

May 17, 2024

Response to Questions
For
Request for Proposal for
Integrated Library Management System
For
Pikes Peak Library District
RFP# 290-24-01

Questions:

1. Because many of our employees work remotely, and because we are consciously attempting to reduce our impact on the environment, would Pikes Peak Library District consider removing the requirement for a hard copy of a proposal and allow for an electronic only (email) proposal?

We do require a physical copy.

2. Can exceptions be included within the main proposal submission or does the library prefer they be submitted as a separate attachment?

Please submit it as a separate attachment.

3. Does “one hundred double-sided pages” refer to 100 pages (printed on both sides, equaling 200 total pages of content) or 100 pages of content (total of 50 printed pages)?

It refers to 200 total pages of content. Supporting documentation does not count in the 200 pages of total content such as documentation for Exhibit E.

4. Do responses to the ILMS Criteria document count toward the page limit?

Yes.

5. The RFP Schedule states Onsite Demonstrations will be scheduled for the last week of September. Can you please clarify if this is the week of 9/23 or 9/30?

We believe it will be the week of 9/30, unless circumstances require changing the dates, in which case vendors will be notified as soon as possible.

6. Will you accept digital signature on the required forms?

Yes as long as it is dated and time stamped.

7. How does the Tyler Technologies ERP system ingest the fund data from your ILS?

After the invoices are manually paid in our current ILS, a custom report is run to create a CSV file that contains the invoice data fields. This data is then imported into the ERP system manually using their Invoice Import feature. At that time an invoice is then created in ERP.

8. Provide the ability to integrate with District ERP (by Tyler Technologies) financial system. Please provide in-depth description as well as an example of one other library system that currently uses the integration. What type of integration(s) are you doing today, other than Fund reconciliation?

The current integration is a manual import process to create invoices in the ERP system. If your ILS can provide more direct integration, including the creation on an order record, when items were received, and an invoice, please describe in-depth the type of integration you have and an example of one other library system that is currently using it.

9. (For the mobile app) Provide the ability to add complex hours (two shifts) for the libraries schedule. Can you please elaborate?

We have branches who close during lunch. We would like the ability to display that in the app. EXAMPLE. Library A opens at 10:00 am on Monday closes between 1:00 and 2:00 pm, then re-opens and closes at 6:00 pm.

10. Regarding Exhibit B: Materials and Circulation Management #10, can PPLD kindly describe their desired functionality from a bookdrop or rapid bulk check-in process?

Bookdrop/rapid bulk check-in allows staff to check in returned materials without seeing various popup alerts, such as Lost item or Missing item. The only alert that should be displayed is an alert when an item will fill a hold for another patron.

11. Regarding Exhibit B: Materials and Circulation Management #11, can PPLD please describe any specific criteria related to their floating collections?

When specific materials in designated collections are checked in at a branch, they are not transferred back to the original branch they came from. Rather the materials' "owning branch" changes to the branch the items have been checked in at. However, the District must be able to designate specific collections, such as Chromebooks as non-floating.

12. Regarding Exhibit B: Administration, can PPLD please provide an example of a scheduled task/chron jobs" that authorize staff may be setting up a custom script for?

An example would be when a branch must be closed to the public yet the library decides to continue to allow holds to be placed where that branch is the pickup location. At that point the Chronjob/Scheduled task would run a script that would suspend those holds on a schedule decided upon by the System Administrator.

13. Regarding Exhibit B: Reports, can PPLD please provide an example of what type of information or integration they would like included in a system-wide dashboard?

A dashboard could include graphs, charts and tables that display such things as circulation for a given timeframe, circulation by branches, holds placed over a given timeframe and number of patrons who used the library over a given timeframe.

14. Regarding Exhibit B: Reports, can PPLD please elaborate on what they mean by query?

The System Administrator would have the ability to run query language scripts, such as SQL, or use an API, to retrieve data from the system in real time.

15. Regarding Exhibit B: Mobile App, does the “ability to add complex hours (two shifts) for the libraries schedule” refer to a libraries operational hours schedule, staff work schedule, or another option? What connection do the complex hours have to the mobile app?

Currently in the Mobile app operational hours are displayed by branch. However, we have branches who close during lunch. We would like the ability to display that in the app. EXAMPLE. Library A opens at 10:00 am on Monday, closes between 1:00 and 2:00 pm, then re-opens and closes at 6:00 pm.

16. Regarding Exhibit B: Catalog (online) requirement related to “native reservation system”, can PPLD please provide examples of items that may be reserved?

Examples would be sewing machines, VHS to DVD conversion machine and 3D printers. To see a list you may go to: <https://ppld.org/create/reserve-equipment>.

17. Regarding Exhibit B: Patron engagement requirement related to “two-way interaction with patrons”, could PPLD please provide an example of a desired “two-way interaction”? For example, does this refer to a chat feature?

An example could be when a note is placed in the patron’s record about a missing DVD. The patron could see the note in their record and acknowledge they had seen it.

18. Regarding Exhibit B: Patron engagement, can PPLD please expand on what criteria they would use for promotion?

A promotion could be the Summer Reading Adventure program, an Author visit, or a Library Open House. The decision would be on a case by case basis and our Communications department would make those decisions. The District should be able to add parameters to whom the promotion should go to either by library they last used, their age, Zip code, or other factors.

19. Regarding Exhibit B: ILL requirement related to integration with Prospector, could PPLD please elaborate on integration? For example, would PPLD be both lending and receiving from Prospector?

Prospector runs on the software module called INN-Reach. Some ILS systems utilize an API to integrate with Prospector. Libraries with an ILS that doesn’t have an API for this can join Prospector with the help of data interchange protocols such as NCIP or DCB (direct consortial borrowing). PPLD would both lend materials and receive materials.

20. Regarding Exhibit B: Cataloging requirements, could PPLD please provide an example of a macro used in bibliographic records and item holdings?

A macro could include adding routine information into a MARC record or item record so that the Cataloger does not have to type the information in each time.

21. Can you please provide a list of vendors from which you purchase e-resource and library collection materials? If possible, please list the approximate percentage of those materials purchased from each vendor.

Listed in order of largest to smallest resource provider by budget, not including many smaller vendors.

- A. OverDrive
- B. Ingram
- C. Midwest Tape (AV and Hoopla)
- D. Baker & Taylor
- E. Kanopy
- F. Primary database vendors include Ebsco, Gale, and ProQuest.
- G. Library Ideas, Inc. (Freegal)
- H. LinkedIN Learning

22. How much of the library's 6.8 million annual circulations are for physical items? Digital materials? Other?

In 2023, we had 3,839,914 physical items circulated and 3,008,420 e-Resources circulate.

23. On pg. 8, the RFP requests references with "Over **one million** annual circulations;" on page 15, the RFP states that "the vendor must demonstrate prior successful installations" with "over **six million** annual circulations." Should references have over six million annual circulations?

While the vendor does need to demonstrate prior successful installations for libraries with over six million annual circulations, references can be with libraries that have an annual circulation of one million and above.

24. Please confirm that pricing for annual maintenance years 2-3 should be combined, while years 4 and 5 should be listed individually.

Yes

25. The Training Criteria asks respondents to "Provide training to write customized, or on the fly, reports for ILS Admin and appropriate staff using recommended reporting tools." How many staff members typically write new customized reports (beyond any configurable reports provided by the system)?

5 people