

URSUS Libraries Directors' Council

URSUS Public Patron Experience Functional Group

Purpose:

The URSUS Library Directors have signed a Memorandum of Understanding to enter the RFP process for an Integrated Library System. As part of this process, the URSUS libraries will evaluate the feasibility of establishing an ILS for the three public ARRC libraries (Maine State Library, Portland Public Library and Bangor Public Library) and the Law and Legislative Reference Library (collectively, URSUS Public), separate from the ILS for the academic libraries of the University of Maine. The two ILSes may be different products and may be offered by different vendors. The RFP may also conclude with selection of a discovery layer, potentially from a different vendor than the one selected to provide our ILS.

The URSUS Public Patron Experience Functional Group will examine the requirements and expectations of the URSUS Public libraries with respect to patron experience and provide the URSUS Directors with elements of a best-in-class / best-value ILS. John Melendez-Barden will be the communication conduit for the Patron Experience Functional Group to the URSUS Directors.

Charge:

The URSUS Public Patron Experience Functional Group is charged with identifying the specific attributes across the functional areas that interface with the patron experience that will work at all the URSUS Public libraries. These areas include but are not limited to accessibility, circulation (including interlibrary loan and consortial resource sharing), patron self-service, visiting patron functions, patron profile customization, communication/messaging, billing and payment options, discovery, display of search results, search interactions, and search customizations. The ability of the ILS to work with add-on products should also be considered. This group will also be responsible for ensuring that the patron-facing aspects of the new ILS and/or discovery layer will be designed for and fully functional on mobile devices. We prefer mobile-first design rather than mobile-

also design. Sample RFPs for Integrated Library Systems are available for functional groups to review.

Timeline:

The timeline for this project is still being developed, although it is anticipated that the final report will be needed in Spring 2022.

Membership:

Membership in the URSUS Public Patron Experience Functional Group includes staff from across the functional areas of the four URSUS Public Libraries, plus Maine InfoNet.

They are:

Name	Functional Area	Library
John Melendez-Barden	Administrative	Law & Legis. Ref. Library
Alex Burnett	Reference	Law & Legis. Ref. Library
Meg Gray	Dept Head, Reference	Bangor PL
Sarah Skawinski	Adult Services Director	Portland
Vicky Smith (or designee)	Access Services Director	Portland
Albie Dunn	Systems	MIN