REQUEST FOR INFORMATION (RFI) BOR-125
Library Discovery System
Due Date October 5, 2012 – 2:00 pm

I. PROJECT OBJECTIVE

The Connecticut Board of Regents for Higher Education, ("hereinafter referred to as the BOR") on behalf of libraries of the Connecticut State University System, the Connecticut Community Colleges, and Charter Oak State College, ("hereinafter referred to as ConnSCU") and the Connecticut State Library are seeking information from service providers of a library discovery system. Our primary objective is to facilitate and improve the discovery of and access to intellectual content by providing end users with a coherent, unified search experience regardless of their campus/library affiliation.

II. BACKGROUND

ConnSCU is comprised of 17 Connecticut State Colleges and Universities governed by the Board of Regents:

- **Connecticut State Universities** ("CSU") include 4 comprehensive universities, all of which offer bachelor's and master's degrees. Some offer doctoral programs as well. These schools together serve more than 36,600 students annually.

- **Connecticut Community Colleges** ("CCC") share a mission to make educational excellence and the opportunity for lifelong learning affordable and accessible to all Connecticut citizens. Comprised of 12 colleges located throughout the state, the CCC serve over 58,000 students annually.

- **Charter Oak State College** is Connecticut's only public, online college offering bachelor's and associate degree completion programs for adults in a dynamic online community of learners.
The ConnSCU Libraries currently operate two separate ILS systems.

1. The CSU Libraries utilize Millennium, an Innovative Interfaces, Inc. integrated library system. The system, known as CONSULS, operates from a server hosted by Innovative Interfaces at their facility in California, and is shared by the four CSUs and the Connecticut State Library. There are currently over 1.4 million bibliographic records describing 2.25 million volumes held in the collections of the CONSULS member libraries as well as 1,071,688 authority records. Bibliographic records are shared by consortium libraries.

2. The CCC Libraries utilize Voyager, an Ex Libris integrated library system. There are 12 instances of the Voyager database and OPAC, managed by individual libraries, but housed on a central server in Hartford at the CCC System Office. There are currently over 723,000 bibliographic records and 538,000 authority records in the Voyager databases.

3. All holdings of both ILS systems are incorporated into the Statewide Library Catalog (reQuest), administered by the Connecticut State Library and accessible to all state residents.

All institutions provide access to a multiplicity of electronic resources obtained through a variety of vendors, publishers, and consortia as well as through digitization of local collections.

1. The majority of electronic databases and e-journal packages are licensed individually by each ConnSCU library. Some contracts are negotiated jointly through library consortia, such as WALDO.

2. All libraries also have databases provided by iCONN, a statewide service that provides universal access to a core level of library and information resources for every resident of Connecticut through their public library, school, or college/university library.

Each ConnSCU Library subscribes to its own set of resource management, document delivery, and authentication tools.

1. Patron authentication is handled via various proxy products, including EZProxy (OCLC) and Web Access Management (III).

2. Open URL linking products include 360 Link (Serials Solutions), SFX (Ex Libris), and LinkSource (EBSCO).

3. Digital Collection Management products include CONTENTdm (OCLC), DSpace, and Digital Commons.

4. All ConnSCU schools utilize the Blackboard course management system and Banner student information system.
The Connecticut State Library is an Executive Branch agency of the State of Connecticut. Its mission is to preserve and make accessible Connecticut’s history and heritage and to advance the development of library services statewide. The State Library provides a variety of library, information, archival, public records, museum, and administrative services for citizens of Connecticut, as well as for the employees and officials of all three branches of State government. The State Library subscribes to a number of licensed resources and maintains a growing series of digital collections and digital archives. Patron authentication is handled through EZproxy, which is now hosted by the State Library but may soon be hosted by OCLC. The State Library administers iCONN.org - Connecticut’s re-search engine, including the statewide library catalog, in conjunction with local libraries. The State Library’s holdings are incorporated into both CONSULS and the statewide library catalog.

III. SCOPE OF THIS RFI

Interested discovery service providers are asked to submit information profiles, which present product and service description details that will aid the study committee in its evaluation of their respective systems. The criteria on which the information profiles are to be evaluated are defined as follows:

IV. Content

1. Scope and nature of the index (size and content) and how it is generated
2. Metadata and data normalization practices
3. Resource providers
4. Type of content (articles, eBooks, streaming media products, open-access, etc.)
5. Integration of ILS systems (real-time data availability; harvesting data from more than one ILS) and other library systems (institutional repositories and local digital collections)

V. Functionality

1. User Interface (usability, easy of navigation, customizability)
2. Results (relevancy ranking, and limiting and sorting options)
3. Guidance for searchers (suggested search terms, spelling suggestions, recommended resources)
4. Citation features
5. User accounts
6. Statistics and reports
VI. Technical Features

1. System maintenance & technical support
   a. Ease of implementation
   b. Level and amount of staffing to maintain
   c. Reliability
   d. Documentation and user community

2. Integration with student services platforms (Banner) and CMSs (Blackboard) etc.

3. Customization options available to library staff

4. Accessibility compliance

5. Compatibility / integration with the following:
   a. OAI harvesters (ex: DSpace)
   b. Link resolvers (indicate which ones)
   c. LibGuides (to display research guides)
   d. Proxy servers
   e. ILL products (e.g., ILLiad)
   f. Integrated Library Systems (ExLibris Voyager, III Millennium, other)
   g. Digital collection management software (e.g., CONTENTdm)

6. Authentication setup

7. Mobile options

8. Locally hosted vs. vendor hosted

VII. Other

1. Describe the setup of your product as it relates to our current ILS infrastructure as outlined in the background section of this document. Would it be possible to run a single instance of your product or would multiple instances be needed?

2. Would it be possible to set up a trial of your discovery service?

3. How many libraries currently use your product? How many of these are academic libraries? How many are consortia?

4. Please describe any features, information, policies and procedures not already addressed which our libraries should be aware of.
VIII. **Terms and Conditions**

1. **Expenses** – Responders to this RFI are responsible for all the costs and expenses incurred in the preparation of their RFI response.

2. **Ownership of RFI Responses** – All RFI responses shall become the sole property of the BOR and will not be returned. It should also be understood that this request for information shall not result in a Contract Award, but it may inform the process of developing a future Request for Proposal.

3. **Freedom of Information** – Due regard shall be given for the protection of proprietary or confidential information contained in all RFIs received. However, suppliers should be aware that all materials associated with this effort are subject to the terms of the Connecticut Freedom of Information Act (FOIA) and all rules, regulations, and interpretations resulting there from. It shall not be sufficient for suppliers to merely state generally that the RFI is proprietary or confidential in nature and not, therefore, subject to release to third parties. Those particular sentences, paragraphs, pages, or sections which a supplier believes to be exempt from disclosure under the FOIA must be specifically identified as such. Convincing explanation and rationale sufficient to justify each exemption consistent with Section 1-210(b) of the FOIA must accompany the RFI. The rationale and explanation must be stated in terms of the prospective harm to the competitive position of the supplier that would result if the identified material were to be released and reasons why the materials are legally exempt from release pursuant to the above cited statute.

4. **Responses to this RFI are for informational purposes only.** The BOR shall not be obligated in any way to use any of the information received. Vendors responding to this RFI shall not be compensated in any way. Also, responding to this RFI shall not enhance any vendor’s chances of receiving future work from the BOR or the State. Similarly, not responding to this RFI shall not be a detriment to any vendor when competing for future work.

5. **In addition, the BOR shall not be providing feedback regarding the quality or suitability of any subsequent acquisition process.** The BOR may, however, contact individual respondents for clarification of information contained in their response to the RFI. Vendors may refer the BOR to jurisdictions with operating model installations or offer product demonstrations, but the BOR reserves the right to accept or decline any such referrals.

6. **Any agreement entered into as a result of this RFI must be in full conformance with statutory requirements of the State of Connecticut.**

Thank you for your response to this request for information. The information you provide will be carefully considered as the ConnSCU libraries and the Connecticut State Library develop their proposal for a discovery service. October 5, 2012 - 2:00pm is the date and time by which written responses must be received as email attachments sent to Douglas Ginsberg (dginsberg@commnet.edu) and Cc: to Sharon Kromas (skromas@commnet.edu). Late responses may not be considered.