

EBSCO



University of Maine System

April 13, 2022 Original



Administered by University of Maine System
Office of Strategic Procurement
Request for Information (RFI)

INTEGRATED LIBRARY SYSTEMS (ILS) RFI #2022-060

Issued Date: March 9, 2022

Response Deadline Date/Time: April 13, 2022

Response Submission Information:

Submitted electronically to UMSResponses@maine.edu Email Subject
Line – RC: ILS – RFI # 2022-060

ResponseContact Information:

Strategic Sourcing Manager(SSM): Robin Cyr

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April 13, 2022 Page 1

Contents

SECTION 1 – Response Cover Page	3
Appendix A – University of Maine System Response Cover Page	3
Appendix B – Debarment, Performance and Non-Collusion Certification	4
SECTION 2 – Response Materials	5
Appendix C – Organization Reference Form	5
Appendix D – Evaluation Question(s) - Organization, Qualifications and Experience ..	6
Appendix E – Evaluation Question(s) –Implementation	11
SECTION 3– Related Materials	19

SECTION 1 – Response Cover Page

Appendix A – University of Maine System Response Cover Page

RFI # 2022-060

ILS

Organization Name:	EBSCO Information Services, LLC
Chief Executive – Name/Title:	Timothy R. Collins, President
Telephone:	(978) 356-6500

Fax:	(978) 356-5640
Email:	rfpalerts@ebSCO.com
Headquarters Street Address:	10 Estes Street
Headquarters City/State/Zip:	Ipswich, MA 01938
Lead Point of Contact for Quote – Name/Title:	Amy Thurlow, Regional Sales Manager
Telephone:	(978) 414-0323
Fax:	(978) 356-5640
Email:	athurlow@ebSCO.com
Street Address:	10 Estes Street
City/State/Zip:	Ipswich, MA 01938

1. No personnel currently employed by the University or any other University agency participated, either directly or indirectly, in any activities relating to the preparation of the Respondent's response. 2. No attempt has been made or will be made by the Respondent to induce any other person or firm to submit or not to submit a response.

To the best of my knowledge all information provided in the enclosed response, both programmatic and financial, is complete and accurate at the time of submission.

Date: April 12, 2022



Alex Saltzman, Sr. VP of Inside Sales
Title (Printed) Authorized Signature

Name and

Appendix B – Debarment, Performance and Non-Collusion Certification

University of Maine System DEBARMENT, PERFORMANCE and NON-COLLUSION CERTIFICATION

RFI # 2022-060

ILS

By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:

- a. Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.
- b. Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:
 - i. Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government transaction or contract.
 - ii. Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; iii. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
 - iv. Have not within a three (3) year period preceding this proposal had one or more federal, state or local government transactions terminated for cause or default.
- c. Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.

Failure to provide this certification may result in the disqualification of the Respondent's proposal, at the University's discretion.

Date: April 12, 2022

Alex Saltzman, Sr. VP of Inside Sales
(Printed) Authorized Signature



Name and Title

SECTION 2 – Response Materials

Appendix C – Organization Reference Form

Respondent's Organization Name: EBSCO Information Services, LLC

INSTRUCTIONS: Provide a minimum of three (3) current professional references who may be contacted for verification of the Respondent's professional qualifications to meet the requirements set forth herein. We strongly prefer references from higher education institutions and public libraries similar in size and requirements to those provided in Section 1.1.2.

We request that the references include one long-standing customer (minimum of 3 year engagement) and one new customer (one who has been engaged with Respondent for less than one year).

REFERENCE #1	
Institution/Company Name	Five Colleges, Inc.
Contact Name	Steven Bischof
Contact Title	Associate Dean for Library Technology
Contact Phone Number	(413) 545-9612
Contact email Address	sbischof@umass.edu
Relationship Length	4 Years

REFERENCE #2	
Institution/Company Name	Cornell University
Contact Name	Debra Howell
Contact Title	Associate Director for IT
Contact Phone Number	(607) 255-4986
Contact email Address	dhowell@cornell.edu
Relationship Length	3 Years

REFERENCE #3	
Institution/Company Name	Grand Valley State University
Contact Name	Patrick Roth
Contact Title	Head of Systems and Discovery

Contact Phone Number	(616) 331-2615
Contact email Address	rothpa@gvsu.edu
Relationship Length	3 Years

REFERENCE #4	
Institution/Company Name	Washington College
Contact Name	Mary Alice Ball
Contact Title	Dean of Library and Academic Technology
Contact Phone Number	(410) 778-7704
Contact email Address	Mball2@washcoll.edu
Relationship Length	1 Year

www.ebsco.com

April 13, 2022 Page 5

Appendix D – Evaluation Question(s) - Organization, Qualifications and Experience

Respondent's Organization Name: EBSCO Information Services, LLC

INSTRUCTIONS: Respondents shall ensure that all information required herein is submitted with the response. All information provided should be verifiable by documentation requested by the University. Failure to provide all information, inaccuracy or misstatement may be sufficient cause for rejection of the response or rescission of an award. Respondents are encouraged to provide any additional information describing operational abilities.

Evaluation Question(s)

- 1. Provide a statement describing your company to include name, number of employees, locations, number of years in business, number of years offering/supporting the proposed solution, and any and all acquisitions or mergers in the last five years. Is the company publicly or privately held?**

General Company Information

EBSCO Information Services, LLC
 Limited Liability Company – Privately held
 10 Estes St., Ipswich, MA 01938
 (978) 356-6500
<https://www.ebsco.com/>

Number of Years in Business

75 years. EBSCO Information Services, LLC is a wholly owned subsidiary of EBSCO Industries, Inc., one of the largest privately held and family-owned companies in the United States. EBSCO Industries

was founded as a subscription agent in 1944.

Number of Employees

Since its inception, EBSCO has significantly grown and evolved to become a worldwide leader in the provision of diversified information services, and an innovator of related technologies. EBSCO Information Services, LLC currently employs 2,939 people.

Number of Offices

EBSCO now has 30 offices located around the world. Headquartered in Ipswich, Massachusetts, EBSCO Information Services also has offices located in Africa, the Americas, Asia, Europe, the Middle East and Oceania.

Number of Years Offering Proposed Solution

Development of FOLIO began in 2015, with the first release of the FOLIO code base openly published in 2016. The FOLIO project is now well under way, with major financial and human resource backing from EBSCO. In October 2019, EBSCO FOLIO's first go-live launched at Chalmers University of Technology in Sweden, a year earlier than expected. As of March 2022, EBSCO has 52 libraries live or currently in the midst of FOLIO migration and implementation.

EBSCO began actively participating in the FOLIO project in 2016. The FOLIO project aims to facilitate a sustainable, community-driven collaboration around the creation of a modern technology ecosystem that empowers libraries through open-source applications to manage library resources and expand library value.

In 2019, EBSCO launched EBSCO FOLIO Services. EBSCO FOLIO services is proposed as an "open source as a service" model, with all services to support the open-source applications being provided by EBSCO. With EBSCO FOLIO Services, a customized FOLIO system configuration requires no additional burden or imposition of extended time commitment than what is required for

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April 13, 2022 Page 6

any other transition to a traditional ILS or LSP. Experienced EBSCO FOLIO Services implementation, hosting, and support teams provide unparalleled assistance, removing the requirement from libraries of maintaining the system on their own.

It is very important to note EBSCO's involvement in the FOLIO Project. EBSCO is an active partner in the evolution of FOLIO and is invested heavily in the successful outcome of FOLIO by being involved in FOLIO community groups, providing human and financial resources toward FOLIO development, and actively engaging in learning opportunities for the library community. With this dedication and investment, described below, EBSCO is planning on years of engagement and support for FOLIO and the FOLIO Community.

- FOLIO Community

EBSCO participates in a variety of community groups to be the voice for EBSCO and customers. EBSCO helps guide the product roadmap, 'sprint' demos, feature requirements and community development.

- **Product Council (PC)** – The PC defines the FOLIO community roadmap. The PC will act on behalf of the Open Library Environment Community and FOLIO partners to express and champion priorities in the development of the FOLIO Library Service Platform and ensure the relevance and cohesiveness of the FOLIO project.
- **Technical Council (TC)** – The TC is an advisory group that helps define best practices. The TC will set general technical direction, provide technical guidance to the Product Council, lead technical on boarding, set technical standards and mediate technical

disagreements amongst the community when needed.

- **Special Interest Groups (SIG)** – SIGs provide subject matter expertise across domains (e.g., circulation, acquisitions). SIGs are officially sanctioned by the FOLIO Product Council and provide forums for FOLIO participants with similar technology needs, geographic area, or topical interest. The primary goal of a SIG is to form consensus on FOLIO functionality through the creation of documents, reactions to prototypes and code snippets. They allow users to exchange ideas, develop shared goals for the FOLIO project, and research and develop new interchange standards with widely used software.
- Financial Resources

EBSCO ensures the success of FOLIO by contributing significant development resources through dedicated community employees and financially for product development.

 - **EBSCO Development Contributions** – Currently, 90% of the FOLIO development capacity comes from EBSCO. The development team consists of 16 development teams (12 from EBSCO), 65 developers (59 from EBSCO), 14 product owners (9 from EBSCO) and 6 scrum masters (all 6 from EBSCO).
 - **EBSCO Financial Contributions** – Since 2015, EBSCO has provided steady and significant financial support for the FOLIO project, with many millions of dollars invested to date and an ongoing commitment of support.

It is important to note that EBSCO is a strong, financially stable organization. EBSCO Industries, Inc. has provided libraries worldwide with one qualified source for all serial information needs for more than 75 years. According to *Forbes* magazine, EBSCO's annual sales are estimated at \$3 billion, which (as of 2021) make it the 157th largest private company in the United States (based on the *Forbes* chart of the largest private companies in the country).

- Learning Opportunities

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April 13, 2022 Page 7

EBSCO actively participates in educating libraries about the benefits of open-source library services through meetings and conferences.

- **EBSCO User Group** – The EBSCO User Group is an opportunity for North American Academic Library customers to network and learn about EBSCO technology solutions from one another and EBSCO. This annual User Group brings together sessions covering EBSCO FOLIO and other EBSCO services.
- **WOLFcon** – This annual conference is open to all members of the World Open Library Foundation community and to anyone who wants to learn more about the Foundation and the open-source communities that are a part of it. There is a general track at this conference that focuses on high-level information about the communities and on topics related to open-source software in general.

Acquisitions and Mergers

Throughout the years, EBSCO has experienced healthy and consistent growth, both organically and through acquisition. Our product and service lines continue to expand, along with our geographic reach. The company's mission is to transform lives by providing valuable information to users worldwide, when, where and how they need it, through affiliated libraries, corporations, hospitals and

other institutions.

Historically, EBSCO is renowned as a subscription management agency for print serials. The company's focus expanded in 1995 when *EBSCOhost* was launched, enabling internet access to subject index and full-text databases of journal content, aggregated from the world's top publishers. In earlier years, this information was delivered to libraries via print materials, and later via CD-ROM. The *EBSCOhost* platform now powers nearly 450 EBSCO databases, as well as *EBSCO eBooks*, *Flipster*, *NoveList* and *EBSCO Discovery Service*.

Below is a brief timeline that illustrates some of the product launches and acquisitions that have helped to grow EBSCO's value and offerings to the library industry over the past 25 years:

- **1995:** *EBSCONET* Online Subscription Service began offering a variety of subscription services via the internet.
- **1995:** *EBSCOhost* was released. *EBSCOhost* is a powerful online reference system. It offers a variety of proprietary full-text databases and other resources from leading information providers. Learn more at: <http://www.ebsco.com/academic-libraries>
- **1999:** EBSCO **acquired** *NoveList* Products, readers' advisory and recommendation tools. Learn more at: <https://www.ebscohost.com/novelist>
- **2010:** EBSCO **acquired** *NetLibrary*, a company specializing in e-books, which is now the *EBSCO eBooks & Audiobooks* platform. *EBSCO eBooks & Audiobooks* offer more than one million titles from leading publishers. Libraries can build their collection from a growing selection of best-selling, front-list and award-winning titles across a wide range of genres, subjects and specialty areas. Learn more at: <https://www.ebscohost.com/ebooks>
- **2010:** EBSCO released *EBSCO Discovery Service* (EDS) in January 2010, offering libraries a comprehensive tool to discover their electronic and print materials in one unified index. EDS brings together the most comprehensive collection of content—including superior indexing from top subject indexes, high-end full text and the entire library collection—all within an unparalleled, full-featured and customizable discovery layer experience. Learn more at: <https://www.ebscohost.com/discovery>

www.ebsco.com

April 13, 2022 Page 8

- **2011:** EBSCO **acquired** H.W. Wilson Company, a company specializing in online database services. H.W. Wilson databases cover a wide variety of subject areas including art, education, engineering, humanities, social sciences and more. Learn more at: <https://www.ebsco.com/products/research-databases/h-w-wilson-databases>
- **2014:** The *Flipster* digital magazine platform and marketplace was released in October 2014 by EBSCO. *Flipster* provides libraries with digital subscriptions to popular magazines on an annual, title-level basis. With flexible subscription options and seamless user authentication, *Flipster* is the best choice for libraries looking for top magazines covering business, leisure, fashion, product reviews and current events. Learn more at: <https://flipster.ebsco.com/>
- **2015:** EBSCO **acquired** *LearningExpress* e-learning solutions for test preparation, lifelong skills and career development. The *LearningExpress* is highly acclaimed, providing interactive tutorials, practice tests, e-books, flashcards and articles for academic success, career advancement and more. Learn more at: <https://www.ebsco.com/products/learningexpress>

- **2015:** EBSCO **acquired** GOBI Library Services, formerly YBP Library Services. The GOBI ordering platform is an industry-leading collection development tool used by libraries worldwide. It provides access to more than 15 million print book and e-book titles for selection, supplemented by extensive acquisition services. Learn more at: <https://gobi.ebsco.com/>
- **2016:** EBSCO began actively contributing to and supporting the FOLIO project, a community collaboration to develop and launch an open-access library services platform. Designed for innovation, the FOLIO platform supports traditional ILS functionality and is built for choice and extensibility, allowing any library, developer or service provider to offer services and support applications on-platform. Learn more at: <https://www.folio.org/>
- **2019:** EBSCO **acquired** Stacks, the first turnkey, responsive web platform with plug-and-play integrations and mobile apps connected in real time. Empowering librarians to create (or redesign) a world class library experience, Stacks brings together your local content, catalogs, and electronic resources into one robust website. It creates a seamless user experience on any device, anywhere. Learn more at: <https://www.stacksdiscovery.com/>
- **2019:** EBSCO launched EBSCO FOLIO Services to provide implementation, hosting and support for FOLIO, the open-access Library Services Platform, for libraries around the world. Learn more at: <https://www.ebsco.com/academic-libraries/products/ebsco-folio/services>

2. If subcontractors are to be used, provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors' organizational capacity and qualifications.

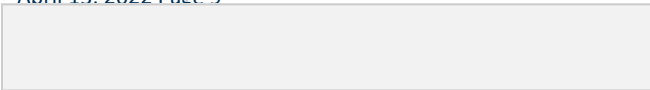
EBSCO does not require subcontractors for this project. Services are provided by EBSCO staff, who have detailed and specialized product knowledge to best support our customers' needs.

3. Please provide information about contract cancellations or non-renewals your company has experienced over the last three years.

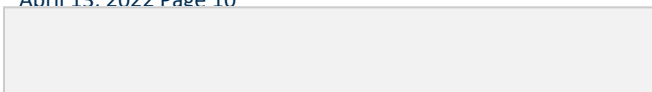
Over the last three years, EBSCO has had steady growth. Contract cancellations or non-renewals typically happen due to budget constraints from the site. As a private company, this information is confidential. It is important to note that EBSCO Industries, Inc. has provided libraries worldwide with one qualified source for all serial information needs for more than 75 years. According to *Forbes* magazine, EBSCO's annual sales are estimated at \$3 billion, which (as of 2021) make it the 157th

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April 13, 2022 Page 9



largest private company in the United States (based on the *Forbes* chart of the largest private companies in the country).



Appendix E – Evaluation Question(s) –Implementation

Evaluation Question(s) – Implementation Questions

1. Describe your recommended implementation strategy, best practice consulting options, and professional services. The University of Maine System requires the review of consultant’s credentials/experience and reserves the right to request replacement if he/she fails to meet expectations at any time.

It all starts with the implementation. Here at EBSCO, we value our implementation service to be the most critical aspect of a library’s path to implementing a new automation system. During the implementation process, a FOLIO Implementation Consultant will work with the library to document the library’s workflows as they exist prior to the FOLIO Implementation process. This helps the implementation consultant to know the staff and the workflows of the library best in preparation for their tailored FOLIO system environment. EBSCO takes great care to ensure the needs of the library are understood and acknowledged throughout the implementation of FOLIO.

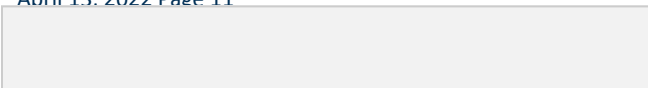
EBSCO understands that educating administrators about the features and functionality of FOLIO is the key to the value and success of the FOLIO implementation and the successful launch and ongoing use of your new system. EBSCO will support the library during the entire contract period. This includes, but is not limited to, training, support, documentation and FOLIO Community Support. Additionally, EBSCO will provide ongoing Professional Services. Professional Services can be offered during a library’s planning stages, in addition to Implementation Services, or after a library is up-and-running on FOLIO. The team can help with meeting facilitations, community onboarding, integration management, custom programming and more.

As part of EBSCO FOLIO Services, each library is provided with a lead implementation consultant, with whom the institution can work to design and execute an appropriate project plan. FOLIO Services Consultants are located in regions around the world and provide services in multiple languages. Most importantly, they have experienced implementations both from the client and the vendor perspective; they have first-hand knowledge of what it takes for an implementation process to happen smoothly and for their clients to be satisfied with the results. The team consists of librarians and veteran ILS consultants who have led the implementation of various systems across large consortia and libraries. The library will be assigned a lead FOLIO Services Consultant who will be backed and supported by the experience, knowledge and assistance of the entire EBSCO FOLIO Services Consulting team.

At time of contract, EBSCO can share details about the EBSCO FOLIO Service Consultants, who together have more than 75 years of experience. EBSCO will do check-ins throughout the life of the contract to ensure we are meeting all milestones and expectations.

2. Describe the steps your firm will take to understand the business model and functional needs of the client and ensure that during the configuration and implementation process the product will be applied for optimal performance and satisfaction.

Understanding the business model and functional needs of the client is at the forefront of the implementation process. EBSCO FOLIO Services consultants work with the library’s implementation team to ensure the needs of the library are addressed at each stage of the implementation process. This is done through meetings, questionnaires and a strong communication plan that is put in place from the start. During the implementation process, the FOLIO Implementation Consultant may identify gaps between the current workflows and functionality that the FOLIO software provides. In some cases, the FOLIO Implementation Consultant will identify new, more optimized workflows to replace the workflows that do not match with the capabilities of FOLIO. For scenarios where the workflow needs to continue to be used with FOLIO, the Implementation Consultant will work with the library to identify needs for new functionality to be developed to support this workflow. Once this functionality is identified, the library can either define the need themselves, or work with the



Implementation Consultant to document this need. The FOLIO Implementation Consultant will provide training on how to use the FOLIO Community tools to help facilitate this work.

Furthermore, this will be brought to the attention of the FOLIO Product Management team at EBSCO by the FOLIO Implementation Consultant. EBSCO's FOLIO Product Management team will identify the priority based on the feedback of the customer requesting the feature along with the needs and requests of other customers to create a prioritized development list. While the community maintains a prioritized list of development, the development of this work falls on EBSCO. To ensure that EBSCO's customers' needs are addressed, EBSCO focuses its development work on FOLIO to that of functionality requested by EBSCO's customers rather than the request of the greater community. EBSCO's FOLIO engineering team will develop the newly requested functionality based on the prioritized list managed by EBSCO's product management team and will be included in a future release of FOLIO. Our goal at EBSCO is for the client to have a system that is configured in a way that best suits the library's desired workflow and needs.

3. It is expected that the Respondent will assign a Project Manager who will have responsibility for its implementation team, and who will partner with our Project Manager.

In the initial phase of the project, the library forms the local implementation team and assigns a project manager who will liaise with EBSCO. As part of EBSCO FOLIO Services, each library is provided with a lead implementation consultant, with whom the institution can work to design and execute an appropriate project plan. FOLIO Services Consultants are located in regions around the world and provide services in multiple languages. Most importantly, they have experienced implementations both from the client and the vendor perspective; they have first-hand knowledge of what it takes for an implementation process to happen smoothly and for their clients to be satisfied with the results. The team consists of librarians and veteran ILS consultants who have led the implementation of various systems across large consortia and libraries. The library will be assigned a lead FOLIO Services Consultant who will be backed and supported by the experience, knowledge and assistance of the entire EBSCO FOLIO Services Consulting team.

4. Indicate your timeline from implementation start to "go live" date. Provide task lists and timelines for a standard implementation. A sample project plan would be helpful.

While migration and system configuration timelines are unique for each client, EBSCO typically works on implementation projects that can last around six months at least from start to finish. Overall, the migration target start date and implementation timeframe will be discussed and mutually agreed upon between EBSCO FOLIO Implementation specialists and the library. Prior to go-live, a detailed cutover plan will be established with the library, including key dates for approval of all final data mappings, ceasing of operations in the legacy system, data extraction from the legacy system, data loading to FOLIO, and commencement of operations in FOLIO. Any period of system overlap, if it is to occur, can be determined between the library and the EBSCO FOLIO Implementation specialist on a mutually agreed upon timeframe.

It is important to note that each implementation process for EBSCO FOLIO partner sites is unique and tailored to the specific needs of the libraries involved. As such, EBSCO will work with the University of Maine System to determine required system functionality according to the University of Maine System's needs. EBSCO FOLIO Services provides libraries with more than just data migration and adaptation from one system to another – complete consultancy, support and education are also included as an aspect of the migration and implementation project, enabling libraries to have complete ownership and mastery of their desired library systems environment. Standard implementation processes with EBSCO FOLIO Services typically take around six months from initiation to completion with systems go-live. EBSCO FOLIO Services are open to a phased implementation approach, as has been done with other partner sites in the last three years.

Ultimately, project specifications and durations will be determined and mutually agreed upon by both representative parties of EBSCO FOLIO Services and the University of Maine System.

EBSCO commits to provide knowledgeable and experienced people to provide the following services:

- **Project management**
- **System configuration (settings and reference data)**
- **Data mapping and migration**
- **System adoption and optimization**
- **EBSCO integrations and other non-EBSCO solution integrations**

Project management

In the initial phase of the project, the library forms the local implementation team and assigns a project manager who will liaise with EBSCO. The first phase of the project will cover:

- Creating a communication plan
- Provisioning of the FOLIO instance or tenant
- Setting a tentative implementation schedule
- Subject matter experts from each functional area in the library
- Introducing library staff to the FOLIO community and the EBSCO project team •
- Setting up a schedule of regular status calls and meetings
- Creating the institutional training framework
- Selecting a project management tool and file-sharing system
- Establishing framework for regular reporting and tracking of project progress, tasks, and other issues as they arise.

System configuration

System configuration includes assisting the library with the setup of functional areas within FOLIO. The specific functions that will be implemented will be determined and agreed upon as part of the implementation project based on the library's needs and joint analysis with the EBSCO FOLIO Services consultants.

Data mapping and migration

Data migration includes samples of data as well as full delta data loads. The migration of specific elements in scope may vary between source systems and are detailed in the relevant specific source system migration guides.

System adoption and optimization

EBSCO FOLIO Services consultants will, over the course of implementation and migration, hold live and simulcast walkthroughs of the FOLIO LSP functionality. Successful implementation includes in depth understanding of the FOLIO system by affected staff. Updates could include how-to videos and newsletter updates about events and developments in the FOLIO community.

EBSCO FOLIO integrations

With the FOLIO platform being built on an "APIs all-the-way-through" framework, libraries can integrate several third-party services seamlessly. The different EBSCO FOLIO domains may integrate with third-party applications.

Ongoing Professional Services

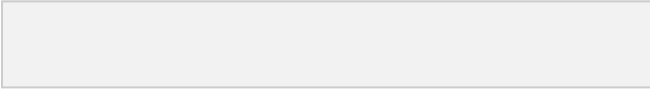
Professional Services can be offered during a library's planning stages, in addition to Implementation

Services, or after a library is up-and-running on FOLIO. The team can help with meeting facilitations, community onboarding, integration management, custom programming and more.

A general overview of the topics covered in an implementation agenda and transition plan

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April 13, 2022 Page 13



- Kick-off meeting held between the library team and the EBSCO FOLIO Services Implementation Consultant(s)
 - Team Introductions
 - Library-unique Project Plan overview provided
- Data migration questionnaire provided to library team to complete
 - FTP credentials provided to library
- High-level FOLIO configuration – locations and service points
 - Administrative setup for FOLIO tenant
- Library overview process discussions with EBSCO FOLIO Implementation Consultant's generally cover:
 - Cataloguing workflows
 - Circulation workflows
 - Acquisitions workflows
 - Campus IT discussions and integration workflows
 - ERM workflows
- Mapping and Data loading iterations (can be up to 2-4 iterations, but this may vary):
 - Users app
 - Inventory app and quickMARC
 - Circulation - policies and rules, calendar and fee/fine definitions
 - Acquisitions process – settings and configuration, mapping orders and organizations
 - Finance app setup
 - Licenses app
 - eHoldings app – ensure EBSCO Usage Consolidation setup in eHoldings settings
 - Courses app
 - Data Import app
 - Data Export app
- Data Migration Dress Rehearsal
 - Cutover planning
 - Training planning
 - Verify all settings, configuration, and mapping
 - Staff Training
- Cutover
 - Pre-live overflow meeting
- Go-live
 - Post-live check-in
- Panorama Team introductions, start Panorama integration discussions, defining workflow requirements
- Introduction to EBSCO FOLIO technical support team for first-line support

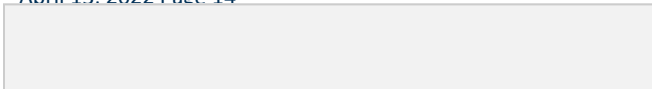
Example project plan:

Date	Meeting Focus	EBSCO Action Items (For next meeting)	Library Action Items (For next meeting)	Integrations to Discuss/Plan
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DATE/TIME	Kickoff meeting Topics include: Team introductions Project overview Q&A	Fine tune project plan to library's priorities and timelines		
DATE/TIME	Project plan review & approval Topics include:	Provide data migration questionnaire		

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April 13, 2022 Page 14

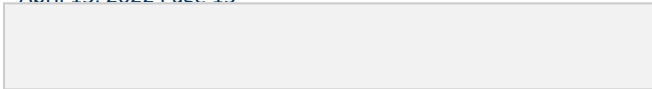


	Review of project plan Introduction to & tour of client portal			
DATE/TIME	FOLIO Overview & Tour of Community Resources Topics include: Apps & interface FOLIO Wiki and Issue Tracking site Slack		Sign up for FOLIO Slack Sign up for FOLIO Jira/Wiki Sign up for Github and send username to FOLIO IC Review and respond to data migration questions	
DATE/TIME	Data migration kickoff Topics include: Overview of data migration processes Expectations and intentions (questionnaire review)	Send FTP credentials	Review tenant resources in client portal	
DATE/TIME	High-level configuration – locations & service points	Administrative setup of FOLIO tenant	Complete location/service point mapping Review user app resources in client portal	

DATE/TIME	Users app – overview, questions & mapping	Upload tenant data	Provide user export from legacy ILS Define patron groups and address types Complete patron group mapping	
DATE/TIME	Cataloging overview – shadow current processes	Upload patron groups and address types	Complete user record mapping Review Inventory app resources in client portal Export bibliographic records from legacy ILS	

www.ebsco.com

April 13, 2022 Page 15

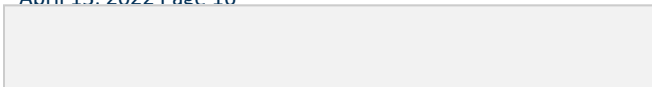


DATE/TIME	Inventory app & quickMARC – overview and questions	Load users – iteration 1	Export holdings/checkin and item records from legacy ILS	OCLC Connexion
DATE/TIME	Inventory app – mapping	Load instances – iteration 1	Complete material type mapping Complete loan type mapping	
DATE/TIME	Meeting with campus IT	Send any requested technical documentation	Complete mapping for holdings and item records	Automated patron loads, campus financial system, self check machines, RFID
DATE/TIME	Circulation overview – shadow current processes	Load holdings & items – iteration 1	Review circulation resources in client portal	
DATE/TIME	Circulation apps – overview and			

	questions			
DATE/TIME	Circulation settings – policies		Begin circulation policy construction	
DATE/TIME	Circulation settings – rules		Complete circulation policy construction Begin circulation rule construction	
DATE/TIME	Data migration review – users & inventory Topics include: Review of iteration 1 Discussion of item statuses for future iterations and impact on loans migration		Compile feedback for iteration 2 – users & inventory Complete circulation rule construction	
DATE/TIME	Circulation settings – calendar & fee/fine	Update scripts – users & inventory	Set up service point calendars Configure fee/fine settings and automated blocks	
DATE/TIME	Users settings – permission sets		Export open loans from legacy ILS	SSO for FOLIO

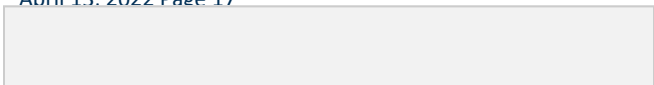
www.ebsco.com

April 13, 2022 Page 16



DATE/TIME	Acquisitions overview – shadow current processes	Load open loans – iteration 1	Export vendors from legacy ILS Review acquisitions resources in client portal	
DATE/TIME	Acquisitions apps – overview and questions		Export orders from legacy ILS	
DATE/TIME	Acquisitions apps – settings & configuration		Finish establishing settings for orders and invoices	
DATE/TIME	Finance app – setup		Establish fund structure in tenant	

DATE/TIME	Data migration review – open loans		Compile feedback for iteration 2 – open loans	
DATE/TIME	Acquisitions apps – mapping organizations & orders	Update scripts - loans	Finalize mapping for organizations and orders	
DATE/TIME	ERM overview – shadow current processes	Load organizations – iteration 1		
DATE/TIME	ERM apps – overview and questions	Load orders – iteration 1	Export licenses from legacy ERM	
DATE/TIME	Data migration review – organizations & orders		Compile feedback for iteration 2 – organizations and orders	
DATE/TIME	Licenses app – mapping	Update scripts – organizations & orders	Finalize mapping for licenses	
DATE/TIME	eHoldings app – tour and questions	Add in HoldingsIQ API key Ensure UC setup in eHoldings settings (check with hosting) Load licenses – iteration 1		
DATE/TIME	Agreements app – construction of records	Draft cutover plan		
DATE/TIME	Cutover planning	Send proposed training agendas		
DATE/TIME	Data migration review – licenses Training planning	Begin iteration 2 data loads if not already in progress	Compile feedback for iteration 2 - licenses	

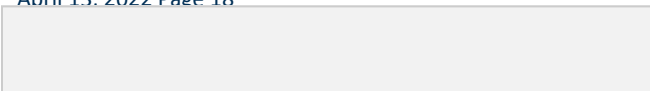


DATE/TIME	Courses app – settings & overview			
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DATE/TIME	Data import – overview			
DATE/TIME	Data export – overview		Review all tenant settings & configuration	
DATA MIGRATION DRESS REHEARSAL				
DATE/TIME	App demos – Tasks & Dashboard		Review all maps for data migration	
STAFF TRAINING				
DATE/TIME	Verify all settings, configuration, and mapping			
CUTOVER				
DATE/TIME	Pre-live overflow meeting			
GO-LIVE				
DATE/TIME	Post-live checkin			
HANDOFF TO PANORAMA				
DATE/TIME	Support meeting			
DATE/TIME	Support meeting			
HANDOFF TO GLOBAL CUSTOMER SUPPORT				

www.ebsco.com

April 13, 2022 Page 18



SECTION 3– RELATED MATERIALS

Purpose

EBSCO is pleased to have the opportunity to introduce FOLIO, an open-source, web-based library services platform that offers flexibility, security, growth and creativity. With open-source software, library staff have more choice. They can select a library services platform of the right size, with the right features and functionalities. Before open-source options were available, libraries were forced to implement one of only a few available systems, with no flexibility in their choice of features, and were often required to conform to a rigid and confining structure.

FOLIO is designed for ease of use, and is offered as an open platform from the ground up. With its modular focus, FOLIO applications (apps) are made to “snap in” and easily connect with one another, allowing staff to create customized workflows and systems in their FOLIO environment. The LSP is a growing and ever-evolving system, and the University of Maine System will have the option to contribute to its growth.

Enhancements are typically introduced three times a year, and all FOLIO tenants are invited to participate in the development of new features, and to share customized workflows with the rest of the community.

EBSCO and the FOLIO community work closely together to develop desired features and functionalities as well as new innovations. For example, FOLIO leverages the new and upcoming BIBFRAME data model for managing bibliographic records. As an open platform, FOLIO can easily be integrated into other critical technologies such as student information systems, consortium network tools, and robotic storage systems. Upcoming examples of such new features include network-based resource sharing from the open-source software Project ReShare, which is built on FOLIO, Controlled Digital Lending as a service, linked data for authority control to help simplify and automate the updating of Author, Subject and other headings, more simplified workflows for consortium for better resource management and shared services and more.

As can readily be seen, FOLIO is a dynamic library platform, open to new ideas and supported by a dynamic, enthusiastic community that is composed not only of developers and vendors, but also library staff from all levels and from all types of libraries. It is the community that is in charge of new directions for FOLIO, and the community that welcome new members to add their expertise and ideas.

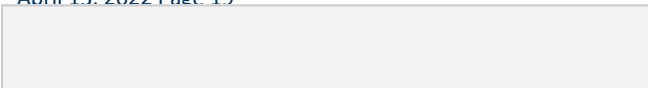
Key Objectives

The FOLIO library services platform offers flexibility and extensive customization capabilities, and is designed to serve the needs of a consortium of libraries consisting of all types of institutions. Libraries that share resources and services to patron communities can have their diversified resources easily accessed via a shared FOLIO system that is configured specifically according to the needs of each unique library consortium. Libraries choose the features they need: any external functionality of services that are not applicable do not need to be applied. On the other hand, any features or services the consortia may need in the future may possibly be integrated with FOLIO. The LSP is designed as a future-facing system, built as an open, modern, cloud-hosted software that is designed to evolve as technology and needs change.

FOLIO serves not only the needs of library staff, but offers fundamental features that contribute to patron empowerment. FOLIO was designed to support *EBSCO Discovery Service*, and the two platforms are tightly intertwined, providing dynamic flexibility for staff and patrons. Through this FOLIO-EDS integration, a patron's entire experience is powered by the FOLIO system in the background. This provides for the dynamic updating of data, information and content display as managed by the library staff and EBSCO support. Patron empowerment features available through the intuitive EDS interface include (but are not limited to) checkouts, holds, fees and requests. Please note, too, that EBSCO is introducing an online public catalog (OPAC), provisionally called EBSCO FOLIO OPAC, that will supplement the functionality offered by EDS. EBSCO FOLIO OPAC will provide a robust and comprehensive end-user experience, with many patron empowerment features.

www.ebsco.com

April 13, 2022 Page 19



Patrons can also benefit from FOLIO's integration with the INN-Reach resource sharing tool. EBSCO and the FOLIO community have developed an INN-Reach app, which offers such functionalities as patron verification, patron and item hold circulation flow, check outs to a borrowing site, receipt of shipped items, transaction management and more. The development of this app was possible due to the fact that all data within FOLIO can be accessed using the LSP's APIs, making the platform extremely customizable and extendable.

More information about FOLIO follows, outlining the history, capabilities and promising future of the library services platform.

Introduction

FOLIO (the **F**uture of **L**ibraries is **O**pen) is the first entirely new library services platform to be developed and launched in more than ten years. The vision of an open-source LSP was first conceived in March 2016,

and was brought to fruition with the first implementation at Chalmers University of Technology in Gothenburg, Sweden, in September 2019.

FOLIO Community

The FOLIO project, hosted by the Open Library Foundation, represents a collaboration of librarians, developers and vendors, coming together to build an open-source platform. FOLIO moves beyond the traditional library management system (LMS), allowing anyone to freely build on its core functionality or to extend the platform through the development of applications (apps) and extensible modules that utilize a microservices architecture. This encourages freedom, flexibility and innovation.

EBSCO participates in a variety of community groups, acting as the voice for both EBSCO and customers. EBSCO helps guide the product roadmap, 'sprint' demos, feature requirements and community development.

- **Product Council (PC)** – The PC defines the FOLIO community roadmap. The PC acts on behalf of the Open Library Environment Community and FOLIO partners to express and champion priorities in the development of the FOLIO Library Service Platform and ensure the relevance and cohesiveness of the FOLIO project.
- **Technical Council (TC)** – The TC is an advisory group that helps define best practices. The TC sets general technical direction, provides technical guidance to the Product Council, leads technical on boarding, sets technical standards and mediates technical disagreements among the community when needed.
- **Special Interest Groups (SIG)** – SIGs provide subject matter expertise across domains (e.g., circulation, acquisitions). SIGs are officially sanctioned by the FOLIO/Open Library Environment Product Council and provide forums for FOLIO participants with similar technology needs, geographic area or topical interest. The primary goal of a SIG is to form consensus on FOLIO functionality through the creation of documents, reactions to prototypes and code snippets. They allow users to exchange ideas, develop shared goals for the FOLIO project and research and develop new interchange standards with widely used software.

Many EBSCO employees serve on FOLIO SIGs as designers, developers or product owners. These include the Accessibility, Acquisitions, App Interaction, Consortia, ERM, Internationalization, Resource Access, Resource Management, Support, and System Operations and Management, and User Management SIGs, all of which are deeply involved in developing and enhancing the FOLIO LSP.

FOLIO is constantly evolving to meet libraries' needs: upgrades, feature improvements and updates are typically completed on a trimester basis (three times annually) by the FOLIO community. These improvements are available to the entire FOLIO community, thus eliminating duplication of effort and fostering a cooperative spirit across libraries and across nations.

www.ebsco.com

April 13, 2022 Page 20

Adopting open-source software suits a core mission of academia, bringing together a community of like minded individuals who collaborate on innovation. Open-source code is freely available, which helps promote equity, access, and lower costs. In addition to being freely available, open-source software offers many great benefits, such as tighter technological and digital security and more rapid system growth and development. Despite its flexible framework, FOLIO is stable and secure, and its open-source nature looks to the future of library services. Some of the most critical software in today's businesses and research organizations is open-source software.

EBSCO FOLIO Services is proposed as an "open source as a service" model, with all services to support the open-source applications being provided by EBSCO. With EBSCO FOLIO Services, a customized

FOLIO system configuration requires no additional burden or imposition of extended time commitment than what is required for any other transition to a traditional ILS or LSP. Experienced EBSCO FOLIO Services provide implementation and hosting, and support teams provide unparalleled assistance, removing the requirement from libraries of maintaining the system on their own. There is no need for the library to hire additional staff or to perform local software support or development.

When hosted by EBSCO, infrastructure is provided via the Amazon Web Services (AWS) cloud which provides highly redundant 24/7 service with 99.9% uptime. This is the highest network availability of any cloud provider. FOLIO is entirely browser-based and does not require installation on client computers. FOLIO can be accessed via all major browsers, including Internet Explorer, Firefox, Safari and Google Chrome, or virtually any other browser with JavaScript and Cookies enabled. Please note that while Google Chrome is the web browser supported by the FOLIO platform and community, any additional browser recommendations can always be sent to the FOLIO community for future development considerations. Being browser-based, the system is responsive in design, and is fully optimized for tablet and mobile use.

Please note that with EBSCO FOLIO Services, EBSCO consultants and technical support teams will assist with managing FOLIO for the library, ensuring that all functionality included is maintained throughout the life of the system. No development or additional maintenance by the library would be required on any services in FOLIO. Services and account management with third-party systems would need to be maintained by the library with those existing additional providers, in addition to proprietary data maintenance. While development may cause changes and adaptations for the FOLIO system over time, the FOLIO community has developed a code of conduct and guidelines to secure present and future LSP system functionality.

About the EBSCO FOLIO Mission

In business for 75 years, EBSCO is dedicated to developing technology and solutions that support the needs of libraries and create strong user experiences. In line with these major principles and activities, EBSCO is a proud partner in the FOLIO project and community. EBSCO aims to reimagine library software through a unique collaboration, working hand-in-hand towards a shared, core mission – ensuring that the [Future of Libraries Is Open](#).

Key, overarching goals include the following:

1. Create Community

Create a space where the library community can come together to innovate, have a conversation and consider the needs and ambitions of libraries.

2. Lower Costs

Leverage open source in a way that lowers spend on systems and support.

3. Improve Product

Improve products by increasing library involvement in development.

4. Provide Choice

Build more choices for libraries, based on their particular needs.

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April 13, 2022 Page 21

EBSCO shares with its partners and colleagues a dedication to technological innovation and collaboration. EBSCO Industries, Inc. is a family-owned company, founded in 1944. Since its inception, EBSCO has significantly grown and evolved to become a worldwide leader in the provision of diversified information services, and an innovator of related technologies. Throughout the years, EBSCO has experienced healthy and consistent growth, both organically and through acquisition. EBSCO's product and service lines continue to expand, along with the company's geographic reach. EBSCO now has 30 offices located

around the world. The company's mission is to transform lives by providing valuable information to users worldwide, when, where, and how they need it, through affiliated libraries, corporations, hospitals and other institutions.

EBSCO's Involvement in the FOLIO Project

As mentioned above, EBSCO is an active partner in the evolution of FOLIO and is invested heavily in the successful outcome of FOLIO by being involved in FOLIO community groups, providing human and financial resources toward FOLIO development, and actively engaging in learning opportunities for the library community. With this dedication and investment, described below, EBSCO is planning on years of engagement and support for FOLIO and the FOLIO Community.

In addition to EBSCO's involvement and participation within the FOLIO community, EBSCO supports the FOLIO project in the following additional ways:

Financial Resources

EBSCO ensures the success of FOLIO by contributing significant development resources through dedicated community employees and financially for product development.

- **EBSCO Development Contributions** – As of August 2021, 90% of the FOLIO development capacity comes from EBSCO. The development team consists of 16 development teams (12 from EBSCO), 65 developers (59 from EBSCO), 14 product owners (9 from EBSCO) and 6 scrum masters (all 6 from EBSCO).
- **EBSCO Financial Contributions** – Since 2016, EBSCO has provided steady and significant financial support for the FOLIO project, with many millions of dollars invested to date and an ongoing commitment of support.

It is important to note that EBSCO is a strong, financially stable organization. EBSCO Industries, Inc. has provided libraries worldwide with one qualified source for all serial information needs for more than 75 years. According to Forbes magazine, EBSCO's annual sales are estimated at \$2.9 billion, which (as of 2020) make it the 156th largest private company in the United States (based on the Forbes chart of the largest private companies in the United States).

Learning Opportunities

EBSCO actively participates in educating libraries about the benefits of open-source library services through meetings and conferences.

- **EBSCO User Group** – The EBSCO User Group is an opportunity for North American Academic Library customers to network and learn about EBSCO technology solutions from one another and EBSCO. This annual User Group brings together sessions covering EBSCO FOLIO and other EBSCO services.
- **WOLFcon** – This annual conference is open to all members of the World Open Library Foundation community and to anyone who wants to learn more about the Foundation and the open-source communities that are a part of it. There is a general track at this conference that focuses on high-level information about the communities and on topics related to open-source software in general.

Support

www.ebsco.com

April 13, 2022 Page 22



EBSCO has a team of implementation specialists dedicated to the support of EBSCO FOLIO Services. EBSCO can act as champion on behalf of the library to ensure library requests are pushed through the Product Council, Technical Councils and Special Interest Groups.

FOLIO Technical Specifications

- **Software type:** open-source library services platform
- **License type:** Apache 2
- **Compatibility:** any major browser
- **Server operating system:** Amazon Web Services (AWS)
- **Database:** When hosted with EBSCO FOLIO Services, Amazon Web Services' Aurora (a MySQL and PostgreSQL-compatible relational database built for the cloud) is utilized.
- **Development language:** FOLIO uses any programming language. See dev.folio.org/guides/any-programming-language for detailed definitions and explanations.

Security - Including ISO 27001 and GDPR

As an open-source platform, designed to support many types of libraries and users around the world, compliance is a key consideration of the community developing FOLIO. With guidance from the Privacy and Reporting Special Interest Groups (SIG), the FOLIO platform is being designed to ensure it complies with applicable laws and regulations that libraries must adhere to, most notably with HIPAA, GDPR and FERPA requirements. EBSCO's hosting services and the FOLIO platform support data privacy requirements that are guided by GDPR, including the right to rectification and the ability to anonymize closed loans.

With EBSCO FOLIO Services providing the hosting environment for FOLIO within the AWS Cloud, this guarantees an ISO 27001 certified, compliant service. Annual audits are required to maintain compliance. A copy of EBSCO's ISO 27001 certificate can be found at <https://www.schellman.com/certificate-directory> (search "EBSCO"). Furthermore, EBSCO's hosting services and the FOLIO platform support data privacy requirements that are guided by GDPR.

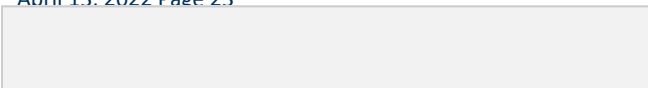
EBSCO's AWS Hosting Service is a global multi-tenant cloud infrastructure that is tailored to FOLIO's microservices architecture. This model considers the expectations of institutions regarding performance scaling and data security. As part of the service, EBSCO will determine and deploy tenants to the best suited AWS region and availability zone to ensure the system runs efficiently during times of peak use. This scalability ensures that the system runs in a stable manner independent of the number of simultaneous users. The AWS global infrastructure is outlined here: <https://aws.amazon.com/about/aws/globalinfrastructure/>.

In its role as a personally identifiable information (PII) processor within a public cloud environment, EBSCO protects the information assets entrusted to the company by customers by considering the specific risk and benefits arising from those PII protection requirements applicable to the public cloud computing environment. EBSCO's products are hosted within the Amazon Web Services public cloud computing environment which is certified to the ISO/IEC 27018:2019 standard.

Other key infrastructure services provided by EBSCO AWS hosting include, but are not limited to;

- AWS networking products for traffic load balancing
- Routing
- Secure Communications
- Elastic Container Services for microservices auto-scaling and redundancy
- S3 and Aurora for data scalability, fault-tolerance, backup recovery and security at rest (KMS) • Secure data in transit (HTTPS)
- AWS Parameter Store for secret storage
- Limited access via AWS VPC, IAM, Security Groups, etc.
- AWS GuardDuty for threat detection
- AWS Shield Advanced DoS protection Service (in progress)

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- Account access and configuration is managed using AWS Landing Zone security baseline (in progress)
- AWS Cloud Trail (centralization of logs from each account)
- AWS CloudWatch (monitoring service from AWS cloud resources and applications. Collects and tracks metrics, log files, and sets alarms.)
- AWS Simple Notification Service (SNS): for alert distribution, e.g. to OPSGenie (alerting and escalation)

Furthermore, FOLIO's model incorporates community code synchronization, including automated quality testing gates and data services integration. Because of its microservices architecture, FOLIO hosted by EBSCO is described as a hardened community distribution of the FOLIO open-source software (not a code fork). EBSCO has developed automated CICD (Continuous Integration Continuous Deployment) quality gate pipelines that test community code updates before they are released live to library users.

EBSCO AWS Hosting Service provides many additional value-added contributions to FOLIO including, but not limited to, tenant and app management admin tools (e.g., data load, configuration, customization, troubleshooting); big data hosting and advanced analytics technologies; and bug fixes, test scripts and code enhancements that are contributed back into the community code base.

For details regarding physical security measures at AWS facilities, please see <https://aws.amazon.com/compliance/data-center/controls/>. This site provides information about AWS's redundancy plans, availability, capacity, business continuity plan, data access, logs, monitoring, surveillance, intrusion detection, device management, environmental safeguards, governance and risk.

FOLIO Functionality Overview

The FOLIO community has developed a selection of base application modules for libraries to choose from, adapt, share, and expand upon, beginning with the most basic functionality needed by libraries:

- **Acquisitions**
- **Cataloging and Circulation**
- **Knowledge Base (simultaneous updates with FOLIO's ERM suite)**
- **In-App and Cross-App Reporting**
- **Licenses and Agreements Management**
- **Organizations and Vendor Management**
- **Patron Empowerment Functionality**
- **Electronic Resources Management (ERM)**
- **User Management**
- **User interface**
- **Course Reserves**
- **Reporting and Analytics**
- **Remote Storage Support**
- **Dashboard support**
- **Integrations**



Welcome page for FOLIO, displaying many of the apps currently available.

All functionality in FOLIO is performed through a series of apps that provide a range of services, integrating with the FOLIO platform and allowing users to manage a wide array of tasks for their library services platform. How the library integrates desired apps will provide a means through which users can tailor their needed solution. Any app registered in FOLIO's underlying Okapi layer becomes available for use by other apps that are active (or have been integrated) in the platform. Users can manage all databases associated with their system (collections, user records, reporting means, etc.) through the various apps FOLIO provides. As a result, all active apps in a FOLIO system are inherently tied together, their data stored within FOLIO's underlying Data Warehouse database.

As such, many apps contain "hotlinks" or active links that open back to the app interface applicable for those data. For example, it is possible to click on an item's active barcode number within a user's record, in order to open up the information in the Inventory app about the item that is out on loan or otherwise associated with the patron's account.

Multiple instances of FOLIO can be opened simultaneously in different tabs, including more than one instance of a specific app. As the platform is browser-based, it also allows users to utilize a browser's back button to return to a previous page. FOLIO's apps are "sticky," allowing staff to navigate between apps, yet keeps open a current record unless the user ends the session, making it easier to switch between apps such as Check in and Users, as needed. It is also possible to bookmark a specific page in FOLIO.

FOLIO has intentionally been built to be usable in various languages, including languages that make use of non-Latin scripts and a right-to-left reading direction. The number of languages supported increases continuously.

Acquisitions

Acquisitions functionality in FOLIO encompasses a wide range of the standard activities necessary for any library's complete acquisitions workflow. FOLIO's acquisitions apps are designed to provide the tools and flexibility required to scale up or scale down as an institution's needs and workflows evolve. This in app flexibility complements the FOLIO microservices architecture, allowing for true end-to-end workflow customization, including how a library may choose only the apps needed for their specific workflows. Further customization is possible within each app selected, eliminating any unrequired functionality.

Through the interfaces of data-transmitting applications, FOLIO's acquisitions procedures work seamlessly and efficiently, with the goal of reducing and eliminating the need for repetitious data entry. The core needs of collection development support, as well as procurement of resources and services for patrons, are easily provided through library-defined workflows. FOLIO's acquisitions features allow for

www.ebsco.com

April 13, 2022 Page 25

customization of procedures and are configured to include all vendors, payment processes and ordering functions that a library utilizes and manages. Overall, FOLIO's acquisitions functionality is built to support the interactions needed between libraries, vendors and other parties necessary for successful resource acquisition.

Applications that support FOLIO's acquisitions are:

- Organizations
- Orders
- Invoices
- Finance
- Receiving

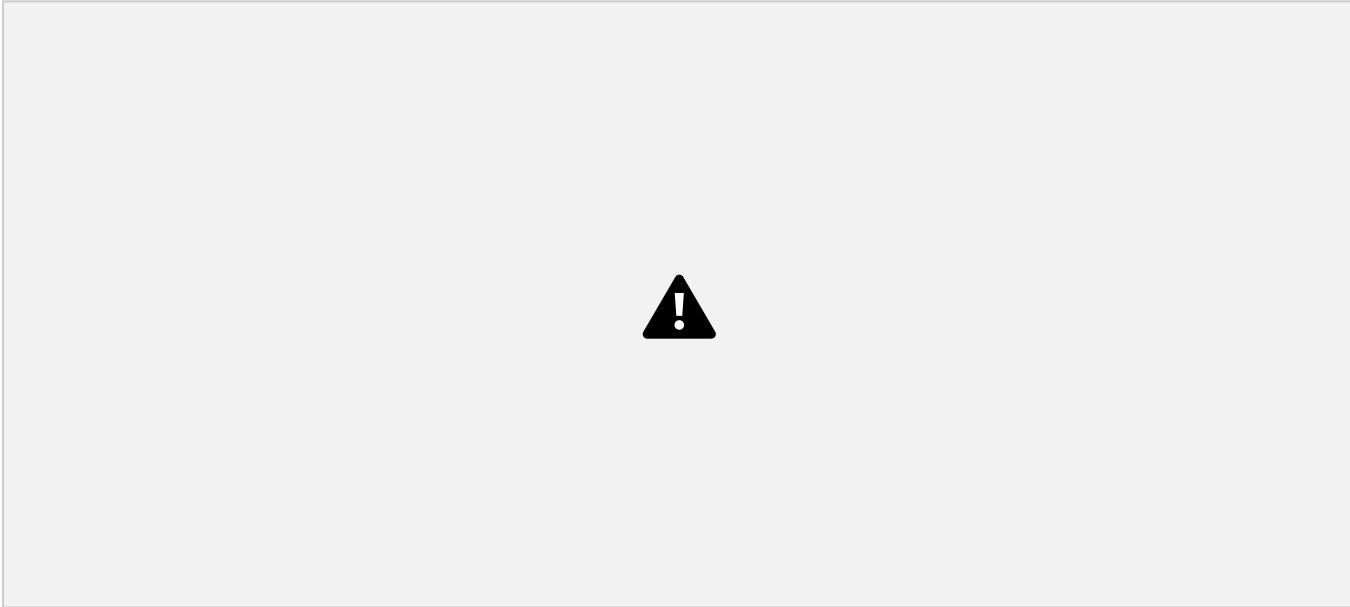
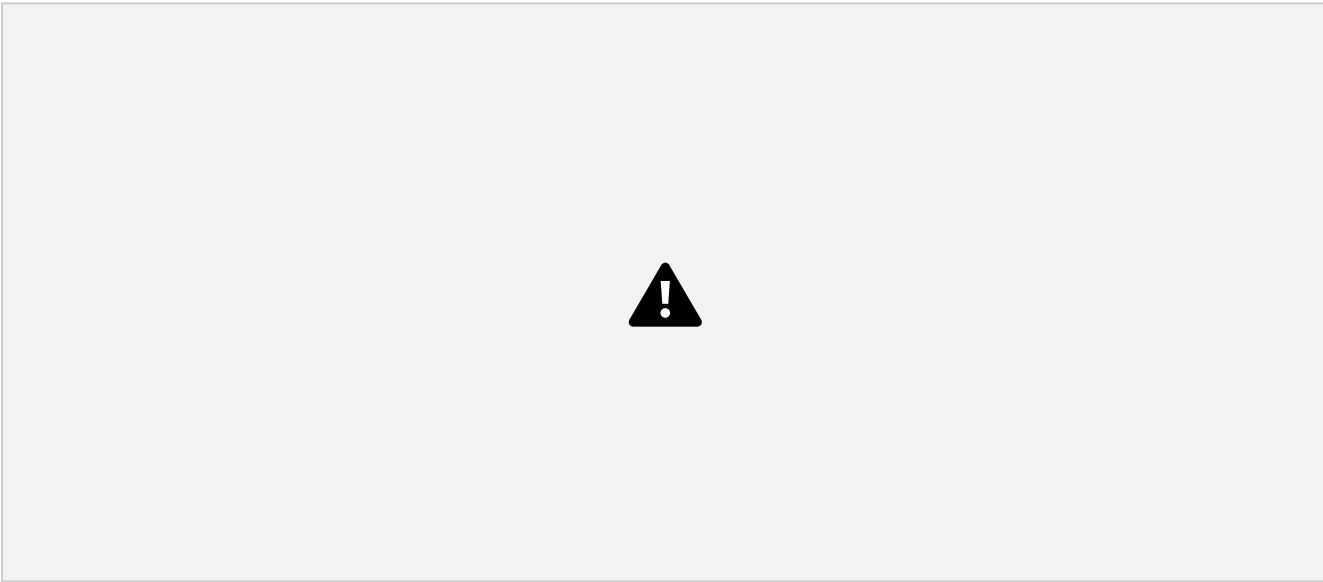
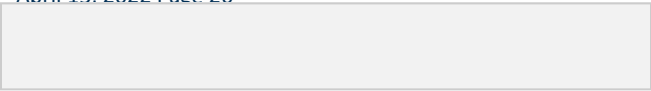




Organizations app.



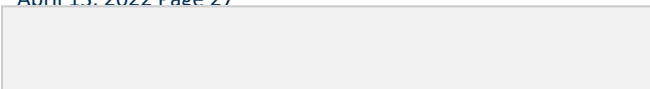
Orders app.



Invoices app.



Finance app.





Receiving app.

Cataloging

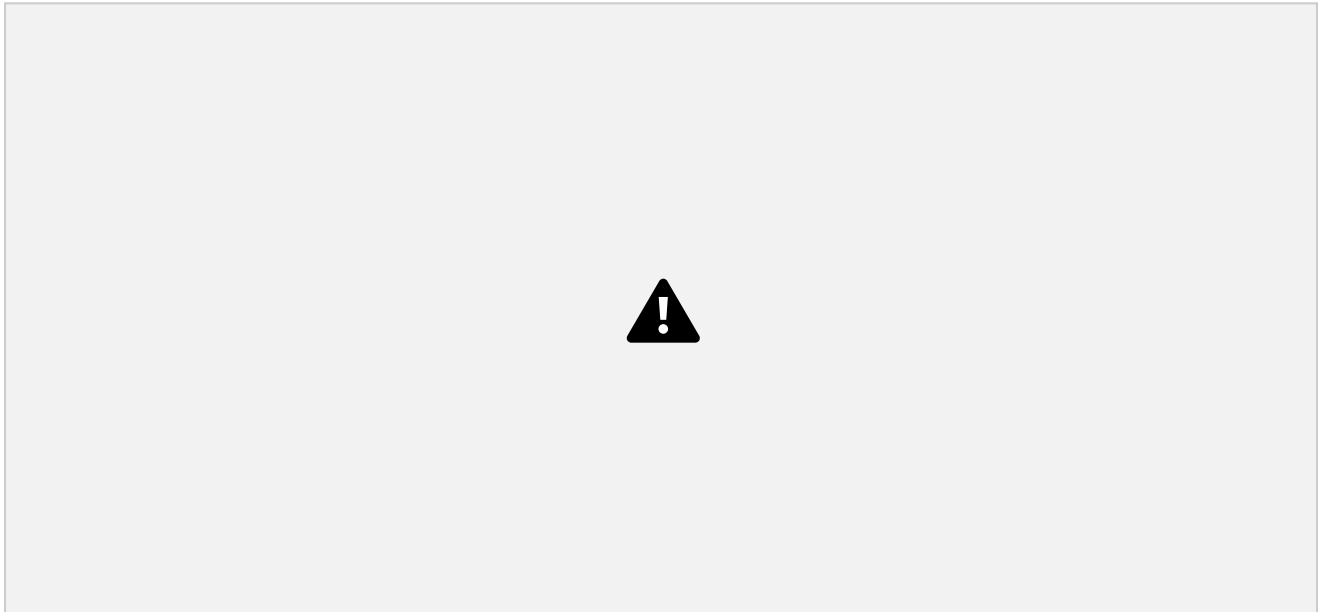
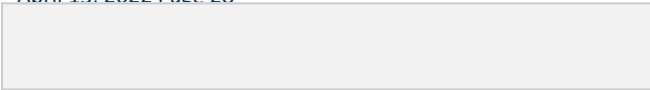
FOLIO is designed around an open approach that permits libraries to use its features and functionality as broadly or specifically as required to define their own unique workflows. This includes all aspects of cataloging functionality as well as inventory management. With this task-supportive orientation, libraries have the flexibility to control and determine local workflows and staff training. The focus is on accurate and current data being passed, shared, synchronized, updated, stored and backed up according to the library's requirements, allowing the institution to exceed the level of service expected of them by the communities they serve.

Further, FOLIO represents a combined electronic resource management (ERM), library services platform and acquisitions system where functions in each area are broken down along "domains of expertise." This simplifies design and functionality, while preparing FOLIO for maximum flexibility in adding or replacing features and providing an ideal platform for a streamlined workflow engine.

FOLIO is developed to be record-format neutral, as it is expected to become a platform that can help libraries work not only with MARC, but with additional metadata schemas as they evolve. FOLIO can accomplish this as all FOLIO apps operate using a normalized internal record format for daily library

operations. This allows FOLIO to adopt multiple record formats simultaneously by keeping an internal inventory record referencing record formats such as MARC, Dublin Core (DC) and others as needed. FOLIO can provide this without any changes to the rest of the FOLIO app ecosystem.

FOLIO's quickMARC feature allows to the editing of MARC records directly in the system interface. quickMARC enables permitted users to make edits or modify any record that is stored in FOLIO in MARC21 formatting. All applied changes will be simultaneously applied both to the abstracted FOLIO record (Instance, Holdings, and Item levels as applicable) and the underlying original MARC21 record in Sources Record Storage (SRS) from which FOLIO gleans all necessary data.





FOLIO's quickMARC feature, found in the Inventory app.

New and duplicate records can easily be created for nearly any record in inventory. FOLIO records store a wealth of information for a single item, and this information can be pulled and viewed dynamically through task-oriented applications. Location, material type, circulation policies, call numbers and enumeration/chronology data will all be captured and can be defined to display as required by the library.

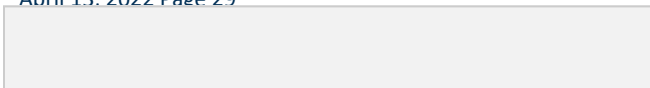
Records can also easily be edited with Title, Administrator and Descriptive Data, as well as Identifier, Contributor, Instance Notes, Electronic Access, Subject, Classification and Instance Relationship information.

Circulation

Essential circulation functions of FOLIO include checking out and discharging library materials. Circulation in FOLIO provides for patron record management, loan types, fines and fees structure, recalls and holds and essential reporting functions. FOLIO circulation also provides for interactions between libraries and other parties as necessary for successful sharing of resources, whether through shared consortial collections, interlibrary loan or other mechanisms.

Relevant circulation apps include:

- Check in
- Check out
- Requests
- Circulation log
- Calendar Settings
- Inventory
- Users





Check out app.



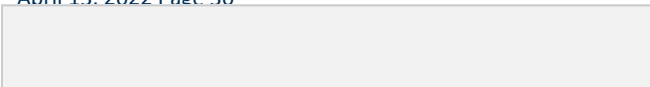
Check in app.

E-resources Management

FOLIO also enables libraries to manage the entire lifecycle of their electronic resources, from evaluation to user discovery. The following dynamic applications allow libraries to manage their holdings, proxy configurations, notes and icons, cost information, contacts, license terms, and agreements:

- Agreements
- eHoldings
- Licenses
- Organizations
- Settings

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- Tasks
- Users

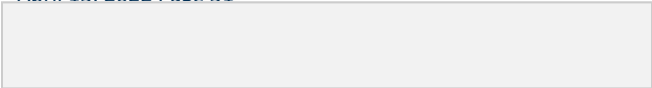


eHoldings app.

User Management

Both patron and staff users of FOLIO are managed via the Users app in FOLIO. FOLIO's Users app is supported as a "single, shared file," meaning there are two ways in which patrons and staff users are defined in the system:

- Patron User – all patrons of the library have a user account in FOLIO. It is likely that the majority of patrons will access only the discovery layer of the library services platform and never directly interact with the FOLIO interface. Particular groups of patrons can be given access to the FOLIO interface as needed by activating the necessary user permissions.
- Staff User – all staff are granted a single user account that accesses both the discovery layer and FOLIO, and interacts with the interfaces, both of which sit atop the Okapi data system. Staff users are designated with varying levels of permissions that allow access to the FOLIO back end.





Users app.

User Interface

Designed for usability, FOLIO's top-of-the-screen menu is consistent and always visible, with no need to re-authenticate when switching between modules. The menu immediately confirms the core workflow components (FOLIO apps) available to the user, specific to the user's library. With several apps working together from a single interface, the FOLIO platform creates efficiencies for managing once-disparate — but very much interwoven — facets of library management in an accessible, user-friendly way.

Furthermore, because FOLIO is based on apps and microservices, only the apps that have been installed — or are available per a given user's permissions — will appear. The FOLIO interface will always be configurable to accommodate individual libraries, with the ability to customize the layout and labels as needed.

Course Reserves

FOLIO's Courses app provides a fully featured course reserves management tool for libraries of higher education. With the Courses app, permitted users can create specific course records where applicable materials and resources from the library are selected for inclusion and made accessible. To help power searching capabilities in FOLIO, as well as manage cross-listed courses, descriptive information for each course can be stored, while both physical and e-resource materials can be assigned to any given course entry. Items reserved with a specific Course can also have related loan rules and locations updated as needed, to serve the purpose of the course.



Courses app.

Reporting/Analytics

Panorama Essentials is a next-generation library analytics platform that includes core functional capabilities of harvesting transactional and bibliographic data produced by a library management system. Panorama automates the harvest of data from siloed sources, thereby merging different data sets into one platform. The platform includes dashboards for FOLIO data, and can include Usage Consolidation (UC) COUNTER data, provided the library subscribes to FOLIO Usage Consolidation with Usage Loading Services.

Panorama Essentials for FOLIO is offered as part of the full EBSCO FOLIO suite. Libraries are onboarded to Panorama shortly after going live on FOLIO, and all transactional and bibliographic data from the go-live data are represented in the platform. Benefits include:

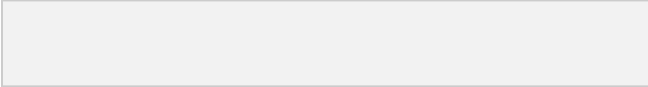
- Get On-Demand Insights for Collections and Services - Automate the pull of data from siloed sources and merge different data sets into one platform. Connect data from various ILS services and more.
- Identify What Stays, Goes, and What is Needed - Access quantitative evidence to make data informed purchasing decisions in support of new programs and identify what needs to be justified or cut.
- Spot Trends, Save Time - Save staff time with a centralized place to analyze loans, renewals, e resource usage, physical collection counts by content type, funds by subject area, circulation

statistics and more.

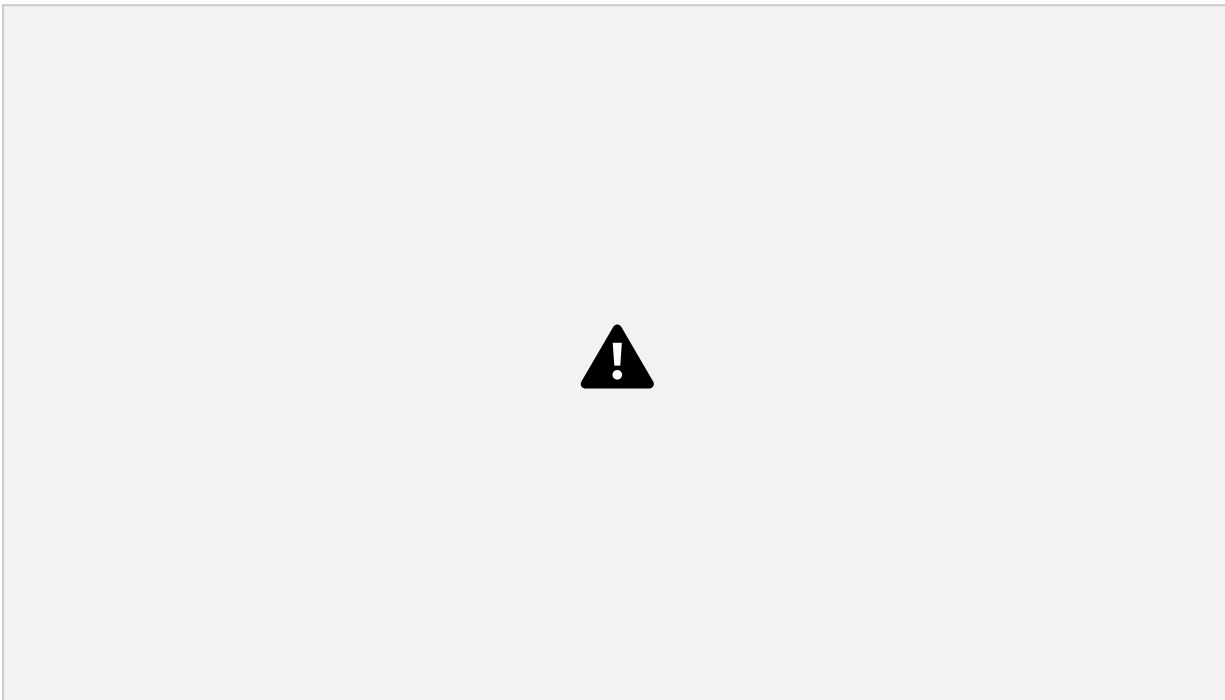
- Ensure Effective Data Security - Panorama adheres to legal agreements, standards and best practices. EBSCO will work with the library to ensure effective data security.
- Enhance ILS Data - Panorama allows each library to gain insights into key data, including user demographics, bibliographic, holdings, circulation and acquisitions.
- Customize Data Needs - Customize data choices to align the platform to the library's mission and needs. Enjoy the flexibility in selecting data sources.

www.ebsco.com

April 13, 2022 Page 33



- Dashboard Driven - Visual dashboards mean staff can spot trends, easily report on and analyze the library's data in a matter of minutes. Dashboards functions as gateways into various metric aspects.





Sample report in Panorama Essentials.

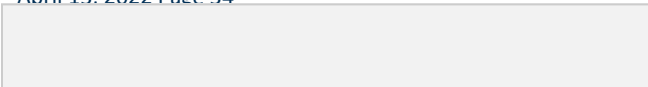
Remote Storage Feature Support

FOLIO can be integrated with automated storage and retrieval systems (ASRS). Please note that ASRS setups are highly individualized and specialized for each library. Specific configuration with each library's ASRS occurs during implementation and system setup. In general, FOLIO:

- Provides the ability to connect/integrate with external remote storage software, such as CaiaSoft and Dematic Equipment Management Software.
- Allows staff to enter storage facility information (such as storage name, provider name, and URL (domain)).
- Allows permitted users to configure data synchronization settings in increments ranging from minutes to months.

Dashboard app functionality

The Dashboard app is designed to enable a personalized view of key information from across FOLIO apps at a glance. This app utilizes widgets that can fetch and display information from FOLIO applications or other sources. There are different types of widgets, and which ones are used depend on the type of information to be displayed. Widgets are often configurable by the user (e.g., staff can choose which data display), and the same type of widget can be added multiple times, each with a different configuration to display a different set of information. Each user has their own dashboard, and each can configure the widgets they need in an appropriate way for their particular needs.





Dashboard app.

Integrations

FOLIO can integrate with external applications as needed, a functionality that can be configured by the implementation team. A core development core of FOLIO insists that all apps available on the FOLIO platform include Springway and the RAML Module Builder frameworks, a requirement established by the FOLIO community. Through this, nearly every component and interface that is part of the FOLIO system contains RESTful compatibility, laying the groundwork for what will be a vast array of integrations with external services. This can include any compatible APIs from outside services needed for system functionality.

As FOLIO is an open system, the APIs and utilities developed are available to connect with a variety of external systems and services. FOLIO provides a versatile solution environment, responding directly to the unique needs of the end user. This architecture allows for easy development and integration of FOLIO services into other solutions.

Reading Lists

EBSCO has worked with customers who have desired integration with reading lists such as Talis Aspire. EBSCO is currently in discussion with Talis to further the integration potential between the respective companies. It is possible to integrate print and ebook offerings into the Talis Aspire Reviews workflow to support selection and the acquisition of reading list materials. It is also EBSCO's intent to support the future development of a Talis Aspire Dashboard within a full version of the library analytics platform

Forthcoming features for FOLIO:

- **User-Interface Language Adjustment**

- Staff will have the ability to customize which languages appear in the drop-down list, and to set a default language at the user level, doing away with the necessity of choosing a language other than English each time FOLIO is accessed. Staff can also choose a default number shape, date format, and time format.

- **Direct INN-Reach integration:**

- Initial and ongoing contribution/de-contribution/update of FOLIO bibliographic (MARC) and item records to an INN-Reach union catalog based on defined criteria including:
 - Statistical code, item location, material type, loan type, and item status

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April 13, 2022 Page 35

- Patron authorization
- Patron, Item, and Local hold creation and fulfillment
 - Integrated with FOLIO's Check out, Check in, and Requests functionality, including FOLIO staff slips
- INN-Reach transaction management capability in User Interface
 - View INN-Reach transaction details
 - Perform circulation operations via transaction detail (receive unshipped item) ▪ Retrieve in-app reports
- Dedicated "Receive shipped items" and "Check out to borrowing site"

- **OAI-PMH harvesting:**

- Utilization of OAI-PMH harvesting protocols from within FOLIO to export data from a library's inventory

- **MARC Authority app:**

- An authority control-specific app that will allow staff to search, edit, import, and provide links to authority records.
 - quickMARC: staff will have the ability to create and edit authority records in FOLIO's unique MARC editing tool (found in the Inventory app).

- **Data export in MARC Format for Holdings (MFHD)** (ability to export batch vouchers based on schedule settings).

- **Ordering via EDIFACT** from within FOLIO: in the Orders app, authorized staff can create an EDIFACT order in FOLIO and then send it direct to the vendor.

- **Title-level holds management** coming soon in the Requests app.

- **Bulk Edit app:** FOLIO's Metadata Management SIG is actively developing a Bulk edit app to manage bulk edit capabilities in the areas of inventory, circulation, users, acquisitions, electronic resource management, Source Record Storage, course reserves, tags, and more. The planned workflow includes identifying which records need to be edited by searching the relevant app and selecting the required records. Edits will then be performed on those records, e.g., adding, removing, or updating data.

- **Preferred name displayed** in Check out and Requests apps.
- **Inventory app**: optimistic locking and support for call number browse.

The FOLIO Library Services Platform solution is a community effort developed with open-source software. With hundreds of libraries from around the world participating at varying levels with the community, FOLIO has been designed and developed by libraries and librarians with the future in mind. FOLIO's development is driven by features that are requested and prioritized by the community.

Through the EBSCO FOLIO Services solution, EBSCO acts as the champion to help push forward enhancement requests to the open-source FOLIO community. EBSCO has a team of community advocates that work closely with the FOLIO community to help manage the product roadmap, which updates as library needs are identified and continue to evolve. EBSCO encourages all interested libraries get involved with FOLIO to ensure their unique vision is heard by the community and considered throughout the development process.

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April 13, 2022 Page 36



Furthermore, for features that are not actively supported or available from the library community, it is possible for customers to build a desired feature directly or by using a third-party development group. As a modern, open-source library system, FOLIO is built on a microservices-based architecture and allows for continuous growth. It provides the library with a unique opportunity to partake in the shaping of the FOLIO platform and to meet the needs of its member libraries.

EBSCO Discovery Service

EBSCO Discovery Service (EDS) is one of the first discovery systems FOLIO was designed to support, serving as a test case by the FOLIO community for building and developing the beta form of FOLIO. As a result, EDS and FOLIO are tightly intertwined and provide dynamic flexibility for both staff and patrons. Together, FOLIO and EDS leverage EBSCO's Knowledge Base, saving libraries valuable time by auto populating titles and coverage for purchases made through EBSCO. The Knowledge Base is closely managed by EBSCO, including coverage calculation, URLs, movement of titles within databases and packages, publisher information and more.

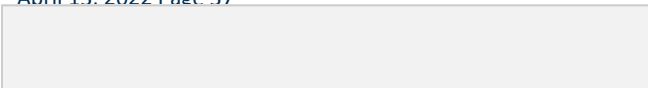
Through a FOLIO-EDS integration, patrons' entire experience will be powered by the FOLIO system in the background. This provides for the dynamic updating of data, information, and content display as managed by the library staff and EBSCO support. Patron empowerment features available through the intuitive EDS interface include, and are not limited to: checkouts, holds, fees, and requests.

The screenshots (below) illustrate some of the features of *EBSCO Discovery Service*, such as search results, item status, requesting functionalities, a personal dashboard feature, project creation, sharing tools and more:



Search result for a physical object, displaying locations, call numbers and statuses in EBSCO Discovery Service.

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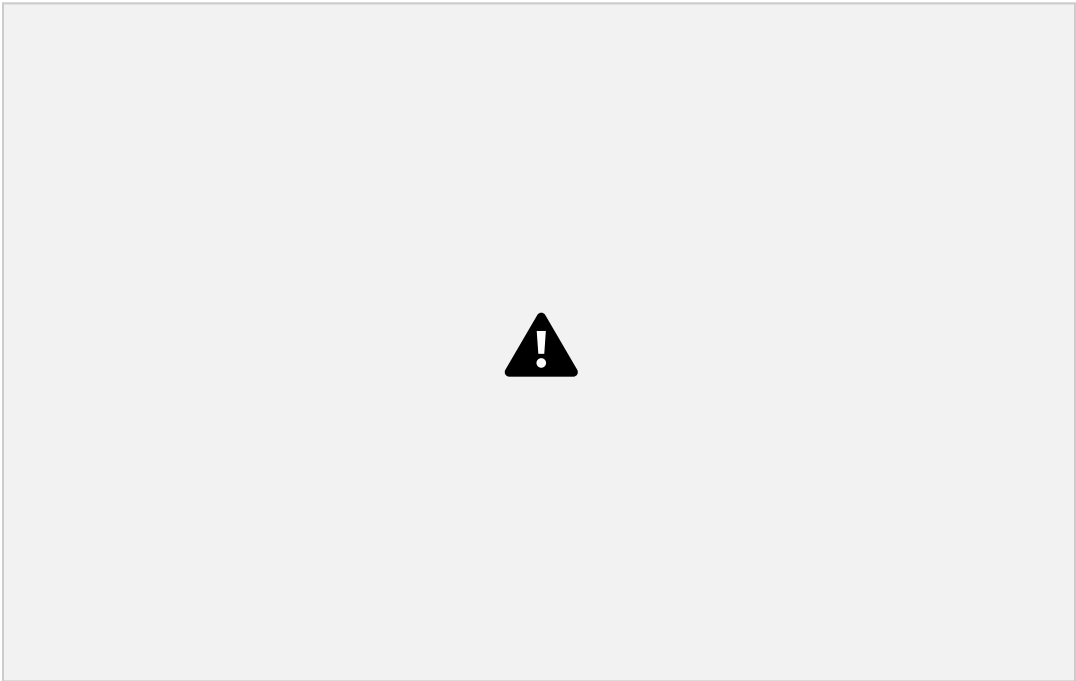
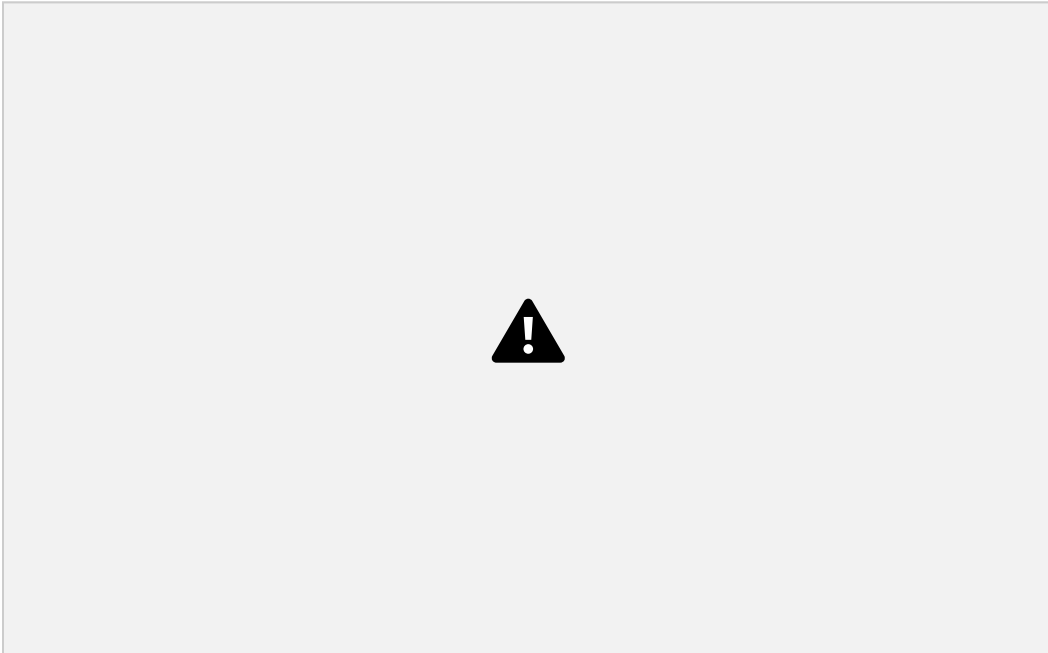


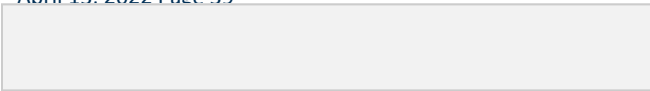


Option to "Place a hold" (lower left) on an item.



Options to choose “The first available copy” or “A specific copy (volume),” to choose a pickup location and to set a hold schedule.



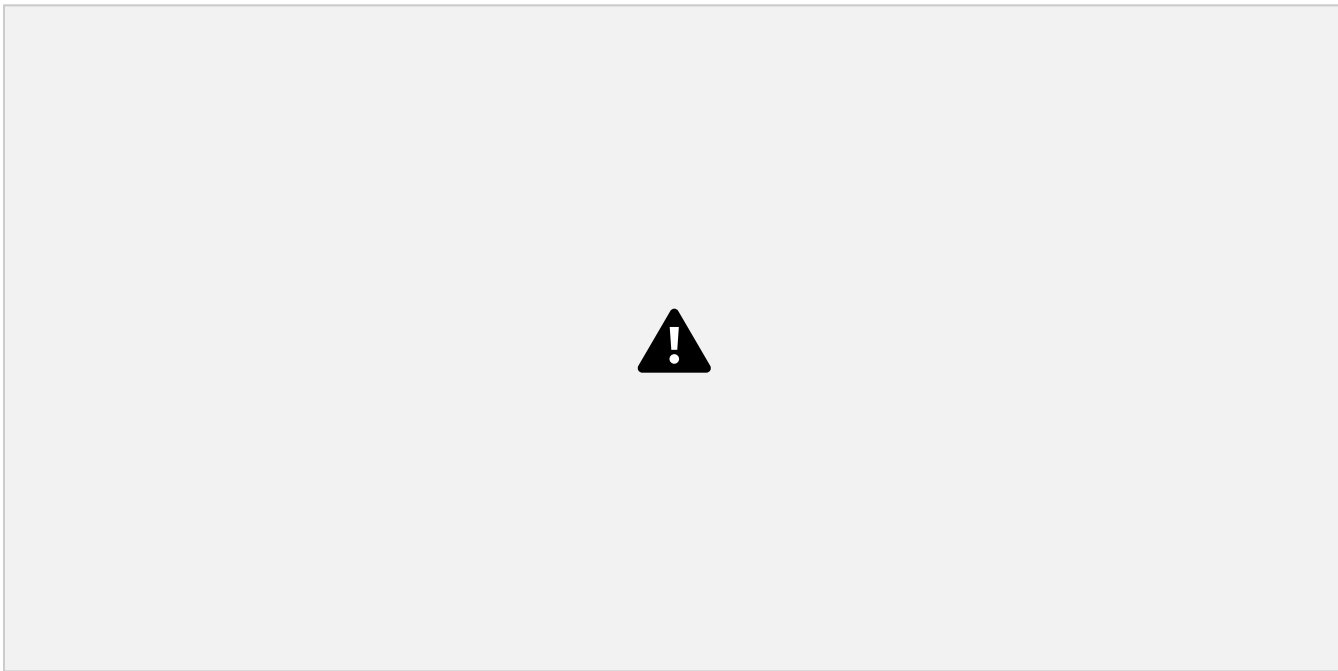






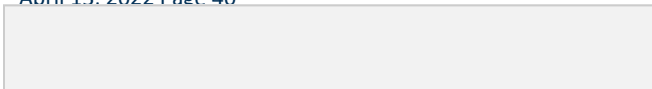
Interlibrary loan request form.



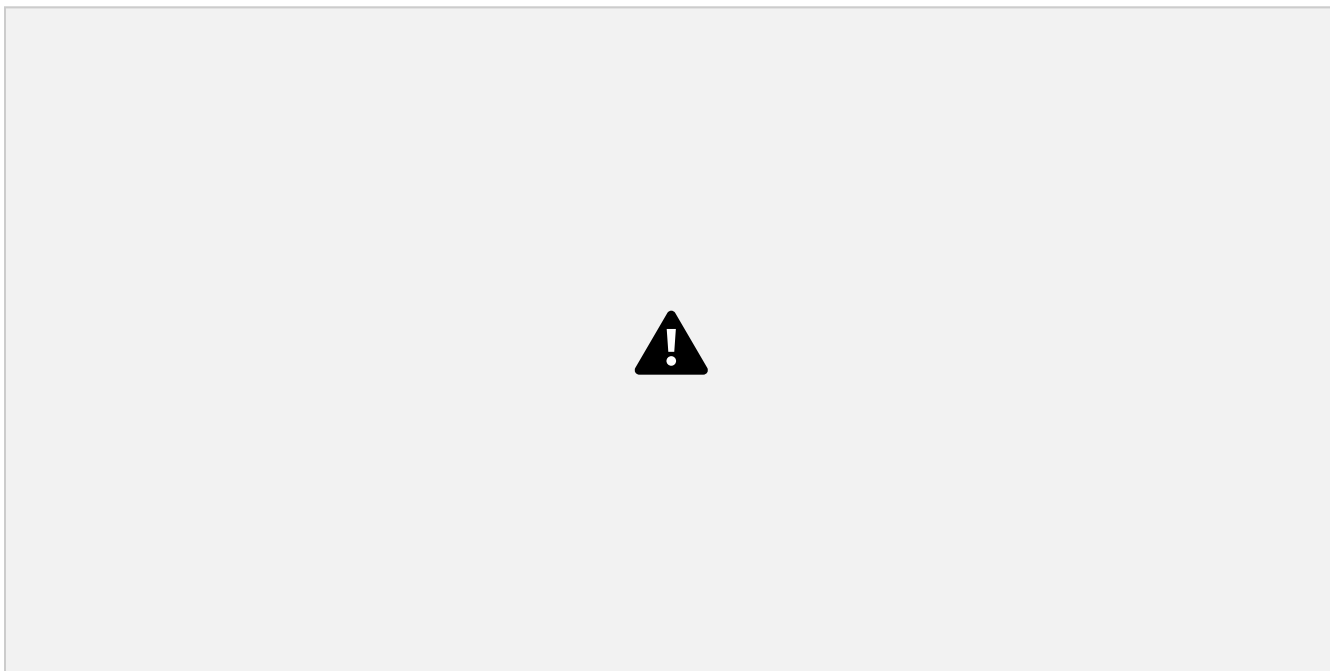


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April 13, 2022 Page 40



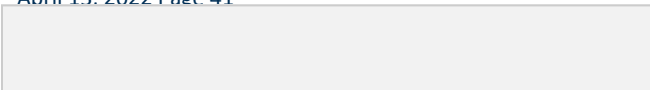
Checkouts and holds in "My dashboard," showing a patron's place in a hold line.

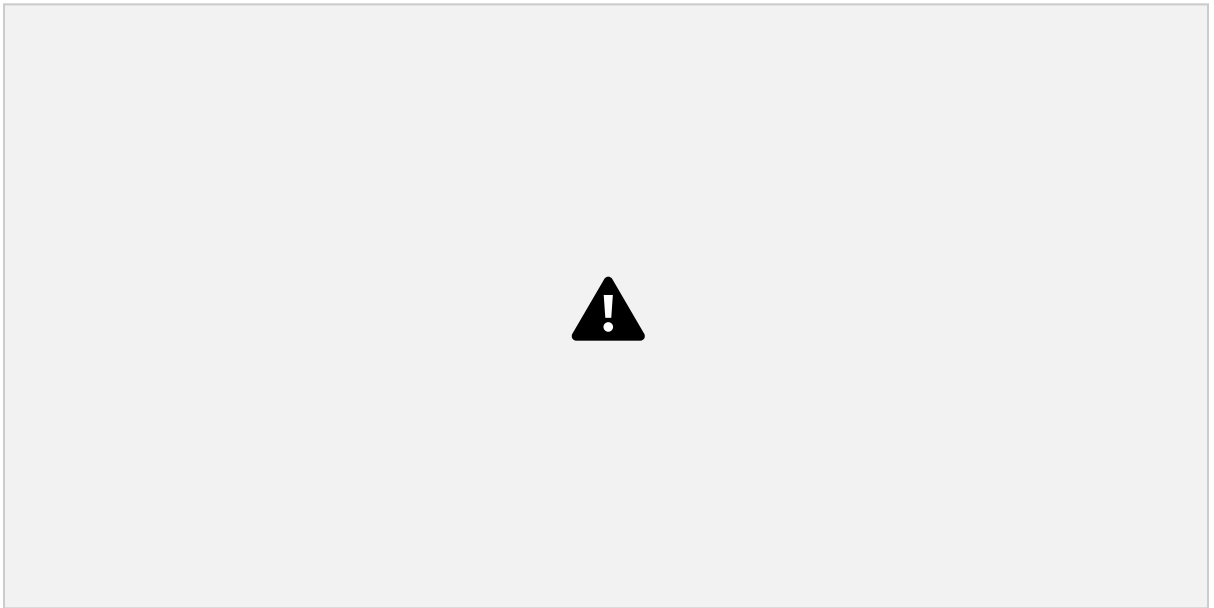




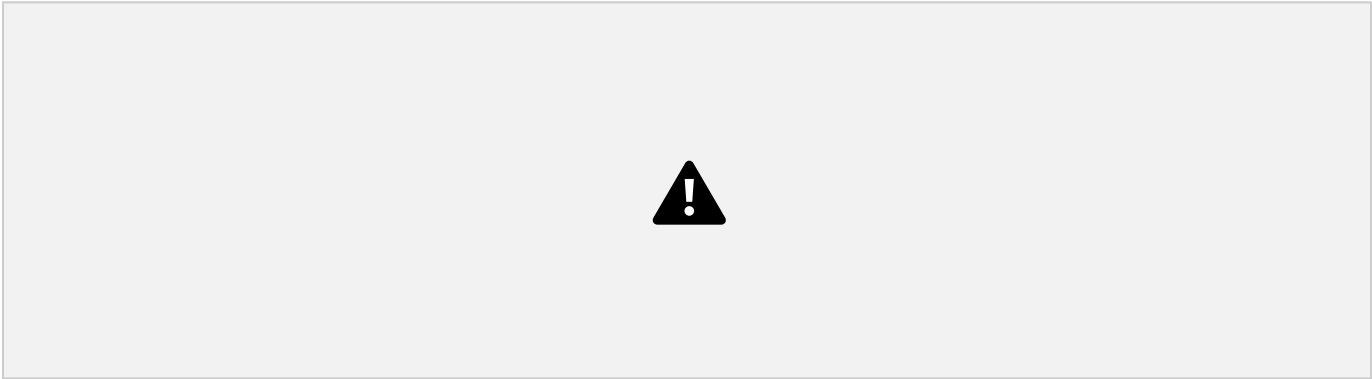
Item status and due date (lower left)



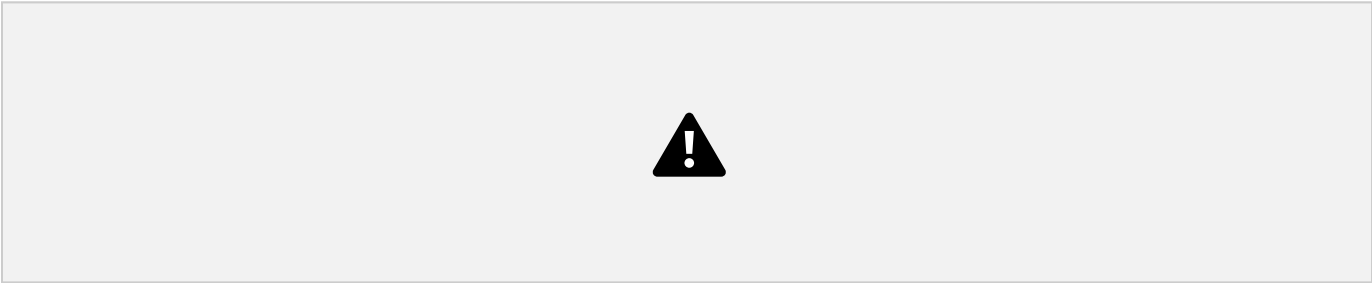




Holds and checkouts, showing place in line and due date of checked out, requested item.



Option to Add an item to a project (upper right).





New project creation capability in My dashboard (lower left).

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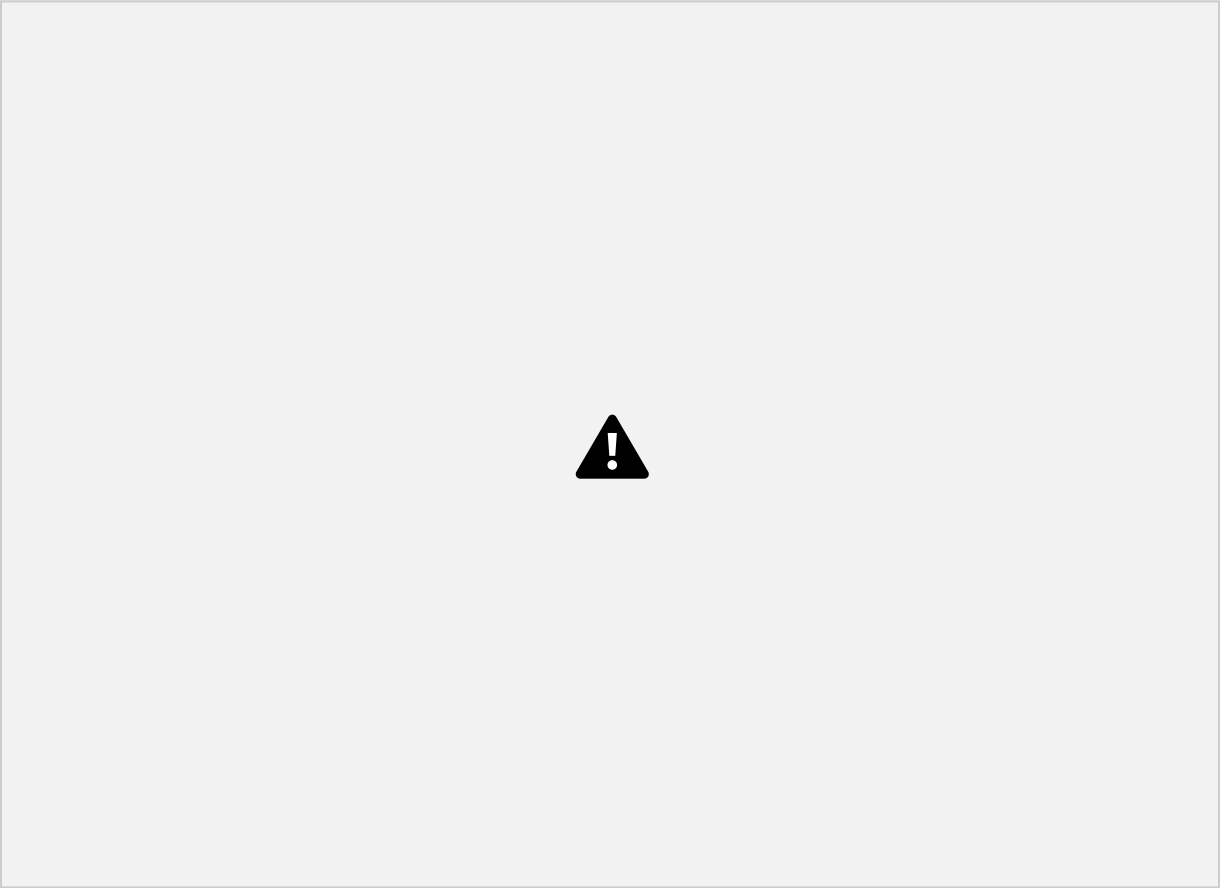
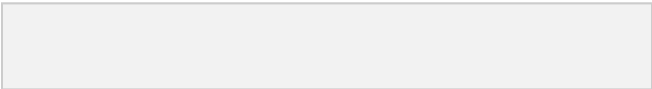
April 13, 2022 Page 42



Patron ability to edit a newly created project.

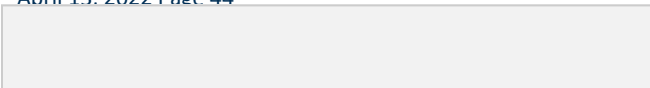


Share option in the Tools section.





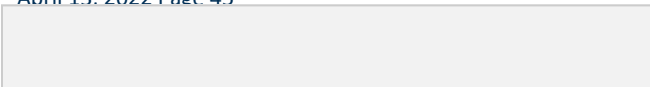
Range of Share options at the item level, including integration with Google Drive, and the ability to generate a specific link.







Email share tool for a monograph. www.ebsco.com







Email share tool for an article – full text can be attached to the email.

EBSCO FOLIO OPAC

EBSCO FOLIO OPAC is an online public access catalog service that supplements the functionality offered by *EBSCO Discovery Service*, providing a robust and comprehensive patron empowerment experience. EBSCO FOLIO OPAC acts as a more “OPAC-like” FOLIO catalog, and fills the void for new FOLIO libraries that lose their legacy online public access catalog.

EBSCO FOLIO OPAC runs on the FOLIO platform, and includes the search API that is based on Elasticsearch, bolstering EDS’s already powerful search algorithm. A service newly developed by EBSCO, EBSCO FOLIO OPAC provides a search and browse experience specifically designed for the library’s catalog managed via FOLIO’s Inventory app. EBSCO FOLIO OPAC utilizes features of the new and improved EDS UX, presenting a seamless experience for patron users between the two interfaces.

EBSCO FOLIO OPAC provides:

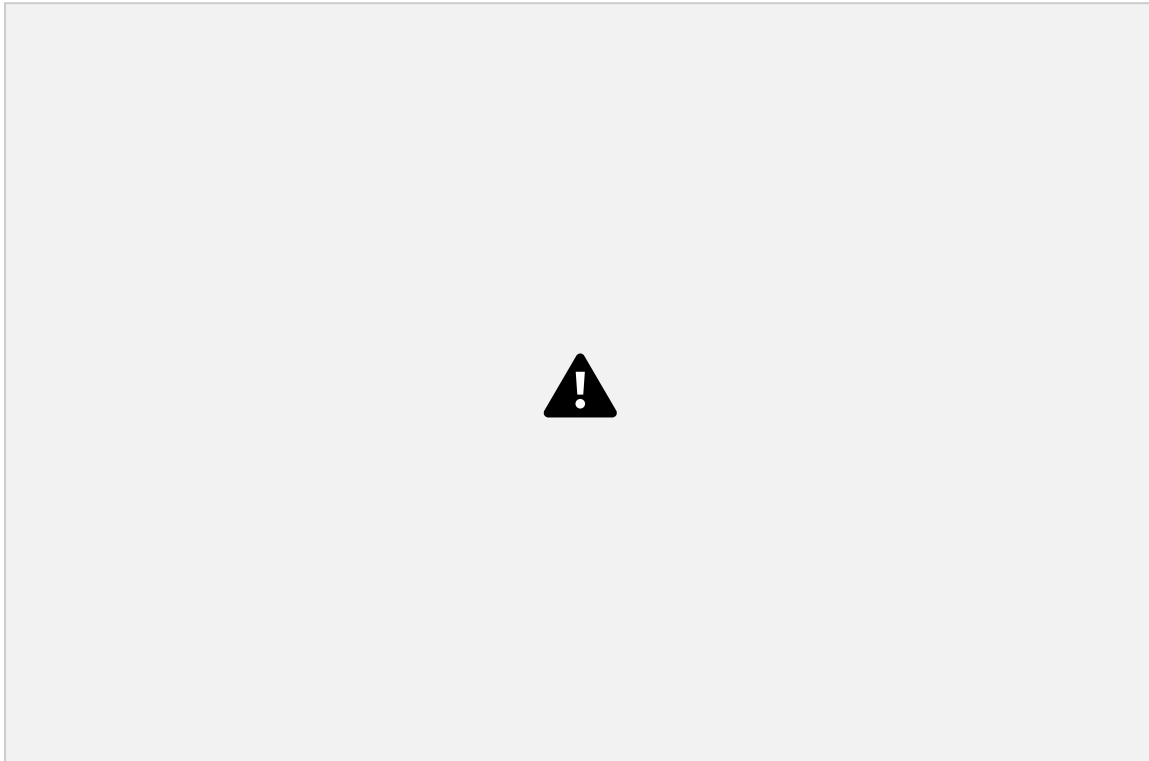
- Direct catalog-specific filters
- Direct, easy-to-navigate results of a library’s catalog (or catalogs, as needed) ○
(whereas EDS covers all aspects of a library’s resources)
- A comprehensive approach to author, subject, and call number browse abilities
- Updates made to the FOLIO catalog will display in or about 30 seconds in EBSCO FOLIO OPAC

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- (unlike EDS, which can take up to 24 hours for changes to display)

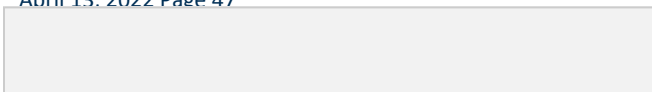
EBSCO FOLIO OPAC offers the customization of labels for various patron actions. It can also have a separately branded discovery interface for libraries. Overall branding options "pull" from the same branding source as EDS.

In addition, EBSCO FOLIO OPAC provides its own public web interface (URL) without needing to go through *EBSCO Discovery Service*. The following screenshots illustrate some of the features available with EBSCO FOLIO OPAC:





Expanded filter, displaying unique collections to search.

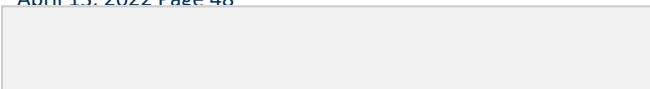




Ability to sort search results by title, author and publication year, and option to limit results by available items.



My bookshelf feature, showing checkouts, overdue items and holds.

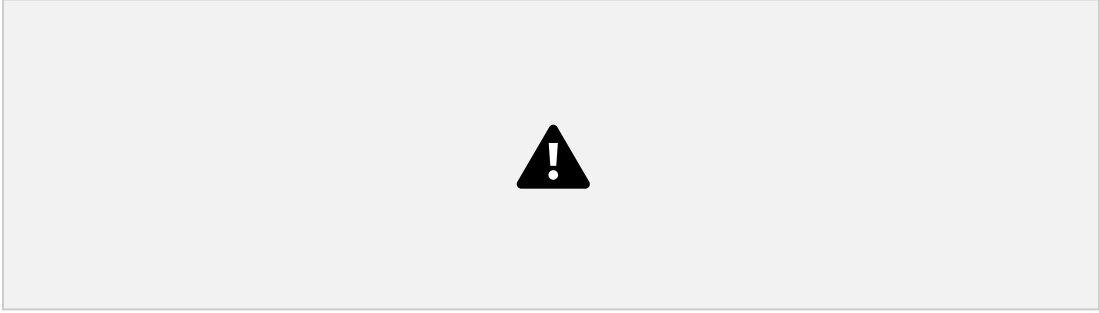
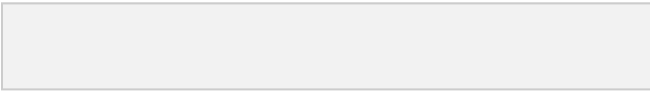




Hold placement patron workflow in EBSCO FOLIO OPAC.



Integration with NoveList for read-alikes and recommendations and browsing capabilities.



The quotation mark and arrow icons enable patrons to cite, share, save and print search

