



Service Definition

Applied Network Solutions Limited

247lib.com Government Library Management System

www.247lib.com

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Delivery partner name – ANS (Applied Network Solutions Limited)

An overview of the G-Cloud Service (functional, non-functional)

247lib.com allows organisations and departments of any size to manage their library items (e.g. books and periodicals), digital assets (e.g. eBooks, eJournals, RSS feeds, discussions, events, news), services (e.g. personal budgets, care services, interpreter bookings), and resources (e.g. meeting rooms, equipment and software licences).

247lib.com maintains a client database to which these items may be loaned, purchased, booked, reserved, discussed and reviewed.

Government departments may share a cloud service to allow librarians in charge of collections to control access to their collections from other user groups who share the cloud. This reduces costs and can eliminate duplication of catalogues and facilitate improved and most cost-effective working practices. This facility also eliminates the need to purchase LMS licences for each library and therefore saves a significant amount of money.

The users interact with the system using colourful Online Public Access (OPAC) websites, whose web pages can be personalised to your needs. Users get the engaging experience and intuitive solution to encourage them to use the system without requiring any training.

Users have unrivalled search capabilities so that they can find information quickly and easily. Users can maintain their own preferences in their individual private areas, which further encourages usage.

The library manager can introduce new library services using the web browser configuration tools. This reduces installation and operating costs and the need for IT staff to get involved in library management processes.

247lib.com is a high security safe solution, which means that sensitive information and functionality is kept private to authorised users.

247lib.com provides unrivalled communication capabilities, which allows the librarians and users to communicate via OPACs, online surveys, email, print or SMS.

247lib.com utilises library and industry standards for classification, taxonomies, budgeting, acquisitions, finance, eCommerce and reporting, which means that information can be easily migrated to and from other information and library management systems.

247lib.com has been developed by the UK's most qualified technicians in library management, who provide full training, support, an API and consultancy service. This solution is designed to run 24 by 7 if required.

Information assurance – Impact Level (IL) at which the G-Cloud Service is accredited to hold and process information

IL0. Most users run the solution on their own IT platforms or shared services. Higher impact levels are supported through our hosting partners.

Open Standards supported and documented?

We comply with accepted open standards in IT and library management. These standards include XML, MARC 21, Z39.50, CSV, SQL, EDI and WSDL. These standards are fully supported by the ANS support team.

Open source software used and documented?

247lib.com uses the YAZ open source library for the Z39.50 client. Other open source software can be used with 247lib.com.

Details of the level of backup/restore and disaster recovery that will be provided

ANS has fully documented policies covering the backup and disaster recovery of information hosted by ANS. Because we use industry standard SQL database technology and standard web server technologies, 247lib.com can easily be implemented in any third party hosting centre.

247lib.com is designed to run on any cloud configuration which uses Microsoft .Net technologies.

247lib.com allows for the inclusion of firewalls, SSL, biometrics, encrypted databases, .Net security and special client side authentication.

A summary of our own hosted services is provided below:

- ✓ We tailor the security to the requirements of our users.
- ✓ A farm of web servers are used to share the workload among separate servers to provide for optimal uptime. No data is held on web servers, which would compromise security.
- ✓ A farm of database servers provide duplication of stored data, so that if one data source fails, another data source will take over as the primary data source.
- ✓ Backups of information may be full or incremental with all backups taken offsite every day.
- ✓ Staff are fully trained and understand their responsibilities in the event of a disaster event.
- ✓ Our business continuity plan provides for the continuity of services in Coventry.

On-boarding and Off-boarding processes/scope

Information can be imported/exported in SQL, XML, MARC, MARC XML, CSV, Z39.50 and flat file formats. The information may be in Unicode, ASCII and foreign character sets with photos, book covers and images in jpg and gif formats. This allows us to rapidly import information from any other solution and conversely provide information for migration into other solutions rapidly and easily. For real time synchronisation with other databases, 247lib.com allows the use of SQL triggers with associated stored procedures. This provides for the introduction of new processes without requiring programming.

247lib.com is based around web services technology, which means that new functionality can be added by reconfiguring/replacing one web service with another. This approach allows us to make optimal use of memory by eliminating unused functionality and therefore provide high performance.

The reporting suite allows for the extraction of selected columns of information from anywhere in the database using a combination of SQL and stored procedures, which are easy to configure without requiring programming expertise.

Migrations from other library management systems may be undertaken by your own staff using the utilities provided with the system or by ANS staff. 247lib.com complies with library and IT standards, which means that information may be imported using MARC files, Transact-SQL stored procedures, CSV import utilities and industry standard SQL.

Data location option can be defined by user?

Users can use the data centre of their choice.

Details of other thin client modes

247lib.com supports web browsers as listed together with Android, iPad and mobile devices. 'Apps' are available for iPhones and Android phones.

Other client software that may be used with the service

Android and iPad devices

Pricing (including unit prices, volume discounts (if any), data extraction etc.) Annual rental fees:

For the library management system:

For libraries with less than 1000 items:

- ✓ £ 900 per concurrent administrator per annum for library with less than 1000 items (excluding news, events and 'discussions')

For libraries with more than 1000 items:

- ✓ £ 4000 for libraries with 1 or 2 concurrent library staff online
- ✓ £ 4500 for libraries with 3 or 4 concurrent library staff online
- ✓ £ 4900 for libraries with 5 or 6 concurrent library staff online
- ✓ £ 5280 for libraries with 7 or 8 concurrent library staff online
- ✓ £ 5700 for libraries with 9 or 10 concurrent library staff online ✓ £ 220 for each additional concurrent library staff online

For the OPAC tailored to your design:

- ✓ £ 2500 per web server for unlimited users for additional OPACs

Options:

- ✓ ReportBuilder - £ 120 per report development kit
- ✓ eSurvey add-on - £ 2000 per annum
- ✓ Z39.50 server - £ 2000 per annum
- ✓ SMS add-on - £ 2000 per annum
- ✓ SIP2 (Self-Issue) add-on - £ 2000 per annum per device
- ✓ EDI add-on - £ 2000 per annum
- ✓ Android tablet circulation - £ 500 per annum per tablet
- ✓ 'apps' for iPhone and Android phone - FREE

Migration and consultancy:

- ✓ £ 1000 – installation charge
- ✓ £ 900 – project management per man day
- ✓ £ 700 – consultancy per man day
- ✓ £ 800 – per trainer day
- ✓ Travel, subsistence and mileage costs will be charged at cost.

Discounts:

Educational Discounts are available for schools, colleges and universities - please call for details 5% for orders over £ 30,000

Service management details

Included in our standard service is:

- ✓ Support desk responding to hotline and email queries
- ✓ Access to our client area where you can document issues and get written responses
- ✓ Upgrades and maintenance releases of 247lib.com
- ✓ Remote online support can be provided to third party hosting centres - £ 2000 per annum
- ✓ Our standard service is offered between 09:00 am and 17:30 pm from Monday to Friday excluding public holidays.
- ✓ Extended hours services can be provided:
- ✓ £ 2000 per annum for extended hour support to 22:00 pm.
- ✓ Additional service levels and tailored support services can be provided.

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

ANS impose no limitations on the degree of customisation, which you can undertake.

When maintenance releases are available you will be informed and a preferred upgrade date will be agreed in partnership with you.

Service Levels (e.g. performance, availability, support hours, severity definitions etc.) ANS ensure that the solution has 98% availability.

ANS will endeavour to perform housekeeping tasks outside peak hours of usage where these can be made known.

Where issues have been made known to our hotline, ANS will respond within 4 hours with an answer to the query raised.

Support boundaries / interfaces documented

Our support service includes hotline support, email support, onsite support, website knowledge base for downloads, free 'how to' guides and documentation, free training guides

Performance attributes defined and documented

The solution is very robust and you will get at least 98% uptime. The speed of response is usually less than a second. But where you are accessing external sources such as other

library systems using Z39.50 for example, the speed may be limited by the connection speeds to those data sources.

Support service provided and documented

Our support service includes hotline support, email support, onsite support, website knowledge base for downloads, free 'how to' guides and documentation, free training guides

Time for provisioning/de-provisioning documented We can provision the service in less than 24 hours.

Financial recompense model for not meeting service levels

A 1% discount on the following years rental fee will be given for any distinct service level, which is breached.

Training

ANS provide a standard introductory course for 247lib.com, which takes half a day.

Further training is provided dependent on the modules configured which can include:

- ✓ Advanced cataloguing
- ✓ Authorities
- ✓ Budgets and acquisitions
- ✓ Electronic surveys
- ✓ Finance
- ✓ Periodicals
- ✓ Reporting
- ✓ Supervisor functions

Most of the above modules take half a day but can be tailored to your requirements.

Ordering and invoicing process

Customers should place orders to Applied Network Solutions using the Government Procurement Service pro-forma via email, post or fax. Our customer relationship management (CRM) system records and tracks all customers queries and request.

Invoicing terms can be agreed dependant on the agreed provision of specific services:

- ✓ IAAS - monthly in arrears depending on the amount of usage and /or users
- ✓ PaaS - monthly in arrears
- ✓ SaaS - monthly in advance
- ✓ Services - either monthly in arrears, or at milestones, or at the end of a work package.

Any setting up or other start up fees agreed in advance with customers would be payable with the first invoice. Similarly any termination fees agreed in advance with customers would be payable with the last invoice. Also see individual partner company standard terms and conditions.

Payment terms – 28 days or, if an organisation is signed up to the Government 'prompt payment' initiative, then it is 10 days.

Termination terms

3 months' notice must be provided in writing for termination of the rental agreement by the consumer. ANS will provide 12 month's notice of any potential removal of the service."

Data restoration / service migration

If all inputs to the solution are provided in XML, MARC or CSV format, ANS will import the information in less than 5 days.

ANS consultants are skilled in data migrations and can provide guidance as to how to minimise the migration time and cost to move to 247lib.com.

ANS can undertake the complete migration for you on request. Our charges depend on the duration of the migration tasks.

247lib.com allows all information to be exported in SQL, XML, MARC, CSV and flat file format very quickly and easily using the reporting module of 247lib.com for migrating information to other systems.

Consumer responsibilities

The Consumer is responsible for ensuring the security of access to their users' user names, passwords and PIN numbers.

The Consumer must make reasonable endeavours to ensure that they do not reverse engineer or copy any part of the 247lib.com solution.

Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)

247lib.com requires the Microsoft .Net framework to be loaded on the web servers.

Microsoft SQL Server Express Edition will be used as the default database. Additional fees are payable to Microsoft, if the database exceeds 10 Gigabytes in accordance with Microsoft's licensing policies.

ANS provides a fast uncontended 2Mb leased line. If you utilise more than 2Mb uncontended bandwidth, additional bandwidth may be purchased.

Details of any trial service available

A trial service is available.

Exit Process for data extraction and removal

All the information and system parameters are stored within an SQL database. You can use any SQL extraction tool to extract information from the database into another system.

247lib.com has a very powerful reporting tool, which allows the dynamic extraction of selected information into CSV, SQL, XML, flat files, MS-Word and Excel formats.

Pictures, photos and images will be exported in their original format e.g. jpg or gif.

The cataloguing module allows for the dynamic import and export of information into MARC 21 format. Using Z39.50 you can import records from any Z39.50 source.

To allow other libraries to import information directly from your resources using Z39.50 you will need to purchase the Z39.50 server software.

On termination of the contract ANS will purge the system of all your information to agreed timescales and reformat the discs.

Information will be held in Unicode format within the database.

All data held within the database may be extracted; there is no part of the information database, which cannot be extracted very easily using the 247lib.com reporting tool.

If you would like our consultants to perform the extraction, the information can be extracted in under a day for common formats at standard consultancy rates.

ANS will purge and destroy consumer data from any computers, storage devices and storage media that are to be retained by ANS after the end of the subscription period and the subsequent extraction of consumer data on request."

Name of ISO 27001 compliant data centre used to host services

Applied Network Solutions Limited
Microsoft Cloud
HP hosting centres
IBM hosting centres