

G-Cloud 15 Service Definition

Library Management Cloud



Table of Contents

Library Management Cloud Service Description.....	2
Overview of the Service	2
Library Management Cloud Overview	3
Library Management Cloud Subscription & Services	4
Library Management Cloud Hosting & Managed Service	5
Hosted Services Service Level Agreement.....	5
Onboarding support.....	5
Offboarding support.....	7
Data Transfer.....	7
Service constraints.....	7
Customisation.....	7
Service availability	7
Support Services.....	8
After sales support.....	8
Account Management.....	9
Technical requirements	9
Hosting options and locations	9
Access to data (upon exit)	9
Security.....	9

Library Management Cloud Service Description

Overview of the Service

Library Management Cloud (LMC) is a fully cloud hosted and managed library management system used by public and academic libraries across the UK and Ireland. Your library staff and customers access the service online via their web browser of choice (Edge, Opera, Safari, Chrome, Firefox etc) on any devices they wish, including PC, laptop, tablet and smartphone irrespective of platform (e.g. iOS, Android, Mac, Windows). LMC makes best use of the screen size being used to ensure an intuitive, neat and accessible experience for all.

An LMC subscription, as standard, provides UK data residency and UK service and support provision, including:

- software-as-a-service (SaaS) user applications, called **Soprano** for staff and **Prism** for your customers, and **Decisions** for management reporting and distribution, that are accessed via secure URLs using HTTPS (padlocked browsers); this means no software to install, and data-in-flight is encrypted as exchanged between people using the applications and the cloud-hosted database processing it.
- single-tenant cloud database environment, called **Chorus**, residing on the LMC private cloud network; this deployment model physically isolates your database, and protects your customer data stored within it, from any other organisations' LMC environment and is managed by a technology team of LMC infrastructure experts. The Chorus infrastructure team are continually monitoring (capacity, performance, load-balance, and threat protection), maintaining, supporting and backing-up your LMC database and the multi-tenant SaaS application environments; this means that while your staff and customers use the LMC they can rest assured that the user experience is always up to date, it is secure, protected and working optimally, with absolutely minimal dependency on the availability of your own organisation's local ICT/IT personnel.
- Interoperability with all third party e-resource and digital platforms using our range of, off the shelf, secure web-service **Connect** products, and SIP2 **Bridge** products for self-service kiosks, gates and sorting equipment. Additionally, our **Keystone** integration platform can be used to share library data with corporate systems eg ERP Finance, Student MIS, Council Portals etc.
- all day-to-day LMS administration services undertaken by the LMC '**Assist Managed Service**' (AMS) analysts, one of whom will be nominated as your Lead Analyst who will effectively lessen the load of your Systems Librarian; this means your Systems Librarian will no longer have to undertake day-to-day LMS admin tasks, process-checks, updates, EDI admin, report maintenance

and much more – AMS will win-back valuable time for your technical library staff allowing them to focus on more operationally beneficial and satisfying activities and remove the monotony of LMS admin. Our LMC customers frequently comment how beneficial AMS is to them, especially when they have fewer staff than ever!

Library Management Cloud Overview

Your staff user experience for library operations is covered in full, including:

- Maintaining a vibrant and engaging online library catalogue for the benefit of your library customers and branded as you want
- Circulation and reservations management for all resources available electronically or physically
- Borrower account creation, membership and notifications management
- Stock management, purchasing and invoicing, including full EDI acquisitions, stock rotations, etc
- Inter Library Loan management
- MARC data management, cataloguing and works discovery via the LMC's integrated bibliographic database curated by us on your behalf from BDS and other providers
- Cash management, tills, payments, funding and annual financial roll-overs
- Business intelligence for management and regulatory reporting

Your library customer experience is covered for in-person, self-service and online engagement, all using their library card and pin, including:

- Use library curated online books, magazines and newspaper publishing services 24/7
- Access to booking services for PCs, Rooms, equipment etc
- Check-out and check-in using kiosks or by using their own devices (for example using a Library App)
- Easy, yet powerful, resource search and discovery, reservation and loan renewals all online
- Creation of favourite/reading lists, tags and book review contributions, to personalise their online library account experience
- Full visibility of loan history, charges with 'pay now' functionality, reservations and live status updates
- Notifications inbox to safely store emails and SMS messages sent to them by the library

Library Management Cloud Subscription & Services

ESS Library Management Cloud is supplied under subscription, payable 12-months annually in advance as follows:

- **Annual Licence Subscription Charge**, including:
 - site-license for staff and library users, and off the shelf interoperability (eg Soprano, Decisions, Prism, Connect and Bridge),
 - remotely hosted and managed infrastructure within our UK cloud-datacentres (Chorus)
 - remotely managed software administration and reporting services (Assist Managed Service),
 - customer support, via our online support portal for raising service requests, getting help and access to the knowledge base 24x7x365,
 - ongoing customer success services providing knowledge and skills transfer to optimise use of the Library Management Cloud's capabilities.
- **Implementation Package Charge.**

Services shall be detailed in a Standard Project Plan (focused on the type of service, eg academic or public). We offer a fast-track 3-month implementation programme for smaller academic library services (Bands 10 to 5, J to G) and public library services with <500,000 population. Switch over to Go Live is typically scheduled for 2-days when the Library Service is least busy.

Implementation will include:

- Cloud infrastructure and application environment set up
- SaaS tenancy instantiation
- Library parameters, types, rules, enablements and settings configuration
- Online library catalogue home page customisation to reflect your digital branding
- Connect services set up with your third-party library resource providers, eg digital services, online payment service provider, library app, e-resources, pc/room booking and any other that links to and authenticates against the borrower records in the LMC
- Corporate systems' integration workshop (if required, eg for Finance integration)
- Data upload for UAT and pre-Go Live (Customer to resource extraction of data from their legacy LMS and undertake preparatory data cleansing prior to upload by ESS)
- Train the trainer service to enable Customer's own LMC champions or training staff to cascade knowledge to their colleagues
- Go Live service

- Introduction to your lead LMC 'Assist Managed Service' analyst responsible for your LMC admin day-to-day, including a reporting workshop to confirm and configure the reports you need from our range of templates, including scheduling distribution to recipients and groups.
- Ready to deploy **Connectors** and configurable **Integration Services** depending on your organisation's requirements.
 - We have a range of 'Connect' products available off-the-shelf. These allow, for example, secure web-service connection to online payment service providers for e-payments via the online catalogue (to pay for services/fines etc that the library may wish to bill their users for), or connectors for PC Booking systems, Lockers and other third party platforms a library may use.
 - Configurable 'Keystone' integration is available to link the LMC to your wider corporate systems' landscape (eg to ERP Finance, HR, Active Directory, Student Information MIS and portal, Council website and portal) subject to final scope and at the agreed daily/SFIA consultancy charge.

Should you have special integration requirements we would validate this through the clarifications process during the bidding cycle under the Framework.

With the LMC, you can rest assured that your LMS is always up to date and is expertly administered and maintained by us on your behalf. It is fully interoperable with your wider systems' ecosystem and we work with new and emerging technology partners as they enter the library market place too.

So, as other LMC subscribers do, you can completely focus on the people your library serves.

Library Management Cloud Hosting & Managed Service

Hosted Services

- ParentPay Group operations and infrastructure is fully resilient and prepared to handle a comprehensive set of serious failures. These are exercised regularly through various mechanisms
- All critical systems are replicated between data centres and backups are encrypted and replicated to cloud storage in our UK Data Centres

- Our RTO for all unscheduled service outages is 4 hours and RPO is near real-time
- Office locations have redundant internet connectivity to ensure continued service for telephony and SaaS systems used for the delivery of the service
- Telephony and Support systems are cloud based and are resilient to failure, with Disaster Recovery capability
- ParentPay Group operates a secondary datacentre for use in a disaster scenario
- All staff without ParentPay Group are able to work from any location, with all systems enabled for remote access. This ensures that all functions of the company can operate without the risk of a physical location being lost.

Onboarding support

Our implementation services cover the onboarding process end-to-end including – subject to final scope – data upload (from the old LMS a customer may be migrating from), LMS configuration to ensure your library operations are fully supported (eg library rules, parameters, loan types, user accounts and privileges, e-resource connections, online catalogue theme setup including branding etc).

User training is achieved by a train the trainer approach, such that your own staff can cascade knowledge to the different user groups you will have across your library service. Because all system administration is managed and undertaken by ESS on your behalf, typically LMC customers only require training on the use of the staff user interface for key operations such as Circulation, Acquisitions, Cataloguing etc, and this can be readily provided via online web meetings that you are welcome to record and share as needed with your colleagues on demand.

As go-live approaches the Assist Managed Service (AMS) analyst assigned to look after your LMC parameters and overall LMS health and admin tasks day-to-day will be introduced to you. They will co-ordinate a reporting workshop to confirm the reports you need from our range of templates, how they are to be configured, and how they are to be scheduled for distribution to recipients and groups. The AMS analyst will also confirm with you how frequently (typically monthly) Service Reports and review meetings are to take place. Service reports detail service/support request case open/pending/close statistics, Availability stats, recommendations for housekeeping/data management to optimise background processes that require your

approval first, and any other business pertaining to your overall customer experience of the LMC.

Following go-live our Customer Success team will also introduce themselves, and keep in contact for the rest of the contract, to offer advice and skills-transfer as needed to help your staff make best use of the platform – Customer Success sessions are entirely complimentary.

Offboarding support

Under the agreement, ESS shall provide a **Standard Service Transfer Plan** that provides ONE full extraction of ALL data stored within the LMC hosted database environment and its return to you via secure electronic transfer.

A Standard Service Transfer Plan (SSTP) is provided, for ONE full data extraction of ALL data held within the core LMS database. The full scope of an SSTP is available upon request from G-Cloud buyers. ESS charges a fee to cover consultancy time taken to undertake the SSTP and this is given in the G-Cloud 14 Pricing document.

A **Configurable Data Extraction** service is available as an alternative to the SSTP. The service allows you to be selective about the data to be extracted (within the capabilities of our extraction software) and provides for multiple extraction events. The Configurable Data Extraction service is chargeable as listed in the G-Cloud 14 Pricing document. A scope document available to G-Cloud buyers upon request.

Data Transfer

We require no less than 6-weeks' notice to return customer data via the SSTP; we will endeavour to accommodate shorter timelines if work-load allows. The customer is required to provide a secure SFTP server location and confirm the specific login credentials to enable an ESS consultant to securely deposit the extracted data files there on the pre-agreed date.

Service constraints

The service requires web connectivity.

Customisation

The homepage for the online library catalogue will be customised to meet the branding needs of your library service.

Service availability

The Service Level Agreement for availability is 99.5%.

The service is monitored and the availability statistics provided during monthly service review meetings with your Assist Managed Service analyst. In addition to this the SaaS applications' availability is published in real time here:

<http://status.librarymanagementcloud.co.uk/>.

The Library Management Cloud SaaS applications and core LMS hosted servers are available 24 hours a day, 7 days a week, 365 days a year outside of regular and planned maintenance windows.

A regular maintenance window of between 06:00 and 06:30 is reserved for every Monday morning. Any planned maintenance outside of this maintenance window will be communicated via the Support Portal and notifications sent to nominated customer representatives at least one week in advance. Other maintenance periods for specific tasks will be communicated and agreed with the Customer as required.

Support Services

ESS provides an online Support portal available 24 hours a day, every day, all year where customers can request a service, log incidents for resolution or simply surf the knowledge base and engage with the online community.

Incidents and service requests can be logged with the ESS Service Desk directly via the 24x7x365 online Support Portal <https://customer.support-ess.com>, by emailing support@educationsoftwaresolutions.co.uk or by phone +44 (0) 333 0150 212.

The dedicated telephone service and email inbox are 'manned' during business hours and extended hours only (as defined in the SLA to be included with Call Off Orders and available to G-Cloud buyers upon request).

After sales support

In addition to being able to raise a service request or report incidents via the online Support Portal, we offer an online knowledgebase which includes technical details of our systems, FAQs, release notes, user guides, blogs and more. Content is regularly updated by a content creation team to ensure articles are up to date. This is also integrated with our service desk system so relevant knowledge articles are automatically suggested via the web chat or email responses for an instant suggested resolution.

We also offer Customer Success services for ongoing users of the system or those using a new module which includes online web meetings for skills transfer to help you make best use of the LMC. You can book time with the Customer Success team via their online calendar or liaise directly via email or telephone.

Account Management

Your Account Manager will manage the process of regular business review meetings, and they will collaborate with our subject matter experts to cover the technical and commercial aspects products and services that you already subscribe to and those that may be of added value to you in the future. Your Account Manager is also responsible for contract queries and change management and co-ordinating annual subscription renewals with you in collaboration.

Technical requirements

The SLA, available to G-Cloud buyers upon request details the following:

- Customer Responsibilities
- Maintenance management
- Release management
- Business continuity and threat management

Hosting options and locations

Our platforms are hosted solely within the UK and ESS processes your customer data in the UK too. Sub-processors are detailed in the Data Processing Schedule included with the Call Off Order, and all data processing is safeguarded as required by the EU GDPR and UK Data Protection Law.

Access to data (upon exit)

Please see the Offboarding section above and the Price List.

Security

- ParentPay Group has a dedicated team of qualified security experts
- ParentPay Group is fully ISO27001 Certified
- ParentPay Group is PCI-DSS Level 1 Certified (the highest level of compliance available), we were the first UK school payments provider to achieve this level of certification
- ParentPay Group is also Cyber Essentials Plus certified, at time of writing, we are one of just a few (if not the only) CE+ certified supplier across UK EdTech
- ParentPay Group undertakes a comprehensive suite of penetration tests (approx. 80 tests per year); each product is tested at least once per year

- We operate industry leading network and host-based intrusion detection systems and best in class endpoint security technologies – including 24x7x365 Managed Detection and Response (MDR) with unlimited incident response support from highly regarded global cyber security specialists



 @LibraryMC_ESS

 Library Management Cloud

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