

G-Cloud 15 Service Definition



Aspen Discovery

**Patron discovery and engagement
platform**

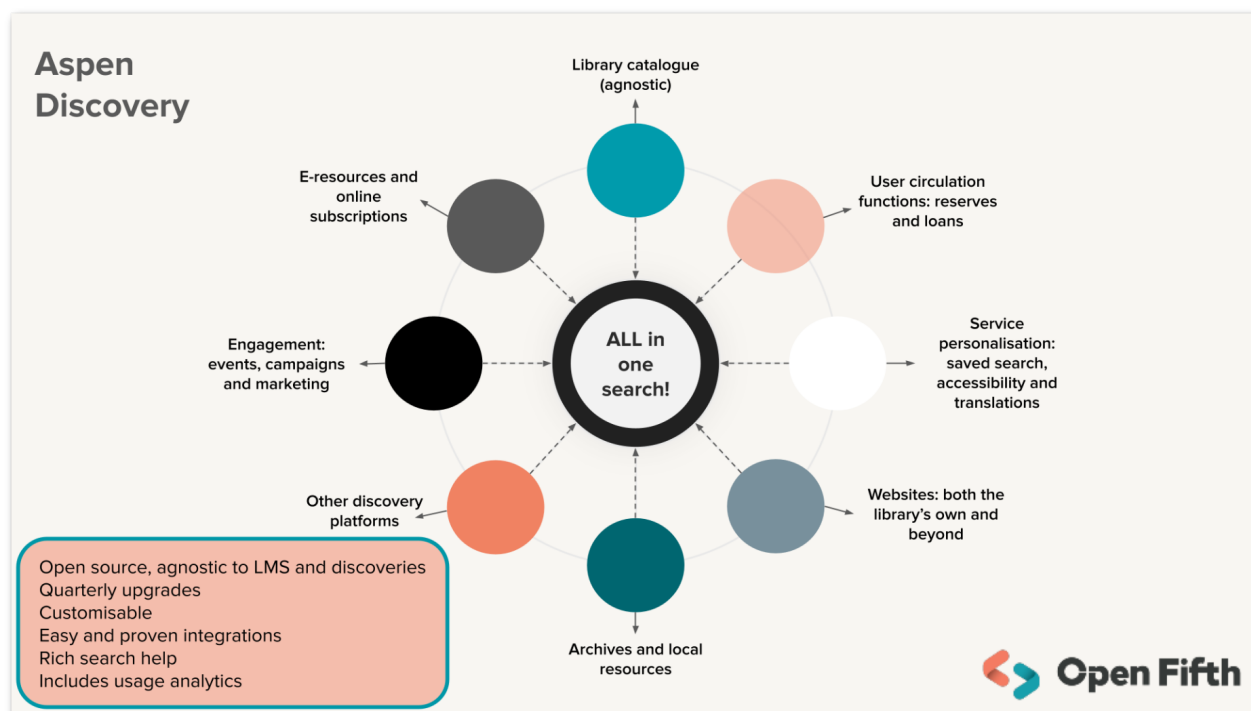
Freeing libraries and archives to do the things they do best

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An overview of the Open Fifth Aspen Discovery engagement platform G-Cloud service

Aspen Discovery is an open source solution which integrates with e-content and other third-party providers, giving your patrons comprehensive access to all of your materials in one place. Aspen Discovery combines all of the functions of your library website with institutional information, native events and campaigns, plus your library catalogue, subscribed e-resources, knowledge base collections, repositories, archives and more. These can either be displayed in a 'bento box' style results format or filtered down by source. It also improves relevancy and ease of use, provides reading recommendations, displays all formats of titles within one result (FRBR), and much more. Aspen was created to give users an improved experience over other discovery systems, with less impact on library budgets.



Aspen Discovery enhances the user experience through providing an optimised library catalogue where users have a single search point which returns results from many sources, presented in a clear and user-friendly form. The software is highly configurable, libraries can brand it according to corporate themes and features can easily be enabled or disabled. In addition, Aspen offers web builder functionality which means that the library can use Aspen to represent their library website.

Aspen Discovery benefits

- **Outstanding public interfaces** that promote user engagement and the role of the library within an organisation
- **Ease of system administration** results in lower staffing demands
- **Light web environment** results in reduced need for IT involvement
- **Intuitive and fast workflows** reduce staff training needs for a new system and supports staff efficiency
- **Sophisticated and easy to use analytic capability** improves library service planning and statistical and financial modelling
- All of these benefits together boost the overall **return on investment** and **value for money** being achieved by the library service

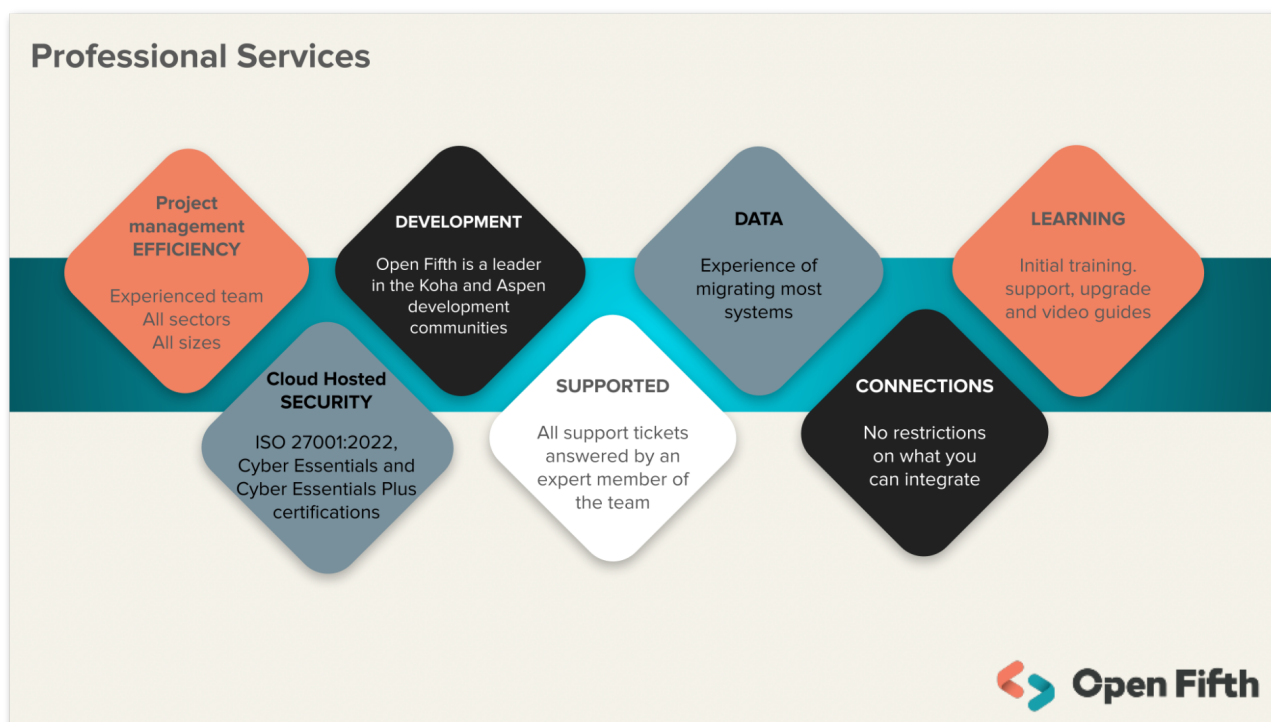
Open standards supported and documented

Aspen Discovery supports the key standards used by library management systems, including MARC21, OAI-PMH and RSS, as well as supporting APIs.

Open source software used and documented

Aspen Discovery is open source, the program is free from licence costs: you can redistribute it and/or modify it under the terms of the GNU General Public License as published by the Free Software Foundation, either version 2 of the license, or (at the institution's request) any later version.

Open Fifth services and support



- **Library systems implementation** experience from projects managed at over 130 UK institutions harnessing, from within our team, decades of experience employed in libraries.
- **Data conversion** carried out within the ISO 27001 approved regime of secure data handling, giving the assurance of a smooth transfer of current and historic data and transactions from legacy systems.
- **Systems integration** work carried out across a wide range of common systems in the industry including systems for authentication, human resources and student records, finance, repositories, SIP2 devices, and many more.
- **Training** delivered by former library professionals who know libraries inside out and have worked with many different library structures and workflows. Training adapted to be delivered either face to face or online with identical effectiveness.
- A **hosting environment** that frees the organisation's IT team from the responsibility of live systems monitoring, software upgrades, system security and operating system upgrades. Real-time monitoring tools and partnerships with market-leading hosting companies enable our infrastructure support staff to support and maintain your systems without your intervention.

- **Support** rated consistently by our customers as exceeding their expectations in responsiveness and capability. Backed by our team of developers, support tickets can often be turned into system enhancements that deliver long-term benefits to all users of the systems.
- A commitment to **open source software** and open source communities, including regular new feature development submissions. This is demonstrated by over 14 years working with the world's most widely used open source library system, Koha.
- A straightforward and honest **pricing** structure for hosting and support based on library size, not number of licences. With no extra upgrade costs, all modules are included and no sliding scale of support contact - when you need us, we will support you.

Details of the level of backup / restore and disaster recovery

The standard service includes a full backup and restore capability. The disaster recovery procedures and policies are fully documented.

On-boarding and off-boarding processes / scope

We work with our customers to establish which data sets need to be accessible in Aspen Discovery. This is determined through an initial workshop which allows Open Fifth staff to consider existing resources alongside alternative options and provide advice on how to link to these resources in Aspen, e.g. harvest data, index a website. We will undertake the initial set up and configuration of Aspen and establish the most appropriate way to work with the third-party resources. The training sessions that follow will provide detailed guidance on how the Aspen platform has been set up and what configuration options are available.

UK-based data storage

The Open Fifth hosting facility which delivers our Software as a Service (SaaS) capability is based across third-party data centres operated by Digital Ocean, Mythic Beasts and Amazon Web Services (AWS) who all have data centres in London. We use AWS in Dublin if required for EU customers.

Service management details

Open Fifth can provide the full range of implementation services, ranging from installation, configuration, integration with third-party systems, and training through to ongoing hosting and customer support. The hosting infrastructure is based on a fully managed service.

Service constraints

Availability will be more than 99% with the exception of planned maintenance which typically involves an annual upgrade.

Service Levels

Customers have access to a web-based customer relationship management (CRM) system available 24/7 where support calls can be placed, updated and closed, together with access to a knowledge

base and access to FAQs. Telephone and email support are also available. The standard office hours are Monday to Friday, 8.00 am - 6.00 pm excluding English bank holidays.

Data restoration / service migration

The standard support arrangement includes full provision for data restoration.

Consumer responsibilities

Consumers manage the application, Open Fifth does the initial installation and configuration and provides ongoing hosting and support.

Technical requirements

All functionality is browser based for both staff and public access. A full range of browsers are supported: Internet Explorer, Edge, Firefox, Chrome, Safari, etc.

Details of any trial service available.

Users can have access to a demonstration system upon request where they will have access to full functionality.

Exit process for data extraction and removal

Aspen Discovery is a platform that links to many different data sources. As such, no actual data is held on Aspen Discovery itself so there is no exit process for removing the data.

What sets Open Fifth and Aspen Discovery engagement platform apart?

Socially equitable

- Aspen Discovery is open source, all developments are shared with the global community - and that's what libraries are about, sharing
- Massive online community and shared resources

Economically responsible

- Free upgrades with constantly developing features
- You can guide the fast pace of development without a heavy burden of investment.

Environmentally conscious

- Open Fifth was built from the ground up as an environmentally aware business
- Open source software is a lower carbon choice
- Very hard for the system to become obsolete.

Benefits of working with Open Fifth

- **Privately owned, UK based** - local support and development staff
- **Fast localised development** - software engineers working as part of our support team, addressing bugs and adding new features
- **Secure, resilient and high-performing infrastructure** - UK-hosted systems backed up by international accreditations
- **Excellent support** - providing a service that exceeds that of our competitors is how we keep our customers
- **Lots of library experience** - the majority of our team are librarians or possess a library background.