upgraded with no impact on service

Upgrades to the software are released 3-4 times a year. These releases include bug fixes, software enhancements, and new functionality. The releases are provided as a downloadable file that is installed on the system by a trained technician from TLC. Once the release has been installed on the server, any client software is automatically updated during the initial connection to the database server. The current iteration of Library.Solution, is on its 48th release (upgrade) since 2011.

Development cycle that is responsive to known issues and enhancements

TLC uses an agile approach to development. Therefore, TLC would develop any new code in "sprints". These are 2 to 4 week iterations of development At the start of a sprint, there is a planning activity that includes the customer stakeholders and TLC development team members. The planning session generally consists of a review of the features to be developed during the upcoming sprint and allow the developers to ask any questions they have about the specifics of those features (or stories). The team will also break down the activities into subtasks that will be executed by the team members during that sprint. The goal of each sprint is completed code; there are no partial items delivered at the end of a sprint. Incomplete items are not demoed at the end of the sprint and are moved to a subsequent sprint based on the priority.

As part of its agile development, TLC also utilizes pair programming during development. For a custom project, TLC proposes utilizing two developers working as a pair. Numerous studies show that pair programming will result in higher quality deliverables and, when testing and curing of defects is taken into account, is actually faster than the two individuals working independently.

In addition, TLC's approach utilizes test-driven development where test scripts will be created as part of the code development rather than after development is completed or separate from development.

TLC's strategy is to develop the components according to the library's requirements as identified during planning sessions, but that the resulting "product" would become part of TLC's Library•**Solution** product. This approach allows for less costly or no development costs, no new support or maintenance costs and the opportunity to leverage existing system functions to achieve the desired outcome.

Notice of software update provided minimum 24 hours in advance of an update

TLC releases new versions of software on a regular basis, usually four times per year. TLC staff will complete any prerequisite updates to the database and servers needed for the latest software when the upgrade is scheduled. TLC works closely with each library to determine the best method of upgrade delivery with production-impacting updates scheduled for evenings and weekends. TLC continues to support all versions of our software, leaving upgrade decisions up to the library.

Availability/usage of SIP2 connections

TLC has long demonstrated our commitment to ensuring successful integration projects with third-party vendors using the standard interchange protocol version 2 (SIP2), to improve the user experience for our customers and their patrons.

An important goal of TLC is to bring leading technologies to our clients and their communities, and often this is facilitated through partnerships with a third-party vendor. TLC is unique in that we charge a flat fee for our SIP server software and do not charge per SIP connection, unlike other vendors.

Third party integration through SIP is being used successfully at TLC libraries for computer reservations, print management, eCommerce, self-checkout stations, RFID and many other integrations.

Granular security that can be applied to each user account

TLC Complies.

Customer information and backups remain in the United States

TLC Complies.

Ability to customize the staff interface

Placentia Library District has the ability to easily configure Library•**Solution** to your desired specifications. LS2 PAC was built to be highly malleable and comes with a graphical administration interface, making the majority of configurations easy. Libraries further enjoy opportunities to customize their configuration by individual locations, in the ways discussed below.

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Security measures are included to minimize chance of fraudulent activity or access

TLC's utilizes an AT&T data center which includes physical security such as security staffing 24x7, closed-circuit monitors, secure key-card access, biometrics scanner, a mantrap, and alarmed doors. Guards maintain access from the loading dock and access requires a card key. Security personnel also monitor the building and use an electronic watch monitoring system that identifies when and where guards have patrolled.

Migration, Support & Training

Complete migration of patron, bibliographic and item data from SirsiDynix Horizon ILS

The success of your migration to a new integrated system (ILS) depends on the successful conversion of your data. Users who have converted to Library•**Solution** have enjoyed successful, full migration of their data into their new system. TLC's experienced Data Implementation Team will preserve the integrity of your database, while simplifying the complexities of the conversion process. Our team works with you and your staff during the process to ensure its success. All data processing including authority control is done in-house at TLC headquarters.

TLC has converted data from hundreds of library systems using vendors such as Ex Libris, SirsiDynix, Innovative, GEAC, Gaylord, Polaris, Sagebrush, Follett, NOTIS, VTLS, Endeavor, and more. We have extensive experience reading and processing machine-readable records in MARC II communications format, as well as in several other formats. TLC currently processes more than 4.2 billion records a year. Our expertise and proven success with data work is one of our strongest competitive advantages.
In order to migrate data from the current ILS to Library•**Solution** the library must provide bibliographic data, borrower data and transaction data in a readable, delimited format. An implementation specialist will work with the library to gather the data needed to perform a migration. If a library is unable to provide any of the data elements due to system limitations, an implementation specialist and project manager will work with the library to determine next steps.

TLC is well-versed in handling the challenges posed by migrating a library consortium. Its solutions to potential obstacles include:

- Secure protocols to ensure the protection of each library's records, regardless of edits or changes made by other consortium members or less-experienced staff.
- High-quality shared bibliographic database that allows all consortium members to safely contribute and edit new MARC records.
- Various facilities can set their own criteria for patron types, collection codes, circulation policies, and more without having to defer to the preferences of fellow consortium members.

Documentation is provided in one place and is keyword accessible

Yes, additionally TLC has embraced the idea of "going green" and all materials are online. Product manuals and documentation are available for download and printing from the LS•**Community** site. All documentation is available in .pdf format. TLC will provide as many pre-printed product manuals and documentation copies as the district desires.

Data migrated in a secure fashion, using industry standard encryption

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Upon award of the contract, a complete copy of all database files from the existing system is to be sent to TLC along with any documentation outlining the structure and contents of these files. TLC can accept MARC data from a variety of sources.

TLC begins the data conversion process, communicating with the Library as needed for further information.

TLC Data Processing staff determines if the existing holdings field structure needs modification for compatibility with Library•**Solution**. During modification, TLC Data Processing staff customizes the library's MARC file to create local holdings fields and branch/collection specific holdings codes, etc. In addition, several utilities are run on the MARC file that "cleans up" other cataloging inconsistencies. During this time all cataloging and circulation policies and procedures specific to your requirements are established.

Data Modification

- Check for 100% occurrence of record control number (001). For records lacking a control number, one is assigned with three lowercase alpha characters followed by eight numeric characters.
- The ISBN check-digit algorithm is performed on the characters. If the calculated check digit (0 through 9 or an "X") does not match, the ISBN is considered invalid. When the ISBN is considered invalid, the subfield is changed from an "a" to "z".
- Records with non-printable characters are manually corrected if possible. Otherwise, the records are reported to the library and not included in the Library•**Solution** database.
- If no 005 field exists or the existing 005 is invalid, the 005 field is inserted with the current date and time, which is the date the database is built.
- The publication year recorded in the 008 (character positions 7 through 10) is verified. If the year is blank or invalid, the publication date from field 264c or 260c is copied to field 008. If records exist without valid publication date, a report with the control number, title, and invalid dates is provided to the library.
- Check the validity of Leader bytes 05 (Record Status), 06 (Type of Record), 07 (Bibliographic Level), 17 (Encoding Level), and 18 (Descriptive Cataloging Form), which appear as positions 01 through 05 respectively in the Library•**Solution** Leader. All incorrect values are reported to the library; no modifications to the Leader are made.
- If first six bytes of the 008 (date of entry) is not a valid date in the format YYMMDD, the date is replaced by the date converted from the 005/00-07 (last transaction date.)
- The second indicator of the 100 field is set as a blank. This is in accordance with the *USMARC Format for Bibliographic Data*, March 1996 update.
- MARC records containing multiple and/or invalid 245 fields are corrected. If no 245 field is present, one is added with data 'No title', and reported to the library. If the 245 lacks a subfield 'a', then one is added. If multiple 245 fields are present, the first in the record is retained as the 245 while the additional 245 fields are renumbered to 740.
- If the data in the price subfield of the local holdings field is not a strict price (dollar sign, digits, followed by a period, followed by two digits), the price is then changed to a "note" subfield in the same local holdings field. If a valid price can be located within the price subfield (e.g. $4.50, gift), then the price and note are separated into two different subfields. If the decimal value is missing from the price (e.g. $3000), it is corrected (e.g. $30.00).
- If any uppercase subfield letters are found in the existing holdings field, they are changed to lowercase letters.
- In all indexed fields, trailing spaces are removed from the field.
- Indexed fields are removed when they do not contain any data in any subfield.
- In general cataloging practice, a target audience value set to blank is the defacto method of indicating the audience is General/Adult. However, if the audience of the title is actually juvenile, that piece of data is misleading, if not incorrect. Therefore, the content of records with blank target

audience (008/22) is referenced to determine if the title is for a juvenile audience and the value is set accordingly.

There are two scenarios for the remaining steps in the data conversion process:

Scenario 1: No transaction data is converted for use in Library•**Solution.**
Scenario 2: Transaction data is converted for use in Library•**Solution.**

Scenario 1: No transaction data is converted for use in Library•**Solution**

TLC establishes a data cutoff date with the Library. On this date, the Library ceases the editing of bibliographic records in the existing system and sends all data files to TLC. During the full database build at TLC, the Library does not create or edit any bibliographic records in the existing system.

As soon as the data files arrive at TLC, production of the full Library•**Solution** database begins.

Legacy borrower records are added to the Library•**Solution** borrower file.

After on-site instruction, Library begins to use the Library•**Solution** database, phasing out the use of the old system.

Scenario 2: Transaction data is converted for use in Library•**Solution**

TLC establishes a data cutoff date with the Library. On this date, the Library ceases creating and editing bibliographic records in the existing system and sends the bibliographic data file to TLC. During the full database build at TLC, the Library does not create or edit any bibliographic records in the existing system. However, the Library continues to use the existing system for circulation transactions

System Migration
A second data cut-off date is established for the borrower and transaction files. A few days prior to the inaugural use of Library•**Solution**, TLC requests the final copy of the borrower and transaction files to be sent to TLC. Once the final copy is prepared, the Library ceases the use of the old system. Once the database files arrive at TLC, they are processed and the borrower and transaction information is added to the Library•**Solution** database.

It is preferable that the Library is closed during the migration, but it is not necessary. If the Library is not closed, the Library will run the "server-down" module of Library•**Solution** during the migration. Once the migration is completed and approved, the "server-down" transactions are added to the Library•**Solution** database. The system is then ready for use. Take note that if the "server-down" module is used, only checkouts and check-ins are recorded. No holds or fines processing can be performed.

Regular updates on open tickets are provided to ticket creator

Living up to our reputation for offering high-quality and gold status treatment for all of our customers, the TLC help desk staff are available and ready to assist you from 6:00 a.m. to 6 p.m. Mountain Time, 6:00 a.m. to 9:00 p.m., Eastern Time, Monday through Friday. All support calls are personally answered (no voice recordings) via toll-free telephone lines, and libraries have the option to email or chat with our representatives. After-hours support, holiday emergency support, and upgrade support are available 24 hours a day, 7 days a week at no additional charge.

TLC also offers an online support center for our customers. This web-based tool provides a direct interface between customers and TLC's Support Staff. Access is available 24/7. Customers may log in to report an issue or to review the status of any previous or existing issues. Each time an issue is updated by TLC staff, you are automatically notified of the updated status via email.

Questions are prioritized based on the severity of the issue. We prioritize tickets based on impact to the customer (not impact to all customers). If it is critical to you, it is critical to us. We staff our support center with librarians as they are uniquely qualified to understand an issue from your point of view. So, you don't have to explain to them why an issue is important as you frequently do with support centers staffed with "generalist" support analysts.

Critical issues that affect your ability to deliver services to your patrons or staff receive the highest priority and attention. The system is designed to ensure that issues are constantly tracked until resolution. The system automatically reviews outstanding issues and escalates them to the attention of senior management if they are not resolved promptly. Each issue in the system remains an "open" ticket until the Library is fully satisfied and closes the ticket.

We respond to emergency trouble tickets within 15 minutes and resolve within 4 hours during normal business hours, after hours, and holidays. For non-emergency tickets, response time is within 24 hours and resolution within 4 days.

TLC's customer service is unmatched in the industry. Your library will benefit from an outstanding level of service. Our team members are ready to assist your library during implementation and beyond.

Escalation process is provided for unresolved issues

For all items defined as Priority 1 (Urgent/Critical/Service Affecting), if the item has not been resolved within 2 hours after the ticket is created, an email reminder is sent to the Customer Support Representative, the person responsible for resolving the issue, to ensure the ticket is being addressed. If an additional 2 hours passes without a resolution to the issue, the Customer Support Representative and the Director of Customer Services are notified of the current ticket status. The Director of Customer Services works to assign additional resources as needed to resolve the issue. On those rare occasions when another 2 hours passes without a resolution to the issue, the Director of Operations is notified of the current ticket status. At that time, any additional resources required outside of the customer support department are assigned to ensure the issue is resolved promptly.

For all items defined as Non-Service Affecting, if the item has not been resolved within 8 business hours after the ticket is created, an email reminder is sent to the Customer Support Representative, the person responsible for resolving the issue, to ensure the ticket is being addressed. If an additional 8 business hours passes without a resolution to the issue, the Customer Support Representative and the Director of Customer Services are notified of the current ticket status. The Director of Customer Services works to assign additional customer support resources as needed to resolve the issue. On those rare occasions when another 8 business hours passes without a resolution to the issue, the Director of Operations is notified of the current ticket status. At that time, any additional resources required outside of the customer support department are assigned to ensure the issue is resolved promptly.

System allows staff to change their own password, password recovery by email

Library•**Solution** does not allow staff to change their own password or have password recovery by email.

Phone support during library open hours

Living up to our reputation for offering high-quality and gold status treatment for all of our customers, the TLC help desk staff are available and ready to assist you from 6:00 a.m. to 9:00 p.m., Eastern Time, Monday through Friday. All support calls are personally answered in our Inwood, WV headquarters,(no voice recordings) via toll-free telephone lines, and libraries have the option to email or chat with our representatives. After-hours support, holiday emergency support, and upgrade support are available 24 hours a day, 7 days a week ***at no additional charge.***

On-site training is provided for all functionality, including system administration and configuration

The effectiveness of the training is one of the most important factors in determining how comfortable your staff will be with your new system, and therefore, how successful your migration will be. TLC customizes a training package for each system. The length of the training is based on the number of staff to be trained, whether the system prefers "train the trainer" or direct training of staff, previous automation experience, and facilities available for training. TLC's Training Manager will work with you to design a custom training package. Your TLC trainer will also be onsite during your go-live day, to answer any questions which may arise.

Training needs to take place at the library. The training session would be most effective if it took place when the library is closed to the public. If a closure is not possible, the training should take place in a room away from the patrons. It is preferable that staff not be disturbed during the training session.

Once Library•**Solution** has been implemented, training is also available at TLC's corporate headquarters in Inwood, West Virginia. Additional training, such as training of new staff or annual "refresher" training can be conducted at TLC at no cost to the library. The library would be responsible only for travel and expenses. Library•**Solution** training is conducted at several levels. These levels are based on the needs of the library personnel being trained.

Training includes the following:

- Three days of onsite, formal training for one TLC trainer to train up to 10 library staff per session at a single location to be determined by the library and TLC.
- One day of onsite assistance immediately following formal training for TLC trainer to answer questions and assist staff as they work with the new system.
- All expenses.
- Subscription to Online Training Campus including unlimited access to live and recorded webinars.
- **OPTIONAL:** Remote follow-up training to occur 3-6 weeks after installation ($750 per half day session)
- **OPTIONAL:** TLC can provide advanced training for personnel who will provide troubleshooting support. Onsite - $1500 per day; Remote - $750 per session.

TLC's emphasis on effective training has resulted in a multifaceted approach designed to ensure staff comfort with the new system. Please note: TLC will modify this training package based on your specific needs and desires.

TLC's Online Training Campus (OTC) enables staff to easily access training tutorials at any time to learn new features or take a refresher class. Tutorials are available for new staff self-training, and staff can use the "how to" tutorials to learn how to use new software releases. This training is also available prior to installation to help staff become familiar with the software before formal training.

The new LS•**Community** site empowers you to receive as much -- or as little – information from TLC as you choose. For now, you have the option to sign up for email notifications regarding product announcements, newsletter updates, and helpful tips. When the forum is implemented, you'll be able to choose which customer conversations you want to follow, if any. Visit the site regularly to learn what's new in product development, view archived webinars or sign up for upcoming online sessions, watch training videos, submit Support tickets, download user guides and product literature, and much more. Library directors have sole discretion when it comes to assigning site permissions to additional library staff members.

LS Community

TLC Connection | Support | Software | Training | Logout

Online Training Campus

LS2 CATALOGING WEBINARS | LS2 TRAINING | OSA TRAINING | LS 4.X TRAINING | BIBLIOFILE TRAINING | RECORDED WEBINARS

LS2 Admin
Videos and Handouts
Show more

LS2 Backroom
Videos and Handouts
Show more

LS2 Staff
Videos and Handouts
Show more

LS2 PAC
Videos and Handouts
Show more

LS2 Reports
Videos and Handouts
Show more

LS2 Kids
Handouts
Show more

LS2 Preferences
Videos and Handouts
Show more

Google Analytics
Videos and Handouts
Show more

Training Course Request

Please complete this form regarding any additional training courses you'd like to see us add. Although we can't guarantee the addition of all requested training courses, we'll thoughtfully consider each submission. Many factors figure into the creation of new courses and each factor must be carefully weighed.

Name*

The Library Corporation | Technical Support: 800.852.4911

LS Community

TLC Connection | Support | Software | Training | Logout

Training Webinars

Webinars have attendance limits so please register as soon as possible. All times listed are Eastern time.

Complete calendar of upcoming webinars

UPCOMING EVENTS

RELEASE 43 NOTABLE FEATURES (JUNE 14, 2017) UPCOMING

Release 43 Notable Features (June 14, 2017)
June 14, 2017
2:00 pm - 3:00 pm

The Release 43 Notable Features webinar follows in the footsteps of previous Release Notable Features sessions we've run in the past, providing a brief rundown of selected features and functionality added by this new release in an hour-long session.

Attendees

0

Request a Webinar

Please complete this form regarding any additional training courses you'd like to see us add. Although we can't guarantee

24/7 Phone Support

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On-going separate test environment is provided to try and test settings and configuration, as well as training

We provide a test environment within the production hardware, at no additional cost. This allows for a more accurate representation of the production environment for testing, and results in a less expensive solution that does not impact the production system performance. This test instance is set up with a full replication of production environment data and configuration information including the discovery layer and SIP2. This test environment can run and be utilized alongside the production environment and can be on a separate version of the software code (as when testing new versions of the ILS). An annual test database refresh is provided free of charge.

Pricing

Cost proposal

ILS COST PROPOSAL						
Description	**Initial/Implementation**	**Year 1**	**Year 2**	**Year 3**	**Year 4**	**Year 5**
Required Modules	N/A	Year 1 cost is included in the initial/ Implementation cost.	N/A	N/A	N/A	N/A
Library•**Solution** Integrated Software Package	$29,999	Included	$5,999	$5,999	$5,999	$5,999
Circulation	Included	Included	Included	Included	Included	Included
Acquisitions	$2,999	Included	$799	$799	$799	$799
Serials	Included	Included	Included	Included	Included	Included
OPAC/Discovery	$1,733	Included	$1,733	$1,733	$1,733	$1,733
Cataloging	Included	Included	Included	Included	Included	Included
Reports (including Admin/Statistics)	Included	Included	Included	Included	Included	Included
Inventory & Authority Control	Included	Included	Included	Included	Included	Included
eIntegration for Borrower Services	Included	Included	Included	Included	Included	Included
ITS•**MARC**	Included	Included	$1,995	$1,995	$1,995	$1,995
SIP Software	$2,500	Included	$500	$500	$500	$500
Hosting	$4,800	Included	$3,800	$3,800	$3,800	$3,800
Training	$4,500	N/A	N/A	N/A	N/A	N/A
Data Migration	$4,725	N/A	N/A	N/A	N/A	N/A
Total	**$51,256**	**N/A**	**$14,826**	**$14,826**	**$14,826**	**$14,826**

ILS COST PROPOSAL						
Optional Modules	**Initial/ Implementation**	**Year 1**	**Year 2**	**Year 3**	**Year 4**	**Year 5**
iOS & Android App	Included	Included	Included	Included	Included	Included
Marketing Module	N/A	N/A	N/A	N/A	N/A	N/A
CRM Module	N/A	N/A	N/A	N/A	N/A	N/A
Interlibrary Loan Module	N/A	N/A	N/A	N/A	N/A	N/A
Include any other optional items described in your Proposal	N/A	N/A	N/A	N/A	N/A	N/A

TLC Alternate Pricing Option

5-year pricing option

TLC offers level pricing with a 5-year contract agreement. We evenly distribute the Library•**Solution** software and associated implementation costs across a 5 year term, reducing the initial cost to the library.

The 5-year pricing plan for Placentia Library District would result in 5 even payments of **$22,112** per year, for five (5) years.

1919-2019 placentia
LIBRARY DISTRICT
Inspiration, Innovation and Imagination

PLACENTIA LIBRARY DISTRICT
MEMORANDUM

To: Jeanette Contreras, Library Director

From: Jon Legree, Technology Manager

Subject: ILS RFP responses

Date: May 15, 2019

I have ranked my recommendations for a new ILS below.

1. **SirsiDynix Horizon**

Because Horizon would require no additional training, and the transition to our own system would be almost seamless, Horizon is my first choice. It provides all of the functionality we currently have. Selecting Horizon might be a way of easily transitioning to our own system without requiring extensive retraining. Our quote from SirsiDynix also includes the Enterprise and E-Resource Central programs, which are, in my opinion, the best OPAC solutions, especially for eBooks. One way to lower the cost would be to remove some of the optional modules (Community Engagement, BLUEcloud Visibility) from the quote.
First year cost: $26,780
Horizon libraries: Anaheim PL, Fullerton PL

2. **The Library Corporation**

TLC does provide the functionality we've requested. Their OPAC does integrate with OverDrive seamlessly. Their first year cost is among the highest, but they do offer a 5 year contract plan which spreads the cost over five years, making it the second-cheapest option. In the last RFP for ILS systems conducted by Anaheim, TLC was the second choice behind Horizon, so circulation staff are aware of its capabilities.
First year cost: $51,256 (with 5-year contract, $22,112/year)
TLC libraries: Santa Ana PL, L.A. Public Library

3. **Bywater Solutions Koha**

I think that Koha would be the best system for the library. As an open source project, it is very well supported and constantly being extended and improved. While its first-year costs are higher, the ongoing costs are the lowest of all the vendors who completely responded. Koha's handling of eBooks is not as seamless as Horizon and TLC, so I can't recommend it higher than those systems. The down side of Koha, and all the systems other than Horizon, is that given our time frame and the circumstances of the migration, I feel that we would be better served staying with our existing system for at least a year.

First year cost: $24,850

Koha libraries: Corona PL, Monterey PL

4. **Innovative Interfaces Polaris**

Polaris has the required staff functionality and its OPAC and eBook functionality is comparable to Horizon. They are an established product with a large client base. It is the highest priced of all of the responding vendors. Ebooks are handled seamlessly, like Horizon and TLC, but the system requires records for eBooks to be imported, while the other systems do not. Again, the time factor and the need for extensive retraining of staff and patrons is an important element to consider.

First year cost: $56,050

Polaris libraries: Buena Park Library District, Calabasas PL

5. **Auto-Graphics Verso**

Verso is a system that would fit well with the size of our collection and number of cardholders. Their functionality is lacking with regard to integration of eBooks. Verso redirecst the user to the OverDrive web site for checkout and reserving items.

First year cost: $11,365

Verso libraries: Irwindale PL, Rancho Mirage PL

6. **Biblionix Apollo**

The Apollo system is well suited for a library of our size, and it was the least expensive of all of the vendors contacted. They did not fully respond to the RFP, and I'm afraid it would represent a drastic loss of functionality for our patrons.

First year cost: $17,580

Apollo libraries: Alhambra PL, Sierra Madre PL