

G-Cloud 15 Service Definition



Koha

Library management system

Freeing libraries and archives to do the things they do best

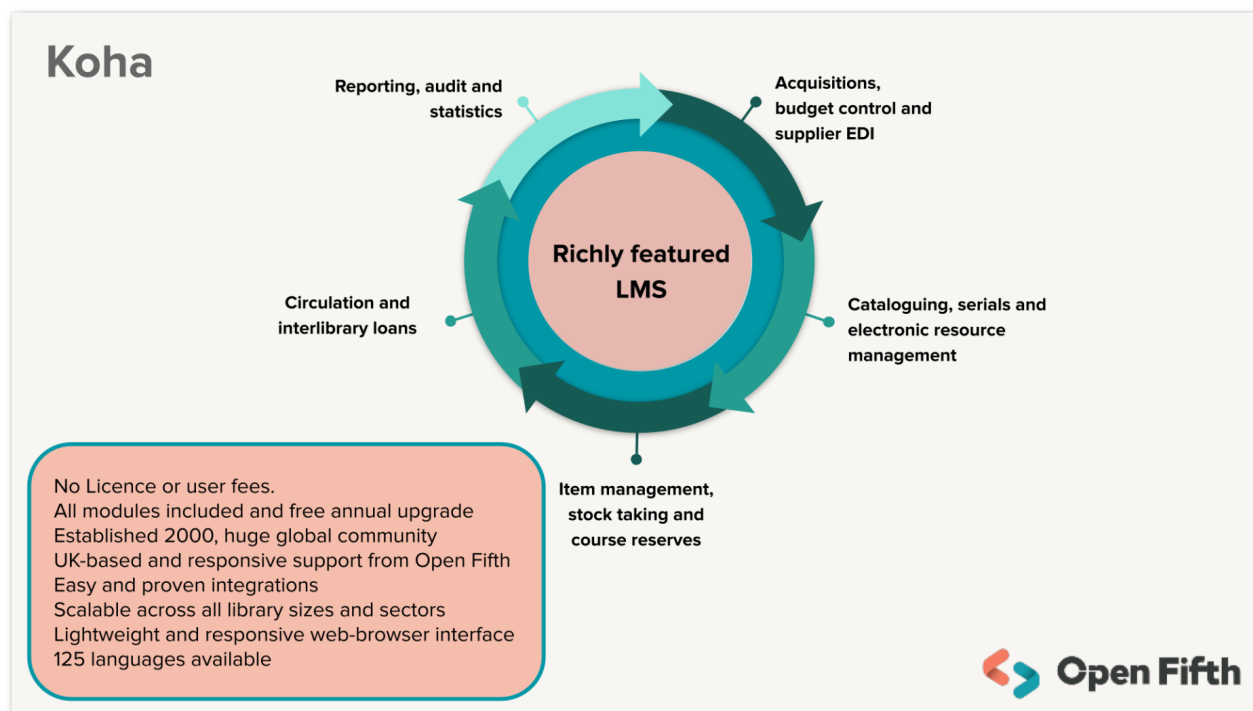
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An overview of the Open Fifth Koha library management system G-Cloud Service

Koha is an open source library management system (LMS) used by thousands of libraries worldwide. Public and library staff access to the system is completely web-based; acquisitions, circulation, cataloguing, serials, interlibrary loans, electronic resources management (ERM) and reports are all managed through a web browser. As well as an excellent search engine, the public catalogue offers a range of advanced features such as tagging, commenting, and public and private lists.

Key to the success of any library management implementation project are the full range of professional services provided by Open Fifth, these include; training, data conversion, project management, server hosting, and high quality ongoing support.



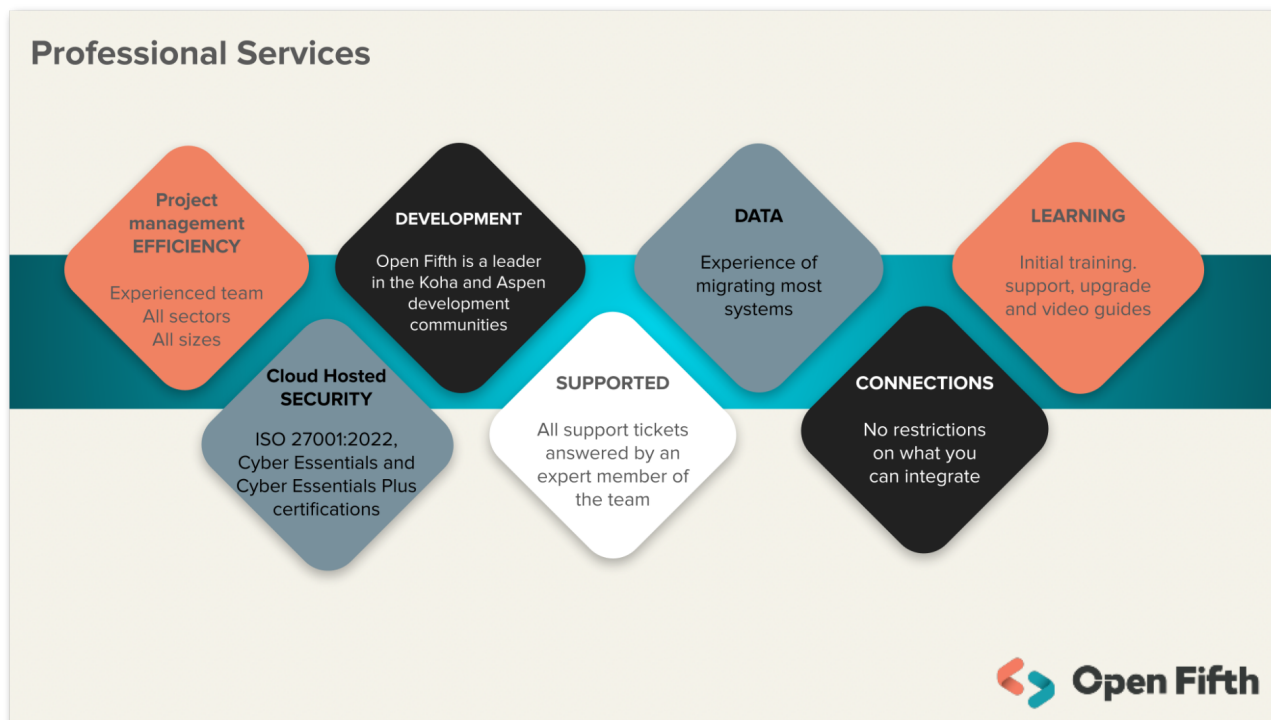
Open standards supported and documented

Koha supports the key standards used by library management systems, including MARC21, UNIMARC, MARCXML, Dublin Core, MODS, RSS, Atom, RDF-DC, SRW-DC, SRU, OAI-DC SIP2, COinS, EDIFACT and LDAP.

Open source software used and documented

Koha LMS 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. All of the components are open source as well - Linux, Apache, MySQL and Perl being the main components. Full documentation is publicly available at <https://koha-community.org/documentation/>.

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 Koha, the world's most widely used open source library system.
- 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 provide the full range of services needed to migrate to Koha. This includes providing advice and assistance with extracting data from the pre-existing system and converting it into a suitable loadable format. Data can be provided in a range of formats including MARC21, MARCXML and CSV. We can also extract data directly from the legacy system using tools such as SQL or web services. Part of the migration service includes an implementation and data conversion workshop where we will review the existing data with the customer and agree the data conversion specification. We manipulate the data extracted from the current system as required and load it into Koha.

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. Users are able to extract their own bibliographic, item and user data for migration to another service if required. Further data sets can be provided by the supplier upon request.

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 and are able to load their own data.

Exit Process for data extraction and removal

Customers can extract bibliographic, item and user data for themselves through the application. Further data sets can be provided by the supplier. There is no cost for the extraction of customer generated data. If there is a requirement to migrate the data to another service provider's system, the work involved, and any additional processing of the data, would be charged at Open Fifth's prevailing professional rate for services.

What sets Open Fifth and the Koha library management system apart?

Socially equitable

- Koha is open source, all developments are shared with the global community - and that's what archives and 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.