



OCLC Response
University of Maine System
Integrated Library Systems (ILS)
RFI #2022-060

April 13, 2022

Jason O'Connor
OCLC Library Services Consultant
800-848-5878
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April 13, 2022

Robin Cyr
Senior Strategic Sourcing Manager (SSM)
University Services: Strategic Procurement
University of Maine at Augusta
Robinson Hall
Augusta, ME, 04330

Dear Robin:

Thank you for inviting OCLC to respond to the University of Maine System Office of Strategic

Procurement Request for Information (RFI) #2022-060 for an Integrated Library System (ILS).

In your RFI, you request details on ILS developments so you can better understand new benefits and advancements that will support the University of Maine academic libraries, the State Library, and the major Maine public libraries. We understand that you are specifically interested in learning more about the end-user experience. To fulfill your vision, OCLC is proposing a solution that leverages the extensive contributions Maine libraries have made to the OCLC cooperative, while ensuring that the specific needs of each type of library—academic, state, and public—are met.

Beginning more than a decade ago, OCLC entered and radically disrupted a stagnant library systems market by using WorldCat data as the foundation for a complete library management system, enhancing the way libraries undertake workflows and the way library patrons search, find, and request information. During this time, OCLC also introduced the first library community engagement system, transforming the way public libraries engage with their communities.

Your RFI requests a solution that will surpass the needs of the libraries that participate in URSUS. The OCLC solution will align with the unique workflows of all three library types. The complete solution will include:

- For academics:
 - WorldShare® Management Services (WMS) is a complete cloud-based library management platform that supports your strategic priorities with actionable data and an experience designed with the user in mind. You save time and money with efficient management of physical and electronic resources within the industry's most secure and available platform, connecting you to the world's largest database of library content.
- For the State Library and public libraries:
 - OCLC Wise is the first U.S. community engagement system built around the user rather than the record, transforming how a public library engages with increasingly diverse communities, individuals, staff, and materials. Our fully integrated solution goes beyond the traditional ILS to offer a true community engagement platform. Wise is engineered to elevate public library experiences, both those of the library user and for your dedicated staff who engage with your users every day.

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The proposed solutions will enable maximum workflow efficiency through thoughtful design and tailored implementation for each URSUS library and provide a common discovery-to-delivery experience for the library user, no matter which of your libraries they visit.

- Discovery
 - WorldCat Discovery Premium helps people navigate their research journeys to find and get resources from your library and libraries worldwide. The service balances technical advances and ongoing research with extensive user input and testing to keep pace with your libraries' changing needs and your users' high expectations.
- Delivery:
 - Integration with the MaineCat INN-Reach system.
 - OCLC group resource sharing solution: For the past 40+ years, OCLC has managed the largest resource sharing network in the world. Now, we are bringing together consortial borrowing and interlibrary loans—integrated across print, digital, and electronic resources—to provide a seamless research and information access experience.

OCLC solutions evolve with the feedback from our network of libraries worldwide. Through this partnership with OCLC, you will play a key role in advancing the development of WMS, Wise, and the OCLC group resource sharing solution to meet the needs of your libraries and users today and into the future.

We appreciate the opportunity to broaden our relationship with the University of Maine System. We look forward to working closely with your team to ensure that your libraries and users have access to the resources and knowledge necessary for success. Please contact your Strategic Account Manager, Jason O'Connor, occonnorj@oclc.org, or 800-848-5878 with questions or additional instructions.

Sincerely,



Bruce A. Crocco
Vice President, Library Services for the Americas

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Executive Summary

Summary of WorldShare Management Services (WMS)

OCLC's WorldShare® Management Services (WMS) is a complete cloud-based library services platform that uses state-of-the-art technology to support library priorities with actionable data, a user-focused experience, and an API-first framework that connects libraries to institutional systems.

WMS provides all the services your academic libraries require in an integrated system that puts the user at the center of all it does, maximizing staff productivity and patron success. WMS is different in the following ways:

- **Extension of current library and consortium workflows, not reinvention:** WMS is a fully integrated library platform designed to meet the ever-changing needs of today's libraries like those belonging to University of Maine System. WMS is flexible to adapt to the needs of all sizes of libraries. Using WMS is simply an extension of tools many of your libraries successfully use today, including OCLC Cataloging, WorldShare ILL, and FirstSearch. It is a natural transition for your academic librarians to move to WMS for your ILS needs.
- **Configurability and flexibility:** A flexible library services platform, WMS is built to meet the evolving needs of library groups like yours, enabling your libraries to manage your growing collections. Because of WMS' configurability options, changes that will occur with your libraries' operations in the future will be easy to quickly address in WMS. With the flexibility of WMS, your academic libraries can showcase your unique resources while leveraging the strengths of working together as a group.
- **Content neutrality:** The library systems market that OCLC disrupted with WMS has since seen solutions emerge from content companies. These for-profit companies prioritize their own content agreements, which ultimately require end-users to use multiple different library services' interfaces. As the only non-profit, cooperative solution provider, OCLC has no content-related interests, allowing us to build both the broadest network of electronic content metadata AND unparalleled partnerships to make open access material available for library collections. This enables OCLC to work upstream of the proprietary content conflicts of our competitors.

Summary of Wise

OCLC Wise, the first U.S. community engagement system, combines the power of customer relationship management, a communication suite (including marketing), a smart collection analysis and recommendation engine, analytics, and user-generated content all within the features of a library management solution. This transformative community engagement system empowers libraries to strengthen current customer relationships, build new connections with the wider community, and better meet changing community needs.

In addition to the traditional ILS functions, Wise offers new capabilities not available in other integrated systems, such as:

- Customer relationship management •
- Patron engagement
- Marketing and communications •
- Collection management
- Collection development • Discovery
- Event/program registration

OCLC has invested heavily in bringing Wise to U.S. public libraries and we are deeply committed to its growth. To that end, we are intentionally selective about our Wise partners. OCLC is partnering with libraries that are focused on advancing services beyond ILS management. Wise relationships are built by working together to ensure we are aligned in our future vision and the services you want to provide. Working in partnership, we can elevate library services in new ways that will engage and delight your community and make a greater impact. We feel strongly that the Maine public libraries are a match for this unique journey. Together, we can make a tremendous difference for your community and U.S. public libraries.

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Summary of WorldShare Resource Sharing for Groups

WorldShare Resource Sharing for Groups builds on OCLC's 40+ years providing and maintaining the largest resource sharing network in the world. It brings together the efficiencies of consortia borrowing and reach of a global interlibrary loan network. The solution is integrated with print, digital, and electronic resources to provide a seamless research and information access experience.

OCLC is introducing WorldShare Resource Sharing for Groups to optimize the delivery of all resources, while bridging the gap between traditional consortia borrowing and interlibrary loan. This new cloud based service will provide an exceptional user experience, incorporate all material formats in requesting, improve turnaround times and fill rates, provide time savings through automation, and increase workflow efficiencies for ILL professionals.

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2.2.1 Section 1 - Response Cover Page

Attached is our completed Appendix A - University of Maine System Response Cover Page and Appendix B – Debarment, Performance and Non-Collusion Certification.

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2.2.1.1 Section 1 – UMS Response Cover Page

2.2.1.2 Appendix A – University of Maine System Response Cover Page

RFI # 2022-060
ILS

Organization Name:	OCLC, Inc.
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Chief Executive – Name/Title:	Skip Prichard, President and Chief Executive Officer
Telephone:	800-848-5878
Fax:	614-764-6096
Email:	oclc@oclc.org
Headquarters Street Address:	6565 Kilgour Place
Headquarters City/State/Zip:	Dublin, OH 43017
Lead Point of Contact for Quote – Name/Title:	Jason O’Connor, Library Services Consultant
Telephone:	740-919-7481
Fax:	614-764-6307
Email:	occonnorj@oclc.org
Street Address:	6565 Kilgour Place
City/State/Zip:	Dublin, OH 43017

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 13, 2022

Bruce A. Crocco, Vice
President
(Printed) Authorized Signature

Name and Title

2.2.1.3 Appendix B - Debarment, Performance and Non-Collusion Certification

University of Maine System
DEBARMENT, PERFORMANCE and NON-COLLUSION CERTIFICATION
RFI # 2022-060
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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 13, 2022



Bruce A. Crocco, Vice
President

Authorized Signature

Name and Title (Printed)

Attached is our response to Appendix C – Organization Reference Form; Appendix D – Organization, Qualifications and Experience; and Appendix E – Implementation Questions.

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2.2.2.1 - Section 2 – Response to Evaluation Questions & Related Information

2.2.2.2 Appendix C - Organization Reference Form

Respondent's Organization Name: OCLC, Inc.

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	HELIN (The Higher Education Library Information Network)
Contact Name	Dawn Emsellem-Wichowski
Contact Title	Director of Library Services; Chair of the HELIN Library Consortium
Contact Phone Number	401-341-2336
Contact eMail Address	dawn.emsellem@salve.edu
Relationship Length	Go-Live: 1/2/2017

REFERENCE #2	
Institution/Company Name	LIBROS Consortium
Contact Name	Laura Soito
Contact Title	Associate Professor, Director of Collections and LIBROS Consortium Services
Contact Phone Number	505-277-4760
Contact eMail Address	lsoito@unm.edu
Relationship Length	Go-Live: 1/6/2015

REFERENCE #3	
Institution/Company Name	University of Central Arkansas
Contact Name	Dean Covington
Contact Title	Director of the Library
Contact Phone Number	501-450-5202
Contact eMail Address	deancovington@uca.edu
Relationship Length	Go Live: 1/21/2021

REFERENCE #4	
Institution/Company Name	Allen County Public Library
Contact Name	Mike Ashby
Contact Title	User Experience Manager
Contact Phone Number	260-421-1241
Contact eMail Address	mashby@acpl.lib.in.us
Relationship Length	Go-Live: 11/11/2019

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REFERENCE #5	
Institution/Company Name	Anythink Libraries (Rangeview Library District)
Contact Name	Logan MacDonald
Contact Title	Dir. of Products & Technology
Contact Phone Number	303-405-3293
Contact eMail Address	lmacdonald@anythinklibraries.org
Relationship Length	Go-Live: 7/13/2020

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2.2.2.3 Appendix D – Organization, Qualifications and Experience Respondent's

Organization Name: OCLC, Inc.

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?**

OCLC, Inc. (OCLC) is a global library organization that provides shared technology services, original research, and community programs for its membership and the library community at large. We are librarians, technologists, researchers, pioneers, leaders, and learners. With thousands of library members in more than 100 countries, we come together as OCLC to make information more accessible and more useful.

OCLC has approximately 1,300 employees with 37 office locations worldwide. We have been in business 54 years overall. OCLC has provided our WorldShare® Management Services (WMS) solution for the past 11 years, while Wise has been offered for the last 4 years in the U.S. and for 9 years in EMEA under the name bicatWise.

On 1 July 2020, OCLC acquired Capira Technologies, which develops customized mobile library apps with an intuitive patron experience. This acquisition added software and mobile app solutions to the OCLC line of products that create a digital extension of the library with new ways to engage.

OCLC is a private 501(c)(3) non-profit corporation.

- 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.**

Contractors will not be used.

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

OCLC has had 18 WMS contracts terminated in the last three years, which is under 2.5% of the WMS customer base, and no Wise contracts terminated. The termination provisions in our agreements allow our customers to terminate a contract at will at the end of their subscription period, which are typically one- to five-year periods. Some of our contracts also allow customers to terminate for lack of appropriations or any other reasons at any time during the subscription period. However, while OCLC customers have ended agreements over the past three years, none of those agreements were ended for cause.

2.2.2.4 Appendix E – Implementation Questions

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.**

Strategy - - OCLC is offering a solution for the University of Maine System that includes two services: WorldShare® Management Services (WMS) for the academic libraries and Wise for the public libraries. We have outlined the approach for both system implementations below.

OCLC will assign an overall Manager to oversee the entire project for both academics and publics. In addition, an Implementation Project Manager will lead the WMS implementation process for the academic libraries, and another Implementation Manager will lead the Wise implementation process for the public libraries.

This approach will provide the expertise needed from the overall Manager to focus on the unique requirements of each implementation as well as the solution-specific knowledge of the individual WMS and Wise Implementation Managers.

Experience – OCLC has successfully implemented our platforms with thousands of libraries around the world meeting the specific needs of public, government, academic, research libraries and diverse library consortia serving millions of patrons and staff every day.

Our Implementation Project Managers are experienced librarians who work daily with libraries to implement OCLC products and services. Implementation personnel have an average of 15 - 20 years of experience working in or with libraries, and all have MLS degrees. This experience coupled with robust tools and implementation project planning have allowed us to complete successful migrations from single libraries to large systems with multiple locations.

Your Implementation Project Manager will coordinate across OCLC teams. For example, your

Implementation Project manager will work closely with OCLC Data Specialists. OCLC Data Specialists have many years of experience in data analysis and processing. OCLC Data Specialists have handled data migrations for hundreds of libraries around the globe. In addition, key executives will be available to offer any support necessary to ensure your project is completed to your satisfaction.

OCLC's experience and scale mean you never have to worry about implementation delays. Marshall Breeding has given OCLC Support a #1 rating for five consecutive years.

Implementation – We offer a unique approach in which your group's libraries will implement WMS together with a shared curriculum. This model provides a fast, cost-effective, and collaborative implementation. It enables your library staff members to learn from one another and from OCLC experts. OCLC's dedicated, experienced staff will guide you step-by-step through your WMS implementation. A sample Implementation Plan for both WMS and Wise is provided in Attachment 1, providing more information regarding the major steps involved.

OCLC Implementations are typically seen as more straightforward than those for traditional ILSs. We expect the entire implementation process to take approximately 9-12 months once the project has started. It may be possible to do this faster if needed.

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The six main phases of implementation include:

- **Initiate** - Welcome and Initial Planning; Scope and Timeline are established •
- **Prepare** - Data Migration Planning; On-Boarding; Training & Configuration •
- **Migrate and Verify** - Data Migration
- **Train**
- **Deploy** - Go Live
- **Transition to Support**

Training – Training approaches for WMS and Wise are outlined below.

WMS

The OCLC Implementation Project Manager will lead an introductory session for each system. This is intended to familiarize library staff with the basic functions and setup of each module. The goal is to establish a foundation on which we will make initial configuration settings and plan new workflows.

Staff training on WMS is offered as a blend of live, recorded, and self-paced options to provide flexibility of viewing and attendance. See Attachment 2 for a list of sample courses. Training delivery methods include:

- Live, online instructor-led training (1-2-hour classes)
- Short video tutorials (5-15 minutes) on specific topics and workflows
- Self-paced exercises and guides

Regularly scheduled live classes are available for repeat attendance as class size allows, and recordings of all live training options are always available for repeat viewing. Training handouts and exercises are provided to staff who register for our free, instructor-led, live online training classes and are also available to all staff on our Support site. Training materials are provided at no additional cost, and staff can incorporate the information into local training materials. In addition, staff will have access to the online WMS Community Center, where they can find self-support materials like documentation, guides, and self-paced tutorials.

Full documentation and sample training guides can be found on the OCLC Support site: at <https://help.oclc.org> and <https://help.oclc.org/Training>.

Training and Consulting Options

- On-site training may be optionally available for a fee. On-site training delivery depends on travel restrictions related to COVID-19 and availability of staff.
- OCLC also offers optional Workflow Consulting (at an additional cost) with WMS, which helps you redefine staff roles and priorities in the context of your new system. An OCLC Consultant will work closely with you and your staff to assess current workflows and to formulate new workflows that maximize their skills. At the end of the process, your staff will have new, streamlined workflows that leverage WMS's efficiencies. Staff will gain confidence in their new workflows and an understanding of how each WMS application, workflow, and staff member contributes to the smooth operation of your library and the best experience for your users.

Wise

OCLC delivers a multi-faceted approach to training for Wise, preparing your staff to focus on key concepts and build system confidence as you prepare to go live with the Wise system. OCLC provides train-the-trainer support for your library staff throughout the implementation process. Train-the-trainer sessions will be scheduled in advance of go-live and may be provided for up to 20 local staff. Train-the-trainer sessions are designed to equip your staff with the functional knowledge and

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materials required to support effective use of the Wise system. Training timelines are selected to support the availability of the library's own Wise instance to practice and review workflows, reinforcing skills developed through training.

Train-the-trainer sessions are offered as live, online, instructor-led classes and question-and-answer sessions, concentrated on scenarios that library staff will execute in their day-to-day use of the Wise system. See Attachment 2 for a list of sample courses.

Content will include the materials staff may use to support their local delivery of staff training, including (but not limited to) training handouts, slide presentations, and learning exercises and polls.

A typical Wise train-the-trainer program would include 3-4 weeks of train-the-trainer sessions in preparation for locally led staff training. OCLC Trainers will help local trainers to anticipate likely questions from staff and may also provide online support and assistance with Q&A during the library's locally led staff trainings.

Training Option

On-site training may be optionally available for a fee. On-site training delivery depends on travel restrictions related to COVID-19 and availability of staff.

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.

Our goal is to get you up and running with OCLC services as fast and stress-free as possible. Your journey involves defining what success means to you and your team and ensuring all aspects of the process bring benefits across your organization. We are curious and excited about your unique goals, strategy, and community—and we are experts at mapping them to your mission and the implementation plan. Our approach is collaborative, and every step is designed to prompt inspirational moments that influence your library beyond your OCLC services.

When your order is received, your implementation begins with an implementation kick-off and planning session, which occurs about 2 days after contract execution. Together we will define your timeframe and describe the implementation process and the critical success factors for your libraries.

Major activities include:

- Discuss goals and timelines including platform rollout and integration points
- Review project tools and information sources

- Establish next steps and deliverables

We will collaborate with your group implementation team(s) to personalize and deliver migration and on-boarding objectives, including:

- Define data migration requirements
- Learn and implement new, efficient, and effective workflows
- Establish optimal system configurations and customizations

The Implementation Manager will work in close collaboration with your team to establish a clear timeline and a set of deliverables required for successful implementation. The Implementation Manager will use various ways of communicating library staff to ensure timely delivery of information regarding deliverables and deadlines, including the following tools:

- Email communications
- Scope Statement, which includes Data Migration requirements and the deliverables calendar •

Periodic project status updates

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- Scheduling meetings with the library to facilitate project plan review and deadlines, such as data delivery and go-live tasks
- Q&A Sessions with the key library representatives.
- Weekly implementation sessions with the implementation team

The Implementation Manager can also accommodate and utilize several project management tools, as well as communication paths, depending on the preference of the library and consortium. We have utilized tools such as MS Project, Sharepoint, and Dropbox, etc., with libraries for project management and sharing of files during a WMS implementation.

OCLC will conduct in-depth surveys and analyses of the library's operational workflows, policies, practices, and data very early in the implementation process to configure a library's initial Wise instance. During cycles of data migration, library testing, and reconfigurations of that initial instance, library administrative staff receive full access and skills training by OCLC to continue modifying the system, on its own.

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 the our Project Manager.

OCLC will assign an overall Manager to oversee the entire project for both academics and publics. In addition, an Implementation Manager will lead the WMS implementation process for the academic libraries, and another Implementation Manager will lead the Wise implementation process for the public libraries.

This approach will provide the expertise needed from the overall Manager to focus on the unique requirements of each implementation as well as the solution-specific knowledge of the individual WMS and Wise Implementation Managers.

Once implementation is complete, staff will have access to our Customer Support services. We also can assign a "Customer Success Manager" to continue following up with you and serve as your first place to go to for questions that might seem outside of the Customer Support realm, accelerate some demands or anything else related to customer support/implementation.

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.

In our experience, implementing library groups similar to yours takes approximately 9-12 months from scheduled start to your "go live" date. We have provided sample implementation plans for both WMS and Wise in Attachment 1.

2.2.3 Section 3 – Response Materials

Attached is related information we have provided for our RFI response.

2.2.3.1 Section 3 – Related Information

2.2.3.2 Respondent Materials

Below we describe how OCLC and our proposed solutions meet the “Key Objectives” listed in Section 1.1.4 of the RFI.

Key Objectives

- **Developments of ILS solutions that will function well for the University of Maine System**

academic libraries and for the State Library and major public libraries. This could be done by
o A consortium of all libraries (public and academic) under one ILS
o Two consortia, one for public and one for academic libraries under two systems

OCLC is providing a solution that will surpass the needs of the libraries that participate in URSUS. The OCLC solution will align with the unique workflows of all library types in the University of Maine System. The complete integrated solution will include:

- **For Academic Libraries** – We are proposing OCLC WorldShare® Management Services (WMS), a complete, cloud-based library management platform designed around the user. Streamlined workflows help you save time and money, allowing staff to manage all of your libraries' resources, leveraging WorldCat, the world's largest database of library content. WMS supports your strategic priorities and decision making by providing actionable data that is easy to obtain and use. WMS also provides peace of mind, as it is provided on the industry's most secure and available platform.
- **For the State Library, State Law and Legislative Library, and Public Libraries** – We are proposing OCLC Wise, a true community engagement platform. Wise is the first U.S. community engagement system built around users, not records, to help public libraries enhance their interactions with increasingly diverse communities, individuals, staff, and materials. It is fully integrated and engineered to elevate public library experiences beyond the traditional ILS, for both the library user and for your dedicated staff who engage with your users every day.

Although we will implement two systems, the solution will enable maximum workflow efficiency through thoughtful design and tailored implementation for each URSUS library and provide a common discovery-to-delivery experience for the library user, no matter which of your libraries they visit.

Both WMS and Wise will provide participating libraries with:

- **Content Neutrality** - Unlike other providers, OCLC does not offer content. Therefore, we are uniquely vendor-neutral, allowing us to offer e-resources from providers that other vendors contractually cannot. OCLC includes metadata from all major content providers such as EBSCO, ProQuest, Gale, Elsevier, Springer, and others side-by-side in our central index.
- **Magnify potential with better group collaboration** - Group functionality is so much more than shared resources. Without changing interfaces, users can find and request items held in your library or in your group. And, for WMS, circulation is streamlined through shared holds fulfillment and visibility into patron files, all without sacrificing local control of circulation policies and practices.
- **Refocus workflows for greater efficiency** – OCLC applications are built for efficiency. Workflows for academic libraries are up to four times more efficient than legacy systems or other cloud platforms. It is easy to identify, acquire, describe, and give users the electronic and print resources they want. And with interwoven WorldCat data, both staff and users benefit from decreased processing time.
- **Prove value with actionable data** - The right data is critical. As a fully integrated platform, OCLC delivers relevant information from all departments in formats you prefer. And there is no

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need for programming expertise. Custom reports, visualizations, and the ability to evaluate collection holdings can help drive key decisions across the library and support your important role in your users' success.

- **Diversity/Equity/Inclusion** – Many of our customers and partners are engaged in initiatives for the betterment of their communities and users. We are on a similar path and will use our platform and resources to support, elevate, and amplify that work. One of those projects focuses on where insensitive terminology appears and how we can remove it.

When updating WorldCat® records, we prioritize controlled headings changes related to equity issues, so that new terms appear in library catalogs quickly. We are working to provide more options for local controlled vocabulary features and including more culturally specific subject headings in WorldCat, allowing for Indigenous content to be described using appropriate cultural contexts. Efforts are underway to add similar functionality to other cataloging and discovery

services. For example, an option to display replacement terms in WorldCat Discovery results is in development and will be made available in the near future.

We are also working on eradicating insensitive terminology from services, product documentation, marketing collateral, and public web pages. For example, we now refer to “WorldCat records,” “digital originals,” and “base sets.” We are auditing other systems and terminology to ensure appropriate descriptions are reflected.

- **Separate financial organization structure** - Consortia can create individual budgets for each library organization, so each library can have its own budget and funds available for use in acquisitions and store (point-of-sale) sales.
- **Institutional Configuration** - Both WMS and Wise allow each library organization to have its own rules, locations, customer types, etc. In a consortium environment, various rules and patron types can also be configured for continuity between libraries.
- **Analytics** - WMS and Wise provide a suite of standard reports at no additional cost. The standard reports for each module are templates with many data elements and filters to produce a wide variety of output. Many modules also have reporting elements built into the interface that let you download relevant information directly for that area.
 - WMS libraires can also create custom reports through the WorldShare Report Designer, which is included with your WMS subscription at no extra cost. The Report Designer affords views of the data from WMS that not only deliver operational information, but also identify trends that help inform data-driven decisions. The Report Designer has features that let you create calculations based on data in the report, sum columns, create totals, and other features that provide additional insights into your data. Several types of charts including line, bar, pie, donut, heat maps, and more can be used to quickly convey important information visually. Dashboards for Circulation and Acquisitions provide “at a glance” views of activity at your institutions.
 - Wise libraries can run reports for its own branches and for other branches (with appropriate permission), giving you the power to compare usage with your peers within the consortium. Among other things, this enables you to see what initiatives, from collection development to events, are successful at other libraries in the consortium, helping your library develop new programs and ideas that will resonate well with your communities.
- Applications to streamline specific library workflows:
 - **Digby (WMS)** – Digby is a downloadable application for mobile devices that allows staff, including student workers, to use the cameras on their mobile devices to scan barcodes of items used in-house, capturing those statistics, and streamlining the re-shelving process. It is included at no extra cost.
 - **CapiraMobile** – CapiraMobile connects Wise and WMS library users you want to reach, providing a virtual extension of the great on-site service you already provide. This

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customizable app lets users engage with your library and learn about events, services, and resources conveniently through their phones. You can send notifications about new programs and promotions, let them search your catalog, and support self-checkout and digital library cards.

- **Developments of ILS solutions that are responsive to customer needs and requirements, both at the local library and the consortium levels**

OCLC considers all input regarding our product development. Ultimately, our vision is heavily influenced by our libraries, who work with us to identify improvements and new feature ideas, generate requirements, and prioritize development efforts, and we look forward to adapting our existing plan to deliver that vision together. For example, see our latest WMS roadmap in Attachment 3.

We release new functions quarterly, so libraries are always aware of what is planned for the next two quarterly releases. Beyond this, they have access to planned development not yet scheduled for a specific release.

To gather feedback, OCLC fosters both online and in-person user communities.

- **Online Communities**

- **Community Centers** - Our password-access online Community Centers for WMS and Wise includes discussion lists enabling users to communicate with each other or with OCLC staff about products. OCLC staff monitors this site to identify feedback regarding our services.

- **Developer Network** – The OCLC Developer Network is a community of developers collaborating in a “sandbox” environment to propose, discuss and test OCLC Web Services. OCLC staff supporting the Developer Network also hold virtual “Office Hours,” during which participants can chat online with OCLC staff, ask questions, get help, and generally discuss the WorldShare Platform, app ideas, APIs, and Web Services, coding, or library-developer related topics.

- **User Communities** - OCLC meets regularly with user groups and advisory committees to seek input on current and future capabilities. Likewise, the structure of OCLC supports and encourages ongoing feedback and participation among the libraries we serve. Our user communities are library-driven and governed organizations with support from OCLC staff and infrastructure. The communities meet virtually and in person, 3-4 times per year.

OCLC also conducts mashathons that gather developers, project managers, and idea generators from the library community and beyond to brainstorm and create code mashups with local systems and other OCLC Web services.

- **Developments of ILS solutions that are future thinking for evolving solutions, improvements, and other transformations**

OCLC has been focused on research since the 1970s. We conduct research in many areas that help institutions stay ahead of their most pressing challenges. In 1978, OCLC created a Research office to investigate trends in technology and library practice to identify technological advances that will enhance the value of library services and improve the productivity of librarians and library users. The OCLC Research division continually researches new developments and standards for the library community. This group focuses on participating with research institutions in the development of needed architecture and standards, supporting their adoption and finding appropriate venues for their sustenance. OCLC Research’s objective is to create an efficient environment in support of several ongoing activities. See <https://www.oclc.org/research/home.html> for more information.

Both WMS and Wise are built to support the ever-evolving needs of libraries, staff, end users, and the industry overall. With a document, full suite of APIs, our solution enables libraries to expand functionality without increased effort and integrate in new and exciting ways with multiple systems.

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With an active user community, our customers constantly share best practices, locally developed enhancements and integrations, and expert advice across our many collaboration platforms.

The WMS API-first philosophy means that your developers have access to the same APIs that OCLC developers leverage, and they always are up to date.

All relevant business and data services are available to you through the platforms, which provide open and extensible integration environments through which OCLC presents business- and data-level services that can be used to create and share new applications.

Both WMS and Wise rely on a collaborative relationship with our libraries to provide feedback and input into the development for the services.

Included with the OCLC solution, WorldCat Discovery provides a single search box to identify all the elements of your libraries’ collection, so users no longer need to access or remember multiple systems. WorldCat Discovery allows them to quickly see item availability, access online and licensed content, place holds, review accounts, renew items, and more. Users can find and request items held in your libraries, and circulation is streamlined through shared holds fulfillment and visibility into patron files, all without sacrificing local control of circulation policies and practices and without changing interfaces. Plus, WorldCat Discovery is based on responsive design, with one URL and an interface that automatically formats its screens to fit a patron’s device, including desktop, tablet, or smartphone.

The entire collection of everything the library stewards on the users' behalf is at their fingertips in one, comprehensive interface.

OCLC employs aggressive open access and content efforts to ensure that WorldCat Discovery retains the broadest range of content. WorldCat Discovery has also been rebuilt based on OCLC's "library-on-demand" model, with smart fulfillment designed to ensure the fastest delivery to the user, regardless of discipline, and optimized for USC, local partners, and our unparalleled network of global partners.

To encourage and support this activity, OCLC provides an online Developer Network, an online community that allows developers to collaborate in an online shared environment to propose, discuss, and test OCLC Web Services.

The WMS community is excited to gain access to audience-level holdings to enable multiple levels (i.e., all users, my library users, authenticated users, and my library staff) of record visibility so that libraries can determine their level of sharing across libraries.

The WMS infrastructure also has undergone significant enhancements and has been selected as the management platform of choice for national libraries and large research libraries around the world. Recent enhancements include:

- Increased capacity, strengthened security, and advanced recovery capabilities add to our already robust infrastructure.
- WMS has experienced rapid development—no library system in history has added more adopters as quickly as WMS. Based on input from our libraries, WMS has seen large improvements to the UI and usability; enhancements around automation of acquisitions data and interaction with campus business systems; a revamped user-facing account interface; a new comprehensive sandbox environment; and a re-architecture of our knowledge base, resulting in faster data ingest. For more information, please see our WMS product roadmap in Attachment 3.

OCLC has been an active participant in reviewing and advising on the development of the BIBFRAME standard since its initiation. OCLC remains committed to working with the Library of Congress and the library community to help finalize the BIBFRAME standard, an evolving model to share and connect bibliographic data. As multiple variants continue to evolve, we will continue to evaluate BIBFRAME data to help inform our linked data planning activities with a goal to allow all OCLC members to continue to register their collections in WorldCat.

OCLC worked with the Mellon Foundation to develop linked data entities around creative works and persons is a major step towards a post-MARC infrastructure that will support OCLC solutions,

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including WMS. This infrastructure includes easily accessible authoritative descriptions of works and persons that will be enhanced and managed by OCLC and the library community to:

- Increase connections (context) between library materials and other relevant collections
- Improve efficiency of metadata workflows across collections and material types
- Improve MARC record quality and accuracy
- Ultimately make library materials more connected and discoverable on the web

With Wise, our libraries input continues to shape our vision for the product with a focus on expanding the community engagement capabilities of the system, further enhancing the customer experience, and streamlining library management functions.

The Wise Console is a prime example of this collaboration at work and a key component of future innovation. This new, web-based staff application will reimagine workflows as the premier staff experience and allow libraries to embrace new service models. Our Fall 2021 release included the first deployment of the Console, which focuses on customer management. In 2022 we are focusing on circulation, holds processing, and inventory management, with other domains such as cataloging and acquisitions to follow in 2023. This cadence allows us to incorporate frequent feedback from our libraries and help them transition staff to more dynamic workflows.

Another key innovation is to expand the functionality of our Wise Item Request Manager. In its current form, this tool connects library customers' needs and collection development in ways no

other system can, and it was designed as a launchpad for future improvements. Automation to connect customer requests to acquisitions and ILL processes will streamline the process for staff and customers alike, and both are being explored for potential release in 2022.

The Wise Marketing Workbench represents an enormous growth opportunity for our libraries, as they can finally deliver focused messaging to interested customers based on their interactions with the library. As powerful as this tool is, we have noted several key improvements we would like to pursue, such as expanding the capabilities to include SMS delivery or publish content to various social media platforms. As our libraries ramp up their usage of this tool, we will be prioritizing those improvements against other ideas they surface to refine our 2022 and 2023 releases.

- **Developments of ILS solutions that allow libraries to effectively communicate with their patrons about information beyond simple catalog holdings**

The end-user experience is at the forefront of OCLC development and our library on-demand strategy. We understand that part of the discovery and delivery process for users is effective communication. Both WMS and Wise provide functionality to allow your libraries to effectively communicate with patrons.

WMS

As the first fully integrated library platform designed to meet the changing needs of today's libraries, we have worked with subscribing libraries to enable communication and engagement touchpoints throughout the system. Recently, OCLC has employed machine learning to assist patrons in the discovery to delivery process. Communication tools include, but are not limited to:

- Customizable electronic patron notices that can be sent automatically via email based on predetermined intervals. Each library can customize the text of all notices, using their own subject, opening, and closing text, and data labels.
- APIs that can be integrated with other campus systems to further integrate the library service platform with campus communication systems.
- Ability for faculty to make acquisition recommendations.

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WMS allows indirect communication and engagement by leveraging data. Through the robust analytics tools, staff will have a better understanding of use trends, preferences, and needs to enable better collection development, item placement in the library, and retention.

Wise

Wise combines the power of customer relationship management, marketing, and analytics with ILS functions. This transformative community engagement system, which created the category, empowers libraries to strengthen current customer relationships, build new connections with the wider community, and better meet changing community needs.

In addition to the traditional ILS functions, Wise offers new communication and engagement capabilities not available in other systems:

- Customer relationship management
- Patron engagement
- Marketing and communications
- Events/program registration

Getting the right message to the right person is as easy as dragging and dropping data components. Libraries can create automated or ad hoc campaigns that are activated by various system triggers (e.g., new registration, lapsed registration, new title acquisitions, and interest-based programming) or by matching target audiences to a variety of data points, such as age, borrowing history, location, ticket purchases, whether they have written reviews on the site, and many more. Analytics measure campaign success, so libraries can refine their approach over time. It is important to note that Wise is

designed to manage data securely with library customer privacy in mind. Outside of information accessible within the customer record, data is used only in aggregate, not on an individual level. And customers can opt in or out of communications based on their preferences.

Fueled by customer behavioral data, Wise delivers meaningful insights to best evolve library collections to reflect the needs, consumption patterns, and preferences of the community. The smart collection analysis and recommendation engine helps meet customer needs by supporting data driven decisions across functional areas. This collection management approach combines internal expertise with evidence-based advice about what to keep, buy, move, and replace in real time.

- **Developments of ILS solutions that maintain or improve our current interaction with the MaineCat/INNreach system**

The OCLC services being proposed are open systems that will accommodate the resource sharing model that provides the most value to your libraries.

Should your libraries choose to remain with INN-Reach, both WMS and Wise enable you to do so. A number of libraries using both WMS and Wise have leveraged the interoperations between their respective systems and INN-Reach to enhance their participation in their respective consortia.

OCLC continues to work with third-party ILL suppliers to use new technology to develop better integration tools between OCLC services and the third-party ILL services. WorldShare Resource Sharing for Groups will be included in the solution for the University of Maine System. It optimizes the delivery of all resources, while bridging the gap between traditional consortial borrowing and interlibrary loan using the reach of the largest global interlibrary loan network. The solution integrates print, digital, and electronic resources to provide a seamless research and information access experience. This new cloud-based service will provide an exceptional user experience, incorporate all material formats in requesting, improve turnaround times and fill rates, provide time savings through automation, and increased workflow efficiencies for ILL professionals.

Attachments

Following are Attachments we reference throughout our response.

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Attachment 1 – Sample Implementation Plan

Attached is a sample Implementation Plan, referenced in our responses to items 1 and 4 in Appendix E – Evaluation Questions – Implementation.



OCLC Proposal

WorldShare Management Services is the OCLC solution for Academic and Federal libraries, so we are proposing this as the solution for University of Maine, University of Southern Maine, University of Maine at Augusta, University of Maine at Farmington, University of Maine at Presque Isle, University of Maine at Fort Kent, University of Maine Law School, University of Maine at Machias.

OCLC Wise is our solution for Public Libraries, and we are proposing this as the solution for Bangor Public Library and Portland Public Library, Maine State Library, and Maine State Law and Legislative Library.

Scope Statement

In this plan, we have outlined the general scope, roles and responsibilities, major milestones, project overview and success criteria for the University of Maine System libraries' upcoming WorldShare Management Services (WMS) and Wise implementations. We've designed these Implementation Programs to add process and structure to your libraries' implementation efforts. Based on your goals and timelines, we will guide you through each step of your implementation.

OCLC Roles and Responsibilities

Consultant:

- Support you through tough conversations with staff and community
- Conduct workflow analysis with proposed optimization recommendations
- Recommend a thoughtful and deliberate approach to your implementation
- We'll coordinate all implementation activities including data migration, configuration, training, support, documentation, integrations, etc.
- We'll work to provide a professional and enjoyable implementation experience.

Success Partner:

- Curious and open to your unique goals, strategy, and community
- Access to professional OCLC experts with academic, special, and public library experience
- Flexibility, trust, and transparency is the foundation of our relationship
- Evaluation post-implementation to ensure goals are met
- Connections to a community of library enthusiasts supporting your success



Library's Roles and Responsibilities

The libraries' implementation team members will serve the following roles for the implementation.

Your team leaders:

- Support the staff through the transition
- Help guide policy and workflow changes
- Deliver a thoughtful and deliberate approach to change management within your library • Communicate to the key stakeholders about the project
- Help make it a great experience.
 - Give us a behind-the-scenes view of your libraries so that we can help you discover new ideas, plan new processes and services, implement new workflows, and be successful

Your experts:

- Help us get to know you and your library
- Provide thoughtful questions around your workflow and use of the library system. • Guide the system use to meet your library's strategic goals
- Flexibility, trust, and transparency is the foundation of our relationship
- Feel free to ask for help if/when you need it.

Your advocates:

- Evaluation post-implementation to ensure goals are met
- Understand and surface the priority needs for the library
- Connect to other libraries for optimal success



Major implementation phases

Initiate welcome and initial planning

Welcome and Kick-off: Once your order is complete, we'll schedule a kick-off meeting. Together, we'll define your timeframe, discuss the implementation processes, and determine the critical success factors for your libraries.

Major activities:

- Discuss goals and timelines including platform integration points
- Review project tools and information sources
- Establish next steps and deliverables

Prepare

We'll collaborate with your libraries' implementation team(s) to personalize and deliver migration and on-boarding objectives.

Objectives:

- Define data migration requirements
- Learn and implement new, efficient, and effective workflows
- Establish optimal system configurations and customizations

Migrate and verify

Following the approval of the data migration requirements document and schedule, we'll begin the data migration process. Your libraries' data experts will extract and send data, dropping files in secure "drop boxes" for ingest. Based on translation tables and the requirements outlined, we'll import your libraries' data into the library system, building from collection data to patron data and finally to use data and transaction data. As your data is migrated, we'll pause periodically to verify. This will allow us to confirm data is migrating according to your requirements, make corrections if necessary, and answer any questions before moving to the next data set.

Deploy

Your libraries and OCLC implementation manager will conduct a rollout readiness meeting as well as make final configuration and setup adjustments.

- Verify user access
- Verify platform integrations
- Rollout to your users
- Join the active OCLC Community



Implementation milestones (detail):

Welcome and initial planning

Participants: Implementation leads from OCLC and your libraries

Timing: Scheduled to occur as soon as possible following the processing of your order

- Occurs after your order has been processed
- Introductions between OCLC and libraries' implementation team(s)
- Goal setting and planning
- Review tools and processes
 - Access to the online OCLC Community Center and the Implementation spaces
- Review documentation supporting the implementation
- Establish initial next steps and deliverables

Implementation meetings

Participants: Implementation leads from OCLC and your libraries

Timing: Weekly throughout the Implementation

Your libraries' implementation team will meet regularly via WebEx or Teams (Web conferencing software) with your OCLC implementation leads to discuss implementation status, milestones, change requests, schedule needs and more.

Additionally, your libraries' implementation team will meet regularly with your OCLC implementation manager to discuss transition milestones. The frequency of meetings may change during implementation. More frequent meetings will be required at the beginning and end of the implementation. Throughout the implementation, individual meetings will be scheduled specifically to review milestones.

Data analysis and scope definition

Participants: Data Migration Teams (OCLC and your libraries)

Timing: 4-8 Months

The data migration planning process includes data discovery, questionnaire completion, translation table creation and discussions with your libraries' team.

- Initial data extraction files sent to OCLC for review
- Questionnaires will be used to gather information to define data migration requirements • Data migration requirements will be gathered and documented by the OCLC implementation team and provided to your libraries for review and approval
- A detailed schedule for data migration activities will be provided with the data migration requirements document



IMPLEMENTATION PLAN

Data migration

- Your libraries' data experts will extract data and then send the files to OCLC.
- OCLC Symbol will be used for the creation of the data sync collection for WMS and WorldCat integrations in Wise.
- All bibliographic, item, and local data will be sent to OCLC.

Library workflow during data migration for WMS

- Your libraries will be able to create items for their new holdings.
- Your libraries can add electronic holdings to the WorldCat knowledge base during migration. • We ask that you refrain from editing existing Local Holdings Records (LHRs) or deleting holdings in WorldCat during the data migration.

Library workflow during data migration for Wise

- Your libraries will be able to conduct their regular workflows until the data is sent for the go live load. • At least 1 month prior to Go-Live ensure that your acquisitions vendors have updated information for your orders.

Scope Statement for Data Migration

This plan outlines the general timeline, scope, roles and responsibilities, major milestones, project overview and success criteria for implementation. Our Implementation Program is designed to add process and structure to your library's implementation efforts. Based on your goals and timelines, we will guide you through each step of your upcoming implementation.

Key elements of data migration include:

- Bib/Item, Circulation, and Patron Data. Historical Circulation data is available for Wise only.

Patron data transformation for migration and ongoing

- We'll assist your libraries with formatting patron data.
- Ongoing patron loads can be established with OCLC for WMS and external patron loads (such as for students) can be sent for Wise.

Authentication integration (optional for WMS only)

- Integration with third-party authentication systems. The OCLC implementation team will work with your libraries and IT departments to establish this integration for WMS libraries.
- Your library will provide the data necessary through an Authentication Planning document. This should be sent 8-10 weeks before "Go Live." If not received in advance, then third-party authentication will become a post-migration task.

Circulation transaction loading (optional)

- Your libraries will send circulation transaction data in tab-delimited files.
- Circulation data to extract and send: Holds, Loans, Item Stats, and Fees/Fines. Wise Libraries may additionally send historical circulation.



IMPLEMENTATION PLAN

Data review and post migration support and issue resolution

Participants: OCLC implementation leads, Data Specialists and your libraries' data experts

- Your libraries' implementation teams will be reviewing migrated data throughout the implementation process. Typically, this will occur in the following order:
 1. Bibliographic data
 2. Patron data
 3. Local Holdings Data (Item Data)
 4. Circulation activity
- You'll be requested to test and submit issues as early as possible in order to provide adequate time to address issues and retest.
- Any access issues should be sent right away to your OCLC implementation lead.
- Your data migration is complete.

Configuration

- OCLC Implementation Managers will collaborate with your libraries' implementation teams to establish an optimized configuration for OCLC products.
- Your libraries' implementation teams will review the configuration for accuracy and function. • We'll be available to assist with adjustments and additional settings.

Defining rules and behaviors

- Establish Circulation Policies.
- Define customization options of the User Interface.
- Set Borrowing and Lending options, locally and between libraries (if part of a group). • Set Collection policies for electronic resources access.

User on-boarding

Participants: OCLC and libraries' implementation leads

- Participate in 15-30 implementation sessions focused on planning and preparing for your libraries' transition to OCLC systems.
 - Plan and implement user workflow changes.
 - Plan and implement libraries' patron workflow changes.
 - Plan rollout messaging and timing.
- Virtual Training (WMS)
 - Functional user training based on documented WMS workflows delivered to library staff. ▪ Training is available via live online and recorded sessions.
 - Any library staff can take or retake online training at any time.
 -
- Virtual Training (Wise)
 - Functional user training based on documented Wise workflows delivered to library staff. ▪ Training is coordinated with your library. New online videos are coming soon.
 - Any library staff can rewatch the recording of training offered.

IMPLEMENTATION PLAN

Go Live

Participants: OCLC and libraries' implementation leads

OCLC and libraries' implementation teams

- Go Live readiness review
- Final configuration adjustments
- Library staff access verification and role/permission adjustment
- Rollout support – OCLC implementation team will support during initial rollout

Ongoing support

Participants: OCLC and libraries' implementation lead

- **A formal transition** from an active implementation status to ongoing support will be coordinated by the OCLC implementation lead.
- **OCLC Customer Support** (US and Canada) is available to you via phone (1-800-848-5800 - toll free in US and Canada), web form ([oc.lc/support](https://help.oclc.org)) and email (support@oclc.org).
- **OCLC Support site** (<https://help.oclc.org>) provides access to product information, including documentation, training videos, release notes, and training for WMS.
- **OCLC Wise Support site** (<https://help.wise.oclc.org/>) provides access to product information, including documentation, release notes and weekly updates for Wise.
- **WMS training** (<https://help.oclc.org>) remains available and free to your entire library staff, including training on new features, for as long as your libraries subscribe to WMS.
- **The OCLC Community Center** (oc.lc/community) enables your library staff who use WMS and Wise to find information they need in one place 24/7 via a web-based portal, including product updates, documentation, training and tutorials, news, upcoming events, and discussion boards.
- **WMS User Group Meetings** are member-led, online or in-person meetings that give your staff the opportunity to meet OCLC staff and other WMS librarians and to share experiences and best practices. Visit the OCLC Community Center to learn about upcoming meetings and to register.



Attachment 2 - Sample Courses

Attached is a list of sample courses typically covered during implementation, referenced in our response to item 1 in Appendix E – Evaluation Questions – Implementation.

WorldShare Management Services Training

WorldCat Discovery: search fundamentals and interface features

- Review of library configuration choices affecting WorldCat Discovery •
- Search in WorldCat Discovery
- Interface features

WorldShare Circulation

- Check out and check in
- Holds: Placing
- Holds: Fulfilling
- Patron management
- Bill management
- Item management
- Course reserves
- WorldShare Reports for Circulation

WorldShare Acquisitions

- Introduction and Overview – WorldCat, WorldShare Management Services (WMS) & WorldCat Discovery
- Getting started with Acquisitions
- Manage budgets and vendors
- Search WorldCat
- Create a brief record in WorldCat (for ordering)
- Order monographs
- Receive and invoice monographs
- Order and renew serials subscriptions
- Receive and invoice serials subscriptions
- Manage Gifts
- Add Monograph holdings
- Add Serials holdings
- Serials issues management
- Manage approval plans
- Manage standing orders

WorldShare Reports & Report Designer

- Getting Started with Reports
- Standard reports for Acquisitions
- Standard reports for Cataloging
- Standard reports for Circulation
- Custom reports for Acquisitions, Cataloging and Circulation

WorldShare Collection Manager

- Introduction and Overview – Collection Manager, WorldCat, & WorldCat knowledge base • Search in Collection Manager
- Select and modify existing collections
- Create new knowledge base collections
- Cooperative management of knowledge base data

WorldShare Record Manager

- Introduction and Overview
- Search & browse WorldCat with Record Manager
- Setting preferences in Record Manager
- Edit record with Record Manager
- Replace WorldCat records
- Add original records in WorldCat
- Authorities
- Local Holdings Records for monographs

- Local Holdings Records for Serials

WorldShare License Manager

- Introduction and Overview – License Manager, Collection Manager •
Managing vendors
- Managing templates
- Managing renewals
- Managing alerts
- Creating and managing licenses
- Harvesting data

Wise Training

Courses for Wise training include:

- **Customer administration training (6 hours)**
 - Customer administration: Create customer accounts
 - Customer administration: Manage customer accounts
 - Customer administration: Additional features
- **Circulation training (6 hours)**
 - Circulation essentials
 - Circulation: Holds and fines
 - Circulation: Issues and reports
- **Public catalog training (2 hours)**
 - Public catalog and My Account features

OCLC-Led Staff Training – OCLC Trainers will provide training classes for your staff aligned with acquisitions, cataloging, marketing and ticketing activities.

Courses include:

- **Technical Services teams training (8 hours)**
 - Acquisitions 1
 - Acquisitions 2
 - Cataloging 1
 - Cataloging 2
- **Marketing and Ticketing training (3 hours)**
 - Marketing training
 - Ticketing training

Attachment 3 – Roadmap

Attached is our WMS product roadmap, referenced in our response to the following Key Objects addressed in Section 3 – Related Materials:

- ***Developments of ILS solutions that are responsive to customer needs and requirements, both at the local library and the consortium levels***
- ***Developments of ILS solutions that are future thinking for evolving solutions, improvements, and other transformations***

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Two-year Roadmap

 WorldShare® **Management Services**

APPLICATION JUL–DEC 2021 JAN–JUN 2022 JUL–DEC 2022 JAN–JUN 2023 JUL–DEC 2023
Acquisitions and License Manager

Circulation and User Management

Collection Manager

WorldCat Discovery

General

- Support FTP for EDIFACT order notification

License Manager

- Add currency column to LMAN export
- Harvest additional COUNTER 5 usage reporting - IR Master, IR_A1: item requests (journal articles)
- More easily configure SUSHI vendors in LMAN

General

- Choose from more loan period options reflecting your library's open hours
- Receive resolved patron fines information back from bursar

General

- Automate institution-specific holdings feeds for Askews & Holts collections
- Automate institution specific holdings feeds for Wiley collections
- Automatically add new titles to partially selected collections as global collections are updated
- Bring clarity to what knowledge base changes can be customized for your library vs. what changes are global for the benefit of the cooperative
- Build WorldCat knowledge base collections by uploading data from the Alma Central KnowledgeBase
- Get better visibility into title changes with Title History • Get faster access to cooperative knowledge base changes
- Get more insight into collection changes with enhancements to Activity History
- Manage your shared knowledge base collections with more clarity
- More easily view collection changes in Activity History • Preview data before it is submitted to the cooperative

Data Migration

- Experience improved precision of OCN and LSN matching with data sync collections

General

- Request new WorldCat Discovery Premium API package access
- View in Arabic with right-to-left display

General

- Consult Talis Aspire Reading Lists while ordering, withdrawing, receiving
- Disable a fund
- Support deferrals or amounts paid to be applied across the fiscal year
- Support EDIFACT claiming for serials
- Support Serials Skips and Combines for Monthly Patterns
- Suppress holdings to staff or local library
- View Local Holdings Record (LHR) item change history

General

- Allow patrons to review loan history
- Control when patrons can place holds and when staff can pull items based on availability
- Support NCIP LookupUser • Support Reading Room processing workflow
- Suppress holdings to staff or local library
- View Local Holdings Record (LHR) item change history

Digby Mobile App

- Perform shelf reading from mobile device with Digby

General

- Automatically move local data (LBD/LHR) to the new record when WorldCat holdings are updated due to an OCLC number change in the WorldCat knowledge base
- Benefit from additional OCLC number matches in the WorldCat knowledge base for WorldCat holdings management and MARC record output
- Benefit from clearer filtering capabilities when searching collections
- Customize settings to receive available titles in the preferred language of cataloging for WorldCat knowledge base collections • Make changes more efficiently with bulk collection operations
- Specify preferred collection order for links sent from the WorldCat knowledge base to WorldCat Discovery
- Suppress holdings to staff or local library

General

- Automatically add most recently saved items to My Account on sign in
- Automatically add most recent searches to My Account on sign in
- Create a sign-in prompt for personalized features
- Enable IP authentication ranges to show suppressed holdings
- Suppress holdings to staff or local library

- View redesigned My Items for current session
 - View search history for current session
- License Manager**
- Link licenses and terms of use to individual titles

General

- Support smart recalls
- Support Z39.50 for item status lookup

General

- Automate institution-specific holdings feeds for IEEE collections
- Automate institution-specific holdings feeds for Sage collections

Data Migration

- Ingest BIBFRAME schema when loading data to WorldCat
- Ingest Dublin Core schema when loading data to WorldCat

Share Print

- Utilize improved Shared Print processing reports

General

- Create custom RSS link for a specific search query
- Filter search results by shelving location
- Retrieve more relevant results with new versions of relevance algorithms
- Set up alert updates for a specific search query
- View richest article metadata from article clusters by default

General

- Support Controlled Access to Budgets

Enterprise Notification Service

- Send policy and ad-hoc notices in preferred formats, including SMS

General

- Automate institution specific holdings feeds for Cambridge University Press & Assessment
- Automate institution-specific holdings feeds for Oxford University Press
- Manage additional local data fields

Data Migration

- Identify differences in the number of records and holdings in WorldCat and your local or regional system
- Ingest additional schemas such as MODS, METS, and EAD

General

- Display additional local data
- Enhancements under review*

General

- Link multiple patron accounts across libraries in group
- Support patron privacy in Group Circulation

Enhancements under review Enhancements under review

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Two-year Roadmap

t, WorldShare® Management Services

APPLICATION JUL–DEC 2021 JAN–JUN 2022 JUL–DEC 2022 JAN–JUN 2023 JUL–DEC 2023

Interlibrary Loan and Tipasa

Article Exchange

- Configure Article Exchange number of views and expiration period
- Configure Article Exchange statement of copyright

Workflow Improvement • Communicate dates in patron notifications
formatted for library region • Ignore patron's opt out setting for email notifications

- View turnaround time metrics in staff interface

Automation

- Automate actions for new lending requests
- Interoperate with Millennium circulation via NCIP
- Interoperate with Sierra circulation via NCIP

Workflow Improvement • Manage off-system borrowing requests in the staff interface
• Manage off-system lending requests in the staff interface

- Save preferences for Discover Items searching

Automation - Tipasa

- Automatically tag new lending requests

Automation

- Extend library applications with Resource Sharing APIs

Groups

- Build lender string in WorldShare ILL using D2D group
- Create interlibrary loan reports in Analytics for all-Tipasa group
- Create interlibrary loan reports in Analytics for Tipasa/WorldShare ILL group
- Show estimated delivery time in WorldCat Discovery

Workflow Improvement

- For off-system requests, provide borrowers with an online request form
 - For off-system requests, save contact information for borrowers and lenders
 - For WMS libraries, allow patrons to place requests via OpenURL form
 - For WorldShare ILL libraries, allow patrons to place requests via OpenURL form
 - See accurate dates in all time zones
- Enhancements under review*

General

- Report/analyze reading room usage

General

- Integrate Talis Reading List information in search result lists, editors and while withdrawing
- Remove a filtered set of records from a Record Work List
- Suppress holdings to staff or local library
- View Local Holdings Record (LHR) item edit history

- View a warning message when a duplicate call number is added to a Local Holdings Record (LHR)
- View enhanced Record Manager reporting/visualizations

- Create interlibrary loan reports for Tipasa/WorldShare ILL groups

- Utilize Analytics data for external tool access
- View enhanced Record Manager reporting/visualizations

General

- Manage additional local data fields

General

Record Manager

Reports and Report Designer

General

- Act as an agent to maintain Local Holdings Records (LHRs) on behalf of the libraries in a cataloging group
- Act as an agent to set and delete WorldCat Holdings on behalf of the libraries in a cataloging group
- Filter by Institution(s) on the WorldCat Holdings page
- Use non-Latin characters when creating and printing labels
- Use workflow status "In Review" for Saved - In Progress bibliographic records
- View a warning message when a duplicate barcode is added to a Local Holdings Record (LHR)
- View edition statement in search results and uniform title in details pages

Shared Print

- Add Shared Print commitments in Local Holdings Records (LHRs)

General

- Analyze Acquisitions deferrals or amounts paid to be applied across the fiscal year
- Employ community report templates created by members in other geographic regions

License Manager

- Utilize additional COUNTER 5 usage reporting - IR_A1: item requests (journal articles)
- Utilize additional COUNTER 5 usage reporting - IR_M1: multimedia requests at the item level

General

- Merge duplicate bibliographic records if part of the OCLC Member Merge Program
- Utilize new label printing

- Create interlibrary loan reports

General

- Receive email alerts for scheduled reports delivery

General

- Report/analyze activity for new and removed items
- Enhancements under review*

Please note: The enhancements listed on this roadmap are subject to change without prior notice should circumstances require it.

Visit oc.lc/WMS to learn more.

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