April 30, 2019

ADDENDUM NO.: ONE

TO ALL OFFERORS:

REFERENCE: Request for Proposal No: **RFP# LBS-1035**
Dated: April 16, 2019
Commodity: Library Services and Discovery Platform(s)
RFP Closing On: May 30, 2019 at 2:00 pm EST

Please note the clarifications and/or changes made on this proposal program:

1. Question: Provide/confirm the following information about the size and composition of your library collections:
    a. Is the bibliographic record count *(listed on page 4 of the RFP)* inclusive of the number of e-books noted on page 5?

    Answer: Yes, the bibliographic record count on page 4 does include the ebooks in the page 5 table.

    b. Total number of digital objects *(if applicable)*?

    Answer: The Libraries does not currently include digital objects in our catalog; however, we do include our digital collections in our discovery service. The current total number of digital objects is just over 440,000; however, some of these are duplicated across repositories.

    c. Size of your digital collection in MBs *(if applicable)*?

    Answer: Again, the Libraries does not currently include digital objects in our catalog; however, we do include our digital collections in our discovery service. The current size is approximately 1,600 GB. Again, this includes some duplication and a few collections not owned by the library and, therefore, unlikely to be included in any new library services platform. These non-library and duplicative collections total about 30 GB.

2. Question: What is the total number of individuals who will require login access to the system *(including part-time staff)*?

    Answer: The Libraries uses between 130-150 staff logins in our current system. This number varies slightly depending on the number of student assistants employed in a period. We are uncertain how many logins would be required for another system without knowing more about that system. The Libraries currently has 155 employees, including part-time staff and student assistants. **Important Note: If the number of staff logins will impact pricing, offerors should provide detailed pricing information that specify how pricing will change if the number of staff logins increases or decreases.**

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3. Question: What is the total number of end users and patrons *(that is, FTEs)* who need access to library online services?

   Answer: Current FTE is 22,310. **Important Note: If the FTE number will impact pricing, offerors should provide detailed pricing information that specify how pricing will change if the FTE number increases or decreases.**

4. Question: What is the desirable timeframe for you to 'go live' with a new LSP?

   Answer: The Libraries is prepared to begin migration soon after contract award, but would currently anticipate going live in Summer 2020 to both minimize impact on patrons and open the 2020-2021 fiscal year, which begins July 1st, in the new system.

5. Question: Do you have multiple installations or multiple databases *(not including test instances)* of your ILS? This may include multiple catalogs or multiple separate 'silos' where libraries are working separately. If yes, provide details.

   Answer: No

6. Question: Are there any additional libraries on campus, other than those already detailed in the RFP? Are you serving other libraries in any other capacity?

   Answer: No. JMU Libraries has collections and the associated desk services in four buildings within our campus. We do currently allow two non—Libraries locations on campus to use our catalog for the purpose of checking out equipment to their users. This is not a practice which we would normally offer nor like to continue and would welcome alternative solutions for our campus partners.

7. Question: Are you planning on organizational changes for these libraries and/or campuses *(merges or splits)?*

   Answer: N/A

8. Question: Does your library system have any overseas libraries or campuses? If so, provide details.

   Answer: No

9. Question: Do you have a central unit/office or governance structure that provides services to all JMU libraries?

   Answer: Yes

10. Question: If applicable, describe services provided to libraries by the central unit *(for example, configuration, cataloging).*

    Answer: With the exception of circulation, services and workflows are governed and handled centrally within the appropriate department/team in Carrier Library. For circulation, loan rules are set and maintained centrally in consultation with the satellite locations; however, overdue notices, holds, and other reporting is distributed between the buildings along with physical check-out services and Music and Education reserves.

11. Question: Do libraries today share the same configuration definitions?

    Answer: With the current system, individuals, locations, and departments have some customization ability for the desktop application.

12. Question: Are all JMU libraries within the same time zone?

    Answer: Yes

13. Question: Do you have a shared catalog *(a shared Metadata Management System where the JMU libraries contribute and share a single, de-duplicated set of bibliographic records)?*

    Answer: Yes, within JMU, the Libraries share a single catalog. However, we do not participate in any other system or consortial catalog at this time.

14. Question: If you do not have a shared catalog, are you intending to start creating and using a shared catalog as part of the move to the new system?

    Answer: N/A

15. Question: Do you have a central unit that manages acquisitions operations for all JMU libraries? If yes, describe the central operation *(the central negotiation, central acquisitions, and central activation of e-resources).*

    Answer: Yes. The libraries has a designated contract administrator for each library contract/agreement who negotiates resource pricing and terms for licensing/acquisitions *(JMU Procurement is involved as needed).* A state procurement officer in JMU's Procurement Office has signature authority for the libraries' procurement contracts/agreements. Upon full execution of any contract/agreement, the libraries' staff, who are within a department supervised by the contracts administrator, are responsible for activating, paying for, and maintaining e-resources provided under that agreement and any subsequent addendum.

16. Question: Do you have a central receiving department?

    Answer: Yes

17. Question: Do the JMU libraries share the same vendor file *(manage administration of vendor details centrally)?*

    Answer: Yes

18. Question: Do the JMU libraries share the same funds file *(manage administration of fund details centrally)?*

    Answer: Yes

19. Question: Do the JMU libraries share the same license file?

    Answer: Yes

20. Question: Do the JMU libraries share a single financial system (ERP)? If there are multiple systems, provide details.

    Answer: The Libraries share the same financial system. Outside of the library system, the University Financial System is PeopleSoft.

21. Question: Do the JMU libraries share the same user file *(manage administration of user details centrally)?*

    Answer: Yes. This file is provided from PeopleSoft by Campus IT and uploaded to the library system by library personnel.

22. Question: Do the JMU libraries use a separate authentication system?

    Answer: Yes. The Libraries preference for authentication is OpenAthens, but Campus IT also supports Shibboleth, VPN, and LDAP.

23. Question: Do the JMU libraries use a separate student information system? If so, provide details.

    Answer: No. See the response to #21 above.

24. Question: Can patrons borrow resources from any library *(walk in and borrow resources from another library)?*

Answer: Yes, with appropriate identification.

25. **Question:** Can patrons access e-resources licensed by any library?

    Answer: JMU affiliates *(e.g., student, faculty, staff)* may access licensed e-resources. Walk-in/community patrons may access e-resources only within the library buildings.

26. **Question:** Regarding your electronic resource management, do the individual JMU libraries share subscriptions with the other libraries? If yes, please describe the sharing model.

    Answer: JMU libraries manage one subscription relationship for all JMU libraries either through entering into our own subscription agreement or through the use of consortial subscription licenses. JMU Libraries is a member of a Virginia consortium, The Virtual Library of Virginia (VIVA), which shares its licenses with members through state-provided funds or through cost-share arrangements. In case of the latter, JMU Libraries is billed for its portion of the costs by VIVA. For other consortial or subscription sharing, JMU is invoiced separately for its portion of any agreement or "Big Deal" package either by the publisher or by our subscription agent, EBSCO.

27. **Question:** What do you expect your patrons to search in the discovery interface *(for example one library only, all university libraries)?*

    Answer: The discovery interface currently defaults to all libraries/collections. Searches can currently be limited by location *(e.g., Carrier, Music, Institutional Repository, Online, Browsing, Reference)*, material type *(e.g., Monograph, Periodical, Video, Microform)*, Language, Collection *(e.g., Catalog only, Conference, Graduate Showcase, Honors Symposium, JMU faculty/staff publications)*.

Signify receipt of this addendum by initialing *"Addendum #1_____"* on the signature page of your proposal.

Sincerely,

LeeAnne Beatty Smith, CPPB, VCA, CUPO
Buyer Senior
Phone: (540-568-7523)