Request for Company Information for an Integrated Library System and/or Discovery Layer for the South Central Library System

South Central Library System   
1650 Pankratz Street  
Madison, WI 53704  
[www.scls.info](http://www.scls.info)  
[www.linkcat.info](http://www.linkcat.info)

# Overview

The South Central Library System is conducting a marketplace evaluation of viable Integrated Library   
Systems and/or Discovery Layers for its LINKcat collaboration with 51 of its member libraries in Adams, Columbia, Dane, Green, Portage, Sauk, and Wood Counties. The evaluation is conducted by member-populated committees, including an ILS Evaluation Lead Workgroup and topical workgroups. Extensive assessments are being done for all modules and results of these assessments will be the primary criteria in the evaluation process. The assessments include in-depth demos and follow-up sessions with the vendors and library site visits (in person or virtual). Another component of the evaluation is vendor viability. The final component will be a cost analysis. The final selection will be conducted by a vote of the 51 participating libraries with a total of 61 libraries and branches and two bookmobiles.

SCLS is seeking a full-featured product (to be assessed by the aforementioned demos, etc.) and a SaaS solution rather than locally-hosted.

The purpose of this document is to assess vendor viability.

# RFI Submission Instructions

We are requesting that participating vendors complete this document as follows:

Due date: 11/1/2024  
Submit as a PDF via email to: [vickiteal@scls.info](mailto:vickiteal@scls.info)

Questions about this RFI may be submitted to:   
Vicki Teal Lovely (Technology Services Coordinator) via email at [vickiteal@scls.info](mailto:vickiteal@scls.info) or phone at 608-242-4713.

# RESPONSE

The responses requested below are for the ILS and/or Discovery Layer products being considered, not other products offered by the company.

## Company Information

Company name  
Address of primary company location

## RFI Responder Information

Name  
Position  
Email  
Phone  
Date response submitted

## Company Background

Provide a background on the history of the company, including when it started, mergers, name changes etc. Include if this company is a subsidiary company, publicly traded, privately owned, non-profit, etc.

## Customers

Customer entities: Provide the total number of customer entities with a contract for service. For example, SCLS is one customer entity with 51 partnering entities and 63 branches, libraries or bookmobiles, so SCLS would be considered one customer entity.

Libraries: Provide the total number of libraries served.

Physical entities. Provide the total number of branches, libraries or bookmobiles.

Large library customers: Provide the top 3 largest library customers and include the name. Location, and total number of libraries served. If available, provide total circulation, total bibliographic records, total items and total patrons.

Largest public library consortia: Provide the top 3 largest library customers if not included above. Location, and total number of libraries served. If available, provide total circulation, total bibliographic records, total items and total patrons.

## References

Provide the contact information for at least 3 customer references that are the most comparable to SCLS in makeup (cooperative/consortium with a large number of independent libraries, large geographic area, and high circulation and software is hosted as SaaS rather than locally).

## User Groups

Please describe the makeup and role of ILS and/or Discovery Layer user groups. Include the governance structure, whether the user group is user managed or company managed, total membership (break out customer entities and libraries if applicable), and membership fees. SCLS is interested in the number and types of opportunities for user group and/or customer gatherings, including at major conferences and user group conferences. Include also any regional user groups.

## Development Input

Describe the process for customer input into the development process. Is the user group involved? Is there the opportunity for customer funded development? How are known bugs prioritized for resolution?

## Customer Support

Describe the mechanisms and hours available for customer support. Is there a customer support representative available for routine service checkins?

## Implementation Services & Training Services

Describe implementation, data migration and training services.

What types and in what formats is training available for system administrators and library staff?

What types and in what formats is documentation available for system administrators and library staff?

## Future Vision

Describe plans for future product development.

## Additional Information

Provide any additional information that you think is relevant for SCLS.