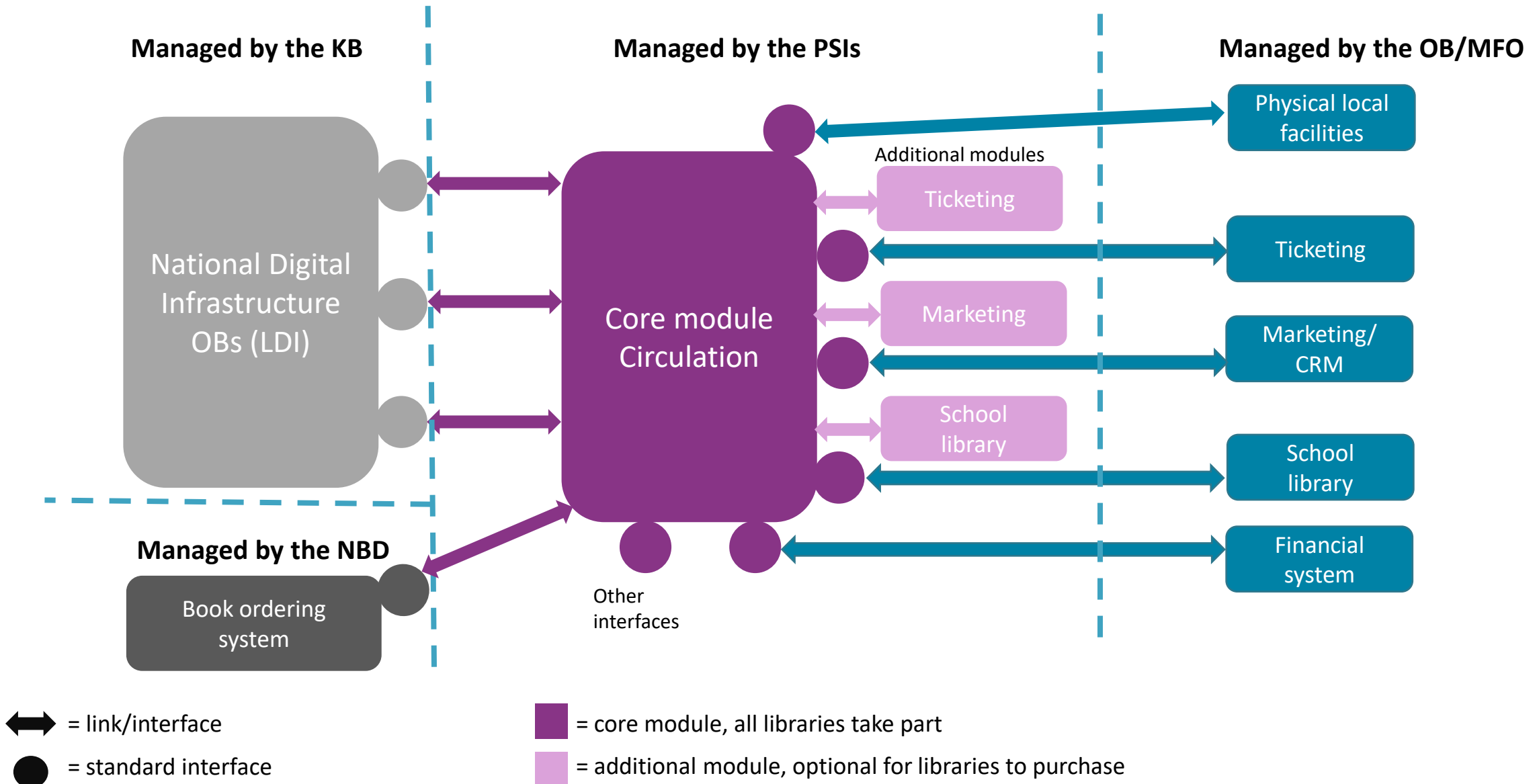


19 December 2022

SCOPE OF COMMON LIBRARY SYSTEM TENDER PROBIBLIO, RIJNBRINK, BISC/CUBISS



The purple part we devote to



Comments on the chosen scope

Implications

- The scope of the tender consists of the entire purple area (dark and light purple). It concerns the core module Circulation (dark purple) for all participating libraries and also three additional modules (light purple).
- The following applies to the additional modules (light purple):
 - In principle, libraries do not lose functionality compared to the current situation.
 - Libraries can choose whether or not to purchase additional modules (optional).
 - Libraries can also use their own modules (blue) with similar functionality; these must be able to link to the circulation module via open interfaces.
- We currently assume that we tender the entire purple area (dark and light) to one supplier.
- The technical integration between the core module and additional modules should be arranged by the supplier.
 - Where supplier-owned supplementary modules are available, they may be integrated into the circulation model.
 - For third-party supplementary modules, the requirement is that they communicate with the circulation module via standard interfaces.
- We want to have open standard interfaces so that libraries can link their own modules.
 - Which and how many standard interfaces are needed will have to be worked out in more detail in the programme of requirements, as well as the resulting requirements for suppliers.
 - For the definition of open standard interfaces, we may also need the National Library of the Netherlands (KB).
- From the library sector perspective, this creates the possibility of a multivendor landscape with open standards.
- The joint PSI management organisation initially manages the purple contracting area and directs the supplier. The management scope can eventually be expanded to include modules that libraries/MFOs currently use themselves (blue modules), with the joint management organisation directing the application landscape architecture.

Scope of the circulation module

Functionality	Definition
Customers/member administration	Module for the administration of a library's relations (customer, member, non-member, etc.) managing user data and registering the user's membership and/or usage rights. Includes contribution collection.
Collection registration and management	Module supporting the management of library collections at local level. Includes managing objects within collections: uploading, discarding, adding location information and so on. Order administration, describe local titles, change collections. Supports the object ordering process and its administrative handling. Includes maintaining order lists, registering orders, making payments on receipt, etc..
Search and find/discovery	Search and find local titles and objects. For staff catalogue, public presentation and online access via library website.
Loan administration OB collection	Registration of the use of objects, independent of the medium. Module for reserving, lending, renewing and taking back physical collection objects according to specific regulations, from the library's own collection, someone else's collection (guest lending) or supplied from another library (IBL), including collection of charges. Includes self-service via internet for borrowers (with a personal account overview).
Applications IBL and OB collection	Requests and deliveries from other OB's collection (guest loans) or delivered from another library (IBL), including collection of charges.
Financial settlement	Payment and balances of public library services
Reports from OB services	Analysis and reporting for presentation of information on library operations, collection management and management. Automated delivery of data for WSOB accountability (library monitor).
Management functions	Functional management functions including local layout of tables
Authentication of members	Must comply with single sign on/single identity. To use local and national services.
Links with	- LDI (various links see next page). - Book ordering system NBD. - Physical local facilities: local equipment for lending, collection, payment via standard interfaces (ZIP 2). - Link with financial system at journal entry level.
Standard interfaces (preferably externally certified)	Open interfaces for links to external modules and functionalities, such as: - possibility reports in an external data warehouse - Ticketing system for events and courses. - Marketing, communication, social media - CRM (In due course, possibility of using an external system as source system of customer data for the circulation module). - School library - Identity access management facility for single sign on facilities via single identity.

Links to national digital infrastructure

The national digital infrastructure (LDI OB) is developed and managed by the KB.

Communication between local systems and the LDI involves:

- member authentication with single identity as a prerequisite;
- member synchronisation;
- possession synchronisation: possession of the public library on behalf of NBC;
- search API: enabling nationwide search;
- lending synchronisation: retrieving current status of holdings for NBC purposes;
- IBL API: message traffic between systems for handling IBLV (Interlibrary Loan Traffic);
- Waas-ILS header and footer service for transition from Waas environment to ILS environment;
- Minimum dataset delivery data warehouse

All availability of links and developments will be further aligned with the KB development agenda during the drafting of the PoA with the KB.

SCOPE OF LIBRARY SYSTEM TENDER

Additional modules in scope

Module	Definition
Ticketing	Ticketing functionality for events and courses. Out of scope is an events module: Functionalities that support the process of service development and (related) event planning.
Marketing / campaign management	Functionalities to support marketing and campaign management, including by analysing the use of collections and services, preferences, user profiles, customer characteristics and preferences and other user data, (within the limits of privacy legislation and with customer consent). The data known within the circulation module are used as a source for this. Outside the scope are the following typical CRM functionalities: external CRM as source system, functionalities for recording and supporting contact moments, customer service.
School library	Functionality to be determined: separate module for the school library or include the school as a separate entity in the circulation module. To be developed further during the PoR.

SCOPE OF LIBRARY SYSTEM TENDER

Modules of local libraries out of scope

Libraries decide for themselves what their application landscape looks like. In doing so, they use national, provincial and in-house applications. More and more libraries are moving into a building with other institutions as well, a multifunctional accommodation (MFA). When merging with other parties, we speak of a multifunctional organisation (MFO); such cooperation is often entered into with cultural institutions. These constellations mean that libraries sometimes use local alternative complementary systems/modules (blue squares) instead of the complementary modules to be procured (light purple squares). These proprietary systems/modules of local libraries should be able to exchange data with core module circulation via the open interfaces (purple spheres from the plate). The open interfaces of the core module circulation do fall within the scope of the tender.

Module	Definition
Physical local facilities	Physical local facilities at library branches: local equipment for lending, collection, payment via standard interfaces (via ZIP 2 protocol).
Ticketing	Ticketing functionalities for local events and courses.
Marketing/CRM	Functionalities to support marketing and campaign management, including by analysing the use of services/collections of the MFO/MFA as a whole, preferences, user profiles, customer characteristics and preferences and other user data, summarised as an integrated customer view (to the extent within the limits of privacy legislation and with customer consent). The data known within the circulation module are used as a source for this. Some MFO/MFA use an external customer registration system as a source system, in which they record customer data of visitors and of business relations. In doing so, they want to synchronise customer data with the library system. They can further use this source administration to record and support contact moments and service provision to customers. In this way, customer records can be used as CRM.
School library	Functionalities to support the school library.
Financial system	Functionalities to support a library's financial processes.