

REQUEST FOR INFORMATION

# NEXT GENERATION LIBRARY MANAGEMENT SYSTEM

FOR CHARLOTTE MECKLENBURG LIBRARY

PROPOSALS DUE

January 10, 2015

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## SUMMARY

Charlotte Mecklenburg Library seeks a proposal for a “best-of-breed,” comprehensive, integrated suite of library management software solutions to provide a platform for state-of-the-art service delivery and to provide key management, circulation, and public services functions from a customer service oriented provider interested in collaborating with a visionary library partner. The platform shall include:

1. Traditional integrated library system (ILS) functions, including:
  - Materials inventory management (selections, acquisitions, ordering, invoicing, processing, cataloging, serials, distribution, weeding, etc.)
  - Patron account management (registration, account updates, privileges, notifications, fines, loans, reserves, single sign-on, etc.)
  - Discovery layer (search, relevancy ranking, readers advisory, reviews, user lists and rankings, faceted searching, real-time availability, contextualized information presentation, customizable interface, etc.)
  - Circulation (loan rules, reserves, staff check-in and check-out, patron self-check-out and check-in, renewals, offline circulation, etc.)
  - Administration and reporting tools
2. Open and secure interfaces (discovery layer, interfaces suitable for use on mobile devices, and application programming interfaces [APIs] that are secure, open, and well-documented)
3. Digital resource management and integration (digitized collections, ebooks, journals and web resources, event and programming information, and federated searching)
4. Collection management and analysis tools
5. Customer relationship management, above and beyond the functionality of traditional patron account management
6. Patron self-service account management interface
7. Interlibrary loan management
8. PC reservation and print management functionality
9. RFID functionality (tag encoding, RFID-enabled item identification, check-out and check-in, and security) and a commitment to ongoing development of functionality based on the Library Communications Framework (LCF)
10. Patron payment processing
11. Event management (scheduling, registration, notification/reminders, and attendance)
12. Robust options for SaaS/Cloud/Remote hosting.

Acknowledging that no vendor currently provides all of these solutions, the Library invites proposals that feature collaborations between vendors, bridges between software systems, and a great desire to work with the Library to put together a comprehensive, integrated solution.

The Library will invite respondents demonstrating a vision for the future and a commitment to partnering with the Library to provide onsite or remote demonstrations of their proposed solutions.

**Proposals are due January 10, 2015.**

## LIMITATIONS

This is a Request for Information (“RFI”) and shall not be construed as a commitment by the Library to award a contract on the basis of responses to this RFI. The Library will not pay for the preparation of any information submitted in response to this RFI, or for any costs related to onsite or remote product demonstrations. Based on responses to this RFI, the Library may issue a Request for Proposals (RFP) at a later date, but this RFI does not commit the Library to a particular procurement process.

## QUESTIONS AND CLARIFICATIONS

Questions and requests for clarification should be submitted by **December 15, 2014**, by email to:

**Michael Engelbrecht,**  
**mengelbrecht@cmlibrary.org**

All responses will be posted on our website by

**December 19, 2014.**

## INSTRUCTIONS

At a minimum, a response must include the functions of an integrated library system, mobile interfaces, and APIs, as defined by the components numbered 1 and 2 in the Scope of Proposals section below. Additional components, i.e. those numbered 3-11, may be included if the resulting suite of library management software solutions improves current functionality, integration, or openness. For any additional components that are not included, the proposer should certify that their solution will work with the Library's current software, as shown in the Library Background section below.

## DELIVERY ADDRESS

Responses should be delivered to:

The third floor administrative offices of the Library, addressed to:

Library Administration

Charlotte Mecklenburg Library

310 North Tryon

Charlotte, NC, 28202

**by 5 PM (Eastern Time) on January 10, 2015.**

## FORM OF SUBMISSION

- Two paper copies, one electronic submission in both docx (Microsoft Word) and pdf (Adobe Acrobat Reader) format, each a single file, on optical or magnetic media of your choice. File name should be: **Vendor or Product name** followed by **2014 Charlotte Mecklenburg Library – Library Management System RFI Response**. No fax or e-mail submission.
- Submit only one inclusive package from the principal-in-charge. Do not submit separate submittals for sub-consultants.
- Submittals should be limited to 8.5 x 11 sheet size, and be bound with one staple in top left corner. No three ring notebooks, spiral bindings, or plastic covers are permitted. A sheet printed on both sides will count as two pages.
- The footer on each page should clearly identify the submitter, **2014 Charlotte Mecklenburg Library - Library Management System RFI Response**, and the page number.

Each submittal should follow the format, page limit and order listed below. No cover sheets or cover letters should be included in the submittal.

## VENDOR INFORMATION

The following information and topics should be included:

- Name, address, contact, and background information for the primary vendor (five pages maximum).
- Name, address, and background information for each partnering vendor (five pages maximum per partner)

## PROPOSAL INFORMATION

All proposals must address the first two items listed in Scope of Proposals. Additionally, list which other items in the Scope of Proposal section your proposal encompasses

- Detailed description of how the vendors propose to meet the needs of the Library, including:
  - Name and purpose of each software package included in the proposal
  - Role of each partnering vendor
  - Description and list of key features for each software package
  - Brief description of application programming interfaces (APIs), protocols, data transfer methods, and/or services used to integrate each software package
- A narrative describing in detail how the suite of software solutions will meet the Library's needs. This section is the vendor's opportunity to show how their proposed solution meets and extends the Library's vision for a next-generation library management system.
- A detailed cost proposal including:
  - Initial purchase and/or licensing costs
  - Setup costs including installation, training, and project management
  - Ongoing costs for five years, including software licensing, software maintenance and updates, and service and support

## SIMILAR IMPLEMENTATIONS (NINE PAGES MAXIMUM)

Include descriptions of similar implementations during the last five (5) years that demonstrate experience with public libraries. Highlight projects where the proposer has had to balance competing needs for complex functionality with simplicity of use.

Include, for each similar implementation:

- Specific project name, location, client, and year of implementation
- Description of the work - current status, size, estimated or final project cost, list solutions implemented in bullet form, describe stakeholder involvement process and key challenges and solutions.
- Name, telephone number, and email of individuals to contact for references regarding the implementations.

## IMPLEMENTATION ISSUES (ONE PAGE MAXIMUM)

For two of the projects described in the Similar Implementations section, list the three key challenges for each project and how those challenges were overcome or mitigated.

## WHY SHOULD YOUR TEAM BE SELECTED? (ONE PAGE MAXIMUM)

Describe why your project team should be selected.

## LIBRARY BACKGROUND

### ABOUT CHARLOTTE MECKLENBURG LIBRARY

The Charlotte Mecklenburg Library is the largest public library in the state of North Carolina, serving approximately 1,000,000 Mecklenburg County residents through access to information, early literacy resources, opportunities for workforce development, as well as contributing to the overall educational success of the residents of Mecklenburg County. Chartered by the State Legislature in 1903, the Charlotte Mecklenburg Library employs 470 FTE across twenty locations. Usage highlights for FY14 include:

- Library locations visited by individuals over 3 million times
- Web sites visited more than 27 million times
- Library staff helped people by answering more than 1.2 million reference questions
- Literacy and lifelong learning were encouraged through 298 unique programs delivered 17,608 times, reaching 351,179 attendees
- 5,960,288 items were borrowed, with digital downloads increasing by 46% and overall circulation increasing by 3.7% in the past year
- Digital circulation is 7% of total circulation and expected to be 20% in four years' time
- Library computers were used 809,309 times, and wireless Internet was accessed 332,697 times
- Summer Reading (2013) participants equaled 24,280 individuals, and increase of 10% from the previous year
- Active Library cardholders are more than 254,000, defined as a customer that has used their library card within the past 2 years
- The two year old Library mobile app had more than 16,000 downloads (over 33,000 lifetime) and averaged 6,700 unique users per month and 550,000 queries per month.

### CURRENT CONDITIONS

The Library has received funding increases in each of the past four years to restore services cut starting in 2008, and now operates in twenty locations six days a week, with 8 of its largest locations open seven days each week.

The demand for digital materials continues to grow, and access to the Library through mobile devices is also increasing with the deployment of an award-winning mobile app that has been downloaded over 33,000 times in two years and averaged 550,000 queries per month in FY14. These services have resulted in growth in demand for Library services from a customer population that is technically proficient, and also sophisticated about electronic access and delivery through traditional web apps and newer mobile devices. Our customers access information, communicate and recreate more often via technology than ever before.

To address the changing needs of the public a 6-month strategic planning process toward developing a digital strategy was begun in late 2013. Based on staff observations and feedback from Library patrons, many critical issues and shortcoming of our current software systems were identified.

- Lack of open architecture or interoperability (for example, no open API, limited access to resources from mobile devices, no web-based client for circulation or borrower registration)
- Limited scope for innovation (for example, integrating a customer relationship management system, cloud-based hosting)
- Interfaces that restrict use with other library and non-library platforms (for example, a web-based content management system, or the ILS used by our local school system, or platforms which support the digitization of local history materials)
- Lack of a single access portal to all library and related resources, especially e-books and similar digital content
- Lack of support for mobile devices
- Systems that are closed, fragmented, and difficult to understand by users, hindering access to relevant and authoritative library content
- Systems that fail to optimize user's search-engine experience and familiarity to facilitate searching

Additionally, based upon current trends and the 2013 MarketWise survey results, we believe that e-books could account for 20% of our total circulation by 2020. The Library believes our current technology will make it difficult, if not impossible to accommodate this growth, as it does not allow for easy, efficient access to all available library resources.

#### KEY LIBRARY STATISTICS

Total Locations	20
Total Staff	474 FTE
FY 15 Budget	\$34,596,063
Total Active Cardholders (2 years)	254,063
FY 14 Circulation	5,960,288
FY 14 Hold Requests	1,114,418
Total Titles Held in FY 14	1,049,169
Total Volumes Held in FY 14	1,227,737
Total Magazine Titles Held in FY 14	2,177
Total Magazine Issues Held in FY 14	33,023



## CURRENT LIBRARY SYSTEM APPLICATIONS

The Library maintains a series of interconnected servers and applications to acquire, maintain, and promote its collections.

### SIRSIDYNIX HORIZON

The Library runs a locally hosted SirsiDynix Horizon system on a number of servers. The following Horizon components are in use:

- Acquisitions
- Authority Control
- Cataloging
- Circulation
- Offline Circulation
- Serials
- Horizon Information Portal (HIP) catalog
- Z39.50
- Web Reporter and Narrowcast
- Debt Collect
- Email, telephone, US Mail & SMS notices
- SIP2 Interface – Tech Logic CircIT Self checkout
- SIP2 Interface -- 3rd party databases and some e-book platforms
- SIP2 Interface – Comprise Technologies SmartPay: Online fines/fees payment
- SIP2 Interface – Envisionware PC Reservation/Print Management
- SIP2 Interface – Talking Tech i-tiva ver. 2.3 TeleCirc
- SIP2 Interface – Boopsie Library mobile app

### TECH LOGIC

The Library uses Tech Logic's CircIT self checkout system. There are 55 units spread across the 20 locations providing patrons the ability to checkout items, get notified of overdue items or hold items available for pickup and pay fines and fees. This system communicates with Horizon via SIP2.

### MARCIVE

MARCIVE provides MARC records for select government documents and authority processing of our current cataloging records (includes corrections in punctuation, coding, etc. in addition to authority control) and updating our authority records if there is a change in the national level record.

### COMPRISE TECHNOLOGY

Comprise's SmartPay online payment system is used by patrons to pay fines and fees. Using SIP2 the patron can choose which individual fines/fees to pay.

### ENVISIONWARE

The Library uses Envisionware's PC Reservation and LPT:one print management system at all twenty locations. Patron's pay for prints using Jamex coin/cash units. Envisionware products communicate with the Horizon system using SIP2.

## TRAFSYS

Trafsys provides the Library's door count information. Currently, data from Trafsys must be manually integrated with other LMS statistics for reports and analysis.

## WiFi

The Library maintains public and staff WiFi networks on Cisco Access Ports. Currently, usage statistics must be manually integrated with other LMS data for reports and analysis.

## TALKING TECH

The Talking Tech i-tiva TeleCirc system is used to call patrons about holds notices and overdue materials as well as enable patrons to renew items and manage holds over the phone. This system has 3 incoming lines and 5 outgoing lines.

## SYNDETTICS SOLUTIONS

Search results in the Library's public access catalog are enriched with cover art, reviews and other enhanced services including content from LibraryThing.

## UNIQUE MANAGEMENT SERVICES

The Library uses Unique Management Services for collections and for mailed notices. A new solution will need to integrate seamlessly with this service.

## EVANCED

The Library uses Events Calendar to manage programs and to provide a web-based calendar for the Library.

## PROQUEST

ProQuest's AquaBrowser is the discovery layer tool used by library patrons. Horizon bibliographic records are exported nightly to AquaBrowser for indexing. AquaBrowser communicates with the Horizon Information portal for holdings information.

## TYLER TECHNOLOGIES

Munis is the finance system used by the library. Munis is unable to interface with Horizon.

## TAM RETAIL

The TAM is our point-of-sale system with register units at all 20 locations. TAM is unable to interface with Horizon.

## COLLECTIONHQ

The Library uses CollectionHQ to analyze collection trends to better align collections with patron demand. CollectionHQ receives automated exports from Horizon on circulation transactions, requests, bibliographic data and holdings information.

## BOOPSIE

Boopsie provides the Libraries mobile for Android, iOS, Windows Phone and Windows 8. Boopsie indexes a nightly export of bibliographic information from Horizon and utilizes SIP2 to communicate to Horizon.

## ORANGE BOY

The Library uses Orange Boy for market segmentation and statistical analysis. Dashboard, charts, graphs are used to manage, develop, and extend a wide variety of library services. Data is transmitted manually to Orange Boy via secure FTP

## TECHNICAL INFRASTRUCTURE

Charlotte Mecklenburg Library utilizes metro Ethernet network for voice, data and video transmission. The public network services both Ethernet and Wi-Fi connections for library patrons.

The Library's hardware, software, and telecommunications environment is managed by Mecklenburg County – Information Technology staff. Unique Library systems are managed by Library Technology department staff.

The Library presently has a fleet of computers meeting various staff and patron needs:

- 420 staff workstations
- 681 public computers for Internet and research
- 113 public catalog computers
- 116 self-sufficiency computers, used for self-check-out, PC reservation, and print management)
- 154 laptops for mobile computing
- A variety of tablets, smartphones, and e-readers across all platforms

All library computers meet the current minimum configuration standard:

- CPU: Core2Duo 3.0GHz
- Memory: 1GB
- Disk: 250GB
- O/S: W7 Pro
- Browser: IE9, Google Chrome
- Deployed: Symantec Ghost and Microsoft System Center Configuration Manager (SCCM), working toward SCCM as the target system for the enterprise

## VENDORS FOR SUPPLYING MATERIALS

### PRE-PROCESSED PRINT AND AUDIOVISUAL

Baker & Taylor serves as the Library's primary supplier for print material. The Library maintains firm and standing orders with Baker & Taylor for youth and adult material. The Library also has an on-going lease plan with Baker & Taylor.

In addition, collection development librarians use Title Source 3 with grid distribution to assemble carts of materials reflecting newly published titles and added/replacement copy orders. In most cases, these carts are then converted into enriched EDI orders and submitted to Baker & Taylor via FTP.

MARC bibliographic records are loaded into the Horizon catalog at the time of ordering, and on-order titles are exposed in the public catalog to enable hold requests.

Newly ordered materials – with the exception of standing order titles -- undergo CLS shelf-ready processing with Baker & Taylor. EDI invoices are not used at this time because the Library's current ILS system and financial management system MUNIS are not compatible. This is an option we would welcome in the future.

## OTHER VENDORS PROVIDING PRE-PROCESSED MATERIAL

The Library uses Ingram as its secondary providers for partially processed material. Ingram's processing treatment is to cover books with mylar when applicable, and apply property stamp.

## OTHER MATERIAL SUPPLIERS

Midwest Tapes serves as the Library's primary supplier of audiovisual materials. All audiovisual and other materials, international languages materials included, ordered from an assortment of vendors are cataloged and processed locally. These vendors include Quality Books, Thorndike Press, Lectorum Publications, Scholastic, Recorded Books, and others.

MARC bibliographic records are loaded into the Horizon catalog at the time of ordering, and on-order titles are exposed in the public catalog to enable hold requests.

Bibliographic records for browsing paperback titles are not loaded until after the materials are received by the Library and processed locally.

## DATABASES AND ELECTRONIC RESOURCES

The Library obtains most of its databases through NC Live. These are primarily EBSCO databases (changing to PROQUEST in January 2015). The Library purchases downloadable eBooks, eAudio, eMusic, and eVideo from Overdrive. The Library occasionally orders eBooks from EBSCO and eAudio from Recorded Books. The Library also subscribes to a wide variety of databases and electronic materials services, such as Freeding, Freegal, hoopla, Treehouse, Tumblebooks, Universal Class, World Book Online and Zinio.

The Library envisions verifying borrower information against 3rd party databases for the purpose of managing change of address and similar borrower status information as part of its customer relationship management strategy.

## SCOPE OF PROPOSALS

The Library seeks proposals that incorporate as many key management, circulation, and public services functions as possible into one comprehensive, integrated suite of products. Rather than specify functional requirements, we provide our overall vision and invite vendors to work with us to meet and extend that vision.

At a minimum, a response must include the functions of an integrated library system, a discovery layer, mobile interfaces, and open APIs. Additional components, i.e. those numbered 3-11 in the list below, may be included if the resulting suite of library management software solutions improves current functionality, integration, or openness. For any additional components that are not included, the proposer should certify that their solution will work with the Library's current software, as shown in the Library Background section above.

A key criteria for a successful response is that the solution should allow room to grow: i.e., it uses open standards and APIs, gives full access to the underlying data, and is highly scalable.

### 1. Traditional integrated library system (ILS) functions

Traditional functions include materials inventory management (selections, acquisitions, ordering, invoicing, processing, cataloging, serials, distribution, weeding, etc.); patron account management (registration, account updates, privileges, notifications, fines, loans, reserves, single sign-on, etc.); discovery layer (search, relevancy ranking, readers advisory, reviews, user lists and rankings, faceted searching, real-time availability, contextualized information presentation, customizable interface, etc.); circulation (loan rules, reserves, staff check-in and check-out, patron self-check-out and check-in, renewals, offline circulation, etc.); and reporting and administrative tools.

While the basic functionality of our current Horizon ILS system is generally considered to be satisfactory, we believe a next-generation system should, at a minimum:

- Run on a variety of client platforms, including Windows, iOS, and Android, and support standard remote, batch, automated installation methods.
- Observe the user interface standards for each platform, for example with respect to copy and paste functions, using scrollbars, and toggling between open windows and tabs.
- Provide staff and patron discovery layers that are browser-agnostic and provide contextualized information presentation depending on audience (staff, patrons, children, patrons with disabilities, etc.)
- Provide a full scope of user interface customizations, including font size and color, window titles and field names, prompt and error message wording, and audio signals where appropriate.
- Provide a complete data dictionary and full query access to all patron, materials, and circulation data including the ability for partners and vendors to connect and download data automatically and regularly.

### 2. Open and secure interfaces (discovery layer, interfaces suitable for use on mobile devices, and application programming interfaces [APIS] that are secure, open, and well-documented)

The Library envisions a powerful and intuitive discovery layer, comprising all of the search and discovery features that patrons have come to expect through exposure to online services like Amazon, Netflix, and Pandora. The discovery layer includes basic, advanced, and faceted search capabilities;

relevancy ranking; spelling correction and “did you mean?” assistance; reading suggestions based on previous searches; the ability to view ratings, reviews, and reading lists; and the ability to add items to lists or “bookshelves” that can be saved, printed, emailed and shared on common social media platforms.

The Library envisions a similarly powerful and intuitive community-building interface starting with simple and intuitive borrower registration and account management based on a single user ID and password to access all of the Library’s resources, and encompassing many of the community-building aspects and features that users have come to expect from services like Steam, YouTube, and reddit. Such a community-building interface allows for moderated posting and a customer relationship management system that allows for personal, excellent service to be delivered regardless of whether the customer is on-premises or remote.

Discovery and community features and services should be device and browser-agnostic. Discovery should be available through mobile browsers and mobile apps, using responsive design. Discovery should integrate multiple data sources, such as ebooks, special collections, electronic resources and materials, and library events, through open APIs.

Interfaces should protect all personally identifiable information, search terms, and search results in transmission and storage. PCI/DSS compliance is required for all payment card data.

### 3. Digital resource management and integration

The Library envisions new ways to integrate electronic materials into the website and the discovery layer. Better integration requires the ability to present and deliver digitized collections, ebooks and emedia, journals and web resources, event and programming information, and other materials within the discovery layer, with single sign-on, with title and availability information integrated with other search results in a federated search interface, and with one-click (or not-many-clicks) access.

### 4. Collection analysis tools

A tool or set of tools that can analyze the Library’s entire collection - print, digital, downloadable - and the types and numbers of patron uses is essential to data-driven acquisition, distribution, and weeding decisions including the ability to integrate data from demographic data providers.

### 5. Customer Relationship Management

The Library envisions customer relationship management (CRM) functionality above and beyond traditional patron account management and notifications capabilities. With either an integrated CRM system, or interfaces to connect to a stand-alone system such as SugarCRM, Salesforce, NetSuite CRM+, or Microsoft Dynamics CRM, to name a few, the Library will collect opt-in data about patron visits to library buildings and websites, event participation, newsletter and notification subscriptions, customer issues and preferences, etc., in order to create more patron engagement and improve services.

### 6. Patron self-service account management interface

The Library envisions a “My Account” or “portal” feature that allows patrons to manage their Library experience at a much more sophisticated level than is currently possible. In addition to managing check-outs, holds, and event registrations and paying fines, patrons can opt in to review previous check-outs and events; create and share content such as book lists and reviews; opt into newsletters, communications, and alerts; and retrieve previous searches, research, and notes. Transition between the “portal” and the discovery layer is seamless.

7. Interlibrary loan management

The Library envisions interlibrary loan software that integrates with OCLC WorldCat and the Library's collection database to enable interlibrary borrowing and loaning with a minimum of double-entry and a full audit trail of transactions.

8. PC reservation and print management functionality

The Library is generally satisfied with its current Envisionware PC and Print management solutions, but welcomes other solutions that add functionality or customer service improvements.

9. RFID functionality (tag encoding, RFID-enabled item identification, check-out and check-in, and security)

The Library currently circulates about 80% of its materials through self-checkout and requires a solution that maintains or improves this, while also providing the functionality needed to support automated check-in of materials returned by the customer, as well as welcoming other solutions that add functionality, self-help, or customer service improvements.

10. Patron payment processing

The Library is generally satisfied with its current Comprise patron payment solution, but welcomes other solutions that add functionality or customer service improvements while preserving PCI/DSS compliance.

11. Event management (scheduling, registration, and attendance)

The Library envisions an event management solution with full integration with the patron database, patron portal, and discovery layer. Patrons who choose to "remember" event participation should have full access to their participation history, and the Library should be able to suggest new events based on past participation. Events should appear in discovery layer search results, and registration should occur within the discovery layer and without additional log-in requirements.

12. Options for SaaS/Remote or cloud-based services.

The Library maintains a suite of services to manage current LMS functions. The Library envisions a future in which many, if not all, of these services are hosted.