Name of Institution	South African Library for the Blind
Bid Number	SALB 2016 / 11 / 01
Description	Request for proposal: Library Management System
Date Published	25 / 11 /2016
Closing Date	22 / 12 / 2016
Briefing Session	A compulsory briefing session will be held on: Date: 12/12/2016 Time: 10:00am Venue: 112B High Street Grahamstown (SALB Lecture Room)
Contact	Luke Adriaan: admin@salb.org.za Tel: 27 46 622 7226
Note	1. Failure to attend the compulsory site meeting will result in disqualification. 2. Only responses received from bidders who collected and attended the compulsory site meeting will be considered
Scoring	80/20 preference point system

SOUTH AFRICAN LIBRARY FOR THE BLIND

**LIBRARY MANAGEMENT SYSTEM
REQUIREMENTS**

NOVEMBER 2016

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1. STANDARDS /INTEROPERABILITY

Indicate Compatibility	Yes	No
1.1. The system must be UNICODE compliant.		
1.2. The system, both client, and server, must be fully Z39.50 version 3compliant		
1.3. The system must support the following formats for bibliographic data:		
1.3.1.MARC21		
1.3.2.UNIMARC		
1.3.3.COSATI/CENDI		
1.3.4.DUBLINCORE		
1.4. The system must support Resource Description Access (RDA)		
1.5. The system must support the NCIP and SIP2 protocols. (Full Words)		
1.6. The system must support 10 and 13 digit ISBNs.		
1.7. The system must offer Web Services and Application Programming Interfaces (APIs) that enable the library to develop custom interfaces to all modules.		
1.8. Service provider must provide training and documentation.		

2. FUNCTIONAL REQUIREMENTS

The system must perform & support the following modules:

Indicate Compatibility	Yes	No
a) Circulation		
I. register new members		
I. loans,		
II. renewals,		
III. reserves,		
IV. returns,		
V. Automatic system selection of materials for members based on reader interest (Picking List), (See 6.1.7)		
VI. Instant turn-around of booked materials, etc. (See 6.1.8)		
b) Bibliographic Control/Cataloguing (classifying, cataloguing and indexing materials). Refer item 5 below for more details.		
c) Acquisitions		
d) Serials (tracking magazines and newspapers orders, and administration thereof)		

	Yes	No
e) **The OPAC** (public interface for members, interface with the SALB website)		
f) **Production** (Track and trace books as they move through the SALB and to narrators/transcribers). Refer item 8 below for more details.		
g) **Technical Services** (Track and trace audio players/ Create job cards/ progress reports). Refer item 9 below for more details.		
h) **E-repository** to manage, preserve and make available e-publications received from Publishers and Suppliers and store the e-publications created by the Library.		

3. SYSTEM ADMINISTRATION

The system must:

Indicate Compatibility	Yes	No
a) Be able to draw any kind of data created without the assistance of the service provider, unless there is a problem with the system. We need to be able to draw statistical reports without the help of the service provider i.e. thorough training for the system administrator.		
b) Place no limit on catalogue record size, other than the limits imposed by MARC21 standard.		
c) Be able to link from and to other catalogues in the world [OCLC/ Library of Congress/ TIGAR].		
d) The OPAC module should conform to accessibility standards for blind and visually impaired people.		
e) Be member friendly and easy to navigate by the staff of the library as well as members.		
f) Operate on a server under the library's choice of operating system or full web-based.		
Be an open system, with no dependency on the use of specific models or models of equipment operating systems, etc., to ensure the future viability of the system. We should not have to run certain Operating System / Computers / Servers for the Library Management Systems to work.		
g) Keep a log of each transaction which alters the database. Logs must be date and time stamped to allow the system to reconstruct activity for any period.		
h) Full-text indexing and a full-text database (Advanced) search feature must be available to provide easy retrieval of records.		
i) Support right-click menus and "print screen" option for all the		

	modules including help functions.		
j)	Support library-defined shortcut keys, using the keyboard keys.		
k)	Support cascading or tiling multiple windows, as well as the ability to toggle from one module/window while retaining the information for a selected record.		
l)	Have a quick search feature be it that is a member, title, keyword, etc.		
m)	Support the library OPAC and allow it to have unique SALB look and feel (e.g. colours, fonts, Logos, etc.)		
n)	Allow staff to cut copy and paste both from within modules as well as from external sources i.e. copy cataloguing.		
o)	Allow staff to login using their member name and password. The systems administrator will administer the member names and passwords.		
p)	Hosted systems that will deliver fast and efficient data storage and backup with no down time.		
q)	Web based & web enabled, using standard Internet connectivity.		
r)	MPAC [Mobile Public Access Catalogue] for Smart phone access.		
s)	Dedicated, specialist support and professional services teams during office hours or as arranged.		
t)	Support eRepository functionalities.		

4. FUNCTIONAL REQUIREMENTS

4.1. Acquisitions

4.1.1. The library's goals are to maintain the basic principle of access to reading material for blind and visually impaired people.

a) To acquire material as quickly as possible from National and International suppliers.
b) To maintain a high level of accuracy and record-keeping in all work procedures.
c) To keep work processes simple, in order to achieve the lowest possible unit cost.
d) To develop close, friendly working relationships with other national and international libraries and service providers.

4.1.2 The library wants to perform the abovementioned points with 6 steps to be taken in order to acquire material for a library collection whether physical or digital.

Indicate Compatibility	Yes	No
a) Request materials.		
b) Verification of current stock unpaid invoices, overdue orders ect. (*could this be automated*)		
c) Ordering.		
d) Reporting (of all transactions, orders as well as fiscal		

		Yes	No
	management- must be linked to the budget that will be allocated for the year)		
e)	The system should keep historical information for trend analysis and comparative reports.		
f)	The module must allow national and international books suppliers to upload titles for consideration on the system. This should allow librarians to select which titles to order based on the budget available.		
g)	Allow librarians to register the service providers (name of the service provider, details, and others company details) and add them to the existing list of service providers.		
h)	The module must be able to perform all the duties in the e-environment, i.e. purchasing and managing of e-books and print copies.		

4.2 Serials, Magazines & Newspapers

The library subscribes to several newspapers and magazines in print and digital format. Most print magazines are sent by service providers though Postal Services and the newspapers are digital. The library wants to manage all subscriptions electronically and must be able to:

	Indicate Compatibility	Yes	No
a)	Record magazines and newspapers ordered.		
b)	Serials administration.		
c)	Be alerted by the system to check if the magazine was received or not.		
d)	Send automated renewal subscription reminders to staff.		
e)	The library would also like to receive digital newspapers from Publishers as an automated function where the systems then customize the content based on reader interest and automatically send it to the computer of a reader.		

5. BIBLIOGRAPHIC CONTROL /CATALOGUING

Indicate Overall Compatibility		Yes	No
5.1 General Requirements			
a)	The system must offer a full text database that allows records for any type of material in any format to be created, migrated, searched and displayed, modified, exported, and deleted in the Resource Description and Access (RDA) environment. In our case, the format will be DAISY (CD), Braille (contracted and un-contracted) and Tactile material.		
b)	The Bibliographic Control/cataloguing module must allow the		

library to create and maintain full catalogue records searchable only by authorized library staff. At library staff discretion, records may be hidden from public member display at the title level OR at item level (to hide selected copies).		
c) Bibliographic Control/Cataloguing module must provide tools that streamline the process of:		
i. Adding a brief title record		
ii. Editing existing titles		
iii. Duplicating an existing title		
iv. Removing title, call number/volume or copies		
v. Creating and editing call number/volume records		
vi. Adding or editing copies (includes global edits)		
vii. Adding multiple copies and volumes of the copies: For example:		
Call number B1000		
Copy number 2		
Copy1 B1000/1/1-2; B1000/1/2-2		
Copy2 B1000/2/1-2; B1000/2/2-2		
viii. Offering authority control options (display, add, duplicate, edit, remove).		
ix. Providing access to a cataloguing review file.		
x. Linking order line holdings to titles.		
xi. The module must be able to draw reports using MARC fields.		
xii. The temporary catalogue record should contain the following fields under a heading called *In Process*:		
• Braille Production / Date sent / Date Received (dates to be added manually by Cataloguers)		
• Audio Production / Date sent / Date Received (dates to be added manually by Cataloguers)		
The system should be able to distinguish between temporary catalogue records and completed catalogue records for statistical reasons		
xiii. The System should automatically allocate an Accession Number once a temporary catalogue record is created.		
xiv. It should be possible for the Catalogues to override the automated Accession Number to re-use numbers of discarded books.		
xv. Print barcode labels for each book containing		
• Author		
• Title		
• Shelf number		
• Barcode and barcode number		

5.1.1 When creating a title, authorised staff must be able to pre-set values, including but not limited to:		
a) Hiding the record display from the Web OPAC (from public member searches).		
b) Item type (to prevent repetitive data entry).		
c) Statistical categories.		
d) Record format (e.g. DAISY or Braille).		
e) Ability to validate authority headings (if authority control is used by library).		
f) Printing spine labels.		
5.1.2 When removing a title or item record, the Bibliographic Control cataloguing module must alert staff if a holding is associated with the material. Staff must be able to immediately investigate the open transaction, without closing the removal process.		
5.1.3 The Bibliographic Control/cataloguing module must support MARC21 format error checking, including:		
a) Error checking (tags, indicators, and subfields) for all formats.		
b) Displaying an error message when incorrect values are entered.		
c) Prompts for correct data.		
d) Automatically verifying and validating structure of each type of record maintained by the proposed system.		
e) Performing the following error checks:		
f) Entry of valid tags.		
g) Proper format as defined for each field (e. g. field length, character type and numeric range checks.		
h) Valid entries in controlled fields (from authority lists or tiles).		
i) Presence of mandatory data elements.		
j) Supplying default data element identifiers (tags, indicators, subfield codes etc.)		
5.1.4 Items in processes must not be available for selection. This should be a field that should be activated or deactivated by authorized staff.		
5.1.5 Whenever applicable the library may specify tags for each template as well as default codes.		
5.1.6 The Bibliographic Control/Cataloguing module must not require a specific interface to any MARC-based cataloguing source. The MARC21 record must be loaded using the call number or search from the searched function and transferred to the cataloguing module.		
5.1.7 The Bibliographic Control/cataloguing module must include		

ability for verifying uniform resource locator(s), or URLs catalogued within MARC 856 bibliographic field. This field is used to add volume and copy number of the title. The module must verify if the information is added correctly.		
5.2. Z39.50 MARC Cataloguing Client or Similar Protocol		
a) The cataloguing module must support Z39.50 to allow data exchange to and from other external sources. This module must be link to Clients such as National Library of South Africa, WorldCat, Royal National Institute of the Blind (RNIB), Canadian National Institute for the Blind (CNIB) and Tigar catalogues.		
b) The Z39.50 copy cataloguing client must capture MARC records from WorldCat / OCLC directly into the library's catalogue, while at the same time updating the library's holdings on OCLC to reflect the addition of the record.		
5.3. Authority Control		
a) The Authority Control module must link all authority-controlled bibliographic headings with corresponding authority.		
b) The Authority Control module must enable the system administrator to specify whether entry of bibliographic data which does not match an authority record must result in rejection of the input, or in a warning, in which case the system must:		
i. Display a browse list of possible authority headings from which the operator may choose by clicking the desired heading to replace the unauthorised heading in the bibliographic record		
ii. Automatically flag the unauthorized entry for later display, review, and/or printing.		
c) The Authority Control module must support multiple authority files, including separate authority indexes for LC name, subject headings, and SALB SIC codes/subjects, etc.		
d) The Authority Control module must enable the library to define an unlimited number of authority formats or types and to specify the bibliographic fields and subfields addressed by each authority record type through policy configuration.		
e) The Authority Control module must automatically generate appropriate "See" and "See also" references from authority records for use in the online catalogue.		
f) At the library's discretion, the Authority control module must be configured either to display cross-references but not to		

verify headings, or to display cross-references and also to verify headings.		
g) Service provider must provide basic authority processing service that consists of at least the following:		
i. Bibliographic Heading Update.		
ii. Authority Record Provision.		
iii. Bibliographic Record Clean-up.		
iv. Bibliographic Database Analysis.		
v. Reporting of data clean-up.		
h) The solution must have the following warnings available to assign to a title:		
i. Language		
ii. Violence		
iii. Sex		
iv. Prejudice		
v. Any other qualifier the Library wants to add		

6. CIRCULATION

6.1. General Requirements

All functions below should be performed by authorized staff only. This should be managed by System Administrator or similar person.

The module must:

Indicate Compatability	Yes	No
a) Have a tab to create a profile for a new member /member (see detail in 6.1.2)		
b) Be able to add, modify and delete members and or their particulars		
c) View a summary and detail information of the member profile		
d) Stamp the date and time a member is added, modified and deleted		
e) Have a loan, return, renewal, reserve and history functions		
f) Be able to show the member's current and previous circulation transaction, e.g., loans, requests, renewals, over-dues, etc.		
g) Automatically generate unique member number.		
h) Enable staff to search for members and titles on the catalogue		
i) Be able to view the titles details associated with the member		
j) Be able to pick books or titles for members in bulk and individually, named 'Picking List' (Refer page 6.1.8 below for more details)		
k) Be able to reserve a title to another member/member who		

		Yes	No
	requested the same title (Refer below for more details).		
l)	Be able to automatically print the address label for the patron who will be receiving material upon check out		
m)	Be able to check gaps in all member quota and automatically fill gaps as per the member/member profile		
n)	Library staff must be able to temporarily stop the system from selecting books for an individual for a certain period on request by member		
o)	Be able to search books using a quick or advance function for the members who call and request a certain book. On this function, library staff must be able to search with the title, author, format (Braille, Audio or Tactile), subject codes, keyword or Boolean logic indicators.		
p)	Be able to search for a member /member or more members with their, for example, surnames, names, address, status, region, profile, reader interest, and so on. These functions will incorporate the terms or characters utilised in the member profile.		

6.1.1 Member Information

The following must be included on the member profile tab:

Indicate Compatability		Yes	No
a.	Member type (reader, staff, mini-library, schools &institution)		
b.	Title		
c.	Surname		
d.	First Names		
e.	Initials		
f.	Date of Birth		
g.	Gender		
h.	ID no.		
i.	Members Address (Physical and Postal- should include the province and/or country and postal code)		
j.	Next of Kin's address (should not be the same as the member's address. The system should inform the Member to enter a different address)		
k.	Email address		
l.	Cell phone and telephone numbers		
m.	Home Language		
n.	Preferred reading language in ranking order		
o.	Date of registration should be automatically assigned by the system.		
p.	Status (Blind or visually impaired)		

q.	Notices (this tab will be utilised by the circulation staff to write notices)		
r.	History (this tab will be for history transactions of the member since from the day of registration, e.g. latest books issued to the member.)		
s.	There must be a real-time link between the member profile and member's historic transactions with library material. This is to help the library staff search the member profile and browse the member's historic transactions such as books loans, returns, renewals, reserves, and requests.		
t.	The search function must allow the staff to search books using a quick or advance function for the members who call and request a certain book. On this function, library staff must be able to search with the title, author, format (Braille, Audio or Tactile), subject codes, keyword or Boolean logic indicators. Results: must indicate the title, author, format, status, language, availability and "read before" etc. Extra tabs for Details of the titles, for example, Marc 21 details.		
u.	Unique member ID must start with year the member is registered in the system such as 2015001. This number should be automatically generated by the system.		
v.	Type of player/players issued to the member		
w.	Serial number of player		
x.	Pop-up Message (Do not post/Local member or airmail sticker)		
y.	Membership card print functionality once membership has been created		

6.1.2 Member Reading Profile

	Indicate Compatability	Yes	No
a)	Must allow the librarian to create a member reading profile [see attached Member Registration form for example of selections]		
b)	A member reading profile is created for each member on the system and is linked to the Member Profile as well as the Library Catalogue.		
c)	The System must be able to select and link books that are available on the shelves and must be able to relate the book with the member's subject interests and shortfall on quota. On the member profile, members will indicate their subject interests.		
d)	Must have book allocation method options e.g. request member (member phones and asks for books); profile member and automatic (member reading profile selects books) (i.e. tick boxes).		
e)	Must have option for format preferences (i.e. audio, Braille and/or tactile)		
f)	Must allow selection maximum settings (quota of the books) which allow an override when required.		

Indicate Compatability	Yes	No
g) Must provide heading profile with genre selection (historical fiction, thrillers, biographies, romance, etc).		
h) Must have option for magazine and newspaper subscription which is excluded on the book quota		

6.1.3 Reading History.

Indicate Compatability	Yes	No
The function must be created to link the member profile and member transaction with the library material on daily basis. This is to help the library staff to search the member profile and browse the member's transactions such as books loans, returns, renewals, reserves, and requests. To eliminate duplication of selection.		

6.1.4 MiniLibs.

Indicate Compatability	Yes	No
Minilibs are registered as institutional members. Institutions also register their own members. The system should allow registering an individual within an institutional membership. This must also allow staff to draw reports of the number of members registered in an institution.		

6.1.5 Item Details

Indicate Compatability	Yes	No
This function will have more information about titles and holdings. It must indicate or display information such as Item ID/barcode (Titles), title, author, status (on shelf/damaged/missing/withdrawn/in production), on-loan (if it is loaned out and the members name), reserves (this tab will list those requested the title but awaiting to receive it), history (history of the circulation the title called up).		

6.1.6 Loan

Indicate Compatability	Yes	No
The library staff will use this function to loan library materials to the member so readers and must display the details for the member and the book / title. Also, must indicate the transactions of the loan with the stamped date automatically (date loaned and due date and by whom).		

6.1.7 Picking List

Picking list is the result of a function where the library system automatically picks books for library members depending on individual member's subject interests (known as SIC codes). The number of books selected per member will be determined by the number of books returned and check in on the system to ensure a full quota of books is issued to a member.

It is also linked to the members reading preferences and the catalogue. The picking list is generated and printed twice/thrice a week. Library staff only collect books generated by the picking list from the shelves based on the shelf number and then the books are issued out on the System. This is a very important function in the Circulation Section as members do not physically come to the library but rely on the picking list to obtain books from the library.

Indicate Compatability	Yes	No
a) This function must be able to select and link books that are available on the shelves and must be able to relate the book with the member's subject interests on the member reading profile; members will indicate their subject interests. The list must include 'member name', 'member ID', 'title', 'author' and 'call number'. This function must be able to arrange the list numerically by call number and must also provide authority to arrange using a checkbox.		
b) The system must allow for days when picking lists need to be printed to be specified.		
c) The system must allow staff to view the pick list on the system before this has been issued, (print preview).		
d) If the book on the pick list but cannot be found in the library, the system should allow for the history of the book to be seen easily as this may assist in tracing the book.		
e) Once a title has been added to a member's pick list, the system must ensure that this copy of the title is not allocated to any other members and added to their picklists, until either the pick list has been cancelled, or the reader has returned the title.		

6.1.8 Instant Turnaround

Indicate Compatability	Yes	No

Indicate Compatability	Yes	No
Instant Turnaround is as important as the picking list; it also fills the gap in the member quota. When the item is being checked in on return, the instant Turnaround automatically checks out the required item on hold and instantly print the address label for the member who will be receiving the material.		

6.1.9   Alert Services

Indicate Compatability	Yes	No
a) Alert the library members when the book has been posted. This can be done via e-mail and/or SMS.		
b) Must have a message option linked to profiles for local members (for instance when materials are checked out a message such as: "local member, do not post" should alert the librarian not to post the item) or to prepared airmail stickers for members out of country.		

6.1.10   Address Labels

Indicate Compatability	Yes	No
The label printer is connected to one System PC. When the item gets checked out the address label must automatically print the address label of the member that is attached to the address card on the CD Mailer or Braille Book Bag. The address should be formatted per the dimensions of the address label –3" x 2". Address label must include member name, address, member number and barcode of the book.		

7.   OPAC (PUBLIC INTERFACE FOR MEMBERS)

7.1

Indicate Compatability	Yes	No
The library caters for Blind and visually impaired members who on daily basis search the library catalogue looking for the books in the library collection. The system should allow members to login (Self Service Login) using their library membership number and password. We would like usernames and password to be generated automatically and if a member forgets his / her password there should be a method to recover or reset the password. The presentation of the module must be easy to use, navigate and understandable.		

Indicate Compatability	Yes	No
7.2 Members must be able to search the following individually or in various combinations:		
• Keywords		
• Barcode number		
• Author		
• Title		
• ISBN		

|		
• Series title		
• Subject		
• Narrator's name		
• Format of book [Boolean searches should be possible]		
7.3 The module must be able to display the results by 'title', 'author', 'publisher', 'copies', 'Location (Braille or Audio library)', 'call number', 'status (available)', 'barcode', and 'Results counts'.		
7.4 The member profile information could be displayed on the OPAC which will allow for the following information to be displayed:		
• Name		
• Email Address		
• Cell phone and Telephone numbers		
• Residential and postal addresses		
• Membership Numbers		
7.5 The OPAC should have time-out functionality so that members whose sessions are idle for a specific period and are automatically logged out of the session.		
7.6 The information displayed on the member interface should be defined and edited internally within SALB. However, members should be able to manage their profile under their personal log-in and set all reading preference parameters through the member's web- interface. The system must allow the members to select books and add them to their cart or library or even request. The system should display the due back date for titles.		
7.7 The module should provide warnings to the member when they are trying to add a book which is already on the reading list, or on the previously read books list.		
7.8 The system should display a "recently added" section which shows all titles recently added, and grouped into specific formats, i.e. audio, Braille or tactile.		
7.9 The system should have a "suggest a purchase" function where members will be required to enter the title, author and ISBN of the book they wish the SALB to purchase.		
7.10 Full circulation and enquiry functionality to be run via the Internet (with security).		
7.11 Able to do the online deliveries of reading material and keeping record of all transactions.		

8. PRODUCTION SERVICES

8.1 The module must be able to link the temporary catalogue and production record created to the full catalogue record.

8.2 There should be an audit trail which follows this sequence:

Indicate Compatability	Yes	No

Ordering	Temporary record	Production	Catalogue record	Issue record
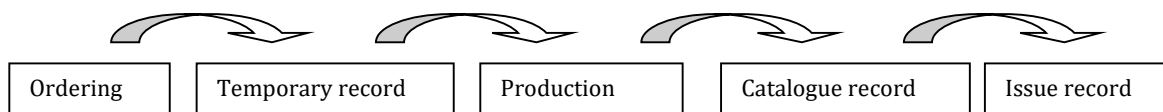
8.3 The solution must electronically transfer (or validate and potentially update) the following information from the production system to the temporary cataloguing record once the production process is completed for an Audio, Braille or Tactile book:

Indicate Compatability	Yes	No
• Number of volumes/Discs		
• Number of pages		
• Order number		
• ISBN number (Format specific) –		
• Running time		
• Name of the narrator/typist		

8.4 The solution must allow for the following information to be stored and used to complete a Braille title with a printed cover containing the following information:

Indicate Compatability	Yes	No
• Author		
• Title		
• Accession number		
• Copy Numbers		
• Volume Numbers (X of X volumes)		
• Grade 1 or 2 Braille		

9. TECHNICAL SERVICES

The solution must be able to make provision for job cards used to track the maintenance record and movements of playback devices and it should include the following fields:

Indicate Compatability	Yes	No
• Date and time		
• Description		
• Unique reference number (Serial Number)		

• Work undertaken, etc		
• Spare parts used (dropdown-list)		

See Appendix attached

- Must be able to link players repaired to the member profile
- Must be able to create notes on records and reminders
- Must be linked to circulation module.
- Must be able to run reports based on any of the provided fields on the Job Card.

10. REPORTS

Indicate Compatability	Yes	No
a) The system must be able to draw all kinds of reports without the help of the service provider unless requested.		
b) The system must be able to draw historical reports as well as real-time reports.		
c) It must be possible to see the results of the reports on-screen or to print it.		
d) It must be possible to present statistical results in graphic form or to copy the results to Excel to created graphical statistical reports.		
e) The system must be able to draw on all transactions executed in the following modules and is not restricted to the sub-items listed below:		

Circulation		
i. Members profile (Added, modified, deletions, inactive members, tel / cell no., address, etc.)		
ii. New members		
iii. Members deleted		
iv. Loans (numbers of loans, authors, titles, subjects, narrators, language)		
v. Reservations		
vi. Renewals		
Cataloguing		
vii. Titles (Added, modified, deletions, etc.)		
viii. Titles with SIC codes		
ix. Subject profiles		
x. Languages catalogued		
xi. MARC Tags (001 -859)		

Acquisitions (per supplier or combined)		
xii. Orders placed		
xiii. Orders received		
xiv. Orders returned		
xv. Financial reports		
xvi. Expenditure reports		
xvii. Balance in budget		
xviii. Generate budget reports in the following formats, daily, weekly, monthly, quarterly, yearly etc.		
xix. Generate comparative reports		
Serials		
xx. Magazines received		
xxi. Magazine not received		
xxii. Claims to supplier		
xxiii. Number of loans i.e. magazines issued		
OPAC		
xxiv. Count on how many people use/visit OPAC		
xxv. Request and suggestions		
Playback Devices		
xxvi. Playback device statistics need to be generated according to the job cards generated and stored in the system.		
xxvii. Number of devices issued		
xxviii. Number of devices repaired		
xxix. Nature of repair		
xxx. Type of spare parts used		
xxxi. History per playback device		
Production Services		
Technical Services		
Other reports as per SALB needs		

11. HARDWARE REQUIREMENTS

Server Requirements

Service provider must describe server platforms that may be used with the proposed system.

Network

The system must support the actual network details that the library is having. The library is working on the windows environment.

12. LIBRARY STAFF ACCESS CONTROL

Indicate Compatability	Yes	No
a) The system must provide different security levels at database, workstation, and individual operator levels.		
b) The systems administrator must be able to create individual member accounts for staff.		
c) The system must check each member's access privileges at login, and automatically disable or enable client functions (in real time) based upon the member's profile.		
d) The system must require staff to log in only once per session.		

13. SYSTEM IMPLEMENTATION/DATA MIGRATION

Indicate Compatability	Yes	No
a) Service provider must agree that the details of the final implementation plan must be mutually determined by the library and the service provider		
b) Service provider must perform a test migration allowing the library to review and approve data, before performing a final migration		
c) The library and the service provider need to agree on data migration plan which includes time frames. The current service provider should be used as a reference to help migrate records from one system to another.		
d) Migration must include, to the extent such files are in present use by the library:		
i. Bibliographic records(titles)		
iv. Items/copies		
vii. Authority records		
x. Member details (surnames, names, address, member ID, and others)		
xiii. Follow ups		
xvi. Note fields		
xix. Circulation transactions (history of loans, requests, renewals, and returns)		
xxii. Serials (control, check-in chronology)		
xxv. Migration of player job cards		

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Indicate Compatability	Yes	No
e) Tutorials- there should be a help function readily available on the system.		

14. TRAINING/CONSULTING/DOCUMENTATION

Indicate Compatability	Yes	No
a) Service provider must provide in depth training for all modules purchased.		
b) Service provider to propose a training schedule with the duration of the training for all relevant staff in collaboration with Library Management.		
c) Service provider must provide a brief description of training courses and online training manuals (Assist staff members with on-screen help)		
d) Service provider must include alternate methods of training, including but not limited to self-paced web-based training and service provider-hosted distance training via the web.		
e) Service provider must include a description of the complete documentation package available' with the system.		
f) Documentation updates for all appropriate manuals must be provided on a regular basis as additional capabilities, enhancements, or improvements are made to the system.		
g) Service provider must make documentation updates and release notes available for local printing or downloading via the World Wide Web.		

15. SOFTWAREMAINTENANCE

Indicate Compatability	Yes	No
a) Maintenance of proposed software must be available from the service provider on an annually renewable contract basis.		
b) Service provider must provide a software maintenance program to include all future software updates and system enhancements applicable to system modules licensed.		
c) The library's system administrator must be able to submit requests using a toll-free telephone number, by email, or over the internet.		
d) Service provider must describe its web-enabled help desk interface.		
e) The library's system administrator should be able to track		

online the status of any submitted requests for help.		
f) The library's system administrator should have a single individual or an Account Manager they can contact who is responsible for acting as the liaison between the library and the service provider regarding any issue or problem or question.		
g) Service Provider should describe its customer support which will be part of a Service Level Agreement.		
i. The library and the service provider will sign a service level agreement which will include the following: Service provider must describe Help Desk hours and its procedure for prioritizing requests for assistance.		
ii. Emergency assistance must be available 24 hours a day, seven days a week, at no additional cost to the library.		

APPENDICES

Appendix A: Technical Services Job Card.