

WorldShare Management Services

Service Definition Document



WorldShare Management Services – Service Definition

An overview of the Service

WorldShare Management Services (WMS) save you time and money by helping you easily manage your electronic, digital and physical materials through a cloud-based library system. With WorldCat® as its foundation, WMS enables you to draw on the collaborative data and work of libraries worldwide for more efficient workflows.

WMS is an integrated suite of management and discovery applications. It is powered by the global network of data, known as WorldCat, which offers the world's largest collection of library data and is the stimulus for research and development that is happening within OCLC and with other website providers to raise the visibility and utility of library data on the web.

WMS automates the management of library resources at every point in the supply chain, supported by the 18,000 members of OCLC that are using WorldShare and WorldCat services around the world. This means that you are benefiting directly from the efficiencies of sharing workflows at a global scale and gaining access to metadata of an exceptional quality that can be integrated and shared in multiple contexts within and outside the institution.

The Package

The following applications and services will be included in your subscription to WMS:

- WMS modules to include:
 - Circulation
 - Acquisitions
 - Metadata
 - Collection Manager (e-resource management)
 - License Manager
 - Interlibrary Loans
 - Analytics
- WorldCat Discovery including OpenURL Link Resolver and A-Z list
- WorldCat knowledge base with access to more than 27,000 content collections from over 670 providers
- EZproxy® access and authentication system for seamless SSO access to resources
- Membership of our Developer Network which includes access to our comprehensive suite of APIs
- Access to the resource-rich OCLC Community Centre:
<https://www.oclc.org/community/home.en.html>
- Installation and training to include:
 - Implementation project management
 - Mutually agreed project and training plans
 - Data migration including data 'clean up' subject headings improvement
- Maintenance and support to include:
 - All system upgrades
 - Dedicated support team in our Sheffield office and access to out of hours support from the US

- Dedicated Account Manager

OCLC is a global library cooperative, with members in 120+ countries including the majority of higher education libraries in the UK. We have a strategy that promotes participation in shared services, to help libraries share the world's knowledge and the work of organising it. With WMS as your chosen solution and with OCLC as your chosen partner, you have an approach that offers you the opportunity to scale your reach and influence at all levels.

We are committed to helping you realise the benefits of our innovative library management solutions, and we have the product and people behind that commitment. We will work closely with you to make your library's aspirations a reality, with the reassurance that you are a member of an established global community.

"We felt that people used to search the catalog, and then they would have to separately search the online databases we had. Whereas with WMS, it brings it all together in a single discovery experience. And we have found that both use of our hard copy collection and of our electronic resources has gone up as a result of going with WMS."

Vicky Worsfold

Head of Onsite Access, National Art Library

Upgrade your resource sharing with Tipasa

WMS subscribers can upgrade their resource sharing functionality by purchasing Tipasa. Tipasa works complementary to WorldShare ILL and is also fully integrated with WMS. Tipasa offers additional end-user functionality and enhanced integration with different WMS modules. More information on Tipasa is available here: <https://www.oclc.org/en/tipasa.html>

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

Backups

We maintain several tiers of data backups to ensure the integrity of the data it holds and the services it provides. First, we run clustered servers that can survive a failure of an individual physical server within the cluster. Second, we replicate database updates in real time to a second database instance housed at a remote data centre that we keep synchronised to our primary production database. We also replicate critical systems at the remote data centre. Third, we perform full database backups nightly; with backups of our database transaction logs made hourly; and server backups at least daily. Fourth, we transfer a set of backup data to an off-site storage facility daily to ensure that remote data is no more than 2 days old.

The backups are cloned over secure links and all the backup mechanisms work while the services are online. All collection data is backed up on a 42-day cycle. Deleted items can be recovered from those backups until that 42-day cycle has been reached. At OCLC the protection and security of all systems and data are included in our Information Security and Privacy Management System which is annually audited by independent and certified security experts. Based on their findings we hold ISO 27001, ISO 27018, ISO 27701, ISO 27017, SOC 2 Type II, and multiple other certifications. More information on our compliance can be found here: <https://www.oclc.org/en/trust/compliance.html>

Data Recovery

WMS is based on a zero-point-of-failure architecture. OCLC has implemented technical and organisational measures designed to ensure the confidentiality, integrity, availability, and resilience of data processing systems and services. They are including but not limited to, organisational controls, physical access controls, logical access controls, operational security

controls, systems development and maintenance, environmental and business continuity controls, incident response, notification and remediation, and compliance.

WMS is using an Amsterdam based data centre, provided by Equinix, a globally recognised and trusted cloud storage and application provider (<http://www.equinix.com.au/>). WorldCat bibliographic metadata and holdings information are stored in the Dublin, Ohio data centre. The multi-tenant Cloud Infrastructure layer is supported by five data centres around the world and a Disaster Recovery As A Service (DRAAS). This guarantees continuous availability and use of the platform. In addition, the geographical spread not only achieves technical optimisation, but also safeguards the storage of privacy-sensitive data for international libraries. For business continuity we provide robust back-up processes, a regularly tested disaster recovery plan, and contract terms that allow you to recover your data should the need arise. At our main data centre, OCLC employs a staff member whose full-time responsibility is Disaster Recovery, and our business recovery plans are documented and reviewed periodically.

The Recovery Time Objective (RTO) is 24 hours and Recovery Point Objective (RPO) is 4 hours. RTO refers to the point in time in the future at which WorldShare Management Services will be up and running again. RPO refers to the point in time in the past to which you will recover.

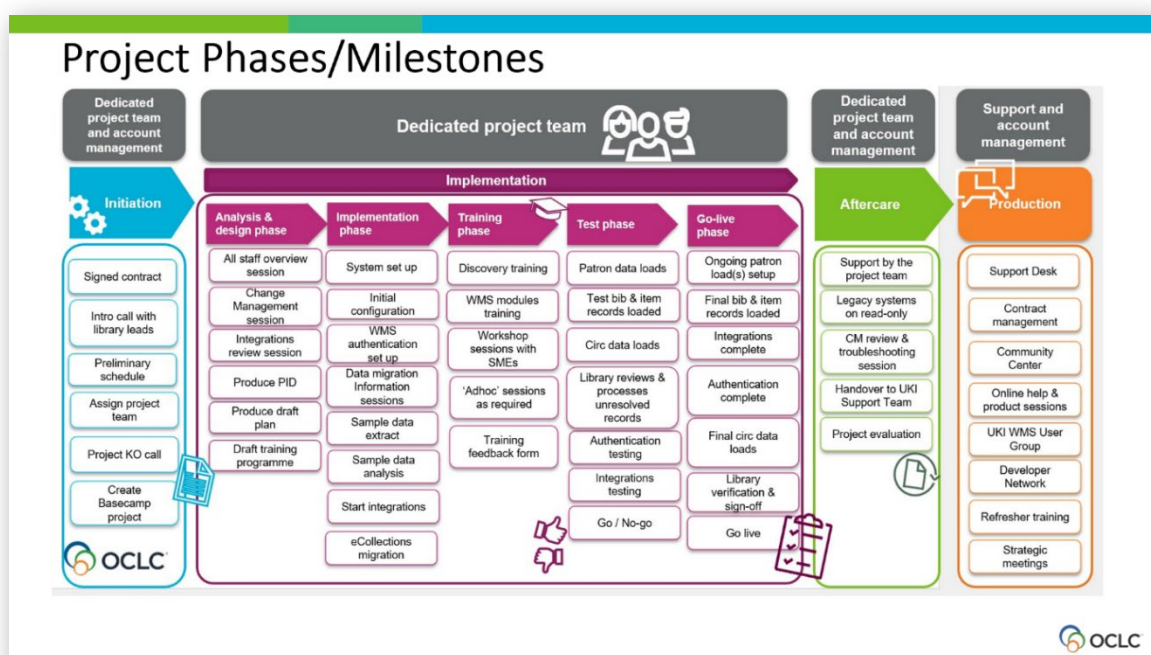
Onboarding and Offboarding support that will be provided

Onboarding

OCLC uses the PRINCE2 method for the overall project management of implementation projects. PRINCE2 is well suited for managing complex projects through its emphasis on the importance of processes and the management thereof. Because of the phased approach the PRINCE2 method ensures:

- The project has clearly marked start and end dates.
- Each phase of the project has clearly marked start and end dates.
- Risks are identified up front and managed at the appropriate time through the course of the project.
- The project is handed over to support and maintenance.

The designated OCLC project manager will monitor progress against the plan in terms of scope, time, resources, and risk management. Where variations are within tolerances, the project manager will seek to remediate and control. If variations exceed tolerances, the project manager will bring these to the attention of the OCLC project board as an escalation.



Implementation Project – Phases / Milestones

Project phases and a summary 'milestone' view of a sample implementation plan

Phase 1 - Initiation: During this phase, the project will be started and agreements about scope and planning take place. The Implementation phase of the project consists of phases 2 to 6.

Phase 2 - Analysis and Design (Definition): During this phase, agreements about the configuration of the system, about implementation of interfaces, and about data migration will take place.

Phase 3 – Implementation: During this phase, the system's basic configuration takes place. Furthermore, the conversion of bibliographic data including local bibliographic data and local holdings records / items will be done. If needed, the connection to an external authentication system will be implemented. Test conversions of patron records and other data types will happen as needed.

Phase 4 – Training: Training in all modules will be delivered as per the schedule and supplemented by information on the OCLC help pages including short videos. In addition to the standard training courses, ad-hoc sessions can be arranged as needed.

Additionally, all members on the WorldShare platform have access to OCLC's resource-rich Community Centre, a collective knowledge base that offers a single point of access to extensive resources so that the knowledge, experience, and expertise of library professionals are shared.

Phase 5 – Testing: While testing is shown as a phase just before go-live, we will be encouraging you to carry out testing of configuration as it is entered in conjunction with the relevant training course.

Phase 6 – Final Circulation Data Migration and Go Live: During this phase, the final data migration of the respective data types will happen. There will be two freeze periods when activity in the existing library system will be on hold. First, for the final bibliographic data load, and then final circulation data loads. These periods of "Freeze" will be communicated as early as possible. At an agreed upon date the library will Go Live with WMS.

Phase 7 – Aftercare: At a mutually agreed date (normally one month after going live) the OCLC project manager will hand over the implementation to the Support Team. A member of the UK Support Team is included in the WMS Project Team from the beginning of the project for continuity as you move into the Production phase.

Phase 8 – Production: At the end of the aftercare phase the project manager will deliver an internal handover to the UK Support team and a customer Welcome to Support session will be delivered by the UK Support Manager to introduce the team and the support service.

This takes the implementation process from project initiation to Go Live, over our standard implementation period of 6 months, but this can be extended if libraries would prefer.

Data Migration

Three types of data will be transferred from the existing system to WMS:

- **Bibliographic Data:** The migration process includes matching WorldCat records and adding records only if no match is found. Local bibliographic data can be saved for the institution into a Local Bibliographic Data (LBD) record (please see the end of this response for a more detailed explanation of this).
- **Non-Bibliographic Data:** The Community Centre and the OCLC Online Help contain all the information needed on how to format and send patron and circulation data to OCLC. The non-bib data specialist will analyse the format of files and report back on the contents.
- **E-Resource Data:** The OCLC Projects team will work closely with the Library e-Resources Lead to ensure all content can be identified and selected. Full training will be delivered at the start of the implementation to use OCLC's Knowledge Base.

Offboarding

In the case of contract termination, the library may retrieve all bibliographic data and customer data in accordance with the applicable terms and conditions. Multiple export options are available directly from the interface. Bibliographic data can be exported in a variety of formats*, and the export of acquisitions data is also supported. Full details of our commitments at contract termination are documented in our standard terms and conditions and may be further documented, on agreement, within our Service Level Agreement.

In addition, OCLC will deactivate all staff/user logins and disable all links, APIs, widgets, interfaces, etc. at an agreed date when the library is no longer entitled to use these services.

*The data that can be exported, and the corresponding formats that apply, are listed below:

- a) Bibliographic information associated with the library and local holdings information for both physical and electronic materials (format: MARC21 or XML via the API)
- b) End-user data (format: tab-delimited file)
- c) Circulation data: active loans, unpaid fees or fines, active reservations, historical statistics for each library item (use counter, date / time created, date / time last transaction (format: tab delimited file or XML via the API)
- d) Acquisition data: order and order part data, invoice data, funds, etc. (format: various, including XML via the API)
- f) Other data: through APIs as described on the website of the OCLC Developer Network (<https://www.oclc.org/developer/develop/web-services.en.html>)

If the library wants to receive the customer data in a format not supported by OCLC, a quotation based on the hourly rate applicable at the time of termination can be provided.

Service constraints like maintenance windows or the level of customisation allowed

Planned downtime

Planned downtime includes maintenance windows or other scheduled activities as well as causes beyond OCLC's reasonable control such as telecommunications or power disruptions caused by third parties. Scheduled maintenance shall be conducted in a way reasonably calculated by OCLC to minimise disruption to the Customer's operations.

Unplanned downtime

OCLC agrees to notify the Customer promptly of any factor, occurrence or event coming to its attention that may affect OCLC's ability to meet the Uptime Commitment, or that is likely to cause any material interruption or disruption in the online service.

In the event that emergency maintenance is required, OCLC will make commercially reasonable efforts to notify the Customer in advance.

Customisation

WMS offers a high level of customisation across many areas of the system, including WorldCat Discovery which can be customised to integrate seamlessly with institution or organisational branding. Other areas that can be customised by the library include:

- Roles and permissions for staff users
- Integrated OpenURL link resolver
- Patron request forms
- E-resource license templates
- Management information reports

Deprecation of features/functionality

OCLC will provide reasonable notice to customers if any existing functionality or features in WMS are to be removed.

Service Levels like performance, availability and support hours

Performance

OCLC provides WMS as a hosted, multi-tenancy service. Our services are highly scalable, with the ability to support any number of simultaneous users without negatively affecting system performance. OCLC continuously plans for capacity needs of the service, allowing our services to scale to meet the needs of growing user demands. System performance is monitored to ensure that response times meet the quality standards that have been set.

Systems are monitored 24x7x365 by operations staff on-site. Any service that begins to have high response times for transactions automatically triggers an alarm so remedial measures can be taken by qualified staff. Services are load-balanced across multiple virtualised servers. They reside on physical hosts (or clusters) that are shared with many other production hosts. So if for example, cataloguing usage becomes excessively high, we can spread the load out automatically so that it does not affect other services such as searching.

We see considerable variation in the number of simultaneous users on a daily and seasonal basis. We are confident that WMS will be able to easily accommodate staff and library users as well as additional concurrent users within our existing framework as we have designed our systems to scale as needed.

We are committed to delivering performance and uptime to all customers across the globe. We will always increase capacity as required to meet these demands. This is managed at an operational level through meetings of Global Operations to discuss capacity planning and requirements for all data centres. The overall planning at strategic level is managed through quarterly capacity reviews.

Availability

OCLC will use commercially reasonable efforts to ensure the systems are available 99.5% of the time (the "Uptime Commitment"). Availability will be measured as follows:

- $\text{Availability} = (T-D)/(T) * 100\%$
- T= the total number of minutes in the respective month
- D= the total number of minutes of downtime in the month excluding planned outages for maintenance, telecommunications or power disruptions caused by third parties, any other causes beyond OCLC's reasonable control, and excluding other times described herein

OCLC will notify the Institution promptly of any factor, occurrence or event coming to its attention likely to affect OCLC's ability to meet the Uptime Commitment, or that is likely to cause any material interruption or disruption in the Hosted Services.

Maintenance may occur any Sunday during a 4 hour window and may occasionally be extended. Notice of scheduled maintenance will generally occur 3 days prior to scheduled downtime. In the event emergency maintenance is required, OCLC will make commercially reasonable efforts to notify the Institution in advance.

Support hours

The OCLC UK Support desk is based at our UK office in Sheffield. Our customers are supported by two teams, working closely together; the Support Team and the Technical Services team. The Support team is made up of five dedicated Support staff, who bring a wide range of skills and experience from previous work within libraries. All members of the team have experience working with library technologies, with most having worked for several years as librarians.

The Technical Services team consists of three team members, who implement authentication solutions alongside Hosted EZproxy and assist the support team in diagnosing technical issues. These two teams are joined by 18 Developers and Testers in the UK office and work closely with other support teams and product teams based in the various offices around the world. The main Product Team is based in our Dublin office in the U.S.

The UK support desk is open from Monday – Friday (except English Bank Holidays) from 09:00 – 17:30. Additional support is available on a 24x7 basis for system outages, provided by the U.S. team outside of these core hours. Customers can contact the Support desk directly, via our dedicated call management system (Zendesk), or via email or telephone.

Emergency support

Emergency support is offered via our UK Support desk. Emergency calls should be logged via the telephone helpline. Out of hours emergency support is offered via the dedicated helpline in our US office. OCLC systems are monitored 24x7 and automated checks are sent to the local library systems every 5 minutes to ensure they are operational. OCLC makes use of an agent-based monitoring system to ensure WMS services are up and running within SLA parameters. This system combines data from several sources such as network monitoring software, URL checking, scripting, database monitoring, etc., and collects it in a database so it can be viewed in graphical form. Emergency support calls are classified as per our SLAs, tracked and escalated as necessary. Any outage is treated as highest priority. A case owner will take responsibility for forming a team, which will work as follows: remediation activities will start immediately, with the aim of correcting the problem as quickly as possible. An emergency install or maintenance will be put in place as quickly as practicable.

The customer will be kept informed throughout as follows: informed as soon as the outage is detected; given regular updates; informed of the resumption of the service and given a report on the cause of the outage and remedial action taken to prevent a future occurrence. Any outage will be investigated, with the aim of discovering root causes and mitigating against future occurrences.

OCLC will promptly notify libraries of any factor, occurrence, or event coming to its attention that may affect OCLC's ability to meet the Uptime Commitment or that is likely to cause any material interruption in the Services. The library can contact OCLC Operations Support 24x7 regarding outage issues. In the event of a system outage or problem, the OCLC computer room staff members have immediate access to product experts who will be contacted to provide any necessary support.

Severity definitions

Support calls are prioritised as follows, as detailed in our Support Desk Service Level Agreement:

Priority	Definition	Expected OCLC Response	SLA Response time	SLA for time to fix / provide workaround
1	The Library Service is experiencing a full or serious partial outage. The Library Service is providing serious data errors or data corruption, which impacts the Customer severely. A critical problem and no work around is available. A system, service, or network is down or will soon go down unless immediate corrective action is taken.	Case owner takes responsibility for forming team and implementing resolution. Correct problem as quickly as possible. Remediation activities commence immediately. An emergency install or maintenance to correct the problem occurs.	2 hours	48 hours
2	A significant proportion of the system loses functionality	OCLC will commence to remedy the fault within 4 working hours and will work with Customer as appropriate to circumvent the fault as soon as reasonably practicable.	4 hours	7 days
3	A fault which causes the Library Service not to operate in accordance with the Product Description, but which does not prevent the Customer from using the significant elements of the Library Service.	OCLC will work with Customer as appropriate to circumvent the fault as soon as reasonably practicable.	4 hours	20 days
4	A fault or cosmetic change which does not prevent the Service operating in accordance with the Documentation.	OCLC will remedy the fault / make cosmetic change in a future release	4 hours	n/a

Financial recompense model for not meeting service levels

Not applicable.

Pricing overview, including volume discounts or data extraction costs

WMS annual subscription pricing is based on full-time equivalents and is adjusted according to the size of student population in the higher/further education sector or population of authority in public library sector. The annual subscription price starts at £16,000 per annum (excluding VAT).

There is an additional upfront fee in the first year for implementation, which includes data extraction/migration, project management and training.

Ordering and invoicing process

A Purchase Order and a signed Order Form and Framework Agreement, either hard copy or a scan, are required to be returned to the OCLC UK office.

Annual fees shall be invoiced by OCLC and paid by the Customer in advance at the beginning of each new year and in accordance with the Agreement, or as otherwise agreed between the parties. All other fees shall be invoiced by OCLC and paid by the Customer in accordance with the Agreement or as otherwise agreed between the parties.

Payments are due within 30 days of the invoice date.

How you'll repay buyers if you don't meet service levels

Not applicable.

How buyers or suppliers can terminate a contract

Either party, effective at the end of the initial subscription period or any renewal period, can terminate a contract by providing the other party with at least 30 days prior written notice of its desire to not renew that Product or Service.

Technical requirements

WMS is provided entirely as Software as a Service (SaaS), in a true cloud multi-tenancy environment. There is therefore no dependency on a locally installed client application. An internet connection is all that is required to access OCLC services.

Please note that WMS can be purchased as an individual service, but it can also be acquired together with OCLC's CONTENTdm[®] software.

CONTENTdm helps you to store, manage and make your library's digital collections available on the web. With a full range of integrated tools, CONTENTdm is an easy to use and flexible collection management system.

Please see the CONTENTdm service definition and pricing documents for more information.