Howard County Public School System

Request for Proposal No. 042.18.B5 For Online School Library Automation and Circulation Solution

Integrated Library Systems

eBook MARC records RDA Conversion

Classroom Management

Acquisitions

Mobile Device Management

Self-Checkout Kiosk

Cataloging

Social Media Management

Hardware scanners, printers, PCs, etc.

Submitted by:

TLC

Solutions that Deliver

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ABOUT US

WHO WE ARE

The Library Corporation (TLC) was established in 1974 with one purpose: To serve libraries with advanced automation solutions. We stand out in today's market of vendor takeovers because our founders still own and operate TLC.

When you partner with TLC, you're assured of product continuity, on-going development and support, and corporate stability. TLC is here today and tomorrow. We're the company you can depend on.

24/7/365 UNPARALLELED SERVICE

TLC provides you with advanced technological solutions supported by an outstanding and unexpected level of service. Our customer service is unmatched in the automation industry. Call TLC for information or assistance. A person – not a machine – will answer. You'll get what you want without wandering through a voicemail labyrinth. That's service you can depend on.

A VERY DEDICATED TEAM

TLC libraries benefit from an uncompromising knowledge base in a resource of people that care. Seventy percent of TLC employees have been with the company for at least five years, while over 60 percent have logged a decade or more of service! You get a knowledge base unsurpassed in the industry. You get a core group of TLC staff that knows you and cares about you. At The Library Corporation, it is not just about the bottom line; it is also about our customers and employees.

EXCELLENCE

TLC provides premier automation, cataloging, and data services to more than 4,500 public, school, academic, and special libraries worldwide, ranging from single-site facilities to massive metropolitan systems. We are certified by the U.S. General Services Administration, Women's Business Enterprise National Council, and the Women Owned Small Business Federal Contracting Program.

COMPANY HISTORY

While the library landscape continues to change due to ongoing corporate mergers and acquisitions, TLC holds true. The Library Corporation is celebrating over 40 years of providing library services to all libraries, from single-site installations to the largest and busiest systems in the world.

WHAT WE DO

Library•Solution®
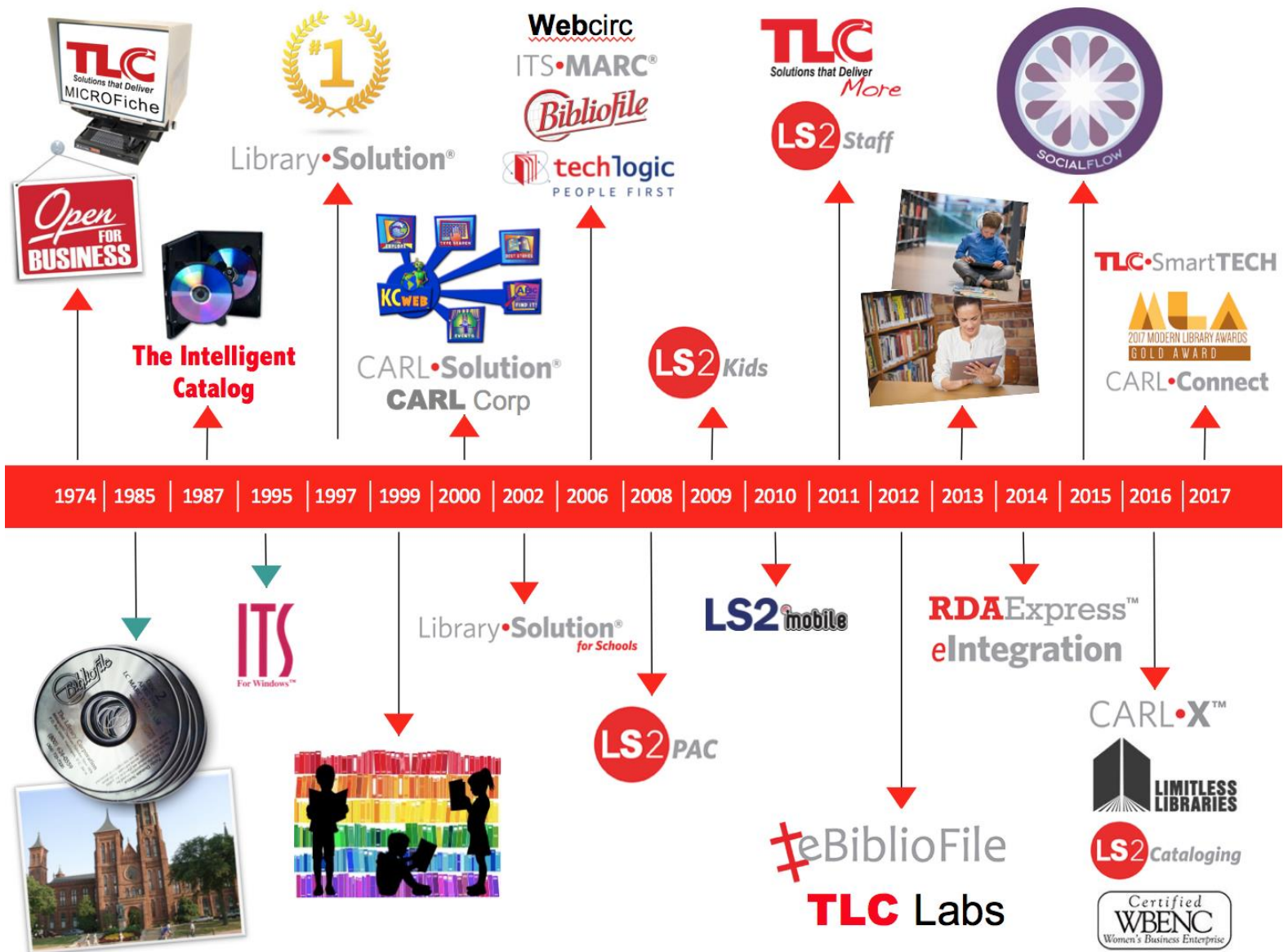
Automation Systems for Public Libraries

TLC's integrated library systems are designed and personalized to accommodate the needs of any public library, ranging from one location to multi-branch systems and consortia. Among the libraries that entrust their operations with TLC's automation solutions are Los Angeles Public Library, Handley Regional Library, Lexington Public Library, and Sault Ste. Marie Public Library in Canada. Long after a system is installed, TLC continues to support its libraries with ongoing product development and unparalleled customer service.

Library•Solution® *for Schools*

Automation for School Libraries

TLC's integrated library system for schools is specially designed to accommodate the needs of teacher-librarians in any school library, ranging from exclusive private institutions to major urban school districts. Among the schools that entrust their library operations with TLC's Library•Solution *for Schools* are Chicago Public Schools, Hawaii State Department of Education, Loudoun Country Day School, Simcoe County District School Board in Canada, and St. Peter's School in the United Kingdom. Long after a system is installed, TLC continues to support its school libraries with ongoing product development and unparalleled customer service.

Library•Solution® *for Higher Learning*

Automation for Higher Learning Libraries

TLC's Academic Reserves functionality for Library•Solution is a powerful tool for college and university libraries. Staff members at academic libraries use the LS2 Staff module to add, edit, and remove titles set aside for a particular course or set of courses, and students use the library's LS2 PAC catalog to find and check out their designated course-related titles.

Library•Solution® *for Special Libraries*

Automation Systems for Special Libraries

TLC's integrated library systems are designed to accommodate a wide range of automation needs, including those of specialized libraries for museums, nonprofits, corporations, and more. TLC's CARL•X and Library•Solution are utilized by prominent customers like Baker & Taylor, Conde Nast Publications, the Ponce School of Medicine, the National Society for the Daughters of the American Revolution, the Santa Barbara Museum of Natural History, and many more.

OUR TEAM

Libraries transform people. TLC transforms libraries.

About Team

With nearly 180 years of combined experience, TLC's management team has helped thousands of libraries worldwide achieve their automation goals.

Name: Annette Harwood-Murphy

Position: Co-founder, President, and CEO

Experience: 42 years

Mrs. Murphy has guided TLC's strategic planning, fiscal operations, and administration since 1975.

Name: Richard Jacobson

Position: Customer Relationship Officer

Experience: 36 years

As CRO, Mr Jacobson maintains long-term relationships with all TLC customers.

Name: John Burns

Position: Vice President of Sales

Experience: 17 years

Mr. Burns leads the Sales department by creating a culture of success and ongoing business and goal achievement.

Name: Sherry Banks

Position: Director of Operations

Experience: 27 years

Mrs. Banks has a customer-focused role and oversees the Project Management, Implementation, and Support departments.

Name: Annie Kirkland

Position: Project Manager

Experience: 18 years

Mrs. Kirkland is responsible for overseeing implementation of Library•**Solution** in all library installations.

Name: Sam Brenizer

Position: Program Manager

Experience: 25 years

Mr. Brenizer manages and coordinates product development projects and releases.

Name: Justin Duewel-Zahniser

Position: Chief Technology Officer

Experience: 14 years

Justin is responsible for the Inwood Product Management and Research and Development Teams.

OUR PARTNERS

TLC integrates with hundreds of third-party vendors including:

BAKER & TAYLOR — The future delivered

ENCYCLOPÆDIA Britannica

BRO DART

3M

Google Analytics

EBSCO

EnvisionWare

INGRAM

LibraryThing — What's on your bookshelf?

OCLC

OverDrive

WORLD BOOK

Recorded Books

SOCIALFLOW

MACKIN

tech logic — PEOPLE FIRST

Cover Letter

Ted Ludicke
Howard County Public School System
10910 Clarksville Pike
Ellicott City, Maryland 21042-6198

Dear Mr. Ludicke:

The Library Corporation, TLC, is pleased to respond to RFP No. 042.18.B5 for Howard County Public School System.

TLC is proud to be the current ILS provider to HCPSS, and of our more than 19-year history of supporting and improving the HCPSS library system. Our goal is to continue to contribute to the success HCPSS has experienced as noted in your introduction and background statement.

> "The school system consistently ranks among Maryland's top school districts based on student performance on the Maryland School Assessments. Howard County students score above the national averages on standardized tests and over 85% of graduates continue their education beyond high school."

We do this by studying usage patterns in school districts like HCPSS and other TLC customers such as Frederick County Public Schools, Dallas Independent School District, Chicago Public Schools, Nashville Public Schools, Atlanta Public Schools, Chesterfield County Public Schools (VA) and the Hawaii Department of Education. And by listening to our customers. Our customer's requirements drive TLC product development.

The TLC Library•**Solution** *for Schools* ties student achievement to engagement by applying communication channels between the students and the teachers including intuitive search methods, peer reviews, and a well-defined user experience that appeals to many end users including teachers, librarians, administrators, students, and parents.

TLC has a long track record of innovation in the industry with many FIRST technology introductions. The recent introduction of LS2 Cataloging continues the legacy. TLC's LS2 Cataloging presents schools and districts with a set of intuitive tools for bibliographic editing and copy management, all scaled for a range of expertise and expectations. LS2 Cataloging establishes a FUTURE READY new benchmark in cataloging, paving the way for RDA standards and the pending transition to BIBFRAME through a linked data approach to bibliographic editing.

TLC's 44 year history of innovation demonstrates our commitment to the library industry, and HCPSS can rely on TLC to advance the state of the art.

Thank you. We look forward to working with your team!

Sincerely,

William "Bill" Mansfield, Jr., Automation Consultant
Phone: 800.325.7759 ext. 264
wmansfield@tlcdelivers.com

GENERAL REQUIREMENTS

5.1. The Solution shall minimally perform the following functions:

5.1.1. Cataloging

5.1.1.1. Importing and editing database records

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 will help to increase organizational efficiency 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, to 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 or boxes of books from the vendor or a stack of books on the corner of their desk, instead of having to catalog each book one by one, they are able to open a Workspace, scan the standard number for each title they're working with to add to their Workspace, then return 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, with appropriate permissions, 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 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 the cataloger hours of searching 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 import and export of MARC-formatted records, yet is designed to accommodate <u>future</u> 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 "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. Library management staff have the ability to determine access levels for individual staff members with customizable permission controls. 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 as part of our normal support/update process at no additional charge to TLC Library•**Solution** ILS customers at thousands of public and school libraries around the globe.

LS2 Cataloging provides the opportunity for libraries to determine what best fits their needs when it comes to adding and updating records in their database. With that in mind, LS2 Cataloging accepts MARC records from a wide variety of online bibliographic utilities and vendor databases. Bibliographic and authority records obtained from outside sources (including OCLC) can be imported into the Library•**Solution** database through cataloging or with the use of batch loaders.
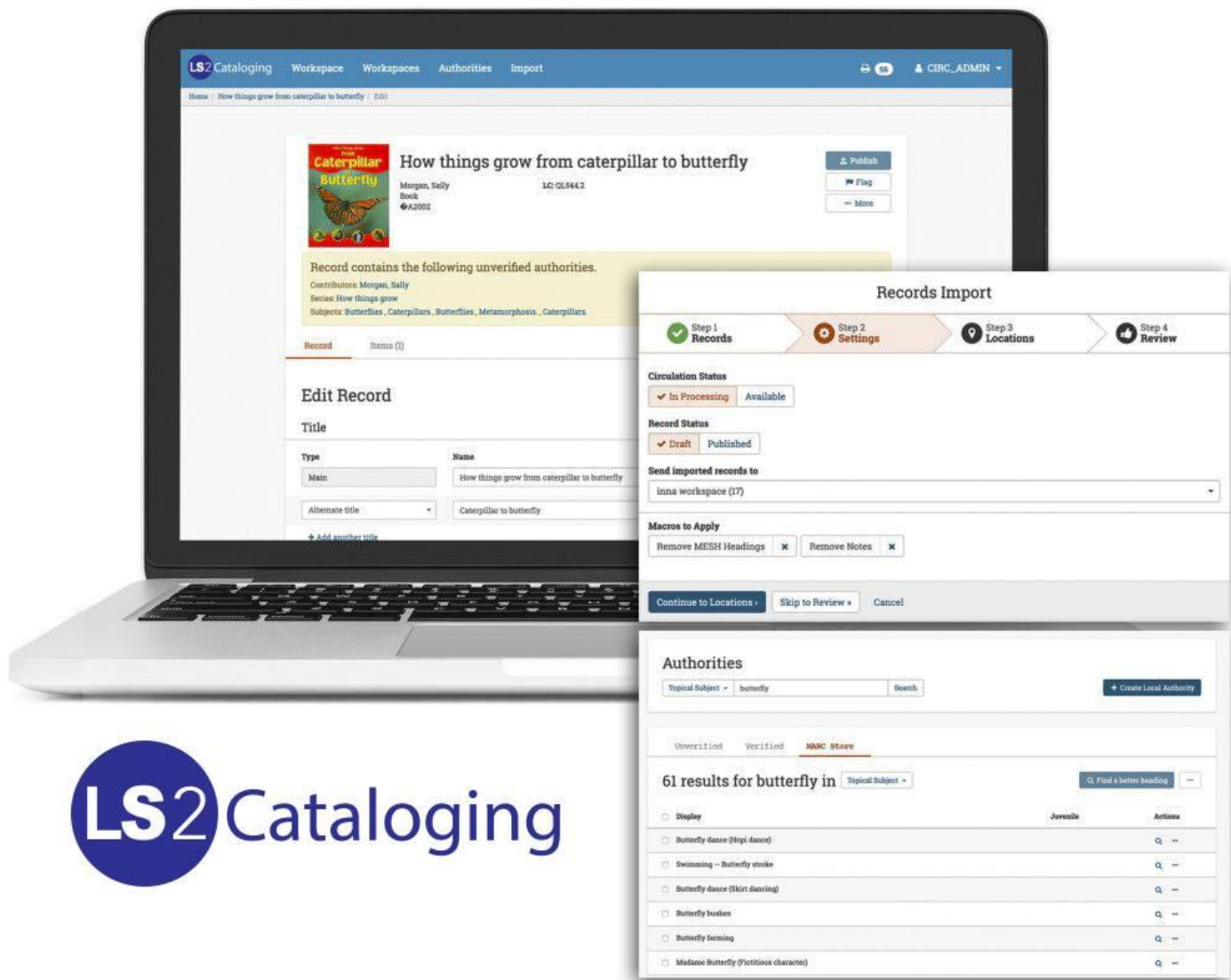
Additional features that set LS2 Cataloging apart include:

- An exclusive auto-match component that eliminates the need to spend hours sifting through records to find the right ones.
- A powerful workflow improvement allowing catalogers to easily modify formats during copy cataloging.
- A full RDA enabled record editor that supports the information needs of today's libraries.
- A revolutionary macro service to accommodate the needs of bulk database editing.
- 100% MARC compliance for complete importing and exporting of MARC-formatted records, yet designed to incorporate the metadata structures of the future.
- Customizable permission controls that allow library management to determine access levels for individual staff members.
- The ability for catalogers to create multiple workspaces that can be shared with other users.
- A simplified item duplication process for easy distribution of multiple items throughout a library system.
- Unique barcode generation process, plus the ability to utilize pre-ordered barcodes.
- Simplified label printing with more than 170 pre-formatted label configurations.

5.1.1.2. Manual cataloging

Yes.

LS2 Cataloging allows for both manual and copy cataloging.

5.1.1.3. Handling multiple copies

Yes.

Library•**Solution** *for Schools* supports multiple holdings linked to a single title record. Library•**Solution** *for Schools* supports the entry of multiple locations (schools and collections), multiple copies, and multiple physical formats linked to a single record.

5.1.2. Circulation

5.1.2.1. Support for off-line circulation in certain modules

Yes.

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.

Offline Circulation example

5.1.2.2. Demonstrate basic functions such as circulating materials

Yes.

LS2 Staff is a Web-based circulation tool, for TLC's Library•**Solution** *for Schools* automation system. TLC's web-based staff interface frees you from the confines of your desktop computer or workstation. In addition to performing circulation and basic cataloging tasks, the LS2 Staff application enables users to perform student account maintenance, transferring of items between schools and/or collections and ad-hoc reporting, via the List & Actions features. LS2 Staff runs on an iPad or laptop and when paired with a Bluetooth scanner, you have the freedom to perform a full range of tasks from anywhere inside your library or school.

Circulation rules are based on Collection codes and Student codes, with an unlimited number available for either. Circulation policies can be as granular as the district requires. Loan period, quantity, and fine amounts can be limited by item type.

In the check-out screen, the system displays student name, photo, staff messages regarding the student, items checked out with due dates, items overdue, balance, holds arrived and pending, and link to the responsible party (i.e., homeroom teacher). Additionally, the right-hand box notifies librarians of items needing attention (yellow or red triangles) including long overdues, overlimit balance, arrived holds, new address request, etc. With easy tabs, staff can view, add, and manage holds, receive payment, and update student information – including notification preferences (mail, text, email).

LS2 Staff provides the ability to accept payment from students in the form of Cash, Check, Credit Card or Debit Card. Credit card payments are made in one of two ways. At OPAC stations, students 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. TLC does not accept, store or pass any PCI data over the network with Library•**Solution** *for Schools*. TLC does, however, support credit card payment transactions within circulation. The payment will simply be handled by any third party determined and set up by the district, then tracked within the student account.

TLC's e•**Commerce** was designed for Library•**Solution** *for Schools*' LS2 PAC. e•**Commerce** utilizes Authorize.Net, a private firm founded in 1996, to accepts all major debit and credit cards – Visa, MasterCard, American Express, Discover, and more.

Library•**Solution** *for Schools* also integrates seamlessly with any library RFID or self-check vendor. TLC owns Tech Logic Corporation; a leader in self-check, Automated Sorting Technologies (AST), Radio Frequency Identification (RFID), and barcode-based systems.

TLC can work with virtually all Third Party Vendors that support the SIP standard. 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. TLC support staff will make any additional SIP connections requested by the library.

5.1.2.3. Process holds/reserves across the school system

Yes.

Staff and students have the ability to initiate, cancel, suspend, modify and reactivate holds through LS2 PAC or LS2 Staff. These functions are based on security permissions for staff and students in administration settings. Staff can easily resend an Arrived Holds notification to the students by email or SMS by clicking on the Send Borrower Notification icon next to the item. Customization of text is available. Reports are available for phone and print reminders.

Student hold limits permit students to know how many free requests are left (depending on library preference) or notifies them if an upcoming request goes past the request limit and will be charged. When placing a hold,

students can choose, based on organizational rules, pickup location, specific dates, first available, or a specific copy. Students can select multiple titles and place holds on all at one time. The library can set a holds limit for each student type. Interlibrary loan holds are visible in the student's account, even if the resource is not searchable in LS2 PAC. If a student 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.

Additionally, staff members have access to the Holds Shelf option on the Staff Services tab. From here users may view and work with, all of the items currently available for pickup, at the logged in location. On this page and based upon user permissions, staff can cancel a Hold, print Arrived Holds slips, resend Arrived Holds notifications, open the Holds Queue for a title, reorder the holds queue and export or print lists. The holds queue can also be accessed and managed through the Staff Services page.

Library staff has the ability to customize the layout for the Holds Shelf. The Layout saves on workstation per login user ID:

> · Borrower (Name)
> · Title
> · Item ID
> · Pending (Holds)
> · Arrived Date
> · Days Shelved
> · Pick Up By Date
> · Borrower ID
> · Author
> · Format
> · Responsible Party

Library•**Solution** *for Schools* accepts holds at three levels: Title, Item, and Issue.

- Title Holds are holds against a bibliographic record. Any item on that bibliographic record that is holdable can fill the hold.
- Item Holds are holds against a specific barcode. Only the item with the matching barcode will fill the request.
- Issue Holds are holds against a specific Chronology and Enumeration set on a bibliographic record. This functionality is also available for holds against volumes of materials (like encyclopedias) or a specific disc of DVD sets.

Academic Reserves includes more than a dozen user-selected criteria -- Instructor, Course, Department, etc. -- making your reserves filterable and discoverable. Items can be reserved for multiple courses, sections, and teachers, and have multiple release dates. Items within special reserves collections may even have checkout periods defined in days, hours or minutes.

In-depth statistics allow libraries to gather extensive data on reserve titles. When the reserve period expires, items can be easily removed.

TLC's Academic Reserves makes assigning, tracking, and unassigning items simpler than ever. Staff members use the LS2 Staff + to add, edit, and remove titles set aside for a particular course or set of courses, and patrons use the library's LS2 PAC catalog to find and check out their designated course-related titles.

5.1.2.4. Defined independent school-level circulation policies and District level policies

Yes.

Circulation rules are based on Collection codes and Patron codes, with an unlimited number available for either. Circulation policies can be as granular as the district requires. Loan period, quantity, and fine amounts can be limited by item type.

5.1.3. Searching

5.1.3.1. Searching the catalog as a librarian and a patron (including materials, digital content, online sources and eBooks)

Yes.

LS2 PAC provides a persistent "Easy" Search box that can be accessed from any page in LS2 PAC to complete a keyword search using the Lucene search engine, which is a powerful, open source tool. The system provides Keyword, Browse, and Advanced Boolean searches. In Advanced Search students and staff can search using Boolean operators to perform begins with, contains, exact match, and does not contain searches for the following fields: Title, Author, Series, Subject, Note, Tag, ISBN, UPC, and Local Call Number. Online Help is available to assist borrowers in their use of the searching shortcut.

In addition to Keyword, Browse, and Advanced Boolean searches, students/staff 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 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.

5.1.3.2. Have web based OPAC with varying age appropriate interfaces

Yes.

Library•**Solution** *for Schools* offers two separate interfaces; one geared toward Middle and High School students and one designed specifically for elementary aged students. LS2 PAC offers cutting edge features, including user reviews, ratings, and tags; product links to Library Thing and Novelist; faceted search and navigation capabilities; eBook integration, Google Analytics™ integration and list sharing.

LS2 Kids is designed and developed for your library's younger audience. Its app-like interface appeals to curious and playful, as well as, tech-savvy kids. LS2 Kids goes way beyond simple icon searching; it uses advanced technology, simplified searching and simplified search results. It has been designed with the input of emerging readers to make LS2 Kids fun, interactive and useful.

TLC's Reading Level Integration is a powerful service that pulls data directly from Lexile and Accelerated Reader vendors and associates by ISBN for searching and display in LS2 Kids as well as LS2 PAC and LS2 Staff. This means 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 has robust searching capabilities as users can search by an individual reading level or a specified range, and see the information directly in their search results.

5.1.3.3. Ability to create and share lists and bibliographies

Yes.

Students 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 reinitiated at a later time. Lists are maintained until deleted by the student. Students have the ability to share via email, get RSS link, or print saved lists of records. Students can select the entire list or selected items from the list. If the student exports their list via RSS, the

system will provide automated updates of what is new since the last search. Bibliographies are output in the MLA format.

5.1.3.4. Ability for patron to manage renewals and items on hold from OPAC

Yes.

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. eResources from Overdrive, Mackin, and Baker & Taylor, and others will show in the patron's account.

5.1.4. Reporting Functions

5.1.4.1. Customized school-level and district-level reporting

Yes.

LS2 Reports, our web-based reporting interface, delivers a full array of library reports, lists, and notices to support your reporting needs. Styles include lists, notice forms, bar charts, pie charts, line graphs, and cross-tabs. Your staff can schedule many of the reports to run during off-hours and be automatically delivered to specified email recipients in the district. Output can be saved in many formats, including Excel, PDF, text, CSV, HTML, and XML. Use LS2 Reports to gain valuable insight on your library's data.

- Pull new title and item reports by dates and collections.
- Track Usage and Turnover percentages of titles helpful in adding to or weeding out collections.
- Gather statistics on library patronage by various time frames.
- Generate reports on students based on information pulled from their circulation records (i.e, fundraisers or special events based on their demographics).
- Provide paper notifications to students for overdue items, fines or fees, or arrived holds.
- Reports are available for telephone notifications of arrived holds or overdues.
- Customized, fully formatted reports, graphs, notices, and other management information tools.
- LS2 Reports and Lists & Actions are web-based and accessible via standard web browsers and operating systems.

TLC includes hundreds of preformatted and ad hoc reports. TLC also offers optional access to the database 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. There is an additional charge for this access.

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. The LS2 Staff interface is a touchscreen-optimized, tablet-friendly design that allows a librarian to leave his or her desk and perform circulation tasks anywhere in the library or school. The Lists & Actions tab leverages this mobility to provide lists of items and associated transaction data wherever it's needed using an array of filters associated with MARC record data and circulation statistics. Each selected filter opens a range of options to help narrow down the search. Librarians can view saved pick lists, create weeding lists on the fly, or limit collections from within the stacks, in the workroom, or anywhere in the library by any number of filters and variables.

Data from lists and saved searches can be exported to a spreadsheet, added to an existing list, or used to create new lists. Each filter has options available for further narrowing a search, and each column in the results table can be rearranged, resized, sorted, or deleted to customize a user's list or saved search.

- Create, customize, and save lists and searches using comprehensive filters correlating to the MARC record fields in your library's database.
- Browse through lists and searches shared by other users.
- Export lists and saved searches to a spreadsheet.
- Add data to an existing list, or use it to create new lists

Results can be saved from a search, as well as building a results list from multiple searches. Searches, with user-specified parameters, can also be saved and available to run at any time.

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.

5.1.4.2. Dashboard graphs and charts that identifies common statistics and information

Yes.

Please see the screenshots below. This illustrates an Administrator's Desk view of the LS2 Reports interface, including frequently used reports and graphical display.
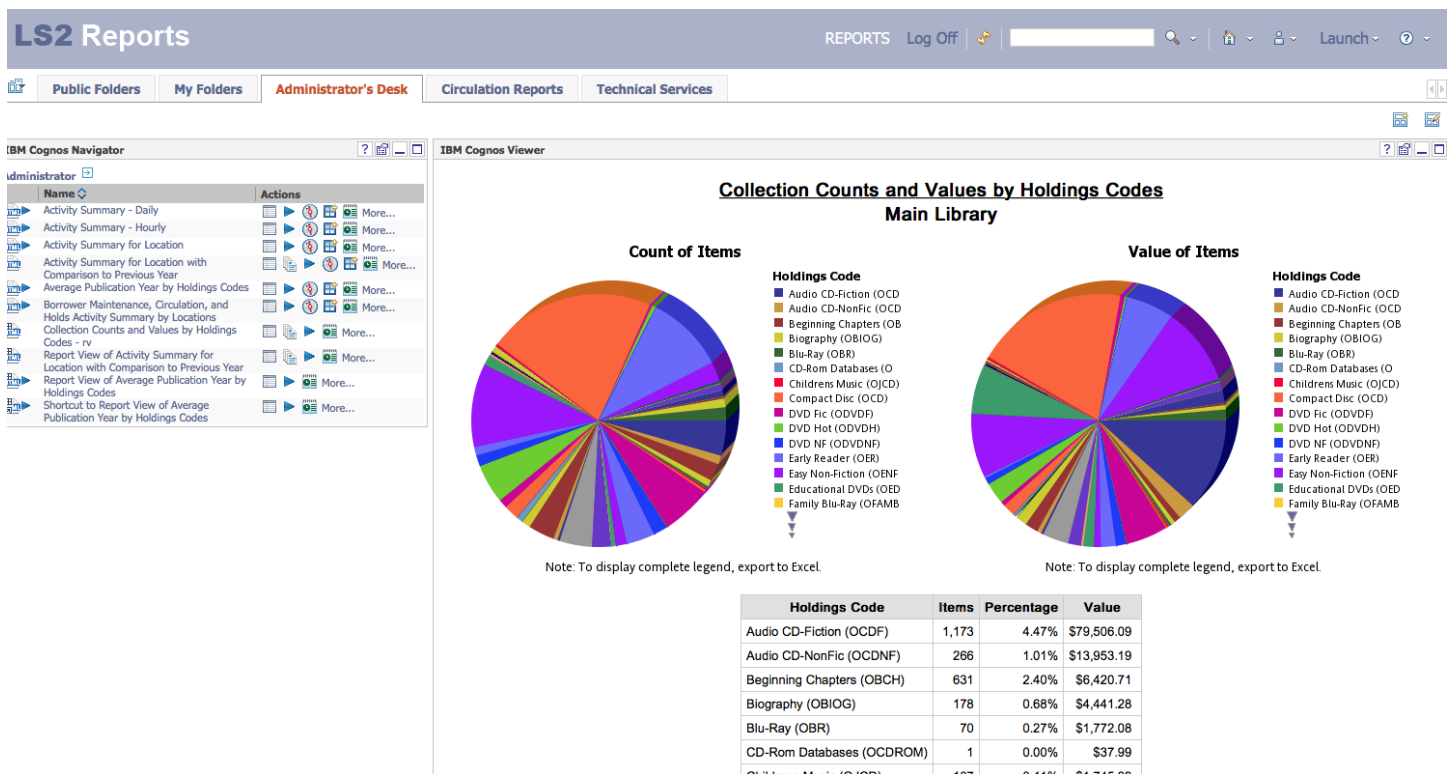
5.1.4.3. Multiple distribution methods such as e-mail, sharing within the application, and hard copy print

Yes.

Report output can be saved in many formats, including Excel, PDF, text, CSV, HTML, and XML and can be emailed or printed by staff.

5.1.4.4. Age of the overall collection with Dewey call numbers

Yes.

LS2 Reports provides this report.

5.1.4.5. Circulation report

Yes.

LS2 Reports provides many circulation reports. These include the ability to generate outputs showing circulation by School, Location, and Media, with granularity for check-outs, renewals, returns, and in-house circulation. Reports are also available for other attributes such as by patron type, user-defined values, item language, item call numbers, and time of day.

5.1.4.6. "Dusty" non-circulating items

Yes.

LS2 Reports provides this report.

5.1.4.7. Shelf lists

Yes.

LS2 Reports provides this report. Our standard Canned Reports for Shelf List include access and updates to weeding lists, claims returned lists, transfer lists, etc.

5.1.5. Inventory

5.1.5.1. Ability to perform independent school-level inventory processes without disruption of normal circulation activities

Yes.

Library•**Solution** *for Schools* includes real-time, live inventory, LS2 Inventory. LS2 Inventory allows you to inventory an individual collection or the entire collection, at your own pace. LS2 Inventory 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.

LS2 Inventory also accepts files of items in a text file format, using the district's preferred method of scanning and recording materials on the shelves.

The Inventory Control process is comprised of three simple steps:

1. Scanning the items
2. Processing the collection
3. Running the inventory reports

LS2 Reports and Lists & Actions (within LS2 Staff) provide the district with hundreds of preformatted and ad hoc reports to track usage and turnover percentages of titles - helpful in weeding out collections. These reports have several output and export options for printing and sending weeding lists to staff members. LS2 Reports will also produce reports that contain the following information:

- Items Missing from Inventory—items that should have been on the shelf but were not located when the scanning occurred

- Inventory of Items with Incorrect Status—items found on the shelf but have a non-shelf status

- Inventory of Items with Special Status—items noted in the system as 'lost and paid', 'lost' but not connected to a student, checked out or 'claimed missing'

- Inventory of Items at Wrong School—items on the shelf that should be at a different school library, shelf location or media section

- Mis-shelved and Unconverted Items—items that are out of shelf list order

5.1.5.2. Ability to support handheld devices to support remote inventory

Yes.

Inventory can be completed using any device capable of running a browser and connecting to a scanner. Multiple staff can be performing inventory at the same time. Using a tethered scanner or a blue tooth scanner with a laptop or tablet is very convenient. Since the TLC ILS is fully web-based, the staff may also perform circulation and search functions while away from the desk.

Library•**Solution** *for Schools* integrates seamlessly with Tech Logic (a TLC company) or any other library RFID vendor. Use of Tech Logic's CircTRAKrf inventory system will allow staff to speed through the stacks. Because of the ease of reading RFID tags, a periodic sweep of the collection using Tech Logic's shelf management wand ensures the correct location and shelving of items, virtually eliminating lost and misshelved items.

5.1.5.3. Ability to configure and setup features for mobile functionality (including support for circulation, searching and access to digital content using mobile devices).

Yes.

Inventory is completely web-based and can be performed in real-time, by scanning items at the circulation desk or in the stacks. The same mobile platform has full staff functionality and can perform all of the tasks associated with the CIRC desk while out in the stacks.

5.1.6. Notifications

5.1.6.1. Ability to perform electronic notifications for things such as new acquisitions, fines, overdue materials to staff and/or students (email, SMS, etc.)

Yes.

Library•**Solution** *for Schools* supports 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 district level or on a site-by-site basis.

LS2 Preferences allows the district to set up individual or globally 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.

5.1.7. Migrations

5.1.7.1. Ability to migrate existing school catalogs into the new system

Howard County Public Schools has been a long-standing TLC customer and has been using Library•**Solution** *for Schools* since 1998, therefore, no migration will be necessary.

5.1.8. Integration

5.1.8.1. Ability to integrate with specific 3rd party providers such as EBSCO, Overdrive, online magazines, the Mississippi Magnolia databases, or others

Yes.

As we work with school districts like Howard County Public School System, the market has shown us time and again that libraries desire a flexible ILS vendor that is able 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 district data to meet your needs.

A search of the Library•**Solution** *for Schools* LS2 PAC catalog returns information from your physical collection, subscription databases, websites & newsfeeds, along with easy access to your eResources all in one search. Access to EBSCO, NewsBank, Encyclopedia Britannica, WorldBook, select GALE databases and others is provided through Facets within your search results. Students are authenticated by logging into LS2 PAC with their library card number and PIN or by EZ Login, or if within the school library by IP ranges. With appropriate permissions, students may also view the PAC and search for eResources from Chromebooks or other school authorized devices. Once logged into the system, the patron does not need to log in again for access to these databases and resources.

eIntegration for Borrower Services allows borrowers to view their account information and check out, download or place holds on digital items from Mackin, OverDrive™ and Baker & Taylor Axis 360 eResources, without leaving the familiar environment of your district's catalog.

Library•**Solution** *for Schools* 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

Library•**Solution** *for Schools* is compatible with virtually all Third Party Vendors that support the SIP standard. TLC is unique in that we charge a flat fee for our SIP server software and do not charge per SIP connection like other vendors do. TLC support staff will make any additional SIP connections requested by the district.

5.1.9. Interlibrary Borrowing and Lending

5.1.9.1. Ability to view and search other school library catalogs for interlibrary use and loans

Yes.

When students or staff are logged in to the PAC, the system will take into account the patron type, home location and what collections they are allowed to borrow from. Library•**Solution** *for Schools* offers the ability to allow students to set their preferred "Home Location" while having access to materials and services at all locations within the district. Student records will store the student's Home Location, chosen from a drop-down list of schools in the system. Students have the ability to display items at all locations in their LS2 PAC search results.

When items are requested from another location by placing a HOLD, Library•**Solution** *for Schools* automatically provides comprehensive communications between the requesting and holding library. By simply scanning the items, information is provided to staff to direct the movement of the items, and when checked in at the requesting location, ARRIVED notices are automatically sent to the student in the manner defined by their profile.

5.1.10. Web Interface

5.1.10.1. Ability to add web links and other online resources such as videos to the catalog at the both system and school levels

Yes.

Library•**Solution** *for Schools* 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 may be 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.

5.1.11. School System Level Administrative Interface

5.1.11.1. Ability to initiate global settings, security roles and levels of access

Yes.

Global operational configurations may be added/changed within LS2 Preferences. Library•**Solution** *for Schools* provides customizable user access levels, logins, and passwords which can be modified from a central location. This system prevents users from accessing areas for which they do not have permission. The security layer of the application will not allow access to certain locations without the successful credential and role authentication. Library•**Solution** *for Schools* provides the ability to process input from multiple workstations, applying appropriate record locking to ensure data integrity and automatically update all affected records in real time if a change is made to the database. TLC has established security protocols that ensure the protection of each school's records, regardless of edits or changes made by other schools in the district or less experienced staff.

5.1.11.2. Ability to create policies that filter to all schools such as calendars and user permissions

Yes.

Through LS2 Preferences, administrators can manage and operate system administration functions including all configurable codes, types, and rules. Administrators can also control which users can access specific Library•**Solution** *for Schools* interfaces and control their 'roles', such as Circulation User, Circulation Administrator or no Circulation role. Administrators have the choice of establishing access privileges for individual users or assigning users to circulation groups.

Calendars may be administered by individual location or globally. Access to Calendars is also managed by LS2 Preferences.

5.1.11.3. Ability to add records and catalog

Yes.

LS2 Cataloging permissions reflect the menu items found in LS2 Cataloging. Individual permissions options are either Disable or Enable.

The following three roles are pre-populated with the associated permissions <u>enabled</u>:

- *Cataloging Administrator* - All menu options in LS2 Cataloging.
- *Cataloger* - Same permissions as Cataloging Administrator EXCEPT <u>DOES NOT</u> have permissions for Authority (Verify Local Authority), Delete Title Record(s), or Delete Draft Title Record(s).
- *Cataloging Fast Add* - Permissions for Create a New Record, Enable ITS•**MARC** Searching, Item Editing (All Fields), Manage Workspaces, Publish a Record, Title Editing (Titles), Title Editing (Contributors), Title Editing (Standard Numbers).

Name	Description	Permission
Authorities (Create Local Authority)	Ability to create local authority / verify later	Disable / Enable
Authorities (Verify Local Authority)	Ability to verify local authority	Disable / Enable
Create a New Record	Ability to create an original-entry record	Disable / Enable
Delete Draft Title Record(s)	Ability to delete a draft title record	Disable / Enable
Delete Item(s)	Ability to delete items	Disable / Enable
Delete Title Record(s)	Ability to delete a published title record	Disable / Enable
Enable ITS•MARC Searching	Enable ITS•MARC record source	Disable / Enable
Enable Searching	Enable Z39.50 record source(s)	Disable / Enable
Item Barcodes	Ability to print barcodes	Disable / Enable
Item Editing (All Fields)	Ability to add or edit Item records	Disable / Enable

Item Labels	Ability to print labels	Disable / Enable
Manage Workspaces	Ability to add, rename, delete workspaces	Disable / Enable
Publish a Record	Ability to publish a record	Disable / Enable
Title Editing (Awards)	Ability to add, edit or delete Awards	Disable / Enable
Title Editing (Characteristics)	Ability to add, edit or delete Characteristics	Disable / Enable
Title Editing (Classification)	Ability to add, edit or delete Classification	Disable / Enable
Title Editing (Contributors)	Ability to add, edit or delete Contributors	Disable / Enable
Title Editing (Dates)	Ability to add, edit or delete Dates	Disable / Enable
Title Editing (Electronic Resources)	Ability to add, edit or delete Electronic Resources	Disable / Enable
Title Editing (Genres)	Ability to add, edit or delete Genres	Disable / Enable
Title Editing (Language)	Ability to add, edit or delete Language	Disable / Enable
Title Editing (Local Note)	Ability to add, edit or delete Local Note	Disable / Enable
Title Editing (Notes)	Ability to add, edit or delete Notes	Disable / Enable
Title Editing (Physical Description)	Ability to add, edit or delete Physical Description	Disable / Enable
Title Editing (Publication Information)	Ability to add, edit or delete Publication Information	Disable / Enable
Title Editing (Series & Uniform Title)	Ability to add, edit or delete Series & Uniform titles	Disable / Enable
Title Editing (Standard Numbers)	Ability to add, edit or delete Standard numbers	Disable / Enable
Title Editing (Subjects)	Ability to add, edit or delete Subjects	Disable / Enable
Title Editing (Summary)	Ability to add, edit or delete Summary	Disable / Enable
Title Editing (Titles)	Ability to add, edit or delete Titles	Disable / Enable

5.1.12. Printing

5.1.12.1. Ability to print barcode labels, patron barcodes, and fine letters

Yes.

LS2 Cataloging provides the ability to customize and edit barcodes and labels. Spine labels can be printed directly from the holdings record one at a time, or users can save spine labels to the print queue for printing in batch. The spine label text is based on the associated holdings call number, thus requires a minimal need for manual editing.

You can print labels immediately or continue to add items to a print queue until you are ready to print. There are two print queues: one for labels and one for barcodes. You can add to your Print Queue at any time. As you add items to the print queue, the number in the menu bar increases to show the total number of items in your queue. On the Print Queue page, there are three tabs: Label, Barcode, and Archive. The circled number on each tab indicates how many items are in each queue. Simply click on each tab and print to your desired label size. LS2 Cataloging also features over 170 of the most popular label templates. This is an ever-expanding list, as it also contains user-contributed layouts.

Patron barcodes may be printed from LS2 Reports. Individual or user-defined lists of students/patrons may be selected and printed.

Fine letters may also be selected and printed from LS2 Reports.

6. TRAINING REQUIREMENTS

6.1. Initial Training - The Offeror shall provide the necessary training for system administrators, users, and technical support staff. Offeror may further define user roles. Upon completion identified users shall be capable of continued operation, maintenance, and diagnosis relative to their role.

Yes.

Howard County Public School System has been using the TLC system for 20 years, basic ILS training will not be necessary.

There are no charges for training conducted at the TLC HQ.

When HCPSS decides to upgrade to Library•**Solution** *for Schools* release 5.X, TLC will provide training for LS2 Cataloging to identified staff. Training may be delivered in person on site, in person at TLC HQ, or by webex. Numerous LS2 Cat tutorials are available now on the TLC Community site. HCPSS currently has full access to the TLC Community site.

6.2. Ongoing Training -The Offeror shall provide HCPSS training in a face-to-face setting for newly hired library staff each year.

Yes.

Ongoing training is available at NO CHARGE 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 district. The district would be responsible only for travel and expenses.

An optional fee is included with the RFP response for face-to-face training conducted at HCPSS facilities once per year. Time to be determined by HCPSS.

6.3. Online Training - The Offeror may provide online live and recorded training sessions on specific topics as needed.

Yes.

User Guides, Product Literature, Release Notes, Training Handouts and Videos, and more are all located on TLC's LS•**Community** customer site. TLC's Online Training Campus, located on the LS•**Community** site, enables staff to easily access training tutorials at any time to learn new features or take a refresher class. OTC allows users to view archived webinars on demand, sign up for upcoming online sessions, or suggest a topic for an upcoming webinar. Tutorials are available for new staff self-training, and staff can use the "how to" tutorials to learn how to use new software releases. Access to LS•**Community** is included at no cost in your annual maintenance.

7. TECHNICAL REQUIREMENTS

7.1. Integration with Student Information System

7.1.1. HCPSS uses a hosted, online student information system (SIS) called Synergy from Central Access Systems in Ridgeland, Mississippi (https://centralaccessnet.wordpress.com/). It is the school system's intent to acquire a library automation system that will accept nightly uploads of student and staff information, including class rostering. This direct connection must be automated and cannot require daily attention from District technical staff. The school system currently supports nightly SFTP uploads to various vendors, as well as using the 3rd party application Clever for instructional applications. The school system is open to other methods of uploading nightly data. Vendors should provide a brief explanation of how data will be uploaded into their application on a nightly basis. The explanation can include all data elements that could be included should the school system choose to do so.

Yes.

TLC provides a custom written script that allows information from your Student Information System (SIS) database to be shared with your Library•**Solution** *for Schools* system. Our experience with SIS communication includes a myriad of systems and our success is typical with any system that can export data (usually saved as a backup file) in a "standard" format, such as comma-delimited text.

When your Student Information System is backed up at night, it saves a copy of the day's data. The TLC System accesses this data, typically overnight, using the TLC custom script, and imports it into your Library•**Solution** *for Schools* system. Library•**Solution** *for Schools* is also SIF compliant should Howard County Public School System ever choose to implement zone integration servers (ZIS) for real-time transfer of student data.

There is no limit to the number of fields that can be imported from your Student Information System to the TLC system. Some schools pull socio-economic information to provide more detail on state and national reports. They sometimes use the information to assist with grants and funding. We work closely with you to be sure all of the standard and nonstandard fields your district requires are imported on a regular or nightly basis.

7.2. Data Security and Data Privacy Description

7.2.1. Data security is of paramount concern to HCPSS. Vendors should include whitepapers or technical descriptions of their company's data privacy policies, as well as descriptions of backups, disaster recovery and/or physical data security provisions.

Security and Confidentiality

At TLC, customer trust is a top priority. We deliver services to hundreds of hosted customers, including school districts, public libraries, and government agencies.

TLC allows patrons to safely and securely use Library•**Solution** *for Schools* from any computer with internet access, respecting borrowers' privacy while improving your District's overall collection rates by complying with laws and regulations governing the storage and use of protected user data.

Privacy of Data

The Library Corporation agrees not to use patron details such as names, addresses, etc., for any purpose other than providing requested services to the District and agrees not to transmit the District's Data to any third party, except as requested by the District.

All bibliographic, item, fine, patron, and other records entered into the District's Database on the District's System or supplied to The Library Corporation by the District are and shall remain the sole property of the District. The Library Corporation shall not, without the District's written consent, copy or use such records except to carry out contracted work, and shall not, without the District's consent, transfer such records to any other party not involved in the performance of this Agreement, and shall return submitted records to the District upon completion of the work hereunder.

The District shall have the right, without the consent of The Library Corporation to extract such data in industry-standard formats, using The Library Corporation's Software and at no cost to the District. The District acknowledges that the methods of storage, compilation, format, and layout constitute proprietary and trade secret information of The Library Corporation and are protected by federal copyright law. The Library Corporation agrees to assist the District within thirty (30) days of such request, in making such extracts.

We are including Data Protection & Disaster Recovery as an attachment to this response.

7.3. Single Sign On

7.3.1. HCPSS seeks to use single sign on as much as possible. All students have a GSuite account (formerly Google Apps for Education) and all adult staff have both a GSuite account and a Microsoft Office 365 account. The school system also currently uses Clever, but would be amenable to other options. The goal is to leverage existing credentials through LDAP or other methods to limit authentication frustration. Offerors shall describe or attach any SSO options available for students and/or staff members if any are available. If no SSO options are currently available, Offerors shall describe or attach the recommended methodology for user account creation including the creation and management of user accounts and passwords. The school system has no desire to manually create and manage user accounts or user passwords.

Yes.

Library•**Solution** *for Schools* utilizes Microsoft's Active Directory™ (AD), Microsoft's Active Directory Federation Services 2012 R2 (AD FS 3.0), and Security Assertion Markup Language (SAML) 2.0 to provide users with a Single Sign-On (SSO) solution.

The Library•**Solution** *for Schools* servers must be on the same domain within the same Forest as the Microsoft Active Directory Server targeted for authentication. A service will run on a Library•**Solution** *for Schools* server which exposes the necessary Library•**Solution** *for Schools* Roles to the Microsoft Active Directory. When an AD user is assigned a Library•**Solution** *for Schools* Role, there is a service that will synchronize the user's permission with the Library•**Solution** *for Schools* system. Thus, a user who has been assigned a TLC Role and whose computer has been authenticated on the network will have permission to access the Library•**Solution** *for Schools* software.

The new LS2 Launch Page provides a unified layout of and access to all TLC interfaces. Through the LS2 Launch Page, users have a central point of entry to access LS2 Staff, LS2 PAC, LS2 Reports, LS2 Cataloging, Real-time Inventory and more. Through LS2 Preferences, schools have the choice to display which interfaces they want on their LS2 Launch Page. Active Directory Federation Services (ADFS) Single Sign-On (SSO) provides your library with a secure method of accessing LS2 interfaces while simplifying the user's experience with a one-time login to assigned interfaces.

7.4. Technical Support

7.4.1. Offeror shall provide a technical support structure in the proposed solution. Minimally include: 7.4.1.1. Types of support (email, online chat, phone, knowledge base, etc.) 7.4.1.2. Hours and days of support 7.4.1.3. Online training and/or support options 7.4.1.4. Support specific to staff/teacher function 7.4.1.5. Limitations

Yes.

TLC offers one level of support – **24 hours day/7 days week/365 days a year!**

For over 40 years, The Library Corporation's main focus has been exceptional customer service. TLC's goal is to meet and exceed the expectations of every customer by providing 24/7/365, live customer service. We believe our commitment to superior customer service has been key to the leadership position we maintain today. Sure, it is very easy for a company to speak of quality customer service, but what does great customer service look like? For TLC, it is all about our customer's experience and their success in providing a rewarding library experience for their patrons. Our clients repay our efforts with loyalty, as some of our clients have been with us for over 30 years. When you partner with TLC, you're assured of product continuity, ongoing development and support, and corporate stability. TLC is here today and tomorrow. We're the company you can depend on.

Full help desk access is available from 6:30 a.m. to 9:00 p.m., Eastern Time, Monday through Friday, with 24x7 after-hours support at no additional charge. All support calls are personally answered (no voice recordings) via toll-free telephone lines. Support is also available via email, fax or online at TLC's Online Support Center (OSC).

TLC support is not an additional source of revenue – as it is with some vendors; we do not 'nickel and dime' our customers. TLC's customer support strives to meet and exceed industry standards. Help desk availability is over 99% with greater than 90% of calls answered in 60 seconds or less.

TLC also offers an Online Support Center (OSC) 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. 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 you are fully satisfied and "close" the ticket.

Support may also be found at our new password-protected website for Library•**Solution** customers, LS•**Community**. Customers have unlimited access to the LS•**Community** site where you will find technical information with shared tips, technical tips, report access, and upgrade information; documentation includes product manuals, release notes, hardware docs, enhancements, information & download center for the latest patches, and an FAQ Section.

Support is provided from TLC's Inwood, WV office and is included in your annual maintenance cost.

Contacts And Services

Direct Assistance

TLC's Support Department in Inwood, W.Va., is staffed from 6:30 a.m. to 9 p.m. Monday through Thursday and 6:30 a.m. to 7 p.m Friday. That means customers talk to a person, not an answering machine. After-hours emergency support is available 24 hours a day, seven days a week.

- **Technical Support: 800.852.4911 or 304.229.0100**

- **Emergency After-Hours Support: 800.852.4911**

Online Assistance

Service requests may be submitted at any time through TLC's Online Support Center. Customers also have the option to email or fax TLC's Support Department.

- **Online Support Center: www.TLCdelivers.com/helpdesk (login required)**

- **E-mail: support@TLCdelivers.com**

- **Fax: 304.229.0295**

7.5. Merging Existing Catalogs into the New Program

7.5.1. HCPSS is not interested in re-barcoding books, nor making significant changes to existing catalogs or databases. The Solution shall utilize a methodology to successfully utilize HCPSS' existing databases and import/merge/convert them without re-barcoding of books or restructuring current HCPSS catalog integrity.

Yes.

HCPSS is a current TLC ILS customer. As such, no additional work or cost is associated with the HCPSS catalog and database. This represents a significant cost saving over any other vendor. As a normal course of action with TLC customers on support, the HCPSS system will be upgraded at no charge to the current TLC LS2 5.X when HCPSS is ready for the upgrade. At that time, the entire catalog will be enhanced with additional RDA information, making the search and selection of material even more convenient and efficient. There will be no change to barcodes or requirements to change HCPSS catalog integrity.

Restating, there is no requirement for a database merge. There will be no requirement to charge for database conversion or import. This represents a significant cost saving to HCPSS.

PRICE PROPOSAL

7.1 Pricing structures shall be provided as follows if applicable (indicate N/A if a cost does not apply):

Enterprise level

Please see the attached TLC Cost Summary for a breakdown of all charges.

School level

N/A. There are no school-level pricing structures.

Student level

N/A. There are no Student Level Price structures.

Multi-year subscriptions for all levels

Each cost item is an annual subscription charge.

7.2 Pricing structures shall include the following if applicable (indicate N/A if a cost does not apply):

One-time Non-Recurring Costs

N/A. There are no One-time Non-Recurring Costs.

Annual Recurring Charges

The Annual Recurring Charges for the TLC LS2 ILS system will be $ 62,694.00 per year for the five-year term of the contract. This represents a discount from your current annual charges.

Itemized Prices

The attached quote form indicates the itemized list of products contained in the annual recurring price figure. The list contains all of the current products used by HCPSS and has added the Single Sign On capabilities described in the specification, and the move to a HOSTED environment.

Hourly Rates

N/A

There are no hourly rates associated with our proposal.

Custom Integration

N/A

There is no custom integration required with our system.
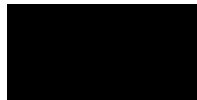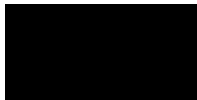
Value-Added Options not covered by HCPSS, but recommended by Offeror

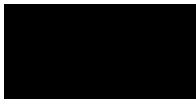There are a few product areas that may improve the user experience
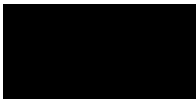
Cost Summary
Library•Solution *for Schools* Software

	Annual Costs
TLC Software:	
Library•Solution® *for Schools* Integrated Software Package • LS2 Staff (Circulation) • LS2 PAC (OPAC) • LS2 Kids (OPAC designed for children) • Oracle Database Licensing • Library•**Z** (Z39.50 server) • LS2 Reports (one license per site) • LS2 Cataloging • Interface to Student Information System • District-Wide Authority Control License • Spanish Language PAC • District-wide License for School•**MARC** Sears or School•**MARC** LC	▮
ITS•MARC® One of the largest, most current copy cataloging resource pools available, with two access methods: World Wide Web and Z39.50. ITS•**MARC** provides access to over 20 million MARC records.	▮
NEW - YouSeeMore 7.0™ Responsively designed, with a modern layout, featuring a new school search option, navigation layout, calendar, and much more. It's a complete web portal which can be customized school by school, while offering a district wide option, too. Showcase collections, awards lists and hot titles or utilize it as a portal which can be the school library's website. Colors, pictures, header text, facets, external databases and languages, can be customized.	▮
OPAC Enrichment Enrich your OPAC with a subscription to enhanced content (book jackets, book reviews, and more). A search of the library catalog simultaneously searches TLC's server and integrates content into your OPAC results.	▮

Active Directory / Single Sign On (SSO) Library•**Solution** utilizes Microsoft's Active Directory™ (AD), Microsoft's Active Directory Federation Services 2012 R2 (AD FS 3.0), and Security Assertion Markup Language (SAML) 2.0 to provide users a Single Sign-On (SSO) solution.	■■■■■
TLC Hosting Services:	
TLC Hosting TLC Hosting was designed to offer our products to libraries who desire a higher level of outsourced server hardware service and support.	■■■■■
Services:	
Project Implementation Services • Authority Control • Custom OPAC Design • Rules Configuration • Migration of Data • Customization of MARC Record Merge • Data Clean-Up • **RDA**Express retroactive conversion of your existing MARC records to the new RDA cataloging standard.	■■■■■
Authority Control Processing and Ongoing Updates • Authority Control at Implementation • Automatic Updating • Ongoing Access to National Authority Files • Global Updating	■■■■■
2 Days Onsite Training Onsite, formal training for one TLC trainer to train up to 20 school staff per session at a single location.	■■■■■
TOTAL COSTS	**$62,694**

Payment terms: 25% due at signing with remainder due net 30 following installation.

Library•Solution *for Schools* Software

The System Best Designed For Your School District

Teacher-librarians shouldn't need to be techies to run their library and cultivate a love of reading among students. TLC's Library•**Solution**® *for Schools* automation system is designed with intuitive, easy-to-use interfaces which enable teacher-librarians to promote information literacy and support instructional standards.

Library•**Solution** *for Schools* is bolstered by a full suite of Web-based interfaces -- LS2 Staff, LS2 PAC, and LS2 Kids – that deliver age-appropriate, customizable, highly attractive catalogs for students ranging from kindergartners to high school seniors. Library•**Solution** *for Schools* and its LS2 enhancements are scalable and optimized for touchscreen devices, so library resources can be shared seamlessly throughout an entire school on wireless tablets and laptop computers, providing outstanding support for individual classroom instructional programs.

Additional highlights include:

- Support for enhanced RDA records that ease title searches and offer greater depth and discoverability to your catalog
- Easy access to e-books and other digital resources
- Separate search interfaces for elementary-age children and middle/high school students
- Integration of eBooks and other digital resources to support the school's instructional program
- Reporting solutions designed for school media centers
- Real-time inventory to make your end-of-year task a breeze
- Integrated technical processing and cataloging tools
- Automatic backups and minimal system administration
- Single Login powered by Active Directory™ integration
- Interactive, dynamic bookshelf for your library's titles

Reading Level Integration

TLC's Reading Level Integration is a powerful service that pulls data directly from Lexile and Accelerated Reader vendors and associates by ISBN for searching and display in LS2 PAC, LS2 Kids, and LS2 Staff. This means 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 has robust searching capabilities as users can search by an individual reading level or a specified range, and see the information directly in their search results.

Installed on your District's servers or implemented online via TLC Hosting, Library•**Solution** *for Schools* is an easily maintained, affordable automation system that aligns your media center with all of your District's instructional programs.

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Automatic Authority Control

English is a living language that is constantly updated in dictionaries and through library catalog headings. Keeping headings up to date enables students to find materials using current terminology.

Standardized headings also guarantee that a student searching for a particular topic will find *all* of your books on that topic – not just some of them.

Problem:
You just don't have the time to constantly update your MARC records. It's time consuming and expensive to stay up-to-date with current changes.

Solution:
TLC's Library•**Solution** *for Schools* includes at no additional charge:

1. Authority Control at Implementation (LC or SEARS)
   - This process cleans up your records and makes them consistent.
2. Automatic Updating
   - System checks for updates weekly and *automatically* fixes the records in your catalog.
3. Ongoing Access
   - TLC's proposal includes ongoing access to the national authority files.
4. Global Updating
   - Authorized staff can instantly update *all* MARC records in the District with a new heading.

MARC Record Merge Software

- **MARC Databases -** LC Backfile, Over 5 million records

- School•**MARC** Sears
  School•**MARC** Sears contains content-rich MARC records with Sears subject headings. School•**MARC** Sears records contain approximately 75 percent more content that the average MARC record. The majority of School•**MARC** Sears records include age and grade level data from Accelerated Reader (Renaissance Learning) and Lexile Data(MetaMetrics).

- School•**MARC** LC
  School•**MARC** LC contains content-rich MARC records. School•**MARC** LC records contain approximately 75 percent more content than the average MARC record. School•**MARC** LC records include age and grade level data from Accelerated Reader (Renaissance Learning) and Lexile data (MetaMetrics).

- **NOTE:** Distirct will be provided with *either* School•**MARC** Sears *or* School•**MARC** LC

Optional Data Services

- eBiblioFile
  The eBiblioFile cataloging service for OverDrive and 3M is the fastest, most efficient way to obtain RDA-enabled MARC records for your library's eBooks and other downloadable titles.

- **ITS•MARC® License -** Online access to over 20 million MARC records.

- **A/V Access License -** Over 1.6 million records representing audio and visual materials.

- **British MARC License -** Over 10 million hard to find records cataloged by the British Library.

Optional TLC Hosting Overview

TLC Hosting was designed to offer our products to libraries who desire a higher level of outsourced server hardware service and support.

Hosted Service & Maintenance includes:

- State of the art hosting facilities with redundant data communication lines and load balancing to ensure the best performance.
- All security and virus protection.
- Nightly backup
- Database monitoring
- Operating System updating
- Database configuration and updating
- TLC Software updating
- The fastest possible response time for any server-related issues

TLC provides protection against the most common causes of outages (power spikes/failures, fire, and flood).

The data center environment is a resilient, secure and redundant business class data center. This location is managed by AT&T and features high-bandwidth, auto-failover connections with 99.5% uptime.

In the event of an unrecoverable, localized disaster, such as an equipment malfunction, the customer's hosted solution would be restored to a standby server and any lost data would be restored from the nightly backups. Should we experience a disaster that would affect the entire data center, operations would be temporarily relocated to our corporate datacenter located at our Headquarters in Inwood, WV.

Hardware Platform

Optimal Recommended Hardware Specifications:

3 Virtual or Physical Servers: Virtual or Physical LS2PAC Server, 32GB RAM, Dual 6 Core 2.6GHZ Processors, 600GB Usable Hard Drive Space. Virtual or Physical Web Server for other LS2 Products, 32 GB RAM, Dual 6 Core 2.6GHZ Processors, 600GB Usable Hard Drive Space. Virtual or Physical Data Server, 32 GB RAM, Dual 4 Core 2.6GHZ Processors, 600GB Usable Hard Drive Space.

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Workstations:
- Circulation: Web-based
- OPAC: Web-based
- Acquisitions: Web-based
- Reporting: Web-based
- Cataloging: Web-based
- Inventory: Web-based live inventory. Requires a networked device (handheld, laptop, pc) running a browser.
- Offline Circulation: Client software with auto-updating.
- Bookings: Basic booking available web-based. Advanced booking requires self-updating client software.
- Administrative Interface: Web-based.

Please Note:

TLC's web-based applications are developed and optimized for the following browser versions:

- **Chrome** – Due to the accelerated rate at which updates are released, TLC will support the latest three versions.
- **Firefox** – Due to the accelerated rate at which updates are released, TLC will support the latest three versions.
- **Internet Explorer** – TLC will support the latest three versions. Note: Compatibility mode is only supported in LS2 Reports.
- **Microsoft Edge** – Due to the accelerated rate at which updates are released, TLC will support the latest three versions.
- **Safari** (MAC only) – The latest two versions will be supported.

Please note browsers interpret CSS and HTML standards differently; therefore, certain features may display differently based on the individual browser and selected plug-ins.

The Library Corporation's web-based applications may continue to function in versions that are no longer supported, but TLC will only consider addressing issues that are present in the versions that are covered above.

Note: TLC will help you determine if your existing hardware can be used with Library • **Solution** *for Schools.*
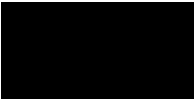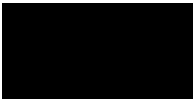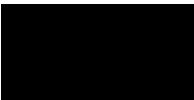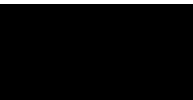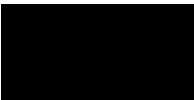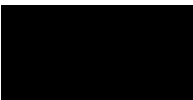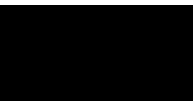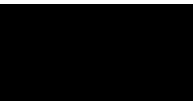
Optional Software and Other Services

Pricing is for informational purposes only. Discounts may apply.

	First Year Costs	Annual Support
SocialFlow Cadence Optimized Publisher ™ (2 Handles) SocialFlow Cadence Optimized Publisher™ offers automated and scheduled delivery of pre-packaged content, measurements of effectiveness, and real-time analytics on campaign efficacy through the libraries and/or Schools Facebook, Twitter, Google+, and LinkedIn accounts.	███	███
EBSCO Discovery Service (EDS) TLC has a formal agreement with EBSCO Information Services to provide EBSCO Discovery Service™ (EDS) to our clients. With EDS, your students can quickly find their articles they need to complete research projects and other classroom assignments using a single index, one result list, best of breed relevancy, and filtering.	███	███
NEW - YouSeeMore 7.0™ Brand new for 2017, responsively designed, with a modern layout, featuring a new school search option, navigation layout, calendar, and much more. It's a complete web portal which can be customized school by school, while offering a district wide option, too. Showcase collections, awards lists and hot titles or utilize it as a portal which can be the school library's website. Colors, pictures, header text, facets, external databases and languages, can be customized.	███	███
SIP Software SIP Version 2 with extensions is a protocol that enables Library•**Solution** to communicate with 3rd party applications. Price is valid only for TLC certified vendors.	███	███
Online Selection & Acquisitions™ Online Selection & Acquisitions (OSA) is a comprehensive solution that supports all aspects of collection development, acquisitions, fund management, and order management.	███	███
eCommerce This functionality will allow the library to collect funds for fees or fines using credit cards from the LS2 PAC interface using the Authorized.net authorization service. Credit cards will not be stored on the library site.	███	███
eIntegration for Borrower Services (Overdrive and B & T) This service allows for placing holds, checking out titles, and viewing and interacting with the titles in 'My Account'. eIntegration for Borrower Services allows patrons to interact with eBooks without having to leave the library's OPAC.	███	███

NCIP NCIP is a protocol that enables Library•**Solution** to communicate currently with ILL systems including SirsiDynix URSA, Auto-Graphics, OCLC, Innovative InnReach and others. Price is valid only for TLC certified vendors.	■	■
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 CONTENTdm or be able to display data for most common formats (image, sound, video) in the LS2 interface or browser.	■	■
Active Directory Integration TLC utilizes Active Directory to allow for seamless login to staff modules without the need to re-enter a user name or password. Authorization is automatically communicated to the Library•**Solution** application by the network ID. Active Directory also allows for a single database of user or group privileges which define staff access and privileges.	■	■
Debt Collection Module Debt collection interface with Unique Management Services, Inc. Includes reports and first year support.	■	■
Reports Authoring License This license enables staff to create fully formatted reports, graphs and notices. The program uses a specially prepared data framework that presents Library•**Solution** data in clearly labeled fields. Requires Training.	■	■
Reports Authoring Training (2 days) Covers an introduction to Report Manager, report management through Cognos Connection, and basic and intermediate report building techniques and ways of enhancing, customizing, and managing professional reports in Report Studio.	■	■

TLC•SmartTECH

TLC's Smart**TECH** has cultivated a collection of premium brands that provide you and your library with a single source that meets all your technology and audio/visual needs. Since 1974, we have been committed to delivering cutting-edge enterprise software backed by unrivaled customer support. We demand the same dedication from our product partners. TLC's cumulative products are deployed in more than 1,100 organizations, representing over 5,500 locations in North America.

Featured items currently include:

3D PRINTERS	CODING KITS
DRONES	ROBOTICS
VR & AR DEVICES	TABLETS & PCs

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