

**eBOUND Canada / Canadian Urban Library Council
Public Library eBook Lending Initiative**

RFI Questions and Answers

Q1: Please describe what discovery layers and/or ILS will be used by libraries that participate in the pilot?

A: *A total of six public libraries will participate in the pilot. At present, the following are confirmed: Hamilton, Ottawa, Toronto and Vancouver.*

The Hamilton, Ottawa and Vancouver Public Libraries use Bibliocommons as a discovery layer. The ILS at Hamilton Public Library is SirsiDynix's Horizon (7.3.4). Vancouver uses Horizon (7.5.1). The Ottawa Public Library uses SirsiDynix's Symphony (3.4).

The Toronto Public Library discovery layer is developed using the Endeca technology platform. The ILS is Symphony. Bibliographic data is ingested from Symphony and indexed by Endeca. Real time holdings data is pulled from iBistro (Symphony catalogue). Endeca makes use of web services to communicate with Symphony web services for patron transaction data. The Library would expect to make use of web services (APIs) to communicate with the pilot solution.

To limit scope, any additional libraries added to the pilot will use Bibliocommons as the discovery layer. Bibliocommons has indicated a commitment to working with vendors as part of this solution.



Q2: Is it correct that the only thing the digital repository will know about users is a single unique identifier provided by the ILS? If so, do you already have expectations on how this identifier will be provided to the vendor/repository by the library/ILS?

A: *Yes, it is correct that libraries will not communicate anything more than a unique identifier to the digital repository to represent a patron account. Absolutely no personal patron information will be shared.*

While we do not want to limit the approach of potential vendors, our current thinking is that one option is for the vendor database to be populated with a list or set of current library card numbers. Another option is for the check and assignment to be done on the library side, with a randomly generated number that the library associates to the patron ID passed to the supplier.

In either case, the identifier list would need to be updated daily as new numbers are added.

We expect authentication to be done through SIP or web services (APIs).

•••••

Q3: Will the ILS be in charge of patron account restrictions (number of simultaneously borrowed books, etc..)? If not / if the digital repository has to deal with those restrictions, is there going to be a common set of restrictions or will each library define its own set?

A: *Each library will define its own set of restrictions with regard to patron accounts. Whether that is handled at the local level (discovery layer/ILS) or by the digital repository depends on the type of transaction.*

Restrictions on the number of items checked out, check out period, etc will ideally be handled by the proposed solution. Restrictions on patron accounts (such as whether a customer is in good standing), can be determined via authentication in the ILS.

For an eBook, lending restrictions may be handled through Digital Rights Management (DRM).

•••••

Q4: How will restrictions by title or publisher be handled?

A: *The digital repository must be as flexible and user-friendly as possible when it comes to handling restrictions (or differences in lending models) by title or publisher.*

•••••

Q5: The RFI states "*Digital rights management via Adobe Content Server (ACS) is required to protect content and apply lending rules.*" This would imply that ACS must be operated by the system proposed by the vendor. Is this a requirement, or is it possible for ACS to be licensed/maintained by client libraries as part of the lending platform?

A: *Our expectation is that Adobe Content Server will be operated by the vendor or vendor-proposed solution. We do not expect it to be licensed by individual libraries.*

•••••

Q6: **When do you expect the options for the use/loan of books to be communicated? Can we assume that they will technically rely entirely on the features supported by Adobe Digital Editions?**

A: *The initial set of use/loan models will be communicated during the next, Request For Proposals (RFP) phase of this initiative.*

Vendor solutions should be as flexible as possible to accommodate any possible option, particularly as the market evolves.

•••••

Q7: **When would you expect the 10 000 books, suggested in the RFI, that will be part of the pilot to be able to be integrated into the digital repository? Are the publishers themselves going to be in charge of this operation?**

A: *A vendor must be able to support the 10,000 unit volume on roll out.*

Publishers will be responsible for providing metadata and ePUB files to the vendor for ingestion on an ongoing basis.

•••••

Q8: Will the vendor get a unique contact for the pilot, or several contracts - one for each participating library?

A: *To be determined. However, we anticipate that a Project Manager for the pilot will coordinate regular calls with the vendor and libraries to resolve issues and maintain a record of metrics.*

•••••

Q9: The RFI states: "Digital content is fully integrated into the system that the library uses for its physical materials so that library patrons discover and borrow from a single interface. The repository must share real-time data with the discovery layer or ILS..." Could you elaborate on "share real-time data?" Are you asking for circulation data or bibliographic data or both?

A: *By "share real-time data," we mean that the patron should be able to see real-time availability of a title (circulation data), as well as real-time account information (items checked out, holds, etc.).*

We would expect bibliographic data to be loaded as quickly as possible after purchase (i.e. within 24 or 48 hours), to enable access.