



Contract # UCPUMW 15-437
UNIVERSITY OF MARY WASHINGTON
Commonwealth of Virginia

This contract entered into this 11th day of December, 2015, ProQuest LLC, hereinafter called the "Contractor" and the Commonwealth of Virginia, University of Mary Washington called the "Purchasing Agency", or UMW.

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF SERVICES: The Contractor shall provide the services described herein.

PERIOD OF CONTRACT: December 20, 2015 – December 31, 2018 with seven (7) one-year renewal options.

COMPENSATION AND METHOD OF PAYMENT: Will be in accordance with the contract documents.

CONTRACT DOCUMENTS: The contract documents shall consist of this signed Contract including all attachments, the general and special terms and conditions, Offeror's proposal and subsequent clarifications and modifications as described in Attachment I, signed Contractor's Form Addendum, ProQuest's Terms and Conditions, and the original RFP, all of which are incorporated herein by reference and constitute the "contract documents."

In witness, whereof, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR

PURCHASING AGENCY

Printed Name: CATHLEEN L MAY

Printed Name: Erma A. Baker

Signature: [Handwritten Signature]

Signature: [Handwritten Signature]

Title: DIRECTOR GLOBAL BIDS & CONTRACTS

Title: AVP for Business Services & CPD

Date: 12/10/15

Date: 12/11/15

FEI/FIN# 39-2053855

Phone: 734-255-4574

Email: cathleen.may@proquest.com

Note: This public body does not discriminate against faith-based organizations in accordance with the Governing Rules §36 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any basis prohibited by state law relating to discrimination in employment.

ATTACHMENT I

I. Pricing:

ProQuest shall provide the Intota Integrated Library system at the following cost locked in for the initial 3 year term of the contract:

Service Description	Year 1*	Year 2**	Year 3
Setup/Implementation	\$9,250.00	\$19,500.00	\$0
Training	\$8,000.00	\$16,000.00	\$0
Annual Subscription Fee	\$44,956.00	\$76,425.00	\$80,246.00
Year 1 Subscription Discount	\$(6,821.00)	\$0	\$0
Totals	\$55,385.00	\$111,925.00	\$80,246.00

Annual Subscription Fee includes:

- Summon Discovery Service
- 360 Link
- Intota Assessment
- Intota-E, including e-resource management and DDA management
- Intota Selection, Acquisitions, and Description
- Intota Fulfillment

*Year 1 is for Intota v1 (Assessment, e-resource management, DDA management, Summon, and 360 Link).

**Year 2 includes costs for Intota v2, which includes acquisitions, description and fulfillment/circulation functions.

ProQuest offers a locked in price increase of 2% per subscription period following the end of the initial 3 year term.

II. Training:

ProQuest shall provide UMW with 4 days of training at \$2,000/day in Year 1 which includes Discovery, Assessment, and ERM. ProQuest shall provide UMW with 8 days of training at \$2,000/day in Year 2 which includes Circulation, Acquisitions, Cataloging, and associated reports.

III. ProQuest Subscriptions:

ProQuest shall offer no renewal increases for a total of 3 years on UMW current subscriptions (ABI Inform, Historical Newspapers, Ethnic Newswatch) with an additional 20% discount off any 2016 purchase of non-3rd party content.

ProQuest shall work with UMW to transition all Serials Solutions subscriptions to the new ProQuest-UMW contract. The current subscription to Serials Solutions will be canceled with the commencement of Intota v1 in Year 1. In the event that the cancellation occurs in the middle of a subscription period, ProQuest shall credit and rebill unused portions. ProQuest and the library shall make the effort to allow for this mid-year adjustment.

All ProQuest databases and subscriptions shall be available for UMW and other entities to use under this contract. Pricing for the databases/subscriptions is to be agreed upon by the using agency and the Contractor.

IV. Data Migration:

At UMW's request during Year 2, ProQuest shall provide data services for license migration of approximately 201 databases from 48 different vendors and approximately 75 license agreements to the new Intota system. The data services fee lists at \$100 per license for a total of \$7,500. ProQuest shall provide the data services fee at a discounted price of \$3,500.

V. Future Features/Functionality:

ProQuest shall include UMW in discussions regarding new features or functionality in development and production, including the circulation functions.

VI. Other:

ProQuest confirms that all data stored for UMW will be stored within data centers located within the United States. ProQuest agrees to all IT Requirements.

VII. Terms and Conditions:

COOPERATIVE PROCUREMENT/ADDITIONAL USERS - USE OF AGREEMENT BY THIRD PARTIES: It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions, or any University affiliated agency and/or corporation may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The Contractor will notify the University in writing of any such entities accessing this Contract. The Contractor will provide semi-annual usage reports for all entities accessing the Contract. The Contractor should consider an offer of special tiered pricing or rebates to all entities accessing the contract, based on the results of such reporting. This tiered pricing and/or rebate structure should be included with the Bidder/Offeror's bid or proposal package. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the Contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity, and will not be considered in default of the Contract no matter the circumstances.

Use of this Agreement does not preclude any participating entity from using other agreements or competitive processes.

CANCELATION OF CONTRACT: The University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve either party of their respective obligations to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

RENEWAL OF CONTRACT: After the initial 3-year term (Initial Term"), the Commonwealth may renew its subscription for up to seven (7) additional, successive 12-month subscription periods (each, a "Renewal Term"), under the terms and conditions of this original contract. After the Initial Term, mutually agreed upon price increases of 2% per Renewal Term may occur only at the time of annual renewal and will remain firm for the duration of each Renewal Term. The Commonwealth will provide written notice of its intention to renew approximately 90 days prior to the expiration date of each Renewal Term.

 12/10/15
Contractor Signature and Date

COMMONWEALTH OF VIRGINIA AGENCY
CONTRACT FORM ADDENDUM TO CONTRACTOR'S FORM

AGENCY NAME: UNIVERSITY OF MARY WASHINGTON

CONTRACTOR NAME: ProQuest LLC

TITLE OF CONTRACTOR'S FORM: ProQuest Electronic Product License Agreement

DATE: 11/4/15

The Commonwealth and the Contractor are this day entering into a contract and, for their mutual convenience, the parties are using the standard form agreement provided by the Contractor, This addendum, duly executed by the parties, is attached to and hereby made a part of the contract.

The Contractor represents and warrants that it is a(n) // individual proprietorship // association // partnership // corporation // governmental agency or authority authorized to do in Virginia the business provided for in this contract. (Check the appropriate box.)

Notwithstanding anything in the Contractor's form to which this Addendum is attached, the payments to be made by the Commonwealth for all goods, services and other deliverables under this contract shall not exceed Purchase Order Amounts; payments will be made only upon receipt of a proper invoice, detailing the goods/services provided and submitted to Accounts Payable. The total cumulative liability of the Commonwealth, its officers, employees and agents in connection with this contract or in connection with any goods, services, actions or omissions relating to the contract, shall not under any circumstance exceed payment of the above maximum purchase price plus liability for an additional amount equal to such maximum purchase price. In its performance under this contract, the Contractor acts and will act as an independent contractor, and not as an agent or employee of the Commonwealth.

The Contractor's form contract is, with the exceptions noted herein, acceptable to the Commonwealth. Nonetheless, because certain standard clauses that may appear in the Contractor's form agreement cannot be accepted by the Commonwealth, and in consideration of the convenience of using that form, and this form, without the necessity of specifically negotiating a separate contract document, the parties hereto specifically agree that, notwithstanding any provisions appearing in the attached Contractor's form contract, none of the following shall have any effect or be enforceable against the Commonwealth:

1. Requiring the Commonwealth to maintain any type of insurance either for the Commonwealth's benefit or for the contractor's benefit;
2. Renewing or extending the agreement beyond the initial term or automatically continuing the contract period from term to term;
3. Requiring or stating that the terms of the attached Contractor's form agreement shall prevail over the terms of this addendum in the event of conflict;
4. Requiring the Commonwealth to indemnify or to hold harmless the Contractor for any act or omission;
5. Imposing interest charges contrary to that specified by the Code of Virginia, §2.2-4347 through 2.2-4354, Prompt Payment;
6. Requiring the application of the law of any state other than Virginia in interpreting or enforcing the contract or requiring or permitting that any dispute under the contract be resolved in the courts of any state other than Virginia;
7. Requiring any total or partial compensation or payment for lost profit or liquidated damages by the Commonwealth if the contract is terminated before its ordinary period;
8. Requiring that the contract be "accepted" or endorsed by the home office or by any other officer

subsequent to execution by an official of the Commonwealth before the contract is considered in effect;

9. Delaying the acceptance of this contract or its effective date beyond the date of execution;
10. Limiting or adding to the time period within which claims can be made or actions can be brought;
11. Limiting the liability of the Contractor for property damage or personal injury;
12. Permitting unilateral modification of this contract by the Contractor;
13. Binding the Commonwealth to any arbitration or to the decision of any arbitration board, commission, panel or other entity;
14. Obligating the Commonwealth to pay costs of collection or attorney's fees;
15. Granting the Contractor a security interest in property of the Commonwealth;
16. Bestowing any right or incurring any obligation that is beyond the duly granted authority of the undersigned agency representative to bestow or incur on behalf of the Commonwealth.
17. Immigration: Contractor does not, and shall not during the performance of this Contract, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986

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Insert at the end of Section 18:
Notwithstanding the above, it should be noted that although the ProQuest platform is Section 508 compliant, image databases that Customer may order from ProQuest under this Agreement are based upon image reproduction and current technology does not allow the transformation of images into a non-visual text based format. Not transforming images into a non-visual text based format does not constitute a breach under the Agreement. ProQuest VPATs and other accessibility information are available at www.proquest.com/go/platform-accessibility.

18. NONVISUAL ACCESS TO TECHNOLOGY: All information technology which, pursuant to this agreement, is purchased or upgraded by or for the use of any State agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this agreement:
 - (i) effective, interactive control and use of the Technology shall be readily achievable by nonvisual means;
 - (ii) the Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the technology interacts;
 - (iii) Nonvisual Access Technology shall be integrated into any networks used to share communications among employees, program participants or the public; and
 - (iv) the Technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.

Installation of hardware, software or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.

If requested, the Contractor must provide a detailed explanation of how compliance with the foregoing nonvisual access standards is achieved and a validation of concept demonstration.

The requirements of this Paragraph shall be construed to achieve full compliance with the Information Technology Access Act, §§ 2.2-3500 through 2.2-3504 of the *Code of Virginia*.

All information technology which, pursuant to this Agreement, is purchased or upgraded by or for the use of any Commonwealth agency or institution or political subdivision of the Commonwealth (the

"Technology") shall comply with Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended. If requested, the Contractor must provide a detailed explanation of how compliance with Section 508 of the Rehabilitation Act is achieved and a validation of concept demonstration. The requirements of this Paragraph along with the Non-Visual Access to Technology Clause shall be construed to achieve full compliance with the Information Technology Access Act, §§2.2-3500 through 2.2-3504 of the Code of Virginia.

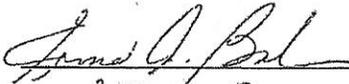
19. The following terms are hereby incorporated by reference: a) The provisions required by Va. Code §2.2-4354 obligating Contractor to make prompt payment to all subcontractors and provide University with a valid taxpayer identification number; b) the provisions required by Va. Code §2.2-4311.2 obligating Contractor to comply if Contractor is required by law to be authorized to transact business in the Commonwealth; and c) if the agreed upon compensation for this Agreement exceeds \$10,000, the provisions required by Va. Code 2.2-4311 prohibiting Contractor from discriminating in employment and Va. Code §2.2-4312 obligating Contractor to provide a drug-free workplace.

The Agency does not discriminate against faith-based organizations.

This Agency contract consisting of this Agency addendum and the attached Contractor's form contract constitute the entire agreement between the parties and may not be waived or modified except by written agreement between the parties.

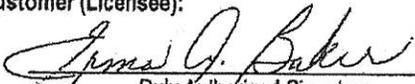
This contract is subject to appropriations by the Virginia General Assembly.

IN WITNESS WHEREOF, the parties have caused this contract to be duly executed, intending thereby to be legally bound.

AGENCY by	<u></u>	CONTRACTOR by	<u></u>
Title	<u>AVP for Business Services + CPD</u>	Title	<u>Dawn Branham</u>
Printed Name	<u>Erma A. Baker</u>	Printed Name	<u>Sr. Manager, Customer Support</u>

License Agreement consists of:
 ProQuest Customer Order Form
 Custom Terms and Conditions 06012014
 Addenda (if applicable)
 Additional Site/Member Library (Additional form if applicable)

By agreeing to this Electronic Products License Agreement and any Addenda attached hereto with your signature below, you are signing your agreement to ProQuest licensing you the product(s) listed below at the stated price(s) for the given period(s) under these terms and conditions and you certify that you are authorized to enter into this Agreement on behalf of the Subscribing Institution.

Subscribing Institution:		Authorization by ProQuest LLC (Licensor):	
Authorization by Customer (Licensee):			
Signature:		Signature:	
	Duly Authorized Signature		Duly Authorized Signature
Name:	Erma A. Baker	Name:	Dawn Branham
Title:	AVP for Business Services & CPD	Title:	Sr. Manager, Customer Support
Date Signed:	11/4/15	Date Signed:	

Terms and Conditions

- License Grant.** Subject to the terms of this Agreement, ProQuest LLC and its affiliates ("ProQuest") hereby grant to Customer a non-exclusive, non-transferable license (the "License") for Customer and its Authorized Users to access and use the products and services listed on Customer's approved Order Form (the "Service") solely at Customer's principal location and those locations listed on the Additional Sites Schedule. Access and use of the Service is only for the internal, research purposes of Customer and/or its Authorized Users as further described in Exhibit A. Additional Sites may be added upon written notice to ProQuest and payment of additional fees, if applicable. Customer does not acquire any intellectual property ownership in the Service or any associated software, systems, documentation, content, other materials and/or improvements made thereto, including improvements based upon customer feedback. All such rights and interests remain in ProQuest and its licensors.
- Authorized Users.** "Authorized User" means only: (a) For public libraries: library staff, individual residents of Customer's reasonably defined geographic area served, and walk-in patrons while they are on-site; (b) For schools and other academic institutions: currently enrolled students, faculty, staff, and visiting scholars, as well as walk-in patrons while they are on-site; and (c) For other types of organizations: employees and independent contractors, while performing their work. Authorized Users excludes Customer's corporate affiliates, academic bookstores, and alumni unless those users are expressly included and reflected on the Order Form or Additional Sites Schedule.
- Secure/Remote Access.** All access and use of the Service must be made via a secure network and secure authentication methods. Use of the Service by remote access is allowed unless otherwise stated on the Order Form. Customer will strictly limit any remote access to its Authorized Users through the use of secure methods of user verification. Customer will promptly notify ProQuest if Customer believes security has been compromised. Online posting of passwords, or otherwise enabling access for the benefit of non-subscribing institutions or users, is strictly prohibited.
- Updates to the Service.** ProQuest will announce any substantial modifications of information, databases, materials, capabilities, or services within the Service by email to Customer's representatives who sign up to receive updates. These changes shall be subject to the terms and conditions of this Agreement, and shall not materially alter use of the Service.
- Supplemental Terms.** Some of the content included in the Service has conditions of use applicable solely to such content. Links to content-specific conditions are clearly displayed with the associated content and will not materially alter use of the Service. Where third-party databases and certain special content types are subject to special terms, such terms and conditions shall be clearly referenced on the Order Form.
- Variations in Content.** The content provided as part of the Service is primarily owned and supplied to ProQuest under agreement with third party licensors, and is subject to the continuation and extent of the license granted under such agreements. ProQuest shall have the right, in its reasonable and good faith discretion, to remove or modify materials in the Service because (a) ProQuest's right to distribute such materials lapses, (b) such materials contain errors or could be

subject to an infringement or other adverse claim by a third party, or (c) particular content collections have changed due to editorial selection, coordination, or arrangement of materials.

7. Fees and Payments. Customer agrees to pay the fees for the Service shown on the Order Form within 30 days of receipt of ProQuest's invoice unless otherwise specified on the Order Form. Fees are based in part on Customer's population served, Authorized Users and Additional Sites at the time of the order. If any combination of these elements materially increases (e.g., if the Customer acquires a new affiliate), a fee increase commensurate with such change may be required before access and use of the Service is provided to or for the benefit of the additional user population, Authorized Users and/or Additional Sites. Firm U.S. Government orders require a valid purchase order and advance payment or payment in accordance with FAR 52.213.2.
8. U.S. Government Restricted Rights. Services include materials that are commercial technical data and/or computer databases and/or commercial computer software, as applicable, which were developed exclusively at private expense by ProQuest LLC, 789 E. Eisenhower Parkway, Ann Arbor, MI 48108. U.S. Government rights to use, modify, reproduce, release, perform, display, or disclose these technical data and/or computer databases and/or computer software are subject to the limited rights restrictions of DFARS SUBPART 252.227-7202-3 (December 2011) Rights in Computer Software and Computer Software Documentation and/or subject to the restrictions of DFARS 252.227-7019 (Sep 2011) Validation of Asserted Restrictions – Computer Software, as applicable for U.S. Department of Defense procurements and the limited rights restrictions of FAR 52.227-14 (December 2007) Rights in Data-General, FAR 52-227-20(c)(2-3) (December 2007) Rights in Data-SBIR Program and/or subject to the restricted rights provisions of FAR 52.227-15 (December 2007) Representation of Limited Rights Data and Restricted Computer Software and FAR 52.227-19 (Dec 2007) Commercial Computer Software-Restricted Rights, as applicable, and any applicable agency FAR Supplements, for non-Department of Defense Federal procurement.
9. Term. Customer's access to a particular Service shall continue for the period on the Order Form, plus any agreed renewal period(s). This Agreement shall continue in force for so long as Customer subscribes to at least one Service. Thereafter, the following survive: Sections 9 and 12-15, and any "PAL" perpetual licenses (subject to all relevant use restrictions and security requirements).
10. Termination for Breach. If a party breaches a material term of this Agreement and does not cure within 30 days from written notice, the other party may immediately terminate this Agreement in whole or as to the affected Service. If this Agreement is terminated in whole or in part for Customer's breach, (a) ProQuest shall disable access to any terminated Service, (b) Customer shall destroy any files, information, data or software derived from any terminated Service in its possession or control, and certify destruction upon request, and (c) ProQuest reserves the right to pursue all available legal remedies.
11. Remedial Action. Without limiting the above, ProQuest may suspend delivery of the Service if it reasonably determines that Customer's or Authorized User's failure to comply with this Agreement may cause irreparable harm to it or its licensors. If delivery is suspended, ProQuest will work in good faith to restore Customer's access as soon as possible.
12. Service Level. If the Service or content are hosted by ProQuest, ProQuest will use commercially reasonable efforts to provide access to the Service on a continuous 24/7 basis (except for regularly scheduled maintenance) and free from viruses or other harmful software. ProQuest shall not be liable for any failure or delay or interruption in the Service or failure of any equipment or telecommunications resulting from any cause beyond ProQuest's reasonable control. Customer is responsible for providing all required information for account set up and activation, and for its own telecommunications connections and related third-party charges.
13. Limited Warranty and Disclaimer of Warranty. ProQuest warrants that the Service will perform substantially as documented on ProQuest's public websites (the "ProQuest Websites"). EXCEPT AS EXPRESSLY WARRANTED HEREIN, THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE." PROQUEST AND ITS LICENSORS DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THOSE PERTAINING TO: MERCHANTABILITY, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, AVAILABILITY, ACCURACY, TIMELINESS, CORRECTNESS, RELIABILITY, CURRENCY, OR COMPLETENESS OF THE SERVICE OR ANY INFORMATION OR RESULTS OBTAINED THROUGH THE SERVICE, EVEN IF ASSISTED BY PROQUEST. PROQUEST SPECIFICALLY DISCLAIMS ANY RESPONSIBILITY FOR DETERMINING THE COMPATIBILITY OF ANY HARDWARE OR SOFTWARE NOT SUPPLIED BY PROQUEST WITH THE SERVICE AND PROVIDES NO WARRANTY WITH RESPECT TO THE OPERATION OF SUCH HARDWARE OR SOFTWARE WITH THE SERVICE.
14. Limitation of Liability. THE MAXIMUM LIABILITY OF PROQUEST AND ITS LICENSORS ARISING OUT OF ANY CLAIM RELATED TO THE SERVICE OR THIS AGREEMENT SHALL BE LIMITED TO THE TOTAL AMOUNT OF FEES RECEIVED BY PROQUEST FROM CUSTOMER IN THE 12 MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH CLAIM. IN NO EVENT SHALL PROQUEST OR ITS LICENSORS BE LIABLE TO CUSTOMER OR ITS AUTHORIZED USERS FOR (a) ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL

DAMAGES; OR (b) ANY CLAIM RELATED TO CUSTOMER'S OR ITS AUTHORIZED USERS' USE OF COVER IMAGES OR USER-GENERATED CONTENT PROVIDED AS PART OF THE SERVICE; OR (c) UNAUTHORIZED USE OF THE SERVICE.

15. Place. ProQuest's principal place of business, where this contract is formed and all services will be deemed performed, is 789 E. Eisenhower Pkwy, Ann Arbor, MI 48108.
16. Entire Agreement. This Agreement consists of the Order Form, these Terms and Conditions, and Exhibit A, and constitutes the entire agreement between the parties hereto with respect to its subject matter and supersedes all previous and contemporaneous agreements between the parties with respect to the same subject matter and may not be amended, except in a writing signed by the parties. The terms of Customer's purchase orders, if any, are for Customer's convenience and do not supersede any term or condition of this Agreement.

Exhibit A: Permitted Uses

1. Online Research Services. Services designed to facilitate online research may be used for Customer's internal research or educational purposes as outlined below provided that doing so does not violate an express provision of this Agreement:
 - a) Research and Analysis. Customer and its Authorized Users are permitted to display and use reasonable portions of information contained in the Service for educational or research purposes, including illustration, explanation, example, comment, criticism, teaching, or analysis.
 - b) Digital and Print Copies. Customer and its Authorized Users may download or create printouts of a reasonable portion of articles or other works represented in the Service (i) for its own internal or personal use as allowed under the doctrines of "fair use" and "fair dealing; (ii) when required by law for use in legal proceedings or (iii) to furnish such information to a third party for the purpose of, or in anticipation of, regulatory approval or purpose provided that the recipient are advised that the copies are confidential and not for redistribution. All downloading, printing and/or electronic storage of materials retrieved through the Service must be retrieved directly from the on-line system for each and every print or digital copy.
 - c) Electronic Reserves, Coursepacks, and Intranet Use. Provided that Customer does not circumvent any features or functionality of the Service, Customer may include durable links to articles or other works (or portions thereof) contained in the Service in electronic reserves systems, online course packs and/or intranet sites so long as access to such materials are limited to Authorized Users.
 - d) Fair Use/Fair Dealing. Customer and its Authorized Users may use the materials contained within the Service consistent with the doctrines of "fair use" or "fair dealing" as defined under the laws of the United States or England, respectively.
 - e) Academic Institutions, Schools, and Public Libraries. If Customer is an academic institution, school, or public library:
 - i. Interlibrary Loan (ILL). Library Customer may loan digital or print copies of materials retrieved from the Service to other libraries, provided that (i) loans are not done in a manner or magnitude that would replace the receiving library's own subscription to the Service or purchase of the underlying work (e.g., newspaper, magazine, book), (ii) Customer complies with any special terms governing specific content or licensors as described in this Agreement, (iii) with respect to e-books, copying is limited to small portions of a book, and (iv) Customer complies with all laws and regulations regarding ILL.
 - ii. Scholarly Sharing. Customer and its Authorized Users may provide to a third party colleague minimal, insubstantial amounts of materials retrieved from the Service for personal use or scholarly, educational research use in hard copy or electronically, provided that in no case any such sharing is done in a manner or magnitude as to act as a replacement for the recipient's or recipient educational institution's own subscription to either the Service or the purchase of the underlying work.
2. MARC Records. MARC records may be placed in Customer's online public access catalog (OPAC) or shared online catalog (e.g., WorldCat) unless otherwise specified on the Order Form with respect to a particular Service.
3. Scholar/Researcher Profiles. The data contained within scholar profiles are for use in facilitating research and collaboration amongst colleagues. Neither Customer nor its Authorized Users may export or otherwise exploit the scholar profiles for mass mailings or similar marketing purposes.
4. Electronic Resource Discovery, Access, and Management. For electronic resource discovery (e.g., Summon), access and/or management services (e.g., Intota), the Customer reserves all right, title and interest in all Customer specific data it contributes to the Service (which may include but is not limited to Customer created metadata, bibliographic information, holdings and circulation data) and grants ProQuest permission to use such data for the limited purpose of operating and improving the Service and such information may only be provided to third parties in aggregate form. Raw usage data, including but not limited to information relating to the identity of specific users and/or uses, shall not be provided to any third party without Customer's permission. Provided that such access, use, and/or sharing does not violate an express provision of this Agreement, Customer and its Authorized Users are permitted to: (a) access the Service and information derived from the Service in order to discover, manage and provide access to library resources owned or licensed by Customer, (b) create, store and retain any reports and lists delivered by the Service, (c) share data about Customer's own library holdings that is retrieved from such Service with third party applications, so long as prior written notice is provided to ProQuest and (d) display metadata, bibliographic and holdings information in the library catalog available on Customer's library website.
5. Library Catalog Enrichment Service. For library catalog enrichment Services (e.g., Syndetics), Customer may use the enrichment elements for the sole purpose of augmenting Customer's own library OPAC or website. Customer may not convert Service metadata records into MARC format, nor distribute or display the enrichment elements in any third party applications, catalogs or websites.

6. Purchased Content. For perpetual archive licenses ("PAL") (as specified on the ProQuest Websites or Order Form), Customer pays a one-time fee for a perpetual license to the designated materials (the "Purchased Content"), and an annual "Continuing Service Fee."
- a) Perpetual License. The License to Purchased Content and any updates Customer receives is perpetual, and may only be revoked if Customer materially breaches this Agreement, or if the licensed materials contain errors or could be subject to an infringement or other adverse claim by a third party.
 - b) Continuing Services. In consideration of the Continuing Service Fee, ProQuest will provide Customer and its Authorized Users with online access to the Purchased Content, plus any included updates, on a proprietary platform designed to enhance the research experience (a "ProQuest Platform"). ProQuest will maintain systems and technology that help Customer comply with use restrictions and security standards required by ProQuest's licensors.
 - c) File Delivery. If Customer loses the ability to access its Purchased Content online through ProQuest (e.g., if ProQuest discontinues online access services), or if the Purchased Content is otherwise eligible for local loading, Customer may obtain digital copies upon certifying that it will secure and restrict use of the Purchased Content as contemplated under this Agreement, using systems and technology at least as protective as ProQuest's. File transfer costs, if any, are Customer's responsibility.
 - d) Data Mining. Subject to any content-specific restrictions, Customer and its Authorized Users may extract and compile data from locally-loaded copies of the Purchased Content solely for Customer's teaching, learning, and research purposes.
7. Patron Driven Acquisition ("PDA"). For certain Services, Customer may elect to have user activity trigger the purchase of content. Purchase preferences and Service eligibility for the PDA model are described on the ProQuest Websites.
8. Analytics. Some Services contain library collection analysis capabilities related to library holdings, or functionality that allows Authorized Users to create reports, lists, or alerts. Customer and Authorized Users may create, download, store and retain any such analytics or lists delivered by the Service. ProQuest may use library holdings and other information in the Service for comparison and metrics purposes in order to better understand the Customer's needs.
9. Restrictions. Except as expressly permitted above, Customer and its Authorized Users shall not:
- a) Translate, reverse engineer, disassemble, decompile, discover, or modify ProQuest's software;
 - b) Remove any copyright and other proprietary notices placed upon the Service or any materials retrieved from the Service by ProQuest or its licensors;
 - c) Circumvent any use limitation or protection device contained in or placed upon the Service or any materials retrieved from the Service;
 - d) Use the Service to execute denial of service attacks;
 - e) Perform automated searches against ProQuest's systems (except for non-burdensome federated search services), including automated "bots," link checkers or other scripts;
 - f) Provide access to or use of the Services by or for the benefit of any unauthorized school, library, organization, or user;
 - g) Publish, broadcast, sell, use or provide access to the Service or any materials retrieved from the Service in any manner that will infringe the copyright or other proprietary rights of ProQuest or its licensors;
 - h) Use the Service to create products or perform services which compete or interfere with those of ProQuest or its licensors;
 - i) Text mine, data mine or harvest metadata from the Service;
 - j) Communicate or redistribute materials retrieved from the Service; or
 - k) Download all or parts of the Service in a systematic or regular manner or so as to create a collection of materials comprising all or a material subset of the Service, in any form.

UNIVERSITY OF MARY WASHINGTON

START
HERE

Request for Proposal

Library Services Platform

RFP 15-437, Integrated Library System

Closing Date: August 14, 2015

ProQuest Contact:

Nancy Call

ProQuest, Workflow Solutions Specialist

Office # 919-307-3407

Mobile # 734-274-0481



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INTRODUCTION

August 14, 2015

ATTN.: Michelle Miller
University of Mary Washington
Procurement Services
Eagle Village Executive Offices, Suite 480
1125 Jefferson Davis Hwy.
Fredericksburg, VA 22401

Dear Michelle Miller,

We are excited to provide this response to the University of Mary Washington Libraries for an Integrated Library System.

ProQuest is proposing the following solutions to meet the University of Mary Washington's requirements:

- **Intota™** Library Services Platform, which includes:
- **Summon™** Web-scale Discovery service
- **360 Link** Open URL Link Resolver service

Our development of Intota™, Summon™, and 360 Link reflects our commitment to the objectives of the University of Mary Washington and to providing robust, cloud-based systems that are designed to make library workflows more efficient and streamlined, and which maximize valuable library resources.

Intota™ Library Services Platform is a transformative library automation solution for your library. As library collections have become predominantly digital, the needs for managing and providing access to those collections have changed. From this perspective of transformation, we propose a new type of collection management system, not built on the historical ILS model. We present our new offering **Intota™**, which manages collections for today's reality – the collection includes many e-resources and e-collections in addition to print resources. We look forward to discussing our approach with you.

The vision behind Intota™ is that libraries need a new model in library automation, one that transforms the way in which users are connected to resources. ProQuest is building the best example of that new model. We are positioned to do that because we are employing these guiding principles:

- Unified, intelligent workflows
- Comprehensive, authoritative knowledgebase
- Full integration of discovery with management

- Assessment capabilities for a total picture of holdings, usage and overlap across all formats
- Solution delivered as multitenant Software as a Service, no local installs
- Phased deployment; customers do not need to change the entire library system in one go, and modules can interact with other library services through powerful APIs

ProQuest Workflow Solutions, formerly Serials Solutions, created the **Summon**[®] service to serve as a “digital front door” for the library, searching across the library’s resources and providing a great starting place for research. Built expressly to meet the modern user’s expectations, with a compelling user experience that includes contextual guidance to guide users to better scholarly research and learning outcomes, the Summon service provides librarians opportunities to connect with more users, be embedded in the research process, and directly enhance and improve the discovery experience.

Our services are a true multi-tenant Software as a Service model, fully hosted and ready out-of-the-box to help you:

- Meet the challenges of discovering, accessing and deploying your important library resources
- Eliminate the need for expensive, additional local hardware
- Minimize extra work to quickly create a satisfying user experience
- Offer flexibility and a wealth of customization options to integrate with your environment

Our fully extensible APIs provide institutions the additional power to create a fully customized research experience for their communities.

All ProQuest Workflow Solutions services share a single, unified administrative interface and knowledgebase. Our authoritative e-resource Knowledgebase is fully integrated with our services. Our staff of data specialists updates our hosted, centralized Knowledgebase daily to include data from hundreds of content providers and thousands of databases, in many languages, providing libraries with a trusted partner for optimized library services.

We are grateful for the opportunity to respond to this Request for Proposal. We know that our solution is different than other informational proposals that you will receive. We welcome your questions about the information provided here, and we look forward to presenting it to you.

Best Regards,

Cathleen May, PhD, Director, ProQuest Bids & Contracts

ProQuest | Field: Arizona

928.963.0886

cathleen.may@proquest.com

Nancy Call

ProQuest, Workflow Solutions Specialist

Office # 919-307-3407

Mobile # 734-274-0481

ProQuest Workflow Solutions Office: 501 N 34th St., Suite 300, Seattle, WA 98103

REQUEST FOR PROPOSALS (RFP)

ISSUE DATE: June 29, 2015 **DUE DATE & TIME** August 14, 2015 @ 10am EST

RFP NUMBER & TITLE: RFP 15-437 ; Integrated Library System

COMMODITY CODE(S): 20859; Library Information Management Software
University of Mary Washington
Procurement Services

ISSUING AGENCY & ADDRESS: Eagle Village Executive Offices, Suite 480 **WORK LOCATION:** Fredericksburg, Virginia
1125 Jefferson Davis Hwy.,
Fredericksburg, VA 22401

CONTRACT OFFICER: Michelle Miller **OFFICER EMAIL:** mmiller8@umw.edu

PERIOD OF CONTRACT: Date of Award through One (1) year, with nine (9) one-year renewal options or as negotiated.

QUESTIONS/INQUIRIES: All inquiries for information should be directed via email to the contract officer listed above, referencing the solicitation by name and number. No questions will be accepted after **July 31, 2015 @ 5pm EST.**

PROPOSALS: Sealed Proposals must reach the above address and department by the deadline stated in order to be considered. It is the responsibility of the offeror to ensure that the proposal is submitted in a package that clearly identifies the contents as a proposal submission in response to this RFP. Also reference section V herein. UMW requires the inclusion of a clearly marked redacted proposal if any portion of the Offeror's proposal contains proprietary information; Reference Section V.3 stipulations. All resulting contracts will be made available through UMW's Public Contracts Gateway <https://umw.cobblestonesystems.com/public/>.

In Compliance With This Request For Proposal And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Firm Offers And Agrees To Furnish The Goods/Services In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation and the Undersigned Firm hereby certifies that all information provided below and in schedule or attachment of this document is true, correct and complete.

THIS FORM MUST BE COMPLETED AND RETURNED WITH PROPOSAL.

Name of Offering Firm: ProQuest LLC

Address of Offering Firm: 789 E. Eisenhower Parkway, Ann Arbor, MI 48108

Check All That Apply: Micro Business Small Business Woman-Owned Business Minority-Owned Business

RFP Notification received via: eVA Newspaper Other: Sales

DSBSD Certification No.: N/A Expiration Date: N/A

Virginia Contractor License No. :N/A Class: N/A

Specialty Codes: 95635 (Internet
DB Subs); 95645 (Microfilm);
95650 (Newspaper Subs)

SCC No.: T0352171

eVA Vendor ID or DUNS No.: C7570; 118717529 FEIN: _____

Submitted By (Print Name & Title):
Cathleen May, PHD, Director, Global Bids
& Contracts _____

Email: _____
Cathleen.May@proquest.com Telephone: (734)-255-4574

Website: www.proquest.com Fax: (206)
299-9707

Signature (In Ink): _____ Date: 8/13/2015

NOTE: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

RFP ADDENDUM

July 13, 2015

ADDENDUM NO. 1 TO ALL OFFERORS:

Reference – Request for Proposals: RFP 15-437; Integrated Library System
Commodity Code(s) to Furnish Goods/Svcs: 20859 ; Library Information Management Software
Dated: June 29, 2015
For Delivery to: University of Mary Washington,
Commonwealth of Virginia
Proposal Due Date: **August 14, 2015; 10:00AM EST**

This addendum consists of one (1) page.

ADDENDUM #1

EXTENDED DUE DATE: RFP 15-437 will now be due on **August 14, 2015 at 10:00AM EST**. Any proposal received after that time will be deemed late and will not be considered for this project. The rest of the timeline in the RFP remains unchanged at this time.

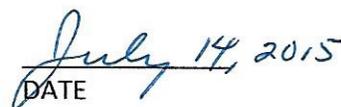
END OF ADDENDUM #1

Michelle Miller, VCO
IT Buyer Specialist, Procurement Services
Phone: 540/654-2260

*Acknowledged receipt of RFP 15-437 Addendum #1 (and all addenda) should be acknowledged and included in the RFP submittal package:



SIGNATURE



DATE

History and Experience

ProQuest: Who We Are

ProQuest is committed to empowering researchers and librarians around the world. The company's portfolio of assets -- including content, technologies and deep expertise -- drives better research outcomes for users and greater efficiency for the libraries and organizations that serve them.

In 2004, ProQuest acquired Serials Solutions, now Workflow Solutions, a business unit that provides Summon, and Intota, and is now part of ProQuest. Most recently ProQuest has acquired ebrary and EBL and is now the largest provider of aggregated ebook collections to libraries.

ProQuest is a key partner for content holders of all types, preserving and enabling access to their rich and varied information. Those partnerships have built a growing content collection that now encompasses 90,000 authoritative sources, 6 billion digital pages and spans six centuries. It includes the world's largest collection of dissertations and theses; 20 million pages and three centuries of global, national, regional and specialty newspapers; more than 450,000 ebooks; rich aggregated collections of the world's most important scholarly journals and periodicals; and unique vaults of digitized historical collections from great libraries and museums, as well as organizations as varied as the Royal Archives, the Associated Press and the National Association for the Advancement of Colored People.

This vast content allows serious research of virtually any research topic from multiple perspectives and across multiple formats. Precision search of the content is enabled through ProQuest's renowned ability to structure data for simple access and discovery by students, scholars and information seekers of all kinds. For librarians, ProQuest is an essential partner in driving the transformation of their organizations, providing practical and increasingly interoperable Software-as-a-Service (SaaS) solutions for acquisition, assessment, management and marketing of their information collections.

ProQuest's innovations are built from a spectrum of expertise that has developed organically and as companies have joined the enterprise. Affiliate Bowker is acclaimed for its century of experience in the organization of book data via classics such as Books in Print. ProQuest's aggregation solutions are supported by renowned skills in abstracting and indexing, while its historical collections leverage unique talent in the preservation and digitization of rare archival collections. Its EBooks area -- encompassing pioneering brands ebrary and EBL-EBook Library -- solve challenges related to emerging electronic formats. Other notable brands include the iconic ProQuest Dialog® information service that powers innovation in corporations; the Summon® discovery service, which enables patrons search their library's collection through a single online portal; Flow™, which provides students and faculty with a digital space for collaboration and management of all their research; Pivot™, a resource that matches funding and collaborators with researchers; and Intota®, a new management platform that enables libraries to make the shift from print to "e."

ProQuest is headquartered in Ann Arbor, Michigan, with offices around the world.

ProQuest: Partnering with Libraries

We believe that ProQuest is uniquely positioned to deliver a next-generation library service platform that will transform the way users and library professionals interact with the Library's collections.

There's a reason more than 9,000 publishers around the world partner with ProQuest. We provide authoritative content, critical discovery layers, and vital management tools that broaden the value of your information to thousands of institutions, organizations, researchers and scholars worldwide.

ProQuest's technology expertise, expansive global sales force, deep market penetration, and extensive line of aggregated databases provide new ways to expand their reach to markets that complement their direct distribution channels. With no investment on your part, we'll customize a strategy that preserves and promotes your brand to new markets, including driving potential new customers back to your own website.

ProQuest has unparalleled expertise in electronic resources, which is the dominant part of today's library collection. ProQuest is the only library services provider that has long and deep experience in solutions to help libraries manage these resources.

For librarians, we're an essential partner in driving the transformation of their organizations, providing practical and increasingly interoperable Software-as-a-Service (SaaS) solutions for acquisition, assessment, and management of their information collections through Intota, a new management platform under development that supports academic libraries.

The rate of innovation demonstrated by ProQuest in delivering the Summon discovery service, as well as our earlier services such as the first hosted link resolver, makes us uniquely qualified as your partner to re-envision and remake the future of the library to best meet the needs of today's users.

References

Ball State University

Muncie, IN 47306

Bradley Faust

Assistant Dean for Library Information Technology Services

Phone No. (765) 285-8032

bfaust@bsu.edu

Ball State University is a Development Partner with a Sirsi ILS. **Ball State University** Libraries utilize a number of our services, including Summon.

Johnson County Community College

Judi Guzzy, Professor, Technical Services Librarian

Billington Library - LIB229--Box 21

12345 College Blvd

Overland Park, KS 66210

913.469.8500 X4151

jguzzy@jccc.edu

Marist College

James A. Cannavino Library, 3399 North Road, Poughkeepsie, NY 12601

Contact: Katie Silberger

Title: Senior Librarian Digital Content Services

Phone No. (845) 575-3419

Kathryn.Silberger@marist.edu

Worcester Polytechnic Institute

100 Institute Road, Worcester, Massachusetts 01609

Contact: Don Richardson

Title:

508.831.6161

drichard@WPI.EDU

Since 2003

ProQuest Response to Section IV. Scope of Services

IV. SCOPE OF SERVICES (STATEMENT OF WORK): UMW is seeking an integrated library system to support back-end and business workflows and to provide an intuitive user interface for library patrons to discover relevant materials. Proposed systems will preferably be hosted off-premises through either traditional hosting or a Software -as-a-Service (SaaS) contract. All respondents are encouraged to prepare a proposal using creativity and to express a professional opinion as to how the proposed system would meet UMW's goals and needs. The contractor shall have available and be able to demonstrate the use and functions of the required components and/or features for an integrated library system or library services platform. If the offeror provides any or all of the optional components, these should be addressed as well. To be considered a complete proposal, each section must be addressed

A. Product Description – Required Components

1. General Overview: Describe the functionality, development, and enhancement of the system, paying particular attention to the following.

PROQUEST RESPONSE:

ProQuest is pleased to propose **Intota** to the University of Mary Washington Libraries. We value our relationship with Mary Washington University, and we appreciate the opportunity to propose integrated services through the Intota library services platform.

Intota is a *transformative solution* for libraries, one that offers them new ways to showcase the value of their collections and of the Libraries. Built on a conceptual model of connecting users with library resources, Intota transforms all aspects of library operations. Intota is a SaaS based solution designed to both displace the legacy ILS and to extend the capabilities for both users and staff.

Intota is not being built in the traditional, modular way as legacy library management systems. It is a more flexible solution, built for today's requirements. It is being released in phases, as services are available.

The foundation release of Intota, called Intota v1.0, was commercially launched in June, 2014. It is in production use by more than 80 academic libraries. This release begins the *transformation* of the library by offering functionality not present in the current ILS. It provides an entirely new solution for e-resource management and DDA program support, and a comprehensive assessment service. The library can implement this release now and receive capabilities and efficiencies not currently available to it.

The capabilities included in Intota v1.0 are:

- **Summon Discovery**—a unified, common discovery experience with a central index for your users;
- **360 Link resolver**—for improved access and delivery;
- **Intota Assessment**—for comprehensive analysis of collections;
- **E-resource and license management**—to increase operational efficiencies;
- **DDA automation**—to help establish collective collection building;
- **A-Z list for ejournals and databases.**

In the meantime, we continue development of additional Intota components:

- **Selection**
- **Acquisitions**

- **Fund Accounting**
- **Description**
- **Fulfillment**

Our goal is to have the first release of these additional workflows available in mid-2016. Functionality will be added with quarterly releases thereafter.

We welcome questions about any aspect of Intota or our response.

- a. Library and industry standards, formats, data types, and protocols supported.

PROQUEST RESPONSE:

In order to support our goal of interoperability, Intota is a standards based solution. OAI-PMH, COUNTER, SUSHI, MODS, RDA, MARC21, ISO2709, DCRM (B) and KBART are supported today. Parts of the ONIX suite are also supported today.

ProQuest plans to support additional standards and protocols in the commercial version of Intota version 2.0. These include SIP2, BIBFRAME, EDI and others.

- b. Copyright compliance and access control.

PROQUEST RESPONSE:

ProQuest is responding to this question from the perspective of current and planned functionality. Today it is possible to have a custom link in the discovery solution (facilitated by a custom setup in the link resolver) that sends a request to the Copy Clearance Center for copyright management.

In the future ProQuest expects to create additional functionality, utilizing a variety of our resources, including the recently acquired SIPX. We envision a solution that will help faculty and the library by automatically checking the status of licensed content and by automatically clearing copyright for other materials, saving the institution money.

- c. Testing for adherence to accessibility guidelines and standards. Provide documentation of the testing performed and results of that testing, including a Voluntary Product Accessibility Template (VPAT)

PROQUEST RESPONSE:

Summon, the discovery service of Intota, is fully compliant with WCAG 2.0 and Section 508 accessibility standards. Intota version 1 is also ADA compliant, including the Assessment functions.

Both Intota version 1 and Summon have been tested by agencies for compliance. The most recent testing was by the state of Texas in conjunction with Intota being licensed by the University of Texas at Austin. Based on the results of that testing, UT Austin has become an Intota version 1 customer.

Copies of ProQuest's VPATs for the various products and other accessibility information are available at www.proquest.com/go/platform-accessibility.

Please see the following pages for the VPAT for Intota.

VPAT™ - Voluntary Product Accessibility Template® Version 1.3

Name of Product: [Intota, Intota Assessment](#)

Product Link: <https://intotaa.Intota.com/wef/home> (release date: June 26, 2014)

Contact for more Information: Celeste.Combs@Proquest.com

Date: August 10, 2015

Note: All sections that are not applicable for this web product have been greyed out.

<i>Summary Table</i>		
VPAT™ - Voluntary Product Accessibility Template®		
<i>Criteria</i>	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Not applicable	This product is not considered a telecommunications product according to the definition in Section 1194.21.
Section 1194.22 Web-based Internet Information and Applications	Supports with exceptions	See detailed sections below for full details.
Section 1194.23 Telecommunications Products	Not applicable	This product is not considered a telecommunications product according to the definition in Section 1194.23.
Section 1194.24 Video and Multi-media Products	Not applicable	This product is not considered a video and multi-media product according to the definition in Section 1194.24.
Section 1194.25 Self-Contained, Closed Products	Not applicable	This product is not considered a self-contained product according to the definition in Section 1194.25.
Section 1194.26 Desktop and	Not applicable	This product is not

Portable Computers		considered a desktop product according to the definition in Section 1194.26.
Section 1194.31 Functional Performance Criteria	Supports with exceptions	See detailed sections below for full details.
Section 1194.41 Information, Documentation and Support	Supports	Fully compliant. See below.

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Section 1194.21 Software Applications and Operating Systems – Detail		
VPAT™ - Voluntary Product Accessibility Template®		
Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.		
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is		

<p>available to the product developer.</p>		
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>		
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>		
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>		
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>		
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>		
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation</p>		

mode at the option of the user.		
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.		
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.		
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		

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Section 1194.22 Web-based Internet information and applications – Detail		
VPAT™ - Voluntary Product Accessibility Template®		
Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with exceptions	The application is partially compliant – some elements have appropriate

		<p>alt attributes.</p> <p>All images that are purely decorative are either coded as background images or have null alt text (so they do not interrupt the page when using a screen reader).</p> <p>Exceptions:</p> <p>1) Search Results: Icons in the preview pane don't have alt tags.</p>
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	The site does not contain video.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	All content is still available and all pages are readable with CSS turned off.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	The site does not use server-side image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions	Supports	The site does not use client-side image maps.

cannot be defined with an available geometric shape.		
(g) Row and column headers shall be identified for data tables.	Supports	Data tables are used as part of the application. Tables display column headers.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports	Data tables are used as part of the application.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not applicable	The product does not use frames.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Graphics and other elements of the content do not flicker.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Supports	The product has been designed to be directly accessible, so no alternative text-only pages are necessary.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports with exceptions	All scripts are accessible to assistive technologies and are partially accessible by the keyboard. Exception: Keyboard navigation is not fully implemented.

<p>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	<p>Not applicable</p>	<p>3rd Party Applications are present.</p> <p>Flash or Adobe Acrobat reader are not used for this site.</p>
<p>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports with exceptions</p>	<p>All forms have been coded with the necessary mark-up (e.g., using labels / ids, fieldsets, etc.) to make them accessible to assistive technologies.</p> <p>Exceptions:</p> <p>Several form elements are missing form labels.</p>
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Does not support</p>	<p>“Skip navigation” links are not provided at the top of every page to permit users to skip repetitive navigation links.</p>
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Supports</p>	<p>The product does not require timed responses.</p> <p>There is a time limit to the users’ session, however the user is alerted when the time limit is approaching and can extend the session if required.</p>

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

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Section 1194.23 Telecommunications Products – Detail
VPAT™ - Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
<p>(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.</p>		
<p>(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>		
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>		
<p>(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>		
<p>(e) Where provided, caller identification and similar telecommunications functions</p>		

<p>shall also be available for users of TTYs, and for users who cannot see displays.</p>		
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>		
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>		
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>		
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>		
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable</p>		

<p>format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>		
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>		
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>		
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>		
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>		

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Section 1194.24 Video and Multi-media Products – Detail
VPAT™ - Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>		
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>		
<p>(c) All training and informational video and multimedia productions which</p>		

support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.		
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.		
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.		

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Section 1194.25 Self-Contained, Closed Products – Detail		
VPAT™ - Voluntary Product Accessibility Template®		
Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.		
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		

<p>(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).</p>		
<p>(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>		
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>		
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>		
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>		

<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>		
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>		
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>		
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>		
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply</p>		

<p>with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>		
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>		

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<p align="center">Section 1194.26 Desktop and Portable Computers – Detail VPAT™ - Voluntary Product Accessibility Template®</p>		
<p align="center">Criteria</p>	<p align="center">Supporting Features</p>	<p align="center">Remarks and explanations</p>
<p>(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).</p>		
<p>(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).</p>		
<p>(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall</p>		

also be provided.		
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards		

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Section 1194.31 Functional Performance Criteria – Detail VPAT™ - Voluntary Product Accessibility Template®		
Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	The product is usable with a screen reader.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	The product is usable with a screen reader.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Not applicable	There are no features requiring audio.

(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not applicable	There are no features requiring audio.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Not applicable	There are no features requiring speech input.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports with exceptions	There are features missing ability to navigate with keyboard.

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Section 1194.41 Information, Documentation and Support – Detail		
VPAT™ - Voluntary Product Accessibility Template®		
Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Context-sensitive help is available from each page of the product. This documentation can be viewed online or printed. Product support documents are available from the corporate site or on request.
(b) End-users shall have	Supports	An accessibility page is

access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.		available on corporate site and available upon request.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support services are available to accommodate the needs of users with disabilities.

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- d. The number and sizes of academic libraries where this system is currently running in a production environment.

PROQUEST RESPONSE:

The Intota service is in production use by more than 80 academic libraries of varying sizes, including consortia. These libraries, who have put Intota version 1 into production, include several ARL libraries, as well as medium and smaller academic libraries. We also have a number of multiple library sites who are either beta partners, development partner sites or early adopters committed to the full version of Intota.

- e. Offeror's track record of developing and implementing integrated library management systems.

PROQUEST RESPONSE:

ProQuest is very experienced in solutions for managing electronic library collections. Since 2000 our staff has been innovating around electronic resources, what is now the dominant element of the library collection. We bring that expertise to Intota.

While we have not previously created solutions for managing print collections, there are staff within the group with extensive experience in the ILS industry. That experience includes Innovative, Voyager, Alma, and Sirsi.

Our activities for Summon and Intota are supported by more than 250 staff. ProQuest overall has staff exceeding 1600. This assures UMW that we have the financial wherewithal and experience to perform what we propose.

Intota is a transformative solution. ProQuest began that transformation for libraries when we introduced the first web-scale discovery service, Summon. Summon is a key component of Intota, as is our OpenURL linking service, 360 Link. Both represent our experience with "library services platforms" and the SaaS model of cloud computing.

- f. Offeror's relationship with the vendor(s) of any third party tools (*i.e., reporting tools, application server and DBMS vendors, etc.*) included in this proposal including licensing, costs, support for the product(s), and versions (*e.g., full or modified*). Provide pricing in section **Attachment E Pricing Schedule** of this RFP.

PROQUEST RESPONSE:

ProQuest is offering Intota to the university as a complete subscription solution. There are no third party tools that the institution needs to license or support. As a true SaaS offering, ProQuest provides a full service for the subscription fee. It is our responsibility to provide any third party tools, as well as all server hardware, within the subscription fee.

- g. Active user groups and how they function.

PROQUEST RESPONSE:

Summon has an active worldwide user community that contributes to and helps inform product enhancements and innovations. There is a very active Summon listserv and we also hold Summon User Groups across the world. It is funded by ProQuest and the number of members is constantly growing. Discussions are moderated by ProQuest product management. Summon also has a dedicated community Wiki.

We are holding our first overall User Summit in Chicago in October, 2015. This is our inaugural meeting for a global users group, focused on both Summon and Intota.

- h. Development methodology used for your system. Give details about the testing phases, and the roles of the people involved in the development of the software.

PROQUEST RESPONSE:

The Intota and Summon services are architected under an Agile Development methodology. We utilize true Agile, including daily standups and sprint reviews. We are currently releasing new capabilities for Summon every quarter. For Intota version 2, due for commercial release in mid-2016, we are doing 2 week sprints and iterating on the workflows.

There does not need to be scheduled downtime for any routine maintenance or upgrades. Upgrades occur automatically with no impact on customer's live production systems. Releases are part of the annual subscription fee; there is no separate maintenance agreement.

Also each software release has a full roll back plan. We always have rollback options in place when applying fixes or releases, which is provided by the size and redundancy of our platforms. As new features and interface enhancements are released, we typically provide a lengthy testing and opt-in period. For version changes, it is our practice to support both versions for a period of time, to allow the Library to choose the best time to implement the new version.

Testing is done as part of development, as well as releases are finalized. Testing is partially automated, using pre-built test scripts.

Staffing involved in development are from both Product Management and Software Engineering. Titles include product manager, program manager, software engineer, and product build engineer.

- i. Process for determining enhancements that will be made to the application software.

PROQUEST RESPONSE:

For enhancements and new features, for Intota we'll employ many of the methods we've successfully implemented for our other workflow tools such as Summon. The Summon enhancement process is very customer-driven. There is a Summon Advisory Board that meets quarterly.

We are developing Intota with a group of development partners that have real involvement and influence on product functionality. Additionally, this group is helping determine implementation and support policies.

We've introduced a number of enhancements in the past months as a direct result of customer feedback. There have been enhancements to Summon, 360 Link, Intota Assessment and Intota e-resources within the past six months. In every case, some of the enhancements have been suggested by users.

All releases and enhancements are included in and covered by your annual subscription at no extra cost to you.

- j. Standard and proprietary APIs, integration/connection resources, and development languages and tools that extend your toolset. Specifically, explain your system's potential for integration with other systems using Learning Tools Integration specification (<http://www.imslobal.org/lti>.) Provide details for all functions of the system that can take advantage of APIs, including acquisitions, e-resources, metadata/cataloging, circulation, discovery, end-user interfaces, mobile interfaces,

collection reporting, and digital content management systems.

PROQUEST RESPONSE:

ProQuest offers API's for our solutions. There is no additional cost for the API's, which are thoroughly documented. The API's are both read-only and read-write, depending on the context.

Our Summon service has a complete API, which is published. See

<http://api.summon.serialssolutions.com>.

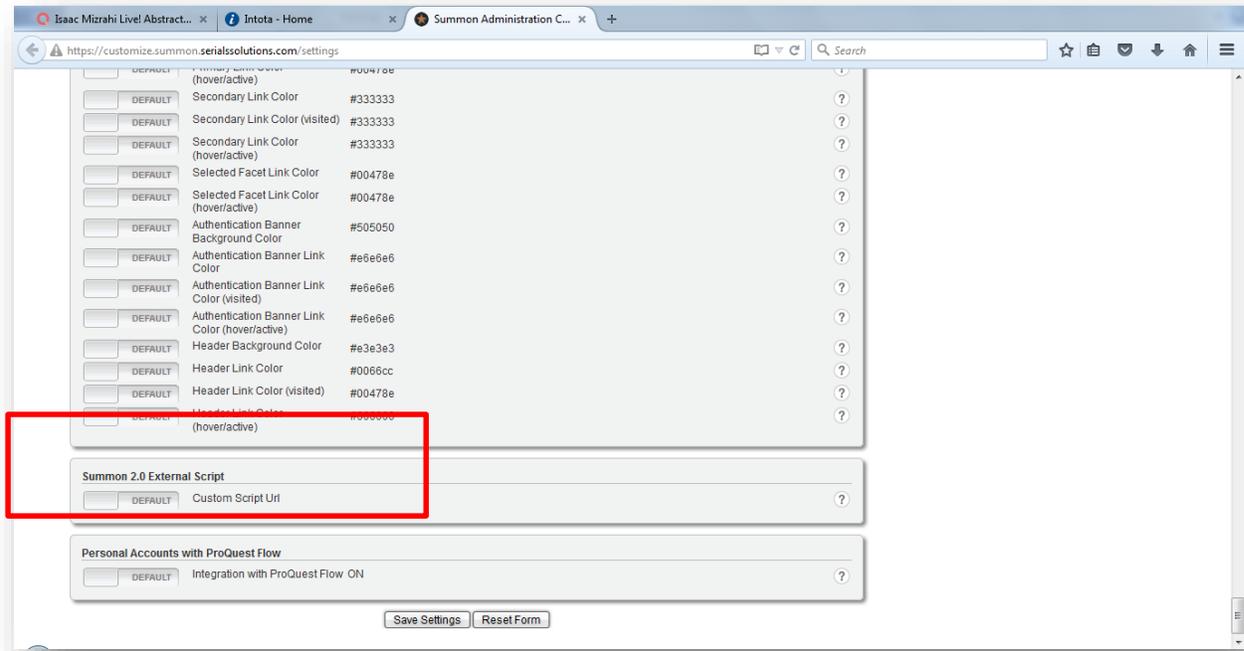
There is also an XML API for 360 Link. Libraries that opt to use the 360 Link API have complete programmatic control over the application. Development teams can build custom solutions to meet the requirements of local library staff. Additionally, developers can work to embed results in a variety of locations.

Likewise, there is an API for the restructured Knowledgebase. Currently this API is being used by the Intota development team to interface the Intota application to the Knowledgebase. This assures libraries that the Knowledgebase API is full featured.

There will be an equivalent API for Intota. The Intota API, already being developed, will be robust and well-documented. It will provide for exists and interoperability with a variety of third-party applications. The API will also be used internally between the Knowledgebase and Intota.

The Summon and Intota APIs will be extended to provide for their use to access/report patron account information. Bib/holdings and item data is already supported in the API.

We encourage questions about our capabilities for extension. As an example of our support for user extensions, see the screen below. This is a field in the Summon administrative console for the customer to insert a custom piece of java code.



2. Application Functionality - Library Staff Applications – General

- a. Describe how the modules function as an integrated whole and detail any limitations in their ability to function independently from other modules.

PROQUEST RESPONSE:

Intota is being developed to solve the problem of bifurcated workflows that has happened as e-resources have come into the collection. There are no “modules” in Intota, so there are no barriers between components. Intota allows all material types to be handled in the same workflows. If the material type requires additional information, such as license data for an e-resource, the workflow provides that option within the workflow.

What this means is that it is possible to order electronic and print resources in the same acquisitions session, just as it is possible to describe resources, digital resources and print resources within the same cataloguing session. Another example is the ability of a selector to directly place an order from a wish list, a function which is in development for Intota.

Summon works with other existing components of Intota, and will work with the modules in development to bring sensible, logical workflows that contribute to the stated aim of connecting users with resources--for example, advanced DDA support and integration.

As for the modules functioning independently, it depends on the use case. Summon is able to be used independently of the Intota management functions, and is able to integrate with other management solutions. The management functions themselves could be used in separate workflows, but we do believe that there is benefit in the unification.

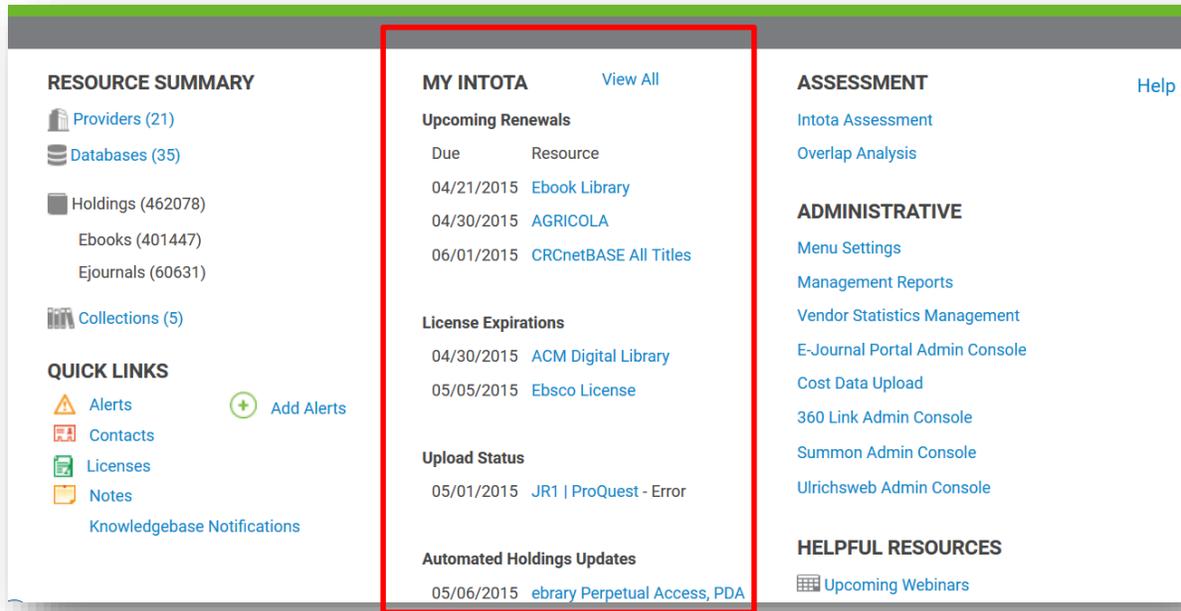
- b. Describe configurability of workflow(s) in application and across modules or functions.

PROQUEST RESPONSE:

Intota is quite configurable. In combination with role-based authentication, the library has many options for configuring workflows. A great example of the workflow configuration capabilities of Intota is the “**My Intota**” functionality. This provides for a staff member to be associated with particular e-resources for maintenance. That staff member will then be able to use a variety of workflows to manage the assigned resources.

In production today in the Intota e-resources workflows, this function acts as a personalized dashboard, noting to a staff member items that need their attention, based on their sign-on. It is the intention to allow widgets to be created and added to the My Intota activity pane.

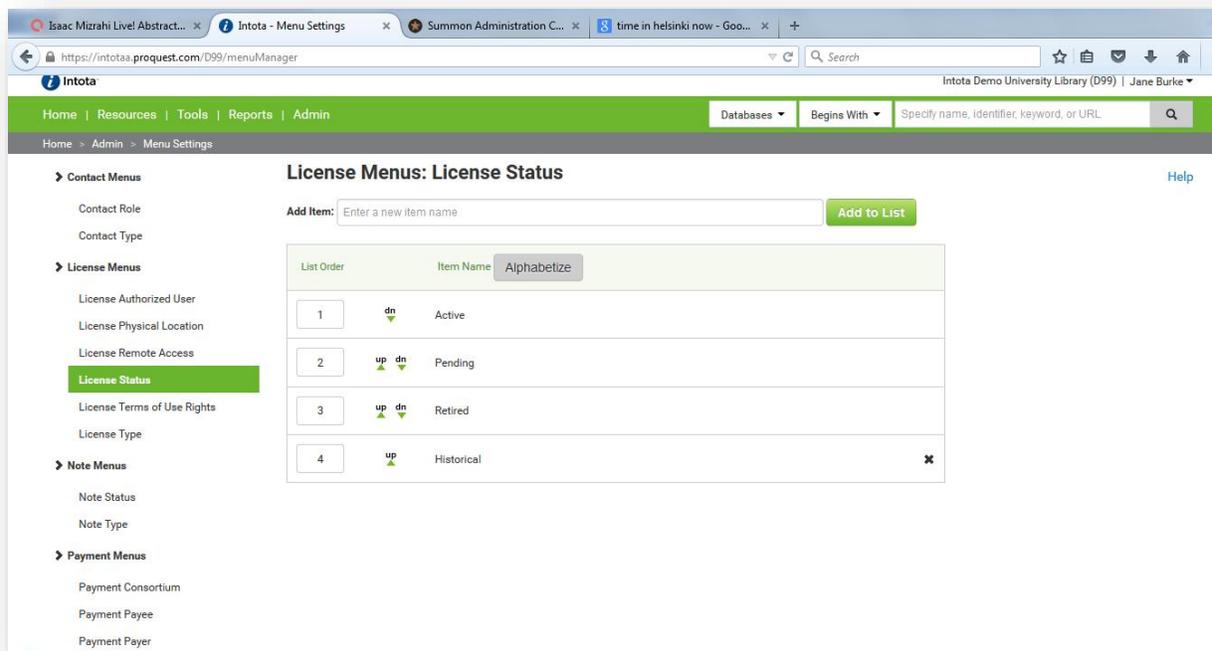
Here is a screen capture of the My Intota activity pane in production today within the e-resources workflow:



- c. Describe the system’s approach to codes, including locations, statuses, and types. Include details about codes from the staff perspective and also how the codes support end-user interaction with the system. Please provide relevant documentation.

PROQUEST RESPONSE:

In general, Intota uses less codes. Codes can complicate training efforts and inhibit the ability of staff to work easily across the solution. Instead the drop-down menus, both in the administrative console for setting various statuses and types and in the application itself, display the full name. Here is an example of the statuses for licenses:



This approach is used throughout Intota.

Of course, for data migration, we must accommodate location codes. The library will be able to build a location code table with the translation of the location name to be displayed.

- d. Describe the extent to which library staff users configure or customize the application, including views and menus. Define what customizable and configurable mean for your application. Indicate whether it is possible to add custom scripting (*e.g. Javascript or CSS*) to staff interfaces.

PROQUEST RESPONSE:

The ProQuest approach to Intota and Summon is to support both 1) configuration options and 2) customization.

Our approach is to have the library staff do all of the configurations of the system. Using the menu approach illustrated in 2.c above, the library administrator can configure overall settings and set up staff permissions. The only configuration work that ProQuest does is the initial creation of the Intota instance for the library on the platform.

Configuration options are those options within the application. These options are easily administered across the services, via web-based screens. There are many of them.

Summon is a good example, with sections for:

- Settings
- Detail Page
- Usage
- Translations

- Recommender

We offer a Summon configuration tool that enables libraries to easily match their library look and feel. Support for CSS, and institutional-branding support provide for unprecedented customization within the out-of-the-box interface.

The local administrator has the ability to configure numerous aspects of the Summon display interface, including number of results; number, type and order of facets; language; Database Recommendations; Best Bets; custom linking; record prioritization; institutional facet whitelisting; Union Catalog participant record prioritization institutional; branding and more.

Equivalent configuration options are available in the other Intota services. For example, the 360 Link administrative console provides 12 sections of options.

The Administration Consoles allow library administrators to easily configure the Summon service with no technical training. With Intota there will be branding opportunities, although they will be more subtle since these interfaces are staff oriented.

Customization of the services is done via the API's. These fully documented API's allow local changes and extensions to the service. These are for desired enhancements that go beyond the configuration options.

There are many examples of customizations using the API. Some include a shelf browse capability created within Summon by one library. Several large libraries have adopted a "bento box" approach for displaying results by format. We look forward to presenting examples to the Libraries.

Since all user interfaces for Intota and Summon are browser based, all standard capabilities are available to control font size, contrast, etc.

In response 1.j above, we show the example of inserting java script in Summon. We expect to offer the same capabilities in the management workflows.

- e. Describe additional potential configuration and customizations entailing an associated cost (*i.e., hourly and fixed fee*). Provide pricing in section **Attachment E Pricing Schedule** of this RFP.

PROQUEST RESPONSE:

At this time we are proposing any additional cost work by ProQuest for configuration or customization. In our costs sheets, we have proposed data migration and project management.

- f. Describe how configuration and customization will affect future releases of software (*e.g., level of support provided*).

PROQUEST RESPONSE:

Releases and system upgrades do not affect local configurations and customizations by the Library. Customizations are separated from the production code, so that upgrades occur automatically with no impact on customer's live production systems. All releases and enhancements are included in and covered by your annual subscription at no extra cost.

- g. Describe functionality integrated within the system that supports staff workflows, differentiating between functions for which workflow is already built and delivered versus workflows that can be defined.

PROQUEST RESPONSE:

This is a somewhat difficult question to answer since we are not completely aware of the library's current environment. In general, we are building Intota to be quite flexible. An appropriate word is "multi-threaded", allowing staff to do their work in a variety of ways.

Here are some general comments on the Intota approach and functionalities. By building a true library services platform, Intota allows for future extensibility, allowing libraries to *easily create staff workflows* to meet the demands of new models of purchasing, as well as pathways for Intota to speak to new systems.

This design philosophy allows us to build this conceptual model into real advances in library workflows such as:

- *Greater efficiencies* and more value derived from a relationship-driven (linked data) description process
- *"Elevating" the patron record* to better serve user needs
- *Built-in architecture for consortial functionality*, rather than trying to squeeze it in as an afterthought

We are leveraging this design philosophy to approach functions in a new way, balancing the needs of a predominantly electronic collection with the other functions required. There are many examples that we envision as we build Intota. A list of such differences includes:

- **Centrality of the Knowledgebase** – the Knowledgebase is included in the Intota subscription and the application is integrated with the Knowledgebase. The Knowledgebase goes beyond e-resources and providers to include bibliographic data. This provides libraries with a greatly streamlined workflow for adding records for their resources.
- **Inclusion of a linked data metadata engine.** Library descriptive processes are being altered dramatically so that library data can be made available to web search engines. Libraries are seeking to abandon MARC records with static text strings and instead are looking to adopt web principles of linked data. By transforming library data to BIBFRAME upon ingestion into Intota and by committing the Knowledgebase to the FRBR framework and to linked data principles, Intota allows the library to participate in new descriptive practices now.
- **Automated handling of DDA packages** through smart workflows that automatically update library holdings and make records discoverable in Summon without requiring batch loading of records by the library.
- **Keyword search for staff functions.** While library staff rely on precise searching, there are also times when keyword searching is desirable. Intota will support both.
- **Faceted search.** This ability to post-limit searches is not supported in legacy ILS and will be a welcome feature.
- **Selection.** Selection has been outside the realm of the traditional library system, creating duplicate data entry and ordering inefficiency. Intota includes a sophisticated selection workflow, allowing librarians to create and keep wish lists in the solution.
- **Requesting.** We envision a requesting function in Intota which allows the user to simply request materials, regardless of where those materials are held. Intota acts as the "delivery resolver" for materials by accepting and intelligently parsing requests. The workflow is powered by library-specified business rules. Specific transformative benefits include:
 - Easiest for the user – users no longer have to understand sourcing options

- Utilizes license terms in Knowledgebase, underscoring its importance
- Integrates disparate functions – for both users and staff
- **Built-in Resource Sharing.** Cloud-based systems provide opportunities for easier borrowing among libraries, since all of the data resides on the same platform. Intota is being built to take full advantage of the platform architecture to make it easier and cheaper for libraries to share resources.
 - Aligns with the evolving nature of the print collections
 - Can be architected in using the location structure.
 - Shows the advantage of multi-tenant SaaS.
- **Networked patron information.** Rather than requiring batch loading of patron data, when can easily get out of synch with the patron information system, Intota simply reaches out to the patron system to validate the user. This provides protection for patron data and offers an option for keeping sensitive patron name and address information on local servers.
 - Don't require batch loading of patron data
 - Patron data is not duplicated and is always up to date
- **Fund Accounting** provides a new depth of information into how the library is spending its money
 - Is more flexible than other offerings, particularly in the ability to assign “tags” as a second dimension to the fund structure
 - Meets a need that the libraries are currently filling with manual spreadsheet operations
 - Fund accounting in Intota is integrated to Intota Assessment
- **Ordering processes that conform to today's reality.** Much of the ordering and subscribing to resources takes place outside of the library's local system. Rather than requiring a separate process, Intota ingests order and/or invoice data directly, programmatically reflecting external ordering.

Having said all of that, we are learning that libraries need help adapting to these new workflows. We are prepared to provide “change management” consulting during the course of the implementation. We look forward to discussing this with the Library.

- h. Describe how UMW's e-mail systems would be incorporated with your system's operation. (*Faculty/Staff – on-premise Exchange and students – Microsoft Office 365*).

PROQUEST RESPONSE:

Email communications are sent to the user through the campus e-mail system, allowing branding and other customization of such messages.

- i. Describe third party e-mailing, if this functionality is part of your solution – what messaging service is utilized by your system? Describe details of how message header information is created and can be customized (*e.g., the subject line, the “From” address.*)

PROQUEST RESPONSE:

Please see above. Messages on-screen are configurable by the Library, as is the text of all email or text communications.

- j. Describe all system requirements for public and staff clients, including browser versions supported, necessary plug-ins, or browser configuration requirements.

PROQUEST RESPONSE:

Intota and the public-facing interface, Summon, are developed using of standard browsers. All of the interfaces to Intota are browser-based, providing easy and flexible navigation across functions. We develop and test across various browsers, including Firefox, Chrome, Internet Explorer and Safari. We publish supported versions of browsers within our Support Center. All functionality can be performed using a browser with no plug-ins, extensions, etc. or software required to be installed on a local workstation.

- k. Describe where client profiles and configurations are maintained (*i.e., on the server or on the workstation*).

PROQUEST RESPONSE:

All functionality, including storage of client profiles and configuration maintenance, can be performed using a browser with no plug-ins, extensions, etc. or software required to be installed on a local workstation. The configurations are stored on the server, but are maintained through a standard workstation. No direct server access is required.

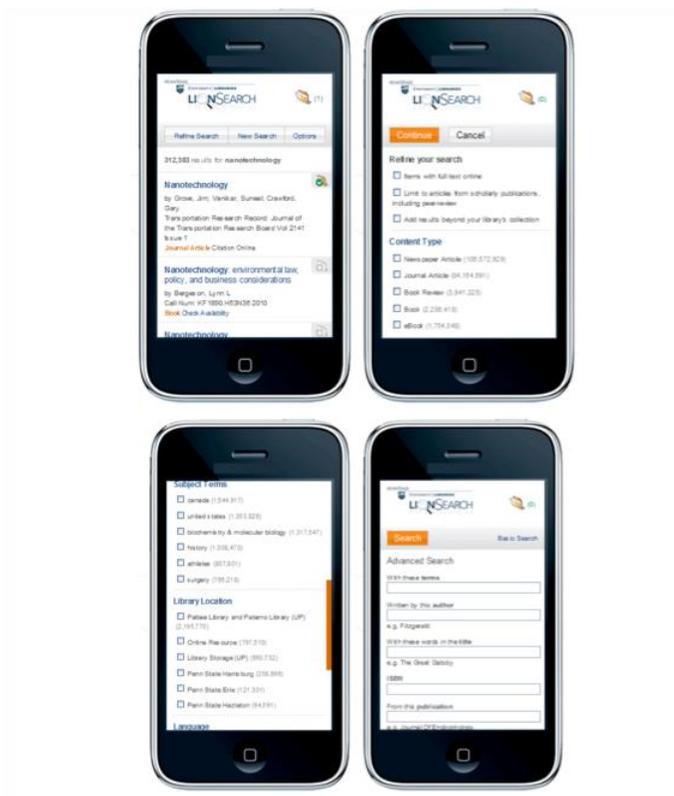
- l. Describe any mobile interfaces for staff. Explain the difference between staff functionality on mobile interfaces versus desktop interfaces.

PROQUEST RESPONSE:

Both the management and discovery solutions are responsive design. Intota is being designed for use with tablets as well as workstations. Certain functions, such as fulfillment, will also be supported for smartphones. However, some management functions will require more screen real estate than a smartphone.

Summon supports mobile access using responsive design. *The Summon service comes with mobile support out of the box.* Summon provides true web scale "discovery" features via its mobile interface without the need for an additional mobile application. Beside superiority in coverage, relevancy and ease of use (such as speed, no authentication barriers, etc.) here are some key things to understand about how Summon supports mobile users:

- Navigating to the Summon instance from a web-enabled Smartphone will automatically roll the user to the Summon mobile interface and Summon automatically directs iPad users to an appropriate interface for tablets.
- The mobile service is full-featured, meaning that all results are available in the mobile interface, items can be saved and emailed, cover images, availability, advanced search (with all the fields such as ISBN search available), "Did you Mean" functionality and refining/limiting facets are all available in the mobile interface. Additionally, ProQuest has even developed another interface for the iPad, which takes advantage of touch screen technology, and the larger screen real-estate.



The Summon mobile interface.

Since the Summon service is also openly available without authentication, this means virtually all of the content in the library’s collection can be searched via any web browser or mobile device and there are no roadblocks or gateways preventing users from accessing the library collection. Summon even allows for expansion of results beyond the library collection. Again, this is a huge differentiator between Summon and other discovery services that cannot display large amounts of the library’s collection to non-authenticated users. The Summon mobile experience is not biased toward a small set of the library’s content, nor is it limited to just displaying 10 results at a time with no navigation options for large results sets.

- m. Describe how product(s) addresses accessibility for library staff interfaces to ensure the application is accessible to people with disabilities.

PROQUEST RESPONSE:

Please see A.1.c. Summon is fully compliant with WCAG 2.0 and Section 508 accessibility standards. Intota version 1 is also ADA compliant, including the Assessment functions.

- 3. **Application Functionality – Acquisitions and Financial Management:** Describe the proposed solution’s acquisitions and fiscal management capabilities, including but not limited to each of the items below:
 - a. Acquisitions workflow for creation and placement of orders, including:
 - i. single order entry and submission
 - ii. batch import from vendor systems
 - iii. checks to avoid duplication of orders or of owned titles
 - iv. batch submission to vendors

- v. accepting and storing communications from vendor (e.g., *order acknowledgements, order status updates, cancellation triggers*).

PROQUEST RESPONSE:

The old model of acquisitions is obsolete in today's library. Rather than buying individual titles and ordering piece-by-piece, libraries now acquire packages or acquire directly from a supplier. Whether a database or a PDA selection, libraries no longer follow a workflow that begins with a purchase order and waits for the arrival of a physical item. *Intota Acquisitions* is being developed with new workflows that manage modern acquisition realities.

Intota Acquisitions

Modernize acquisition workflows

- Patron Driven Acquisition (PDA)
- Integrated Selection and Sourcing
- Purchasing and Record Creation

Intota acquisition needs to provide for multiple acquisition scenarios, including:

Patron Driven Acquisition. Today's acquisitions activities are often initiated by end users—a library user clicks on a PDA title, or a faculty member requests particular content—for example. In building Intota, we are developing functionality that responds to this new reality.

Integrated Selection and Sourcing. In today's library environment, acquisition is often coupled with selection, and not just in terms of PDA. Selection is integrated into Intota Acquisitions workflows. We envision a selection function in Intota which allows the user to simply request materials in Summon, regardless of where those materials are held.

Acquisition will be coupled with patron requesting. We plan to integrate all requesting functions in Intota into a process which Intota manages. This is an area where Intota is much more comprehensive than in the traditional ILS. The intelligent workflows of Intota will allow the automation of most types of requests, based on the Library's policies.

We envision workflows that allow the user to simply request materials, regardless of where those materials are held. Intota Acquisitions will then act as the "sourcing engine" for materials by accepting and intelligently parsing requests.

Purchasing and Record Creation. With electronic materials, receipt happens at the time of order. For print materials, receipt happens upon physical receipt. So the old model that requires a bibliographic record and purchase order at the beginning of a process is outdated. Intota Acquisitions will be flexible in how and when purchase orders are created by decoupling purchasing from records creation.

Using Intota Acquisitions, records will be importable from the Knowledgebase online. Intota Acquisitions will also expedite importing records from other sources, such as OCLC, using the APIs available. It will be possible to automatically create purchase order, invoice, and item records based on the library location(s) profile.

Each location will be able to define its own profiles. The parameters for a location may vary from another location or group of locations. This will provide for variation in technical services policies.

During the order process Intota will do an automatic check for duplicates across specified locations. This will alert for all types of orders, including items in the DDA selection pool.

It will be possible to have a library notified when another library deaccessions or cancels an item that both hold. These capabilities will be developed as the overall consortial borrowing functions of Intota are developed.

To support the flexibility necessary in today's environment, Intota will provide multiple workflows that allow the various acquisition activities to happen asynchronously, but then to be brought together in Intota. Intota will provide:

-- For Selecting, Ordering and Receiving

- Flexibility for different procurement models
 - Facilitate ordering from Intota using APIs to connect to supplier systems (e.g., Amazon)
 - Capture required order details when the purchase begins outside of Intota
 - Orders not even required for certain types of purchases (e.g., DDA)
- Automate as much as possible, based on library-defined rules for routing and approval
- Use role-based workflows to alert staff to issues requiring mediation
 - Incomplete orders
 - Orders that flag up on automated processes

--For Invoicing

- Automatically ingest invoice data via API or EDI (Electronic Data Interchange standard)
- Manage approval for payment via My Intota
 - Alerts appropriate users to action required
- Payment requests sent automatically to the accounts payable system
 - Will support confirmation back from AP system when paid (date of payment, amount paid, etc.)

--Support for Demand Driven processes

--Support for Budgeting

- Detailed allocation tracking
- Detailed fund tracking

--Reports

- Provide out-of-the-box predefined reports for common needs through Intota Assessment:
- Operational reports – open orders, pending invoices, orders past due, new books, vendor performance, etc.
- Financial reports – fund snapshot, fund details, spending per format/discipline/selector, etc.
- Enable libraries to create custom reports using Acquisitions data

Ordering can be done for multiple libraries on a **single order**.

Intota will support **batch import** and export of records, using a variety of library-specified rules. Examples of such rules will be overlay criteria for imported records, date criteria for exported records, automatic creation of holdings records on import, etc.

Overlap analysis is also a current service, noting **duplication** across both e-books and e-journal packages, both at the title level and the holdings level.

Intota will provide online ordering, rather than **batch order** generation.

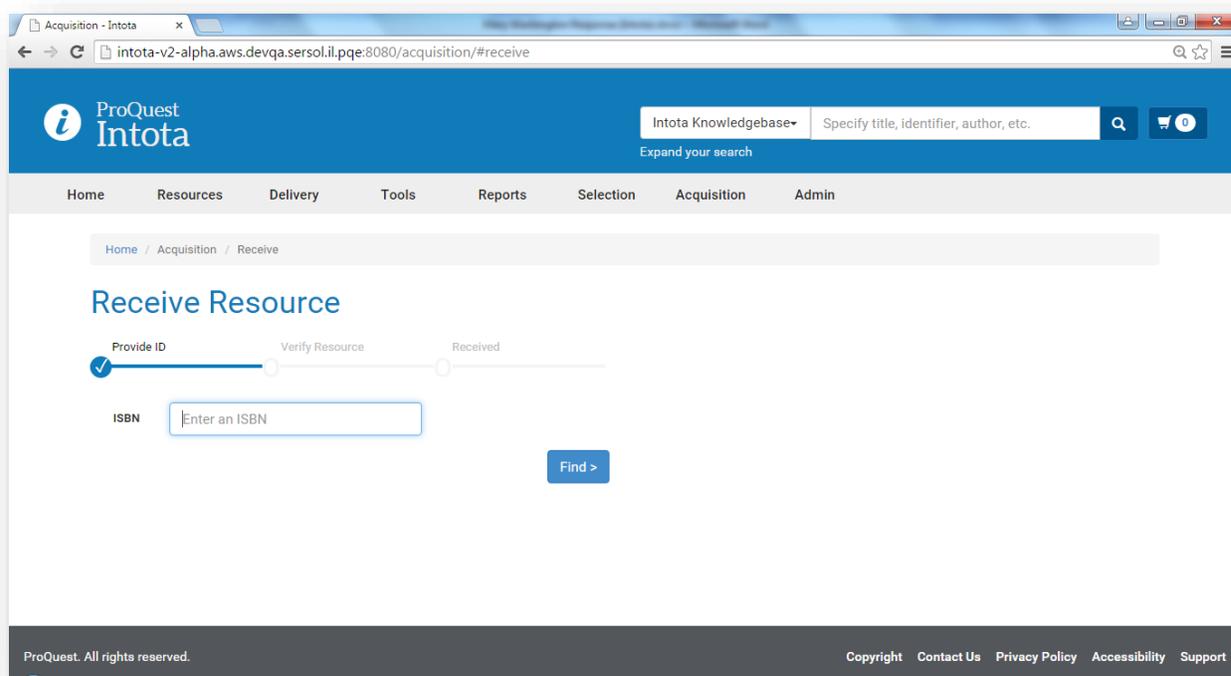
Intota will support the full set of EDI transactions with **vendors**. This will provide direct interface to vendors' systems for ordering, renewing, claiming and invoicing. Intota will provide contact information for vendors and publishers and manages contact information.

- b. Updating and processing of orders, including both individual receiving and batch options.

PROQUEST RESPONSE:

As noted above, for electronic materials, receipt happens at the time of order. For print materials, receipt happens upon physical receipt.

Physical receipt will support scanning of the ISBN in the item. See the screen below:



The batch jobs that support acquisitions will support automated receipt.

- c. Support for acquisition of items not requiring order or invoice, such as government documents and gifts.

PROQUEST RESPONSE:

In Intota there will be no requirement to have an order or invoice record. Bibliographic and holdings records will be able to be created for non-purchased materials.

Also, as noted above, there will be the ability to import order and invoice data without the requirement to have a link to a bibliographic record in the solution first. Both bibliographic data and order/invoice data may be imported after ordering from an external source, such as Amazon.

d. Options for patron notifications of receipts.

PROQUEST RESPONSE:

The Intota structures will provide real flexibility in notices and print products. First, we will provide for patron notifications to be natively electronic. Users today expect to receive e-mail notifications, not print notices. Electronic notices will be the norm for such notices. This allows a user to get a pickup notification on a smart phone.

Intota will support receipts for items ordered to fulfill a request, as well as paging slips, hold shelf slips, overdue notices and recall notices.

e. Ability to handle and track blanket orders and approval plans.

PROQUEST RESPONSE:

Intota will support multiple types of orders, including standing orders, approval plans, subscriptions, open access, legal deposit, donations, transfers, purchases, EBA and PDA. These various order types will be facilitated to provide for differing receipt and payment requirements.

f. Ability to facilitate Patron Driven Acquisitions (PDA/PDD) plans for print and electronic resources.

PROQUEST RESPONSE:

Intota supports Patron Driven Acquisitions (PDA/PDD) for ebooks with the June, 2014 release of Intota (called Intota v1.0). We facilitate online interchange from e-book publishers through the API for batches of records that correspond to the library's profile. In this release, Intota provides DDA program holdings files to be acquired via the API.

Rather than the library receiving batches of MARC records from ebook suppliers, Intota ingests a holdings file that will set the status of the record in the library's resource list and activates the MARC record from the Knowledgebase in Summon. This full automation saves the library manual effort and makes the DDA titles discoverable by users more quickly. We hope this process becomes a standard with many providers. The inclusion of bibliographic records in the Knowledgebase decreases the need for batch loading of MARC records. The Knowledgebase supports both MARC21 and RDA today. This is one of the reasons that DDA automation works.

When the selection pool changes, Intota receives a new holdings file from the supplier, which deletes the records from the Library's file. No manual deletions are necessary.

Since the "selection pool" is set up on the DDA provider's platform, there is no need to create a purchase order for items selected by users. Items are billed by the supplier when the purchase is triggered. As of June 2014, Intota allows the recording of the invoice in Intota for these purchases. Automatic recording and tabulation of the invoice received through the API is on the development roadmap. Invoices received would be programmatically entered and presented to the operator for approval.

The screen print below shows the fields for recording the invoice. This capability is in place now.

The screenshot shows a web browser window with the URL <https://intota.proquest.com/D99/payment/database/create/JJU?libraryDatabaseId=917755>. The browser's search bar contains "arizona state university library". The page displays a payment form with the following fields:

- Payment Type: --Select--
- Payment Date: [Calendar icon]
- Local Currency: USD
- Payment Amount (Local Currency): [Text input]
- Transaction Currency Code: --Select--
- Payment Amount (Transaction Currency): [Text input]
- Local System Resource ID: [Text input]
- Include In Total For Year: On Off

The 'Invoice' section is highlighted with a red box and contains the following fields:

- Invoice Date: [Calendar icon]
- Invoice Number: [Text input]
- Order Number: [Text input]
- Payee: --Select--
- Payer(s): --Select--

At the bottom of the form, there is a note: "To save your payment, select Save. You will go to the database payments page."

When items are purchased, the updated holdings file from the provider contains this information, which is used to programmatically update the status of the item to being “owned”, thus updating the inventory.

In summary, rather than the Library receiving batches of MARC records from ebook suppliers, Intota ingests a holdings file that:

- sets the status of the record in the library’s resource list
- activates the MARC record from the Knowledgebase in Summon.

g. Support for end-user purchase requests and Purchase-on-Demand (POD) plans for ILL.

PROQUEST RESPONSE:

Requesting across collections and purchase- on- demand policies have never been well-supported in the old ILS model, but will be integrated into Intota workflows. We envision a function in Intota which allows the user to simply request materials, regardless of where those materials are held. Intota acts as the sourcing engine for materials by accepting and intelligently parsing requests. This concept is called “Delivery Resolver” is transformative.

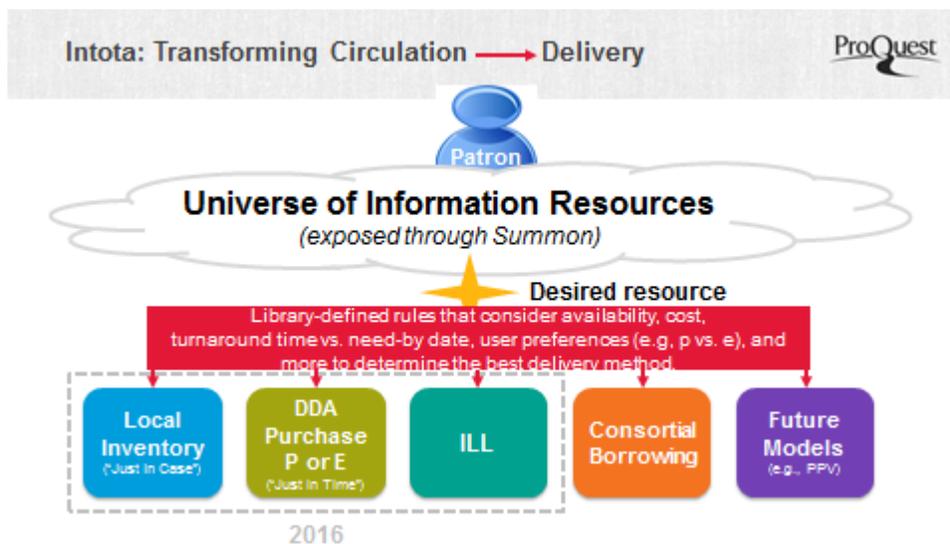
We plan to integrate all requesting functions in Intota into a process which Intota manages. This is an area where Intota will be much more comprehensive than in the traditional ILS. The intelligent workflows of Intota will allow the automation of most types of requests, based on the library’s policies.

We plan that Intota will include requesting capabilities which will manage requests from users for materials owned and not owned. In this way, Intota will act as a “delivery resolver,” using its intelligence to determine if the user has asked for something that can be filled locally, within the Intota community or through interlibrary loan. It will collect all these requests and then parcels them out to the correct fulfilment channel. This will eliminate the need for the end user to know the difference between a hold and an interlibrary loan.

Here are several possible examples:

1. In the case of materials within the local collection, Intota will perform a search against the local collection, place the hold, create a pick list (possibly as a list downloaded to a tablet) and automatically notify the patron when the item is ready for pickup or prints a delivery slip if campus delivery is supported.
2. For materials not within the collection, the user will not be asked to do anything different or special. Intota will determine if the materials are not in the collection. If the materials are not in the library's collection, the Library will be able to create policies that determine if any item should be acquired or borrowed, based on various criteria such as price and availability. If determined by those policies, Intota will actually order materials.
3. For materials which are not owned by the library and that the library wishes to borrow from another organization, Intota will place requests on materials at other libraries that share the Intota platform. These "resource sharing" requests will be treated as a hold, with no requirement for duplicate data entry or the creation of extra records. Of course, this will be policy controlled.
4. Finally, for items that need to be obtained through interlibrary loan, Intota will format the request to the ILL system using an API. It will note when the request was sent, and will notify both staff and user when received. Rather than interlibrary loan being a separate process – where searches of the local collection need to be made multiple times – Intota will do such searches automatically and simply get the item for the user.

The example above is to print materials. Workflows for sharing e-resources depend upon the license terms for the individual e-resources but can be equally broad.



- h. Electronic invoicing and claiming.

PROQUEST RESPONSE:

Intota will support the creation of an **electronic invoice** within the receipt process. Invoice data will be imported from a variety of suppliers, using both the Intota API and standard protocols such as EDI.

For invoices created during receipt, it will be possible to enter bibliographic data or order data to identify the item being invoiced. If the invoice matches the content of the purchase order, it will be possible to “clone” the order into an invoice for approval.

In addition, Intota will provide for electronically passing an approved invoice to the campus accounting system. It will also support electronic messages back into Intota to note when the invoice has actually been paid. This is another area where the library services platform structure has great merit – if we automate this process for one customer of an ERP, we have accomplished it for all customers of such systems as Banner and PeopleSoft.

Intota will also support EDI order creation and invoicing. We hope to be able to go beyond that for certain suppliers and have online interactions.

Claiming in Intota will be simplified from the old model. We plan on an alert system that notifies a staff member if an expected issue has not arrived by a particular date. The continuation record will allow a field for the expected number of days between issues. This field will set an expected date of arrival of the next issue and will reset that date when an issue arrives. The date will be able to be manually adjusted.

Notifications for issues not received will be generated in such a way that emails can be sent directly to the supplier. Staff will be notified using the activity pane, which notifies associated staff of an outstanding requirement, such as a late issue or a subscription that needs to be renewed. When the staff member approves the claim, it will be sent directly to the vendor as email, with wording configured by the Library. Intota will report on the number of claims by library and time period.

- i. Single and batch order record deletion, including safeguards to prevent records with payments from being inadvertently deleted.

PROQUEST RESPONSE:

Intota will support deletion functions for orders, both single orders and batches of orders. There will be appropriate safeguards to protect fund information.

- j. System tracking of complete order, invoice, and financial processing transactions and ability to provide a clear audit trail.
 - i. Data tracked
 - ii. Ability to report out
 - iii. Length of time data may be stored.

PROQUEST RESPONSE:

Intota will provide complete details of order and invoice processing, including date information. Such information will be stored on the Intota platform indefinitely. However, ProQuest understands that the university financial system is the official system of record and the system from which checks are issued

- k. Coding capabilities to differentiate formats, locations, purchase models, payment types, etc.

PROQUEST RESPONSE:

The ProQuest approach to Intota and Summon is to support both 1) configuration options and 2) customization. Please see 2.d. The Library will be able to define statuses and codes to define types of formats, locations, etc.

- I. Ability to create and display local notes and special instructions.

PROQUEST RESPONSE:

All of the management workflows of Intota include fields for local notes. Staff with appropriate rights will be able to create, edit and delete notes.

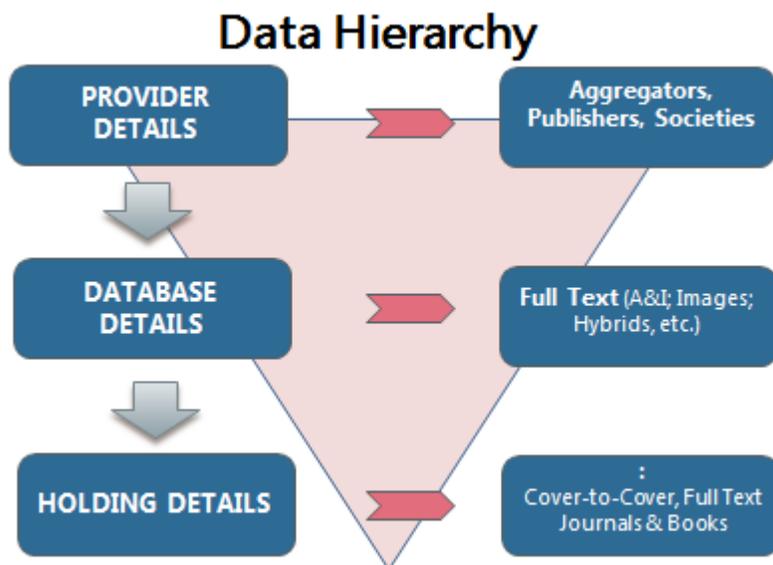
- m. Vendor information, including capabilities for storing and sharing vendor data and for monitoring vendor performance.

PROQUEST RESPONSE:

Vendor records will be supported in Intota in two ways – 1) a shared repository of vendor records will be in the Knowledgebase, and 2) the Library may create vendor records in its own instance, making that available to staff.

We will include vendor data in the Knowledgebase. The library will be able to access these networked records, and add information locally (contacts, etc.). Because of the structure of the Knowledgebase, it will be possible to see various relationships, such as mergers and acquisitions. Multiple contacts for a provider may be kept and searched.

For e-resources, the vendor is especially important. The structure of the e-resource management functions is actually based on a hierarchy that places the provider at the top level.



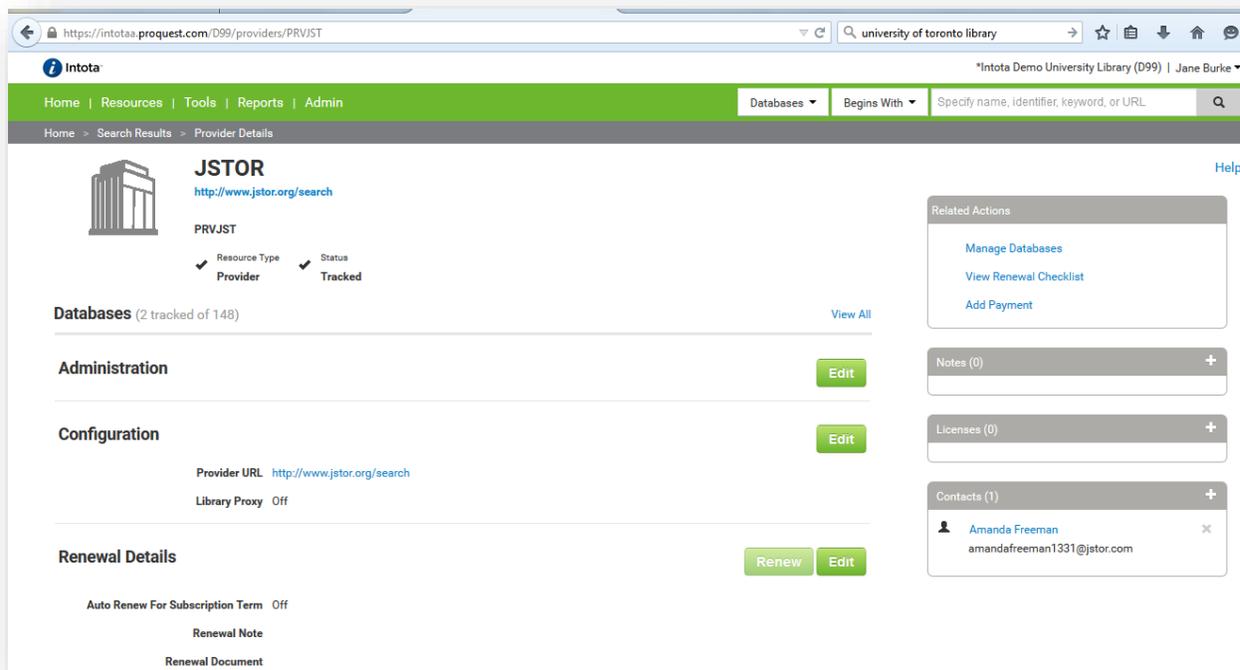
The Knowledgebase contains records for providers, so that the Library does not have to create basic provider data. However, local contact records attached to the provider are part of each library’s Intota data. Contact information for multiple contacts with multiple roles may be stored in the Intota provider record.

The provider record is inherently linked to the resource records that are licensed from that provider. Usually the license is also linked to the provider record since it often covers all resources obtained from that provider. (It may be linked at the resource level if it differs.)

The provider record may be used to record payments that are provider specific, such as platform fees. Usually payment is recorded at the database level, but Intota allows for both.

The provider record contains unlimited notes fields which can be used to record correspondence, outages, negotiation details, etc. With Intota version 2, vendor activity will be logged for reporting through Intota Assessment.

The following is a screen shot of a provider record. Note the contact information.



- n. Posting of encumbrances and payments. Specify whether updates are done in real time or batch.

PROQUEST RESPONSE:

Intota will support real-time encumbrances against specified funds. There will be no limit on the number of fund codes, although Intota will offer multi-dimensional fund reporting rather than requiring large fund hierarchies.

It will also be possible to pay invoices for items for which no encumbrance was created, such as a triggered purchase for DDA. Since an order record will not be required, such “cash” transactions will be common. Fund codes will be assignable at the line item level, and multiple funds may be assigned for a single item.

Approved invoices will be sent electronically to the campus financial system for payment. An electronic message will be received and recorded when the invoice is actually paid.

- o. Fund structure.

PROQUEST RESPONSE:

You will have the ability to customize and handle multiple fund structures in Intota v2.0 through **Intota Fund Accounting:**

Provide transparent budget expenditure details

Multi-dimensional fund architecture. Employing both hierarchy and library-defined descriptors, Intota Fund Accounting will allow viewing and reporting on funds in a variety of ways. This multi-dimensional

approach will meet the needs of various library staff. Intota Fund Accounting will allow libraries to generate explicit data meaningful to various faculty and administrators without manual operations such as spreadsheets.

Title-level measurement by discipline. Intota Fund Accounting will offer a deep view of expenditures by discipline that can be shared with campus constituents by providing detailed measurement of individual titles within packages. Using the structures created in Intota Assessment and the Knowledgebase, Intota will break down e-resource packages by title and allow reporting at the title level by discipline.

Interoperability with campus systems. Our development goal is for Intota Fund Accounting to interact with external campus systems for purchasing and financial management. We recognize that some libraries must now put purchase orders through a campus system, and we know that Intota fund accounting will not be the definitive, auditable accounting system – that is the university’s financial system. Intota will provide for electronically passing an approved invoice to the campus accounting system.

- p. Safeguards and system checks for preventing fund over-encumbrances, mathematical errors, and overpayments.

PROQUEST RESPONSE:

The fund structure in Intota will support alert levels and stops for over-encumbrances. Intota will check arithmetic calculations upon receipt and invoice approval.

- q. Credits, refunds, added charges, discounts, shipping and handling charges, and partial order.

PROQUEST RESPONSE:

Intota will allow for all of the above conditions to be made and recorded.

- r. Process for fiscal close.

PROQUEST RESPONSE:

Intota’s fiscal-year routines will provide for a variety of scenarios, including fiscal year close, fund roll-over, open order encumbrance options, and more. The library will be able to define the fiscal year locally.

- s. Staff searching of financial information (*e.g., by invoice number, paid date, fund, etc.*).

PROQUEST RESPONSE:

Intota version 2 will provide searching capabilities to allow staff to find order records, invoice records and associated financial transaction information.

- t. Interoperability with third party systems such as Banner for financial transactions and ILLiad for ILL purchase on demand.

PROQUEST RESPONSE:

One of our goals in designing Intota is complete integration and interoperability with other campus systems. Banner is one of the systems that we expect to support. Intota will provide integration with campus financial systems through the use of well-documented APIs.

Examples of what we will support include transmission of invoices to the campus financial system and messages back to Intota when an invoice is actually paid. Another will be the integration for patron payments of fines and fees.

Intota will support electronic transfer of invoice records for payment by the institutional payment systems. It will also support electronic messages back into Intota to note when the invoice has actually been paid. This is another area where the library services platform structure has great merit – if we automate this process for one customer of an ERP, we have accomplished it for all customers of such systems as Banner.

Intota will also support EDI order creation and invoicing. We hope to be able to go beyond that for certain suppliers and have online interactions

See the response to 3.g for how Intota will interface with interlibrary loan solutions such as **ILLiad**. Today, Summon is compatible with a wide variety of integrated library systems and services, including ILLiad.

Examples:

Duke University includes an ILLiad linking option:

360 Link Helper Window: <http://bit.ly/18hWslm>

A&I Detail Page Request button: <http://bit.ly/18i7tDn>

- u. Describe other acquisitions and fiscal management capabilities unique or notable of the proposed system not addressed above.

PROQUEST RESPONSE:

Please see above.

- 4. **Application Functionality – Serials** Describe the proposed solution’s serials management capabilities, including but not limited to each of the items below:
 - a. Overview of serials control features and workflows, including subscription management, claiming, and binding.

PROQUEST RESPONSE:

Intota will offer a very integrated approach to efficiently manage your print and e-resources.

Intota will provide most functionality for print serials **subscription management**. ProQuest has been a leader in electronic serials management. With Intota, we are providing unified management of print and electronic collections in a single service.

Electronic serials are managed in Intota today via the strong capabilities for e-resource management. We plan simplified print serials management functionality in Intota. Intota will support a record for serials that provides for date of next expected issue. This date will actually be an interval, which will be reset when an issue is received. It will be possible to have multiple segments of the record in order to have varying intervals for supplements, issues, etc.

It will be possible to track multiple parts, such as supplements, in this serials tracking record. Each part will be able to have an expected issue date.

Serials title changes are noted by ProQuest in our Knowledgebase. Staff does not have to worry about tracking such changes. CONSER level records noting such title changes, splits, etc., are available in the Knowledgebase.

As noted above, for **claiming**, we plan on an alert system that notifies a staff member if an expected issue has not arrived by a particular date.

We do not expect to support **binding** functionality, such as bindery slips, within Intota. Item records will be able to be created for individual items. Labels will be able to be created through the Intota API, as will routing slips.

The Intota API will support an exit for data to be transmitted to a binder's system. If the library has entered binding information in a record in Intota, it will be possible to export that data to a binder's system via the API. The API will be the point of interaction with external bindery software. (Of course, the binder's system must be able to interact.) Item records will be able to be created for individual items.

Once Intota version 2.0 is in full production, we will be glad to discuss extensions to the Intota API to further facilitate the needs of print serial management.

- b. Capabilities for predicting patterns of chronology and enumeration and adjustment of these patterns. Describe method of migrating existing serial patterns into the system. Describe any experience migrating serials holdings data from VTLS Virtua. List any additional sources or methods for acquiring serial patterns.

PROQUEST RESPONSE:

We plan efficient, simplified serials management functionality in Intota. Intota will support a record for serials that provides for date of next expected issue. It will be possible to track multiple parts, such as supplements, in this serials tracking record. Each part will be able to have an expected issue date.

There will be an alert if the expected issue does not arrive. Certain pattern information will be available in the Knowledgebase, imported from Ulrich's. That will include information on the number of issues per volume, etc. The Intota API will support an exit for data to be transmitted to a binder's system. Item records will be able to be created for individual items.

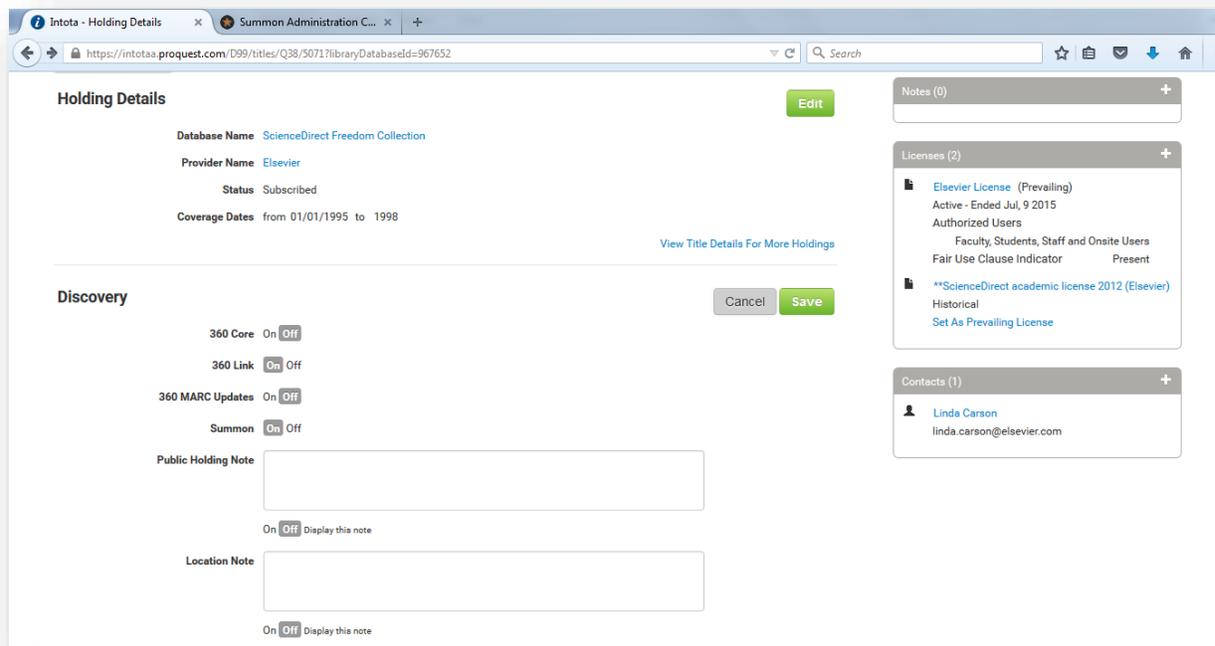
Externally supplied holdings data will be able to be programmatically recorded using the 85x and 89x fields, but Intota will not utilize that data to predict patterns for serial receipt.

VTLS Virtua supports the MARC Holdings format. Intota will be able to ingest serials holdings in that format.

- c. Ability to create and display local notes and special instructions, both public and nonpublic. Specify whether holdings records may be suppressed from public view, but still be indexed and displayed in the staff client.

PROQUEST RESPONSE:

Intota already supports the ability to record local notes within serial records as part of the e-resource management function. This includes notes at multiple levels, including within the license data. Here is an example:



Staff with appropriate rights will be able to create, edit and delete notes. Intota will support the ability to suppress an item from display in the discovery service.

d. Archiving and transfer of check-in information.

PROQUEST RESPONSE:

ProQuest does not understand this requirement. If the requirement is to archive checkin information for serials on the Intota platform, that is a commitment. All activity, including serials checkin transactions, is logged and retained.

As for transferring check-in information, is the requirement transferring it from the legacy ILS? ProQuest does not expect to transfer individual checkin information, but we will transfer serials holdings in the MARC Holdings Format. If the requirement is to transfer serials check-in to the discovery service, that will be a capability of Intota.

e. Interoperability with third party systems for both descriptive and holdings metadata, claiming, order information, etc. (E.G. EBSCO, YBP)

PROQUEST RESPONSE:

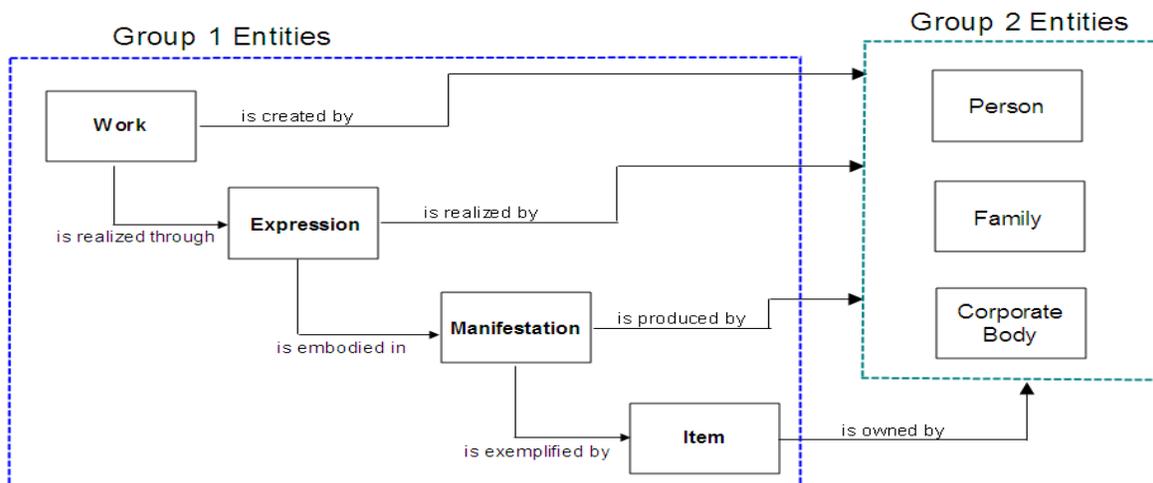
Intota will support online searching and importing of external bibliographic databases (such as YBP) through the staff interface. The library will be able to specify that this search should be simultaneously performed along with a search of the local catalog and the ProQuest Workflow Solutions Knowledgebase.

Interoperability will extend to the passage of order and claiming information.

f. Specify capabilities for handling multiple formats of one title.

PROQUEST RESPONSE:

Because the ProQuest Knowledgebase has been restructured into the FRBR framework, Intota is inherently capable of handling multiple formats of a single title.



- g. Describe capabilities for displaying holdings for multiple locations.

PROQUEST RESPONSE:

The Library will be able to define and display multiple holdings locations and sub-locations. There are no limits to the number which may be defined. Locations are a key part of the Intota architecture and can be defined both for locations and sub-locations in the individual institution and consorcially. Multiple faceted locations may be specified at one time.

Within the Summon discovery service, it is possible to collapse multiple locations into defined holdings groups for display and faceting. This allows the Library to have very specific for internal purposes, while using broader locations for end-users.

There are no limits to the number of holdings in a library's instance of Intota. Just as the Summon repository today holds 2.4 billion objects, the SaaS architecture of Intota eliminates limits on the number of library holdings. There are also no limits to the number of items that can be attached to a single bibliographic record.

- h. Specify capabilities for inputting an item-specific control number in barcode form at the point of check in.

PROQUEST RESPONSE:

We are investigating support for both SISAC and UPC barcodes for check-in.

- i. Handling of non-standard items (*e.g., multiple copies, volume sets, special issues, analytics, and supplements*).

PROQUEST RESPONSE:

Intota is planned to fulfil this requirement. Many of the continuations that a library receives today are of this nature.

- j. Describe other serials management capabilities unique or notable of the proposed system not addressed above.

PROQUEST RESPONSE:

Intota is being developed as a unified resource system. Unlike legacy ILS, which was designed for only print materials, Intota is being created to provide management of all serials, electronic and print. The workflows lend themselves to easy training, so that staff can easily work across formats.

5. **Application Functionality – E-resources:** Describe the proposed solution’s e-resource subscription and management capabilities, including but not limited to each of the items below:

- a. Staff workflows for acquiring, renewing, and canceling e-resources:
 - i. databases
 - ii. e-journals, e-journal collections, and full-text articles
 - iii. e-books, e-book collections and downloadable/check-outable e-books
 - iv. streaming media and streaming media collections
 - v. datasets

PROQUEST RESPONSE:

Robust support for electronic resources is an area where ProQuest excels. Having pioneered solutions for e-resource management, we are now putting all of the expertise into Intota. Through the creation of unified workflows, Intota is being made as efficient for e-resources as for print resources.

With the introduction of Intota v1.0 in mid-2014, ProQuest made an entirely new e-resource management system available to libraries. It has been very well received. The solution is based on a number of standards, such as DLF-ERMI and KBART.

ProQuest support for ERM is based on the idea that the data for these resources needs to be authoritative and that much of the data can be centrally curated. This is the basis for our approach to e-resource management. It is all based around the Knowledgebase, which is ProQuest’s authoritative database for management of electronic resources.

Intota Electronic Resource Management

Manage the lifecycle of electronic resources

Intota incorporates the deep experience of Workflow Solutions in managing licensed electronic resources. The mid 2014 release of Intota re-imagines e-resource management, and incorporates all of the great ideas libraries have given us about how to do it better and more efficiently.

ProQuest’s Knowledgebase contains information about nearly all full text e-journals and e-journal packages, along with more than fifteen million ebooks. Our editors update the Knowledgebase with new resources and holdings information for aggregator packages. This means that most record creation is already complete and maintained in the Knowledgebase. The library simply links to the record, instead of having to create records for packages, providers and titles. Of course, the library does have to add its unique holdings details and in some case, its license terms.

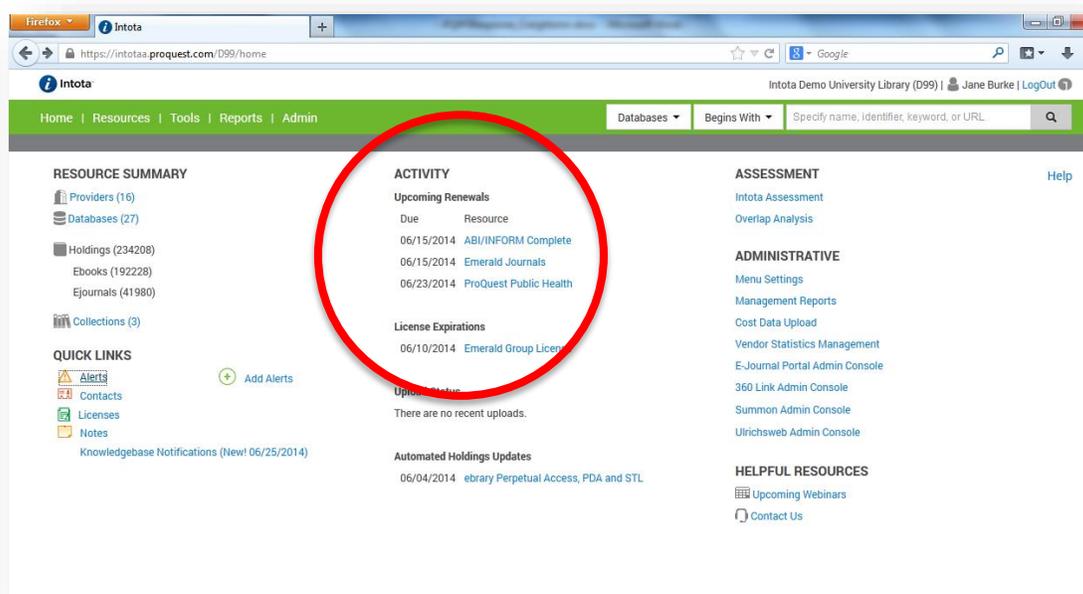
Any new solution for the Libraries must have the management of the electronic collections as core functionality. We also believe that managing e-resources goes beyond managing licenses to include full collection management of e-resources. Our solution, available now, in Intota v1.0, includes:

- License management
- Complete e-resource management
- Advanced DDA support & integration

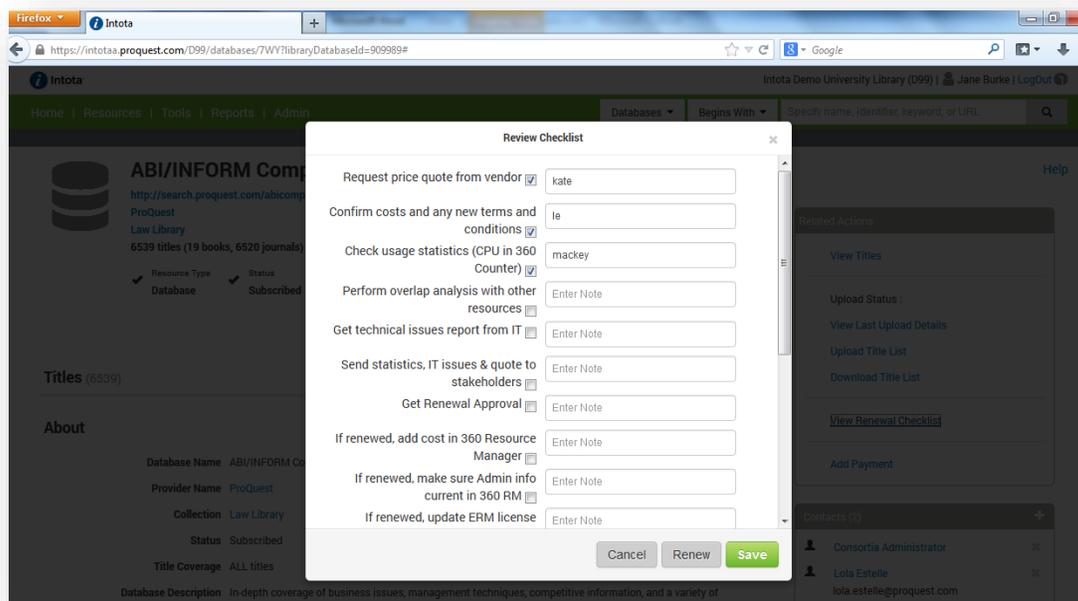
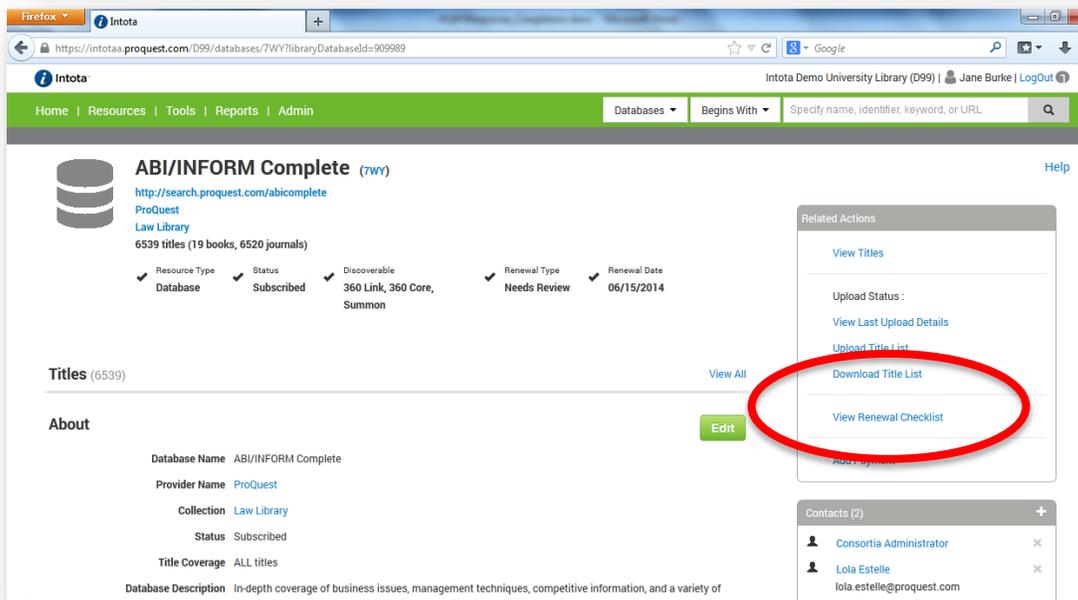
- Contacts management
- Subscriptions and renewals
- Cost and fund code tracking
- Resource history and notes
- Reporting and data services, including customized alerts
- Import tools and efficient data entry support

Productivity Tools: Intota includes a number of productivity features:

1. It is possible in Intota to create a variety of alerts which are automatically triggered when the status of a resource is set or changed. For example, setting the status to “trial” activates the trial alert which sends email to specified individuals.
2. The activity pane on the homepage of Intota alerts staff to licenses that are expiring and to packages that are due for renewal. Intota posts this information automatically, based on dates in the records. See the example below:



3. Intota supports checklists for certain activities, especially renewals. The renewals checklist can be customized by the library. When a resource is due for renewal, Intota uses the checklist to be sure all activities have been done before allowing the renewal action. A renewal checklist may be associated with library-specified resources. A sample renewal checklist is shown below:



4. Changes to resources to which the library subscribes are posted by Intota on the home page as “Knowledgebase updates”.
5. The programmatic support for DDA titles is a major productivity tool. Intota supports PDA (DDA) for ebooks without requiring the batch loading of bibliographic records. We facilitate

online interchange from e-book publishers through the API for records that correspond to the library's profile. Intota then activates the record automatically from the Knowledgebase.

- b. Staff workflows for setting and maintaining holdings metadata for e-journals and e-journal collections, owned and leased.

PROQUEST RESPONSE:

Intota version 1, which is in commercial production today at many academic libraries, provides full capabilities for associating with standard holdings metadata. If the library's holdings are the same as those in the provider's standard package, the library simply subscribes to the resource.

If the library holdings differ from the standard statements in the Knowledgebase, the library can enter its holdings in supplied fields. Here is the screen:

The screenshot shows the Intota Holding Details page for the resource "Advanced Cement Based Materials". The page is divided into several sections:

- Title Information:**
 - Title: **Advanced Cement Based Materials**
 - Alt. Title: **ACBM**
 - Found in: **ScienceDirect Freedom Collection by Elsevier**
 - Date(s): **01/01/1995 to 1998**
 - URL: <http://www.sciencedirect.com/science/journal/10657355>
- Resource Properties:**
 - Resource Type: **Ejournal** (checked)
 - Holding Status: **Subscribed** (checked)
 - Discoverable: **360 Link, Summon** (checked)
- Holding Details:**
 - Database Name: **ScienceDirect Freedom Collection**
 - Provider Name: **Elsevier**
 - Collection: **-- Select --** (dropdown menu)
 - Status: **Subscribed** (dropdown menu)
 - Coverage Dates: from **01/01/1995** to **1998**
- Discovery:**
 - 360 Core: **On** / **Off**
 - 360 Link: **On** / **Off**
- Related Actions:**
 - [View Renewal Checklist](#)
 - [Add Payment](#)
- Notes:** (0) (add button)
- Licenses (2):**
 - Elsevier License (Prevailing)**: Active - Ended Jul, 9 2015. Authorized Users: Faculty, Students, Staff and Onsite Users. Fair Use Clause Indicator: Present.
 - **ScienceDirect academic license 2012 (Elsevier)**: Historical. [Set As Prevailing License](#)
- Contacts (1):**
 - Linda Carson**: linda.carson@elsevier.com

The status field allows the library to enter whether the resource is subscribed, owned, or leased. Statuses are configured by the library.

- c. All record structures and relationships:
- Multiple orders and resources on a single license
 - Multiple licenses for a single resource (e.g., *renewals, vendor changes*)
 - Links to vendor information
 - Individual titles within a collection
 - Ability to pre-populate fields, standardize terminology, etc.

PROQUEST RESPONSE:

The structure of the records for electronic resource management includes a series of records which are linked together. The Knowledgebase includes records for

- providers
- packages (such as databases or DDA programs),
- individual titles,
- licenses,
- contacts
- bibliographic records

Rather than an individual record, the structure is a series of related records to support the complexity of electronic resources. Within each record type are a series of segments of data. The relationship between an individual e-resource and its “container” (such as a database) is managed by the record structure. As the relationships change, such as titles being added or removed from a package, the Knowledgebase is updated by ProQuest on behalf of all customers.

At the database level, there are blocks of data for the specific database name and description, as well as the subscription information, etc. At the individual title level, there are specifics about the title within each of the databases.

Multiple licenses may be retained to provide information about changes of vendor or license terms. One license is marked as the prevailing license.

Multiple contacts may be associated at the provider, package or individual title level. Contacts are searchable.

We are a CONSER certified participant, which means that CONSER level MARC records for serial titles are available in the Knowledgebase. Where necessary to complete a package, we create CONSER level records.

Ebook MARC records are received from a number of sources, including providers such as ebrary and EBL. We also receive MARC records for ebooks from the Library of Congress and from Bowker. Here is a screen from Intota showing the link to the MARC records.

We have programmatic methods to enrich MARC records for ebooks. We use these programs to upgrade ebook records.

The screenshot shows the Intota library interface. The title details for 'Army life of an Illinois soldier : including a day-by-day record of Sherman's march to the sea : letters and diary of Charles W. Wills' are displayed. The 'Title Details' section is circled in red, showing the following information:

- HILCC Subjects:** History & Archaeology > Regions & Countries - Americas > United States - General
- MeSH Subjects:** None
- MARC Records:** Bowker Neutral, Library of Congress Neutral

Below the title details is a table of holdings:

Title Status	Date(s)	Database	Database Status	Provider	More
Not Tracked	1906	American Civil War: Letters and Diaries	Not Tracked	Alexander Street Press	Holding Details Start Tracking
Not Tracked	1996	Community College Subscription Collection	Not Tracked	EBSCOhost	Holding Details Start Tracking
Not Tracked	1996	eBook Academic Subscription Collection - North America	Not Tracked	EBSCOhost	Holding Details Start Tracking
Not Tracked	1996	eBook Academic Subscription Collection - Worldwide	Not Tracked	EBSCOhost	Holding Details Start Tracking

- d. Management of license agreements, including ability to import, link, and store PDFs of licenses.

PROQUEST RESPONSE:

Some specific information about **License Management** in Intota:

- **Full inheritance:** Licenses inherit from provider to database to holding and from collection to database to holding. That means that you can have one **license** apply at the database level, but add a separate **license** for a single holding within that database.
- **More than one license can be added to a resource, all of which can be active:** This was done to allow both a local and a consortia **license** to be added to a resource.
- **Prevailing terms of use:** In the case of more than one **license** that applies to a resource, one of them must be set to indicate its **Terms** of Use prevail. This feature enables the system to display the correct **Terms** of Use to an end-user in the hosted-resource discovery tools.
- **License template:** You may want to create templates with common **license terms** for your library and make a copy of the template as the basis for new **licenses** you add to your profile. This **license template** may be helpful to determine which **license** fields will be used and to record standard language for your library.
- **License library.** The Knowledgebase contains many licenses that are the standard licenses from Vendors. Rather than having to create the data fields, the Library may simply copy and edit that standard license description.

Intota supports all of the DLF-ERMI license fields. Administrative information includes URL's, etc. Contact information for suppliers is also managed.

As described above, this functionality in Intota is currently available. In the future Intota will also provide for the display of rights within Summon, as well as within the link resolver. Through the use of the API, rights may be exported.

Intota Electronic Resource Management is in full commercial release and production in Intota v1.0.

- e. Trials and resource evaluation.

PROQUEST RESPONSE:

Intota version 1 supports full lifecycle management for e-resources, including trials. The library may define one or more statuses associated with trials (such as staff trial, faculty trial, etc.) Trials cause e-mail alerts to a list of individuals. Feedback may be recorded in the resource record.

For example, an alert available is the ability for faculty to be notified that a new package or database is on trial and to solicit and record their feedback.

- f. Integration of e-resources into other system functionality (*e.g., acquisitions, serials, cataloging/metadata*).

PROQUEST RESPONSE:

Intota is a unified resource management solution. E-resources and print resources are integrated into the various processing workflows.

- g. Integration of e-resources into the public interface:
 - i. authentication (*EZProxy, etc.*)
 - ii. public and nonpublic notes
 - iii. downtime and technical alerts
 - iv. A-Z lists for journals, e-books, and databases.

PROQUEST RESPONSE:

We recognize the critical role e-book content plays in the library collection and have designed the Summon public-facing service to provide excellent discovery of e-book titles and full-text. Summon makes other e-book content from sources like Springer and ebrary full text searchable, among others e-book sources. Ebook content is 100% included in Summon. Freely available content such as HathiTrust, OpenLibrary and Project Gutenberg books can give libraries the ability to conveniently add millions of open access books to the library's collection at no cost.

We also merge e-book and print records to reinforce the relationship between library print and electronic collections, thereby enabling full-text discovery of print collections and promoting print circulation.

The Summon API provides the ability to integrate e-resource information into Summon results.

Authentication takes place once the user selects a result to access full records from subscription resources. Once a user selects a result, Summon directs them to the library's authentication portal where they will be prompted to login. Once logged in, the user is taken directly to the content. Summon supports EZProxy, etc.

Notes are handled through Intota Fulfillment. The Intota electronic resource management functions support notes at many levels of the record structure. There are notes that only displayed to staff and

public notes. Both are managed in the application. Authorized staff can click on the edit button and can add or edit existing notes. Notes are quite long, allowing more than a thousand characters per note.

Scheduled **Downtime** is unusual and only happens if the software update involves major system restructuring. Our SaaS approach generally allows us to perform updates without downtime. **Alerts** are generally provided through email and the Summon listserv.

An **A-Z list of your e-journal holdings is included** in Summon and Intota. The A-Z list is programmatically created. Many libraries choose to also integrate their print holdings and individual titles into their ProQuest products, so their holdings will be available to users in the A-Z list (sometimes called the E-Journal Portal) and 360 Link, for example. This provides a comprehensive list of every title available at that institution.

Examples:

- University of Denver - <http://ic3th3db7e.search.serialssolutions.com/>
 - University of Wyoming - <http://vh7qx3xe2p.search.serialssolutions.com/>
- h. OpenURL and link resolution. If there is no integrated OpenURL resolver, describe ability to integrate with a third party OpenURL application including these details:
- i. Setup
 - ii. Adding/removing resources
 - iii. Any error reporting or support for resolving issues related to OpenURL linking.

PROQUEST RESPONSE:

Our OpenURL link resolver, 360 Link, is also part of the Intota solution. 360 Link interoperates with Summon and Intota and incorporates resources such as Google Scholar, PubMed, and others. Custom linking to services such as RefWorks, WorldCat, and ILL services bridges the gap between internal and external resources. With Knowledgebase as its foundation, 360 Link seamlessly integrates with the Summon discovery service the Intota management workflows.

It is important to recognize that our **360 Link Resolver** software is a crucial component of the opportunity presented here to work with the University of Mary Washington. The discovery journey that patrons embark on, whether it is genuine discovery, or just navigation to known items, in many cases needs a reliable, robust link resolver to deliver the full text.

Please see below:

Discovery: Open URL Linking

Overview of 360 Link

360 Link is the most widely used hosted link resolver. It was a pioneering effort, since other link resolvers were locally deployed. Over time, libraries have found that the daily updates from the Knowledgebase mean that more good links happen more often.

360 Link interoperates with A&I databases, ILS and incorporates resources such as Google Scholar, PubMed, and others. Custom linking to services such as RefWorks, WorldCat, and ILL services bridges the gap between internal and external resources. With Knowledgebase as its foundation, 360 Link seamlessly integrates with the Summon discovery service and Intota.

In 2012, Marshall Breeding published the results of a survey of knowledge bases and Link Resolvers. Link to the full PDF of the Marshall Breeding study here: <http://t.co/z6oWJp2x>

The following is a description of the distinctive features of 360 Link:

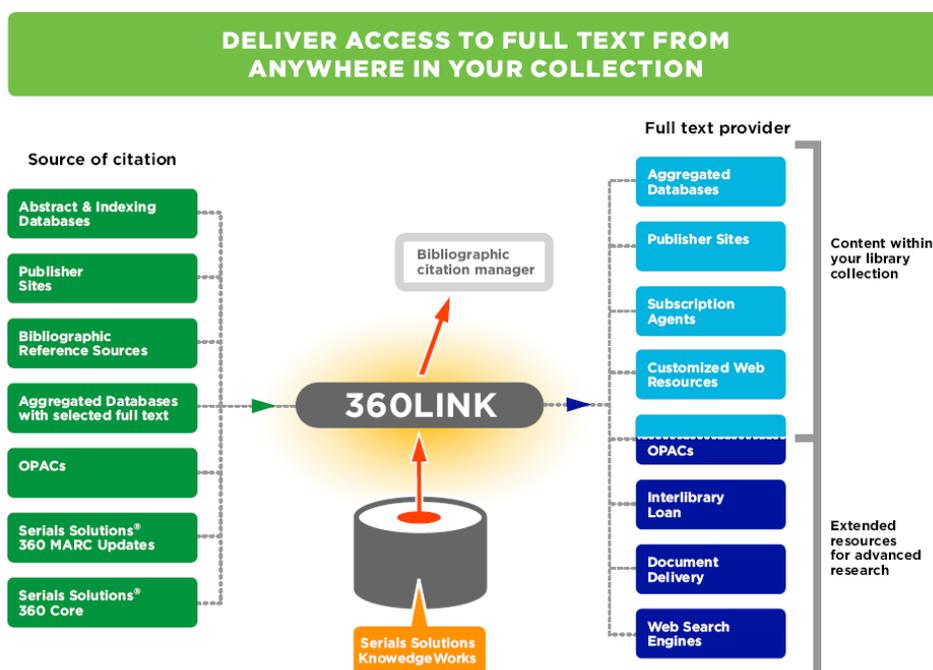
CONNECT PATRONS TO ESSENTIAL FULL TEXT RESOURCES

360 Link provides the most accurate, up-to-date results when searching for specific full-text items in databases and journals.

Quick and easy access to content

Whether they start their search in a Web search engine, an OpenURL-enabled database, or with a print citation, you can save users time, effort, and frustration. 360 Link gives your institution the power to deliver efficient access to full text anywhere in your collection.

Whether they start their search in a Web search engine, an OpenURL-enabled database, or with a print citation, you can save users time, effort, and frustration. 360 Link gives your institution the power to deliver efficient access to full text anywhere in your collection.



ProQuest Workflow Solutions 360 Link links from citations and other “known-item” sources to full-text articles and eBooks wherever they are located.

Powered by Workflow Solutions Knowledgebase

360 Link is the authoritative solution for providing access to your electronic collection. 360 Link is powered by Workflow Solutions Knowledgebase, the most complete, accurate, and up-to-date knowledgebase available. Knowledgebase data enables 360 Link to deliver the highest number of links and the most accurate links, even if an ISSN is missing or a journal title is incorrect.

Integrates with Other Solutions for Complete Access

360 Link incorporates resources such as Google Scholar, PubMed, and others. Custom linking to services such as RefWorks, WorldCat, and ILL services bridges the gap between internal and external resources. With Knowledgebase as its foundation, 360 Link also seamlessly integrates with Intota.

A Highly Customizable Interface Provides Powerful Branding Options

Each library can easily create and manage its own ProQuest Workflow Solutions profile and customize its own results page and collection information for the best possible linking experience. You will have the option of implementing and managing collections information in a group environment where appropriate resource information is updated and shared from a single profile for greatest ease of use.

360 Link includes additional features that benefit your library patrons such as an **A-Z list** of your journal holdings and an Electronic Journal Portal (EJP). Features such as the Overlap Analysis Report and Usage Statistics Report will help your library to streamline and maximize your resources.

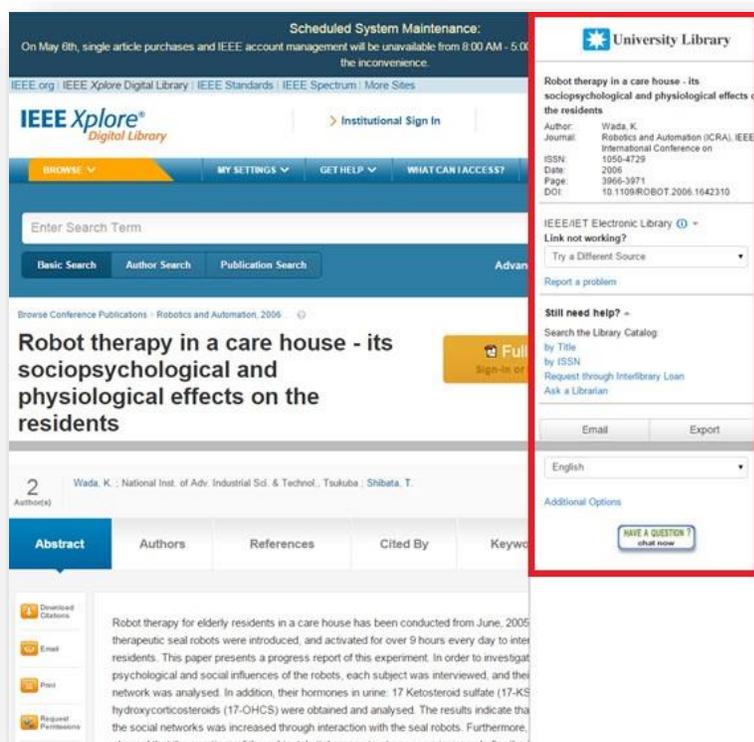
360 Link Features

- 360 Link is powered by **Knowledgebase**, our authoritative, normalized knowledgebase which includes proprietary technology to enhance accuracy.
- A dedicated team of professional metadata librarians clean up data as it's entering Knowledgebase with custom-created rules which automatically and consistently correct holdings, resolving specific errors and inconsistencies, publication history (title splits, for example), and database-specific rules correcting vendor reporting issues. Rules are codified for provider and database.
- Over 100,000 rules which are applied to thousands of databases. We create on average about 200 new rules each month as recurring data issues are identified. We recommend providers get endorsed by KBART which is an industry recognized standard that meets the qualifications that we also endorse. For those that do not adopt KBART, we provide a Knowledgebase Certification program in which we work directly with providers so that our data is vetted by the providers themselves, through title lists provided directly from them. Keeping a direct, working relationship with content providers allows us to make sure that our data remains accurate, and allows us to resolve data problems quickly as they arise.
- We employ cataloging metadata librarians who oversee the match of provider title list data to CONSER and other authority data, which enhances the accuracy of Knowledgebase. We are CONSER affiliate members and represent ProQuest Workflow Solutions at CONSER operations meetings as well.
- We provide 360 Link as a true, multi-tenant Software as a Service application. Authoritative database and title information is centrally maintained in Knowledgebase and shared across the services. Client profile data, including service-specific customizations and rights/entitlements data (to determine what full-text can be displayed) are applied at the service level. When Knowledgebase is updated, the updated metadata appears in all of the services simultaneously.
- ProQuest Workflow Solutions offers a complete **API** to its 360 Link application, which provides access to the data and services related to the underlying Knowledgebase resource. Documented APIs are available for all of the ProQuest Workflow Solutions Discovery services that allow users to integrate their library-specific holdings information into the library's local services.
- 360 Link customization options in the Client Center let libraries decide whether to display the interim link resolver screen to end users or to bypass it. This feature, call **1-Click to Article** helps users bypass the standard 360 Link Results Page when an article-level link is available. It escorts the patron directly to the first article-level link available from the Results Page. 1-Click is available for all of your library's full-text databases.
- Customers can prioritize which database becomes the target of 360 Link. Where the library subscribes to the cited article in more than one database, the Library may set the preferred database.

Recently we have made a number of significant enhancements to 360 Link. These include:

- **Addition of Index Enhanced Direct Linking to 360 Link:** We developed our Indexed Enhanced Direct Linking (IEDL) technology to provide users with the fastest, most intuitive access to electronic content. Enabling quick, easy access more than 500 million items, from nearly 400 providers and 4,000 database, IEDL leverages the indexed metadata and links in the Summon index to provide direct linking to content, eliminating the need to rely on predictive OpenURL linking. IEDL is used by both Summon and 360 Link.
- **Completely redesigned landing page.** Users are often confused by the full screen “landing page” that most link resolvers insert into the user experience. Instead of seeing full text, which is the expected outcome, the user is faced with a screen of options and links that often make no sense. To eliminate this obstacle, but still provide navigation options, ProQuest has introduced the “**sidebar**” which offers navigation options plus library branding without disrupting the flow of the search.

Here is an example of the sidebar:



- i. Describe capabilities for creating and maintaining URL data in the holdings and/or item record for making web-based materials accessible to patrons.

PROQUEST RESPONSE:

The metadata functions of Intota allow for creating and maintaining URL data in both the bibliographic and/or holdings data. Summon, the discovery service, utilizes those URL's to access web-based information.

- j. Management of e-resources and e-resource licensing, including any alerts or tickler features, including broken links, renewal notices, contract expirations, trial expirations, etc.

PROQUEST RESPONSE:

Please see the response to 5.a, which describes the alerting capabilities.

Intota version 1 provides for automated **alerts** as statuses are changed. It also provides for alerts regarding license expirations, ebook DDA loading and changes to the Knowledgebase. Activities required by the authorized operator are posted on the "My Intota" activity pane.

- k. Ability to harvest, store, and report usage statistics. Compliance with COUNTER codes of practice for e-resource usage reporting (e.g. JR1, DB1, BR2).

PROQUEST RESPONSE:

Intota Assessment includes both pre-configured reports and the ability to create custom reports. Pre-configured reports have been created to provide both summary and detailed reports on usage, holdings, status, etc. Using "drill down techniques", Intota Assessment allows both high level and detailed views of collections and collection usage. With the custom report creation capabilities any piece of data may be used in reports.

Intota Assessment provides for harvesting and archiving of SUSHI and Project COUNTER data and the ingest of a variety of bibliographic formats. Intota Assessment is compliant with a wide variety of standards and is both COUNTER 3 and COUNTER 4 compliant.

- l. Integration with e-resource vendors for exchange of metadata, invoices, usage statistics harvesting, and resource management.

PROQUEST RESPONSE:

We work closely with vendors of library resources to integrate our services with theirs. One good example is our SUSHI compliance for harvesting usage data. Please see 5.m. below.

- m. Integration of e-resources with third party solutions and library web spaces, such as LibGuides, Serials Solutions, OCLC, EBSCO, CORAL, web publishing software, and content management systems for display purposes, sharing holdings with other systems, usage statistics harvesting, etc.

PROQUEST RESPONSE:

ProQuest has partnerships with LibGuides, LibraryThing, ebrary and EBL, and Amazon Web Services. And of course, Serials Solutions, now Workflow Solutions, a business unit of ProQuest. The Summon index currently includes content from over 10,000 publishers. ProQuest has a team of people who proactively seek new content for the Summon service. In every case, there is a formal agreement with the data provider. We actively solicit suggestions from customers for future partnerships.

In March of this year we [announced](#) an agreement to enable the full text of our scholarly journal content to be indexed in Google Scholar. Last year we began working with Ex Libris to enable interoperability of our respective discovery and management systems. A key component of this agreement is the sharing of ProQuest content to enable its discovery in Primo Central.

And in 2013, ProQuest and OCLC began a wide-ranging collaboration that shares metadata for eBooks and scholarly journal content. ProQuest and OCLC are launching a far-reaching data exchange program that will enhance the library discovery experience for users of OCLC's WorldCat Local service, ProQuest's Summon service, the full-text of ProQuest Central and ebrary e-books. The program shares metadata across some of the world's most-widely used library resources, enriching the discoverability and comprehensiveness of all the services.

- n. Specify whether your product provides any aids in normalizing data, such as titles, ISBNs and ISSNs. Examples of the end use would be matching of print and electronic resources for overlap analysis and matching of electronic usage data from vendors to cataloged titles/collections.

PROQUEST RESPONSE:

One of the benefits of the way in which we structure and maintain the Knowledgebase is through normalization. This process collocates various iterations of electronic journal information together, providing accurate navigation from source to target, even when the metadata varies. This is how alternative titles are handled, as well as varying ISSN's. In internal ID is associated with each record, which handles records that have no ISSN.

Here is an illustration:

Knowledgebase: Standardized Data ProQuest

- Proprietary 'Normalization' process

Title: Journal of the American Society of Nephrology

Provider List	Corrections	Content
J. Am. Soc. Nephrol.	1046-6673	✓ Alternate Title
JASN	1046-6673	✓ Alternate Title
Journal of the American Society of Nephrology		✗ Missing ISSN
Journal of the American Society of Nephrology	1046-6673	✓ OK
Journal of the American Society of Nephrology	1433-3450	✗ Error
Journal of the American Society of Nephrology	1533-3450	✓ eISSN
Journal of the American Society of Nephrology : JASN	1046-6673	✓ Alternate Title

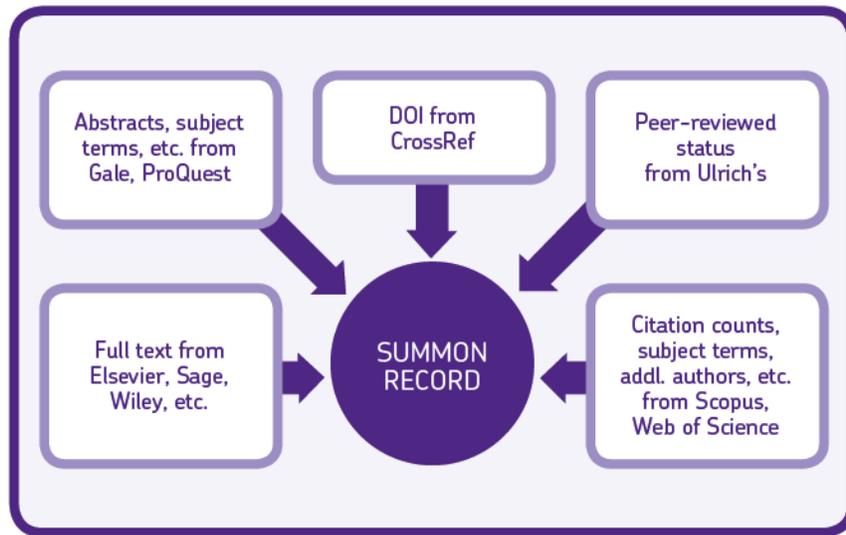
JASN

Another example of "normalization" of data is the match/merge functions which ProQuest performs in the Summon repository:

Content within Summon goes through an exhaustive process of normalization, correction and de-duplication *prior to* indexing. During this process, managed by a team of metadata librarians at ProQuest, like items from multiple sources are merged together into a single Summon record and content is mapped to a common schema to ensure that it is optimized for discovery. Summon records are unique amalgams of information from multiple sources, merged into composite super-records.

The de-duplication (or match/merge) process in Summon is far more sophisticated than other discovery solutions in that de-duplication occurs before indexing, and no items are discarded – rather they are merged. Other solutions work like traditional database or federated search engines and de-duplicate results on the fly after results are returned. These systems may arbitrarily decide which of the duplicate results to display for the user or retain only the record with the most complete metadata, thereby creating a vendor bias.

Summon incorporates feeds from Ulrich’s for peer-reviewed status, and descriptors / subject terms from author-supplied keywords, through indexing provided by ProQuest, Gale, Web of Science, and others, to the feeds direct from primary publishers which enable Summon in the majority of cases, to index the article’s full-text.



A graphic representation of the Summon match-merge process. Records for same items from multiple sources are merged (de-duplicated) prior to indexing.

157,481 results sorted by [relevance](#) Add results beyond your library's collection

online  **Substance use among American Indian youth in an Eastern city** 
by Steinman, Kenneth J; Hu, Yini
Journal of ethnicity in substance abuse, 2007, Volume 6, Issue 1
This study represents one of the first efforts to examine **substance use among American Indian (AI)**...
 Journal Article: [Full Text Online](#)

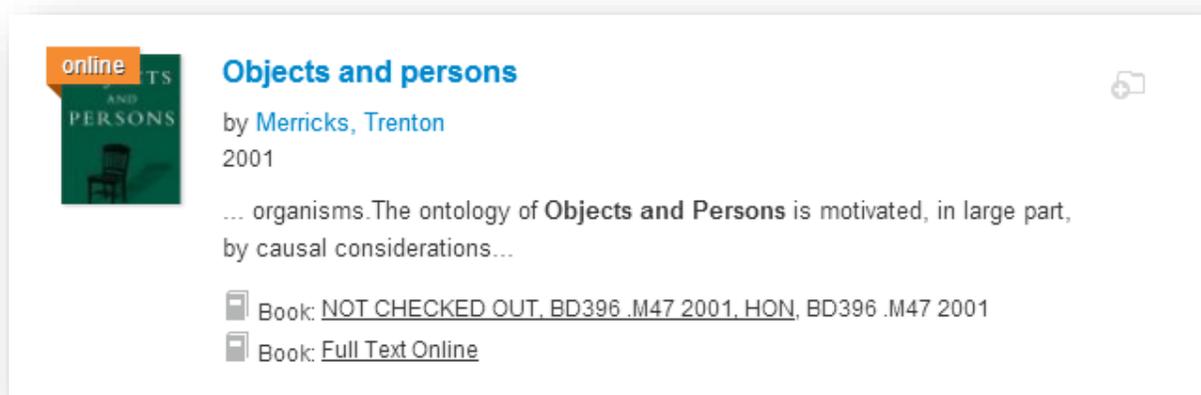
online  **Spirituality and religion: intertwined protective factors for substance use among urban American Indian youth** 
by Kulis, Stephen; Hodge, David R; Ayers, Stephanie L; more...
The American journal of drug and alcohol abuse, 09/2012, Volume 38, Issue 5
This article explores the aspects of spirituality and religious involvement that may be the protective factors against **substance use among urban American Indian (AI) youth**...
 Journal Article: [Full Text Online](#)

DOI: [10.1300/J233v06n01_02](#)
Genre: Journal Article, Feature
Subjects: **Indians, North American - statistics & numerical data, Indians, North American - ethnology, Substance-Related Disorders - prevention & control, European Continental Ancestry Group - ethnology, ALCOHOL USE, URBAN ASPECTS, NATIVE AMERICANS, Smoking - epidemiology, Urban Population - statistics & numerical data, Smoking - prevention & control, SURVEYS, Marijuana Smoking - ethnology, YOUTH, Alcohol Drinking - ethnology, USA, Alcohol Drinking - epidemiology, European Continental Ancestry Group - statistics & numerical data, Marijuana Smoking - epidemiology, Substance-Related Disorders - ethnology, DRUG USE, Smoking - ethnology, Substance-Related Disorders - epidemiology**
Language: English
Copyright: Copyright (c) by The Haworth Press, Inc. All rights reserved.

Merged record in Summon – *results in a record with richer metadata because we compile metadata from multiple sources.*

Full-Text Searching of Print Collections

The same match merge process is applied to all book content in Summon. This allows print materials to be full text searchable through Summon's ability to search the full-text of resources such as the HathiTrust and ebrary (among others) and to match/merge the full-text index with the MARC holdings of the particular institution. Thus if an institution only has an item on the shelf, they can still locate it through full-text search. Summon consolidates records so that users are presented with a single book result with multiple options for linking directly to the OPAC or an ebook. Full text discovery of your print resources is unique to Summon, and presents a ground-breaking opportunity to expose your collection to your users.



online **TS**

Objects and persons

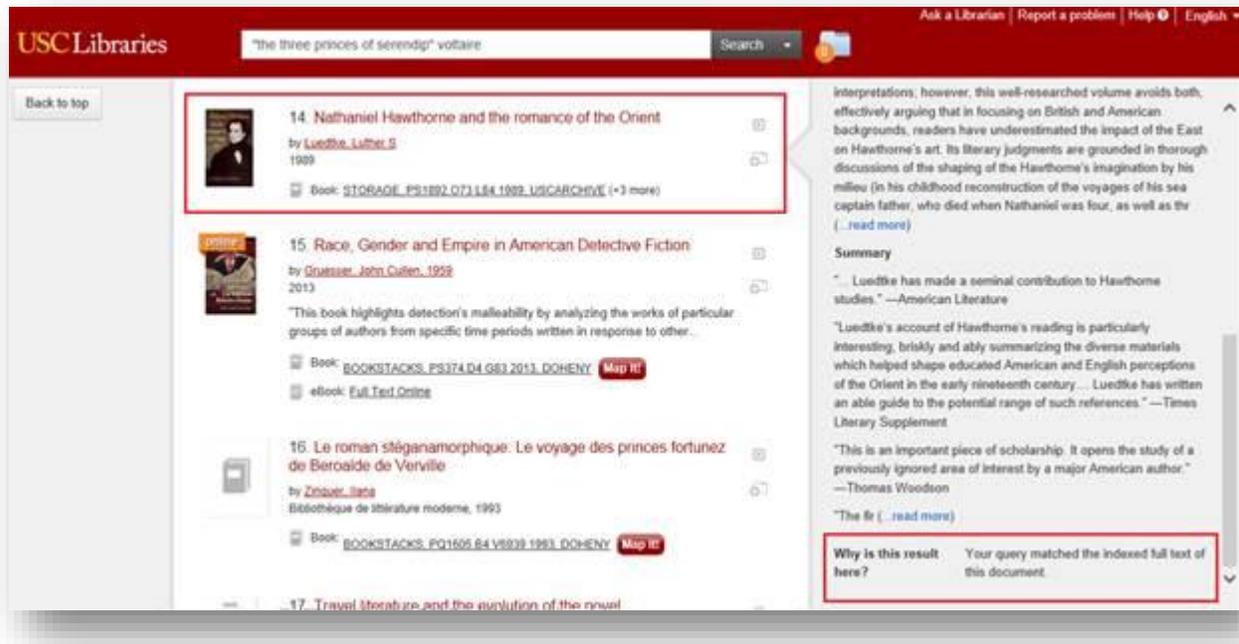
by Merricks, Trenton
2001

... organisms. The ontology of **Objects and Persons** is motivated, in large part, by causal considerations...

Book: [NOT CHECKED OUT, BD396 .M47 2001, HON, BD396 .M47 2001](#)

Book: [Full Text Online](#)

Merged book record in Summon – *Users have a choice to go to the OPAC record for the book, or to get the book in full text online. In this case the book is available online from two different sources.*



Full-text searching of print book at University of Southern California

- o. Describe other e-resource subscription and management capabilities unique or notable of the proposed system not addressed above.

PROQUEST RESPONSE:

Please see the overall description in response to 5.a. The primary unique feature is the Knowledgebase. The **Knowledgebase** is a central concept in Intota. ProQuest was the first provider to create and offer a central Knowledgebase of e-resource records. The Knowledgebase is the foundation on which Intota is built and on which libraries depend. The concept of linking our centrally-provisioned metadata store – our Knowledgebase – to our products and services is central to what we do, and what we build.

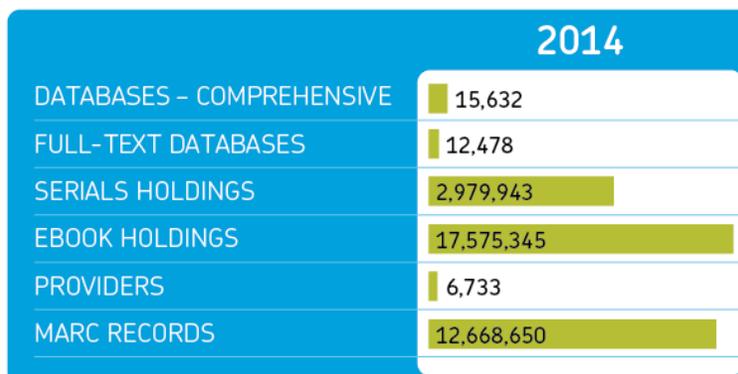
The Knowledgebase contains bibliographic data, authority headings data, provider data, ebook title data, ejournal title data, database package information for many formats, including ejournals, ebooks and streaming video, as well as license template data. The Knowledgebase utilizes API's to external databases to provide availability and price data to support selection.



Records are sourced into the Knowledgebase from many providers. Ejournal and ebook data is ingested from publishers and aggregators. Bibliographic and authority data is sourced from the Library of Congress, the National Library of Medicine, Books in Print and other sources. License data is sourced from publishers and from the JISC’s KB+ repository.

All database package data is updated at least monthly, through either a feed or a harvesting of the publisher’s site.

The Knowledgebase is curated by ProQuest staff. Our staff of 20+ metadata librarians, catalogers and editors is responsible for keeping the Knowledgebase updated with changes to all of the tracked resources. This means that the library does not have to worry about tracking title changes and additions in its e-resources. We provide that though our upkeep of this centralized resource. These are some of the statistics at the end of 2014:



Knowledgebase metrics are posted to Confluence and updated monthly by ProQuest Workflow Solutions Content Operations.

Our editors update the Knowledgebase with new resources and holdings information for aggregator packages. This means that most record creation is already complete and maintained in the Knowledgebase. The library simply links to the record, instead of having to create records for packages, providers and titles. Of course, the library does have to add its unique holdings details and in some cases, its license terms. There is a library of license templates in the Knowledgebase.

Today our Knowledgebase has data from many providers and tracks 15,000+ databases. Coverage in the Knowledgebase is global in order to serve the needs of our customers around the world.

The Knowledgebase is the heart of Intota. It is an authoritative, centralised database of bibliographic, provider, database, ejournal, ebook and other data, which is a shared service to all users. Further, we have restructured Knowledgebase to support the complete Intota functions by adopting the FRBR framework. This means that the library staff member will be easily able to see various versions of a work in both the local collection and the Knowledgebase. This is especially important for ebooks and print books. The restructured Knowledgebase also supports the Library of Congress RDA toolkit. KBART is supported.

Because the Knowledgebase is integral to Intota, it supports inherent DRM. Once the library identifies a resource in the Knowledgebase as something to which it has access, the Knowledgebase automatically provides access to that e-resource in Summon. It also protects users from seeing resources to which the library does not have access.

Updates: The Knowledgebase is updated daily by our editors and metadata librarians to include data from hundreds of content providers and thousands of databases in many languages, providing libraries an up-to-the-minute, reliable source for optimized services.

This saves the library from having to keep global data up to date. The Library's resource list, which is those resources that the Library "claims" and to which it adds local holdings, serves Summon, 360 Link, and Intota.

The *e-resource management capabilities* are unique in the flexibility of the user interface, which is very friendly and has wonderful linking from one element to another. This interface is unique, especially the My Intota function.

Another unique element is the ability to *share e-resource information and associated license information with other libraries*. This serves the situation where libraries share subscriptions.

6. **Application Functionality – Metadata and Cataloging:** Describe the proposed solution's metadata and cataloging capabilities, including but not limited to each of the items below:
 - a. Support for MARC bibliographic, holdings, and authority records.

PROQUEST RESPONSE:

We are in time of significant change in descriptive metadata practices in libraries. ProQuest feels that, because we are building Intota on new technology now, we have the advantage of being able to anticipate those coming changes. We are able to build the required flexibility into our solution. Linked data will be implemented in Intota in 2016 with Intota v2.0.

In an isolated ILS structure, every library must create *and maintain* its own copy of bibliographic and authority records. Intota Cataloging and Description does away with this labor intensive process by linking to data already in the Knowledgebase. The structure of the Knowledgebase is actually based on the FRBR principles.

More importantly, new ways to make library data (and therefore libraries) more visible are now coming to fruition. Major bibliographic providers, such as the Library of Congress and OCLC, have announced that they will begin making linked data available in 2015.

Intota will respond to this changing environment by integrating a linked data services platform into the architecture.

Intota will support multiple schemas such as MARC21, etc., as outlined below. Intota will also support linked data, including BIBFRAME.

- b. Support for the Linked Data model, including RDF, RDFa, RDA, BIBFRAME, FRBR, FRAD, etc. Differentiate current, active features from planned or beta features.

PROQUEST RESPONSE:

Intota is being developed to support linked data from the point of release of Intota v2.0. The BIBFRAME initiative, which is a descriptive schema based on linked data, is about to be implemented by major providers such as the Library of Congress and OCLC. Linked data offers capabilities to more easily expose library data on the network. MARC, for all its strength, is not particularly open to network interaction.

The BIBFRAME initiative envisions a new bibliographic environment for libraries that makes the “network” central and interconnectedness commonplace. The Intota design and architecture is consistent with the BIBFRAME initiative.

Intota is being developed to be transformative in its approach to descriptive data. Not only is it being developed to support BIBFRAME from the first release of Intota version2, Intota is being developed to provide cost savings and efficiency through the use of the Knowledgebase

We’re developing Intota data export programs to output in standards-based formats. For example, today we can supply MARC records in either MARC 21 or RDA. And, as noted above, we are developing to also support BIBFRAME.

As development of Intota continues, we expect to support authority control through linked data in the Knowledgebase, exposing such names and subjects as linked data in Summon. Our vision is that this will allow authority records in the Knowledgebase to exist as linked data, providing programmatic capabilities to have libraries programmatically inherit changes in name and subject.

Alignment with FRBR/FRAD conceptual model allows ProQuest and our customers to use a common vocabulary – Work, Expression, Manifestation, Item, Person, Family, Corporate Body – to describe and share information about the resources in and available to library collections as well as information about the entities that create, sell, and curate those resources.

- c. Support of multiple metadata encoding schemas and content standards (e.g. EAD, MODS, Dublin Core and VRA Core)

PROQUEST RESPONSE:

Intota will support multiple metadata formats within the single workflow. The solution will support multiple schemas, such as MARC21, Dublin Core, RDA, and MODS, within the workflow, allowing the user to choose the right format for the material without needing to learn and maintain multiple systems. For example, MARC21 is needed to maintain existing records.

- d. Describe how the system provides help and support to staff learning and working with new schema.

PROQUEST RESPONSE:

This is a very valid requirement. We support learning about new aspects of descriptive practice in standard ways. For example, we offer webinars and informational sessions about our services. We have included information about training, including on-site training for the University.

In addition, the ProQuest online Support Center is an indexed knowledge base that provides both broad topical documentation and specific answers. The ProQuest Support Center contains troubleshooting information and FAQs, available to customers through a login:

<http://support.proquest.com/>; <https://proquestsupport.force.com/portal/customlogin#no-back-button>

However, the real question is how can ProQuest help the Libraries adjust to the new descriptive practices being introduced to the community in 2015? ProQuest feels that by supporting these new practices within Intota, we will help libraries adjust successfully to the new environment. We will make information available to the entire library community as we work with our customers.

- e. Support for different call numbers associated with the same bibliographic record (*e.g., Dewey, SuDoc, LC local*).

PROQUEST RESPONSE:

In Intota the call number is associated with the holdings record, rather than the bibliographic record. This allows different call numbers to be associated with different copies of the same title.

- f. Support for linked records (*e.g., items which are bound together in a common collection and with shared holdings records, but with separate bibliographic records.*)

PROQUEST RESPONSE:

Because Intota is built using relational database architecture, it is possible for records to be linked to each other easily. This will allow Intota to support migration of records that represent “bound withs”. It will also allow for analytic sets where multiple bibliographic records are linked to a set (series) record.

- g. Describe the ability to transfer or attach circulation history to records when parent records are different. For example, if an item is replaced with a different edition that requires a new bibliographic record, is it possible to tie the circulation history of the withdrawn item to the next item?

PROQUEST RESPONSE:

In Intota it will be possible to relink an item record, including its circulation history, to a new bibliographic record. This would preserve the circulation history of an item previously associated a different bibliographic record.

- h. Support for multiple holdings locations and sub-locations.

PROQUEST RESPONSE:

The Library will be able to define multiple holdings locations and sub-locations. There are no limits to the number which may be defined. Locations are a key part of the Intota architecture and can be defined both for locations and sub-locations in the individual institution and consortially.

Within the Summon discovery service, it is possible to collapse multiple locations into defined holdings groups for display and faceting. This allows the Library to have very specific for internal purposes, while using broader locations for end-users.

There are no limits to the number of holdings in a library's instance of Intota. Just as the Summon repository today holds 2.4 billion objects, the SaaS architecture of Intota eliminates limits on the number of library holdings. There are also no limits to the number of items that can be attached to a single bibliographic record.

i. Staff search capabilities.

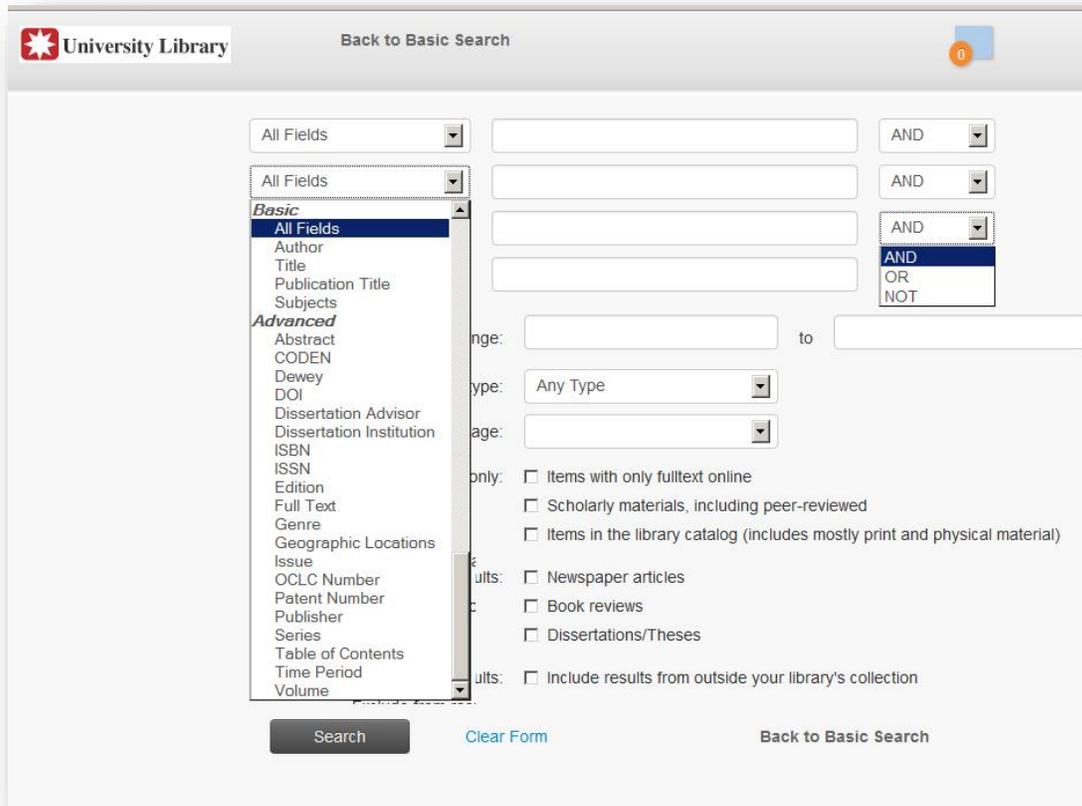
PROQUEST RESPONSE:

Intota will provide for easy to use search methods, based on current search engine technology. There is a large search box, which can be pre-limited. Once results are returned, facets appear to allow further refining of the results.

The Intota release supports searching by ejournal, ebook, database, provider, contact and license. Both left anchored and keyword searches are supported. There will be more search options as development continues.

The selection capabilities of Intota will support the ability to save searches and to manage search results.

The Summon Advanced Search form has been revised with Summon 2.0. It is a good example of the type of advanced searching that we will also be providing in the staff functions of Intota. It allows additional functionality to pre-limit or expand the search with filtering parameters and is likely to be used by staff. Please see screen capture below:



Summon 2.0 Advanced Search

- j. Any limitations imposed on MARC records by the system.

PROQUEST RESPONSE:

There are no known limitations imposed. Intota is being developed to support holdings records in a variety of formats including the MARC holdings format. The native internal format for holdings is the MARC format for holdings. This assures libraries of import and export.

- k. Support for non-roman characters and diacritics, including Unicode support.

PROQUEST RESPONSE:

Intota is fully UTF-16 compliant. This means that non-roman scripts are stored and displayed correctly. Input of such characters will be supported through standard fonts for non-roman scripts that may be downloaded to most workstations. Google font service lists available fonts, which are generally available for download at no or nominal cost. No peripheral hardware or software is required.

Summon is Unicode compliant today. The character encoding used internally by the Summon architecture is UTF-16, which is one of the most commonly used multi-byte encoding implementations of the Unicode standard. The Unicode standard was developed with the goal of supporting all of the world's written languages.

- l. Capabilities for importing bibliographic and holdings/item records in MARC and other metadata schemas from multiple sources (*e.g. OCLC, Marcive, Serials Solutions, book and e-resource vendors, OAI-compliant repositories*) including any capabilities for importing large files of records.

PROQUEST RESPONSE:

Intota will include a batch loading facility to provide efficient loading of MARC and other metadata format records into Intota. While we believe that the availability of bibliographic records in the Knowledgebase and the online integration with files such as Books in Print will reduce the requirement for batch loading records, we recognize that such a utility is necessary.

OAI repositories may be ingested in Summon today, using our OAI –PMH harvester. Using Intota Acquisitions, records will be importable from the Knowledgebase online. Intota Acquisitions will also expedite importing records from other sources, such as OCLC, using the APIs available.

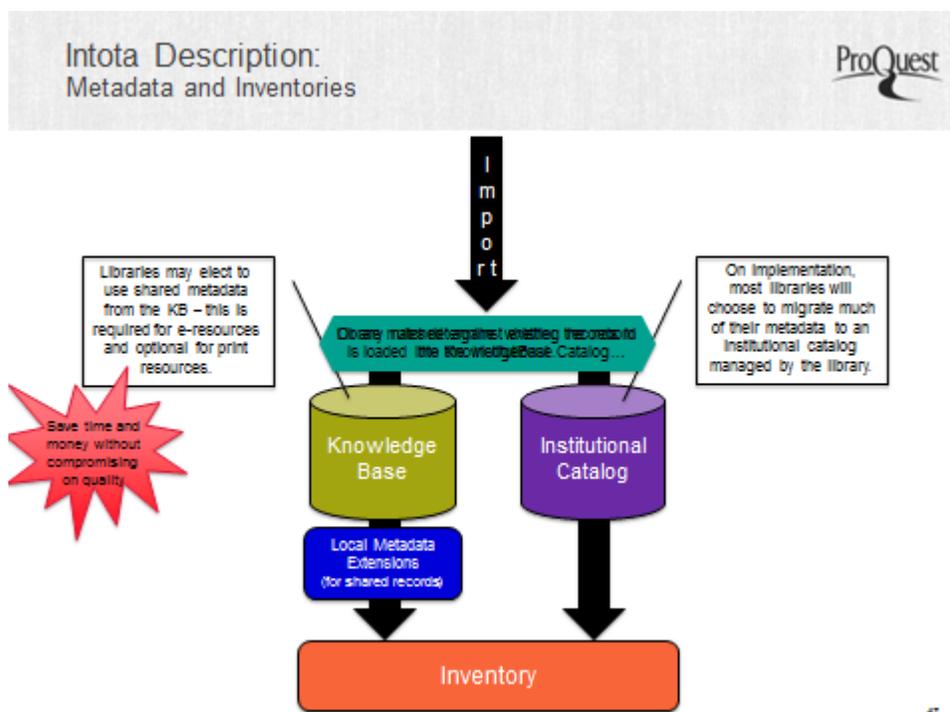
- m. Updating records, including batch updates and batch modification of records.

PROQUEST RESPONSE:

Rather than the isolated nature of the ILS, where every library has its own copy of the bibliographic and authority records – and all of the associated maintenance, the descriptive database in Intota allows a library to link to the record already in the Knowledgebase. Overall the Knowledgebase is another example of how Intota is transforming how libraries acquire records. The Knowledgebase of data is maintained by ProQuest Workflow Solutions.

What this means for the Library is that we have done most of the basic record creation for e-journals, e-journal packages and e-book packages. The Knowledgebase is included in the subscription to Intota. The library simply links to our record in the Knowledgebase, instead of having to batch load records for packages, providers and titles.

Of course, the MWU will migrate existing bibliographic records into Intota. Those records, in combination with records “claimed” from the Knowledgebase, create the library’s bibliographic database. Here is a conceptual diagram:



Intota will also support download and import of records, including MARC records from a variety of sources, both in batch and in real time. Those records will be transformed internally into linked data.

Because Intota is built around a linked data metadata engine, not all of the data is contained in “records” per se. Some data is represented in the linked data structures, rather than in records. Major data types include:

- Work – and the associated linkages for creator, subject and related works.
- Item
- Provider
- Package and associated coverage information
- Order
- Invoice
- Library – and affiliations
- Requests
- Course Reserve
- Fines and Fees
- User

We look forward to discussing this with the Libraries in detail. There is also a complete data dictionary for Intota. It is updated as development continues.

- n. Management of metadata and authority control, including any availability of dynamic cross-referencing, automatic suppression of blind cross-references, real-time heading conflict detection, and global heading change capabilities for authority control.

PROQUEST RESPONSE:

We are committed to providing a linked data metadata engine for Intota version 2 in 2016. This will allow the exposure of authority controlled names and subjects as linked data.

As development of Intota continues, we expect to support authority control through linked data in the Knowledgebase, exposing such names and subjects as linked data in Summon. Our vision is that this will allow authority records in the Knowledgebase to exist as linked data, providing programmatic capabilities to have libraries programmatically inherit changes in name and subject.

Alignment with FRBR/FRAD conceptual model allows ProQuest and our customers to use a common vocabulary – Work, Expression, Manifestation, Item, Person, Family, Corporate Body – to describe and share information about the resources in and available to library collections as well as information about the entities that create, sell, and curate those resources.

- o. Safeguards, data validation, error detection, and other system support for assuring accuracy and integrity of records.

PROQUEST RESPONSE:

Intota will validate records as they are loaded in batch, and it will report on records with unreadable fields or errors. Data which is entered as single entries will also be validated as to overall form, as well as whether the contents of the field are of the expected type, i.e. numeric. Intota will not validate the use of tags or that data within fields conforms to a particular structure.

Incoming records are checked for completeness, for valid data and for valid links to associated records. Below is a sample scorecard from data ingestion of a library’s bibliographic data.

Scorecard

Record Type	Total	Processed	Unable to Process	Success Rate	Comment
Bib Records	3,381,391	3,381,375	16	100.00%	Bib records with no match in Holdings and Improper ISSN values
Holding Records	4,882,762	4,345,085	537,677	88.99%	Holding records with no match in Bib file Duplicates
Circulation Records	30,926	29,989	937	96.97%	Circ records with no match in Holding file
Acquisition Records	843,689	639,427	204,262	75.79%	Improper dates and Acq records with no match in Holding file

Note the date validation and the ISSN validation.

- p. URL storage and linking capabilities, including link checking.

PROQUEST RESPONSE:

Intota will support a link checker. However, we have input from partners that tells us that a simple link checker may not be sufficient because the existence of a site is not always enough.

- q. Capabilities for controlling the display of all record types in the public interface.

PROQUEST RESPONSE:

Intota today supports the display of e-resource records in Summon at several levels. The metadata management functions will allow the ability to display or suppress bibliographic and/or holdings records.

Please see 9.cc. for details about customization options in Summon.

- r. Abilities to extract, manipulate, and reload data, including the ability to extract all bibliographic records or a subset based on specified criteria (*e.g. date of last update, content of MARC fields, etc*).

PROQUEST RESPONSE:

This will be supported in the batch load table policies. Today all data in e-resources is exportable. In Intota version 2.0, importing and exporting functions will be able to be performed by library staff without the intervention of a database administrator. We're developing Intota data export programs to output in standards-based formats. For example, today we can supply MARC records in either MARC 21 or RDA. And, as noted elsewhere in this response, we are developing to also support BIBFRAME.

The most used mechanism for data loads is based on ftp. From the ftp server, ProQuest has a series of programs that format and load the data. This mechanism is well-used, since it supports library catalog data from a variety of ILS into Summon.

- s. Describe support for OAI-PMH, including the ability to selectively expose records for harvest if available.

PROQUEST RESPONSE:

OAI-PMH is supported and is used to harvest institutional repository data. We can use any metadata schema that your repository supports in OAI-PMH; we prefer to use OAI-DC (Dublin Core), which results in faster ingestion.

- t. Support for printing spine labels.

PROQUEST RESPONSE:

Printing of spine labels will be supported through the Intota API. This will allow the library to choose its own hardware.

- u. Capabilities for enriching bibliographic records and displaying book jackets, locally produced images, TOC, book reviews, etc.

PROQUEST RESPONSE:

Currently, we retrieve book jacket art from LibraryThing and Open Library. Additional record enrichment comes from multiple sources; i.e.: Web of Science citation counts, Ulrichsweb Peer Review and Scholarly/Academic status, Syndetics Table of Contents and Review (subscription to Syndetics required), and CrossREF DOIs.

We have programmatic methods to enrich MARC records for ebooks. We use these programs to upgrade ebook records.

- v. Describe other metadata and cataloging capabilities unique or notable of the proposed

system not addressed above.

PROQUEST RESPONSE:

The fact that Intota version 2 will include linked data capabilities is an important element. This provides the library with the ability to ingest, store and maintain bibliographic data as linked data. This will include the ability to utilize the BIBFRAME editor from the Library of Congress.

7. Application Functionality – Circulation

- a. Provide a brief overview of the circulation module and its functionality.

PROQUEST RESPONSE:

Intota Circulation and Fulfillment will facilitate lending and sharing of physical collections.

We are designing the fulfillment workflows of Intota to facilitate the trend toward consolidation of print collections and the resulting sharing of resources among libraries. Intota Circulation will meet the requirements of direct lending to users as well as interlibrary lending.

Intota Circulation will allow the policy(s) of a library to be associated with a group of locations. For example, the special collections group of locations may be associated with very different policies, even though the same circulation desk physically dispenses its materials.

We envision a smart fulfillment function in Intota which allows the user to simply request materials, regardless of where those materials are held. Intota acts as the “sourcing engine” for materials by accepting and intelligently parsing requests. The entire approach to fulfillment in Intota is transformative. Specific transformative benefits include:

- Easiest for the user – users no longer have to understand sourcing options
- Utilizes license terms in Knowledgebase, underscoring its importance
- Integrates disparate functions – for both users and staff
- Built-in Resource Sharing
- Aligns with the evolving nature of the print collections
- Shows the advantage of multi-tenant SaaS.

We plan to integrate all requesting functions in Intota into a process which Intota manages. This is an area where Intota is much more comprehensive than in the traditional ILS. The intelligent workflows of Intota will allow the automation of most types of requests, based on the Library’s policies.

We plan that Intota will include requesting capabilities which will manage requests from users for materials owned and not owned. In this way, Intota will act as a “delivery resolver,” using its intelligence to determine if the user has asked for something that can be filled locally, within the Intota community or through interlibrary loan. It will collect all these requests and then parcels them out to the correct fulfillment channel. This will eliminate the need for the end user to know the difference between a hold and an interlibrary loan.

- b. Describe capabilities to allow multiple circulation units to retain individual circulation policies and procedures.

PROQUEST RESPONSE:

Intota is being created for the maximum flexibility so that decisions can be made locally, even within a consortium. Even in Summon, an individual library may choose different configuration options for union catalog data than other members.

Each circulating unit can have its own circulation policies, its own acquisition workflows, etc.

- c. Describe how item type, location, and status codes can be defined and configured.

PROQUEST RESPONSE:

The administrative console for Intota will allow the library to define locations and groups of locations. There will be no limits to the number and type of item types and statuses that can be defined. Policy tables will be linked to those groups. The library will be able to administer these, including adding, changing and deleting. There will be no limit to the number of locations or groups of locations.

Status codes can be locally defined. Menus and a number of other statuses and workflows can also be locally defined. There are public notes and notes only displayed to staff.

- d. Specify any limitations on the type, length, and format of barcodes for items and patron account numbers (e.g. code 39, ISO numbers, etc.)

PROQUEST RESPONSE:

There are no limitations. The library will be able to configure the type of identifiers used.

Barcode information for patrons for a library-supplied barcode can be used, but that requires a level of library effort that Intota is trying to eliminate. Intota is being developed to use direct links to campus patron systems, rather than requiring large batch loads by the Libraries.

- e. Describe options for batch uploading patron data from external sources especially via FTP. Include information about compatibility with Banner.

PROQUEST RESPONSE:

Patron records will, for the most part, not be loaded into Intota. It is our goal to interact online with the registrar systems and simply link to the patron data. Where patron identifiers need to be recorded, such as with requests and fines, we would like to record only those identifiers and then “ping” the registrar system as needed. This approach will prevent a great deal of effort to load and update patron files. Banner is one of the systems that we expect to support.

ProQuest is also planning to make sure that Intota integrates well with campus financial systems, records, registrar services, reading list management applications, and more. One of our goals in designing Intota is complete integration and interoperability with other campus systems. Intota will provide integration with campus financial systems through the use of well-documented APIs.

- f. Describe capabilities and safeguards for allowing staff to override system limits.

PROQUEST RESPONSE:

If the operator has permission level, that operator may override, for example, an assigned due date or backdate the transaction. If the operator does not have permission, a supervisor can enter his/her credentials and perform the override.

- g. Describe how the system calculates due dates, including stop date capability.

PROQUEST RESPONSE:

Intota circulation will meet this requirement. Intota Fulfillment will allow the policy(s) of a library to be associated with a group of locations. Due dates and times, fines, recall provisions, etc. will be determined by rules associated with the patron type. Those rules interact with item type exceptions which automatically override the policies associated with the patron type.

- h. Describe off-line circulation capabilities.

PROQUEST RESPONSE:

If the shared system becomes unavailable, the transaction will be logged on the workstation. It will be automatically uploaded when the system returns. Checkout and checkin transactions will be able to be performed, although exceptions will not be flagged.

When these transactions are uploaded, the system will display the exceptions. Because Intota is a SaaS based offering, the Intota platform must be redundant and fault tolerant. Given this architecture, we are hopeful that offline circulation will not be necessary often.

- i. Detail system handling of financial transactions, including how they might be exported to another system. Specifically describe billing workflows.

PROQUEST RESPONSE:

We live in an e-commerce world. The Intota API will allow for connection to a variety of electronic payment systems, including credit card and campus card systems. It is our goal to have such transactions take place in real time. By using the campus systems, the Library can fit into the local environment.

- j. Detail capabilities for patron notices, and to what extent processes can be automated and integrated into workflows. Specify whether notices can be customized and automatically scheduled, whether the system supports e-mail notices and/or text message notices, and whether a specific sub-location can generate its own notices.

PROQUEST RESPONSE:

As noted previously, the Intota structures will provide real flexibility in notices and print products. First, we will provide for patron notifications to be natively electronic. Users today expect to receive e-mail notifications, not print notices. Electronic notices will be the norm for such notices. This allows a user to get a pickup notification on a smart phone.

Intota will support receipts, paging slips, hold shelf slips, overdue notices and recall notices.

In its first release, Intota version 2.0 will alert patrons to checked-out items, recalls, overdue items, library charges, and similar through both online notification in Summon and through email and text notifications which can be delivered to a variety of platforms and devices.

- k. Describe the system's ability to generate any additional reports related to patrons, fines, etc., including ability to automate such reports or integrate into workflows.

PROQUEST RESPONSE:

Intota will generate fine notices to users via email. As a further step, ProQuest expects to work with customers to define electronically passing fines to user accounts within the student information system.

- l. Describe process for circulating uncatalogued materials.

PROQUEST RESPONSE:

Intota will support a "create item" function that allows the creation of an inventory item record for circulating an uncatalogued item.

- m. Describe capabilities for indicating the status of items in the OPAC (*e.g., lost, on order, on reserve*) including the library's ability to define conditions and the process for adding

and removing statuses.

PROQUEST RESPONSE:

Summon integrates with Intota to display item status information. There will be a menu for profiling the condition and the associated message to display in the discovery service.

- n. Describe hold, page and recall capabilities, including abilities to specify hold / recall /page multiple volumes on the same record.

PROQUEST RESPONSE:

We envision a smart fulfilment function in Intota which allows the user to simply request materials, regardless of where those materials are held. Intota acts as the “delivery resolver” for materials by accepting and intelligently parsing requests.

Intota follows the rules set up by the Library in determining the workflow. These rules (the “business logic”) are the basis of the workflow, and may vary from site to site. Thus, the library will determine the business rules for holds, recalls, etc.

- o. Describe the ability to batch process any circulation functions such as patron record withdrawals, status changes, item type changes, etc.

PROQUEST RESPONSE:

Intota will include a function to create a “set” of records. It will be possible to process changes against all records in the set. This will provide item and patron record change capabilities.

- p. Describe system-generated and manual blocks including criteria used for system generated blocks, process for adding, removing and overriding blocks, and the effect of blocks on patron notices.

PROQUEST RESPONSE:

In general, Intota will provide for the ability to determine the parameters for loans and blocks by patron type. Within patron type there will be a primary set of rules and a set of automated exceptions, based on type of material and status.

The Library will be able to set fines and fees, as well as recall conditions, blocks for fees and policy violations. The Library will be able to change any and all of the rules at any time.

These policies will be set and changed by an authorized staff member from the library, using the menu-driven process discussed in earlier sections. Within those rules it will be possible to generate email notices to users.

- q. Describe the provision for handling delivery of materials to another location or a departmental mailbox or office.

PROQUEST RESPONSE:

If the location is a defined library location, it will be possible to charge the item to that location. Such locations will be able to have a set of rules associated with them. Departmental offices or other non-library locations can be created as pseudo-patrons, with an associated set of policies.

- r. Describe the ability to see patron histories, transaction logs and audit trails.

PROQUEST RESPONSE:

Intota Fulfillment will allow local decisions on this. ProQuest recognizes that institutions have differing opinions about retaining this information, so we will allow local policy setting.

Intota overall will provide logs for all activity. This includes the sign-on of the person performing the activity, as well as date and time. Logs are retained indefinitely. All logs can be sent to an external server.

- s. Describe any abilities for the system to allow patrons to pay for fines or other bills with the patron's campus account.

PROQUEST RESPONSE:

As noted earlier, the Intota API will allow for connection to a variety of electronic payment systems, including credit card and campus card systems. It is our goal that such transactions take place in real time. By using the campus systems, the Library can fit into the local environment.

- t. Describe the abilities of the system to generate and post fines.

PROQUEST RESPONSE:

Fines and fees will be calculated according to the library's policies. Bills will be automatically generated for fines and lost items. Fees for services and for damages will be able to be manually assessed by the operator and a bill will be able to be generated.

- u. Describe abilities of the system to support communication with patrons, including instant messaging and inserting manual messages into library accounts.

PROQUEST RESPONSE:

Intota notifications to users (such as hold notifications) will be deliverable as either email or text messages, at the campus' option.

- v. Describe any integration between circulation and interlibrary loan software, including support for NISO Circulation Interchange Protocol (NCIP).

PROQUEST RESPONSE:

The Intota API will support NCIP and SIP2, allowing the use of self-service devices. The Intota API will also support these protocols to allow custom interfaces to a variety of circulation devices.

The choice of such technology is completely up to the institutions. The reader or scanner is simply an extension of the keyboard, and ProQuest is not creating any special functionality for the charging functions that would require unique hardware.

- w. Describe support for SIP (Session Initiation Protocol) specifically for use with 3M self-check machines.

PROQUEST RESPONSE:

The Intota API will support SIP 2.0.

- x. Describe any integration between the acquisitions module and the circulation module.

PROQUEST RESPONSE:

As noted previously, there are really no separate "modules" in Intota. Instead there are workflows that support desired outcomes. Because of this structure, there is integration between acquisitions and fulfillment. This is evidenced in several of the workflows that are being developed:

- DDA programs
- Delivery Resolver – automated buying of items requested by patrons
- Holds – integrated with acquisitions

- y. Describe the abilities of the system to create and customize user logins for various levels of access including but not limited to student assistants, staff, admins.

PROQUEST RESPONSE:

Intota will employ a role-based authentication module which allows you to locally define roles and associate staff with those roles. Individuals are then linked to the role. This role-based structure provides for a single person to have a set of permission or for multiple individuals to share a set of permissions. These policy levels will also be location based, so that staff from one institution do not have permissions to change policies at another institution.

- z. Describe available features for gathering, creating and customizing statistical reports with regards to Circulation functions.

PROQUEST RESPONSE:

Intota supports in depth analysis of both print and electronic collections today with our production service, **Intota Assessment**, which is part of Intota v1.0. Circulation activities will be added to Intota Assessment with Intota version 2.0. Please see 10. Application Functionality – Collections Information and Reporting for full details.

8. Application Functionality – Course Reserves

- a. Describe procedure for creating course records.

Course reserve records will be built in Intota and displayed to users in several ways. One display mechanism is Summon. Another is through a Summon search widget on the courseware page.

Print items placed on course reserve will receive a secondary location of course reserves. Data about items in that status can be used to create reports, etc. Transactions while in that state are tabulated separately, so the number of times used while on course reserve can be reported. Intota will support the ability to suppress an item from display in the discovery service.

In a future release, Intota will facilitate the faculty locating materials to be placed on lists in the courseware, rather than simply focusing on building course lists for electronic items in Intota.

Electronic items may be assigned a location of course reserves as well. Both print and electronic items can be isolated in the discovery service using the location facet. We will be modifying Summon to show such location information dynamically so that items can be faceted immediately upon assignment to the course reserve location.

To support search by course, there will be a function which creates a course description record. Multiple courses can be linked to an individual item. A course record may be kept and suppressed when not an active course. The list may stay associated with a suppressed course.

Intota will support the creation of short records for placement of items on course reserve. This will facilitate the assignment of textbooks and other supplementary materials to course reserve.

- b. Describe capabilities for allowing multiple locations to create and maintain course reserves with distinct policies, codes, etc.

PROQUEST RESPONSE:

Individual libraries will be able to create distinct policies for course reserve. Each library can have unique policies.

- c. Describe the availability of electronic request form for instructors to place materials on reserve.

PROQUEST RESPONSE:

Instructors will be to request items for course reserve via Summon. This is one form of the requesting that we see being supported by Intota. The instructor would use the “I want it” function that is being developed for Summon. The faculty member would note the special use for the item, giving course information.

Below is a mock-up of how this functionality might look:

The screenshot shows a search results page for 'As I lay dying' with 525,388 results. A 'Request a Copy' form is overlaid on the right side of the page. The form includes the following fields and options:

- Item requested:** 'As I lay dying: authoritative text, backgrounds and contexts, criticism' by Faulkner, William; Gorra, Michael Edward; Gorra, Michael Edward. 2010, 1st ed., Norton critical edition. ISBN 9780393931389, xiii, 384 p. Death, Burial. Book: DUE 09-08-12, Valley, PS3511.A85 A85 2010.
- Your request:** Radio buttons for 'Please hold this item for me when it is available and notify me.' (selected) and 'Please try to get a different copy for me.'
- Copies at other libraries:** View locations (with an upward arrow icon).
- *Your name:** Text input field.
- *Email:** Text input field.
- Needed by:** MM/DD/YYYY date input field.
- *Preferred Format:** Dropdown menu set to 'book'.
- Will you accept...:**
 - Non-English versions? No
 - Alternate editions? yes
 - Alternate formats? yes
- Comments and special instructions:** Text input field.
- Buttons: Send Request, Cancel, Clear form.

- d. Describe procedure for adding materials already in the catalog and for materials that are not part of the library collection. Specify whether original location is retained.

PROQUEST RESPONSE:

We are responding to this requirement from the perspective of print materials. For most electronic items, we see that the items will be linked to the syllabus in the courseware, rather than placed on course reserve. Since there is no physical entity to place on reserve shelf in the case of electronic items, it seems best to link them into the courseware where they are closest to the user. We have plans post Intota v.2.0 for “reading list” functionality to assist with this.

For adding print materials to a library course reserve list, the item record for a print item will support a secondary location field. That secondary location field may be changed to indicate that an item is temporarily in another location and is governed by the policies of that location. It will be possible to do a mass change of location on a set of records (used a workflow) or to change individual records.

- e. Describe provisions for removing items from course reserves (e.g., scanning barcodes).

PROQUEST RESPONSE:

Please see 8.a. It will be possible to scan barcodes within the mass change “set”, which will return the

items to the permanent location status.

- f. Describe capabilities for archiving course records and reserves lists for future use.

PROQUEST RESPONSE:

Please see 8.a. The course reserve record will have an activation/deactivation date. This will allow a list to be deactivated, but preserved, and then reactivated.

Because items on course reserve will have been set to a temporary status of course reserve, there will be an expiration date associated with such items. That expiration date will produce an alert to the appropriate staff members that items need to be removed from the shelf and wanted. That action will return the items to the shelf location.

- g. Describe capabilities for tracking reserve usage.

PROQUEST RESPONSE:

Course reserve usage will be recorded separately, since the item is being circulated from a temporary location. Such usage will be communicated to Intota Assessment to provide usage of the item while on course reserve.

- h. Describe support for including a URL for an item on reserve.

PROQUEST RESPONSE:

Intota will support a URL for an item on reserve. This is necessary since many items chosen by faculty for course reserve are electronic items.

- i. Describe the capabilities for working with reserves materials in batches, including importing, viewing, exporting, and activating / de-activating things from reserves.

PROQUEST RESPONSE:

Intota fulfillment will include a function for batch changing item record data. This will allow the library to create a group of item records and apply the change to all items in the group. This will allow batch pull slips, recalls and location changes for items from the collections being placed on course reserve.

- j. Describe capabilities for integrating course reserves functions into learning management systems (*e.g., Canvas*) or for the library to create bridges between course reserves and learning management systems.

PROQUEST RESPONSE:

Please see 10.j. for information about course reserves and discovery. Summon provides unparalleled integration with course management systems, subject guides, and research guides and so that users can be intuitively linked to native resources.

- k. Describe the system's e-Reserve capabilities and the login procedures for patrons to retrieve and view e-documents.

PROQUEST RESPONSE:

Please see 8.a. To support search by course, there will be a function which creates a course description record. Multiple courses can be linked to an individual item. A course record may be kept and suppressed when not an active course. The list may stay associated with a suppressed course.

An electronic item which is placed on a list will utilize the same log in functions as viewing an electronic item in Summon. Once the user clicks on the link to the item, the user will be promoted for log in to view the item (if the user has not already logged in.)

- 9. Application Functionality – End User (Public) Interfaces:** In this section, describe all public interfaces for searching content, including discovery interfaces, or catalog interfaces.
- Describe the interface(s) designed for the public to discover and access all types of resources in the system.

PROQUEST RESPONSE:

As the public interface of Intota, the Summon service is an integral part of our Library Services Platform. Resource data is communicated directly to Summon by Intota. As Intota development continues, patron requesting and account management features are being added to Summon, which is the end user interface for Intota.

As the first web-scale discovery service for libraries, Summon introduced a single, unified index architecture, incorporating sophisticated relevance ranking and Match & Merge technology. The service enables library researchers to enjoy a modern user experience combining guided discovery of rich library collections with user-centric web design principles. Summon enables libraries to engage with their users in new and exciting ways by exposing them to context sensitive research assistance, taking full advantage of the expertise of the library staff.

The following is an overview of the features of Summon 2.0.

Discovery: Web-scale Search

Overview of the Summon® service

The end user interface for Intota is **Summon**, our premier discovery service. Now installed at more than 700 libraries, Summon was the first true discovery service. With its unique unified index, Summon provides simple, easy and fast access to the full breadth of the library's resources.

The first of its kind, the Summon service was built-to-purpose, designed to support single search across a wide variety of library resources. Architected specifically to support large-scale ingestion of content from disparate sources. It uses information about your library's e-resources to inform the search process such that results correspond with your holdings. Relevancy ranked search results are returned at web-search speeds and link directly to the full record via direct links or your library's link resolver.

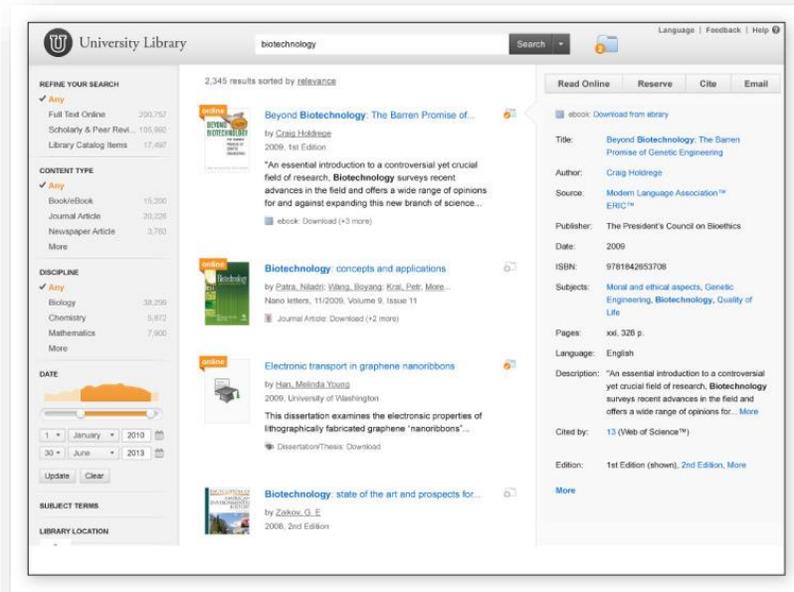
Single unified index

- Content is pre-harvested into a single unified search index from commercial databases, publishers and open access sources as well as your own library catalog (regardless of ILS vendor).
- The index is based on an extensible Metadata Object Description Schema (MODS) and continuously updated to maintain the most current data.
- Content full text is indexed in most cases along with quality metadata and is received from a host of content providers via multiple delivery methods (e.g. FTP, OAI-PMH, and web crawling) and in a wide variety of content schemas (e.g. Dublin Core, MODS, ONIX, and more).

Summon 2.0, which provides a streamlined, modern user interface as well as new features such as Topic Explorer and automated query expansion were added as upgrades. Summon 2.0 also provides more options for branding.

Summon 2.0 offers many features to engage users, including these enhancements:

Streamlined, Modern Interface



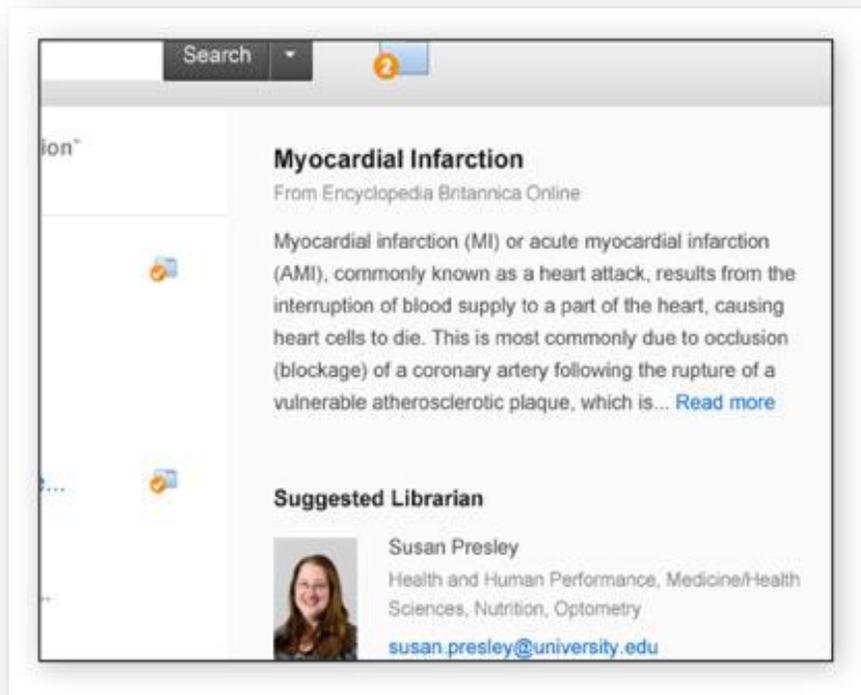
Familiar user experience

The new user experience matches user expectations developed from searching the open Web. Using the latest technologies, it's lightning fast and easy to navigate.

Responsive and mobile-friendly

Designed with mobile in mind, the interface is responsive to different devices, creating a seamless experience whether you're using a desktop, tablet or mobile device— all without losing any functionality. No apps to install - just go!

Summon Topic Explorer™



Over 50,000 topics to guide users

Highlighting relevant encyclopedia entries, the Summon Topic Explorer™ pane helps guide users through the research process and exposes them to pertinent reference content in context of their query. Fosters “presearch” via the library by leveraging subscribed and free reference sources—customizable by the library.

Jump-start the research process

The Summon Topic Explorer™ pane provides recommendations to related topics, exposes your library’s most relevant research guides, and promotes appropriate subject librarians in context.

Automated Query Expansion™

Ensures relevant content is not missed

Even when users don’t know all the right keywords or controlled vocabularies to use, Automated Query Expansion™ improves search precision by including additional keywords and spelling variations for common topical queries. Users are able to suspend query expansion when precision searching is desired.

Connect users to Librarians

Recommended librarians and subject guides

Bringing librarians into the discovery experience, Topic Explorer™ panes link users directly to relevant subject specialists and librarian-recommended research guides.

Fully-indexed research guides

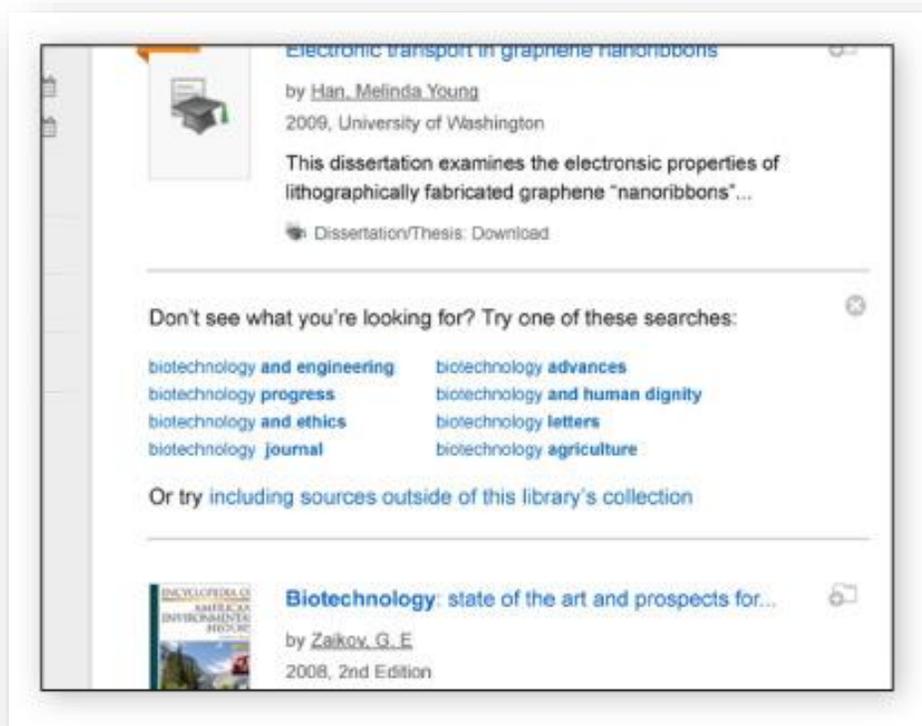
Dynamically displayed in result sets based on relevancy, indexed research guides further expose users to valuable information and research help.

Real-Time Reference Help

Embed chat where users need it most

Seamlessly embedded chat and reference widgets allow users to receive real-time help from reference staff within the context of the discovery environment. Libraries can integrate and customize chat and reference widgets in the Summon environment with easy to use administration tools.

Related Search Suggestions



Encourages exploration of related concepts

As users scroll through results, related search suggestions dynamically display encouraging users to expand their query to aid their research. Leveraging real-time, global Summon usage data, related searches offer users scholarly and multi-lingual suggestions for query expansion and refinement.

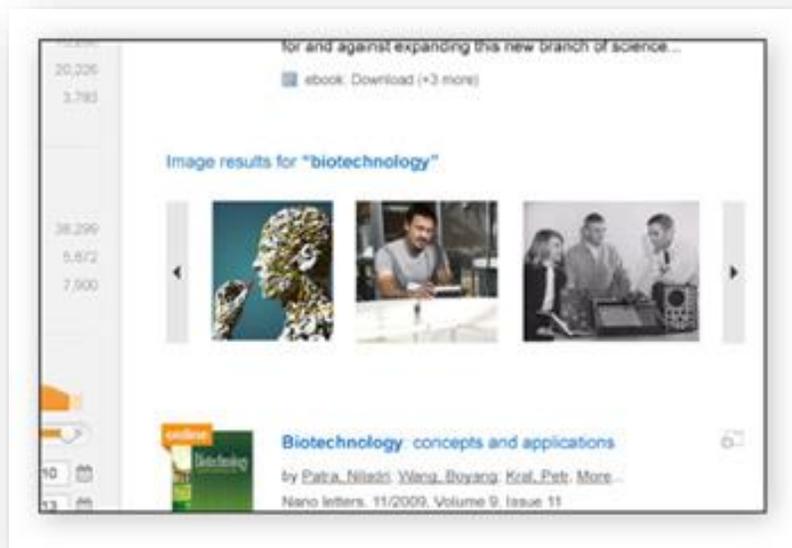
Content Spotlighting

Visually distinguishes valuable content by type

Dynamic display features highlight relevant content sets like newspaper articles, reference materials and digital images with a unique visual style that differentiates it from scholarly journal and book content.

Groups newspaper content for easy identification

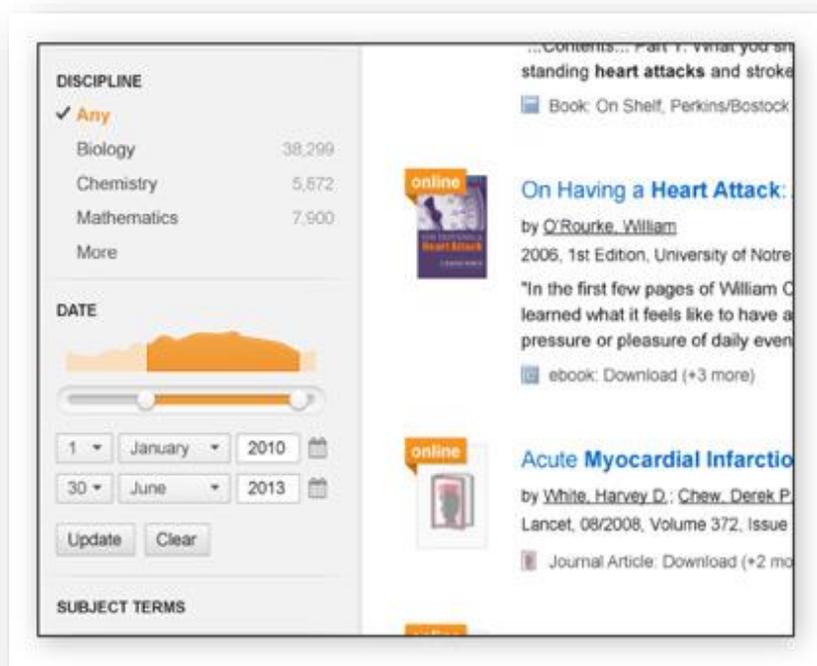
Spotlighting retains the highest visibility for scholarly journal and book content while ensuring that users won't miss relevant and valuable newspaper content.



Local collection and image spotlighting

Dynamic display features allow users to easily navigate across image content and promotes some of the library's most unique and valued collections.

Navigate By Discipline



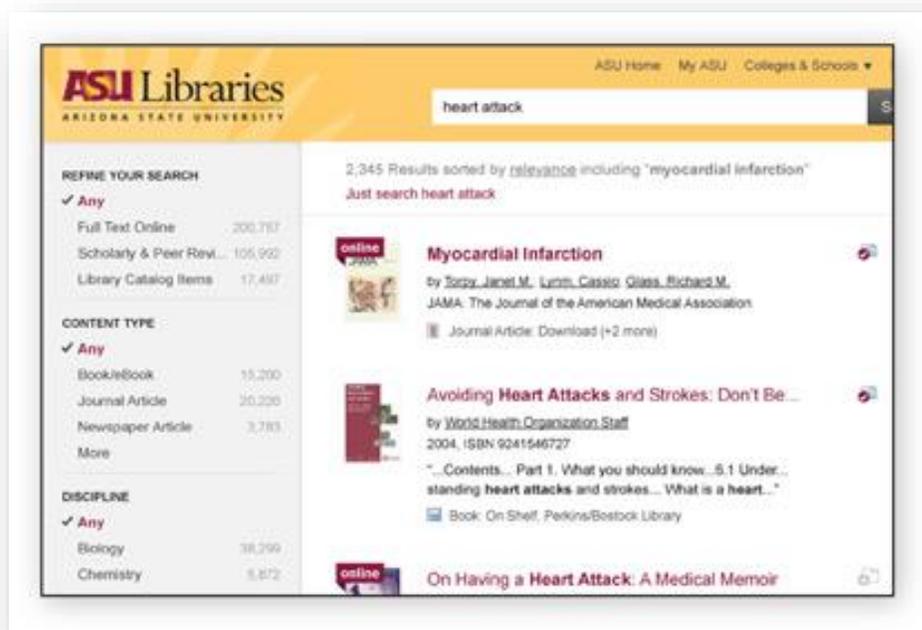
Easily zoom in on discipline-specific content

The discipline facet allows users to take advantage of authoritative discipline mapping in the Summon unified index covering 59 disciplines to quickly zoom in on discipline-specific content or combine disciplines for unparalleled interdisciplinary searching. As users refine results by discipline they are further exposed to discipline-related subject terms.

Create and save scoped searches

Any user—librarian, faculty, researcher, technically inclined or not—can link directly from the Summon interface to create an unlimited number of personally-scoped search boxes and widgets. Easy to embed in any web environment including course management software, Facebook or other collaborative portals, personally-scoped search widgets and search boxes help users save time spent on searching and more time working with results.

Unparalleled Customization



Easily match institutional branding and navigation

New custom header options allow libraries to bring their institutional branding and navigation into the discovery environment.

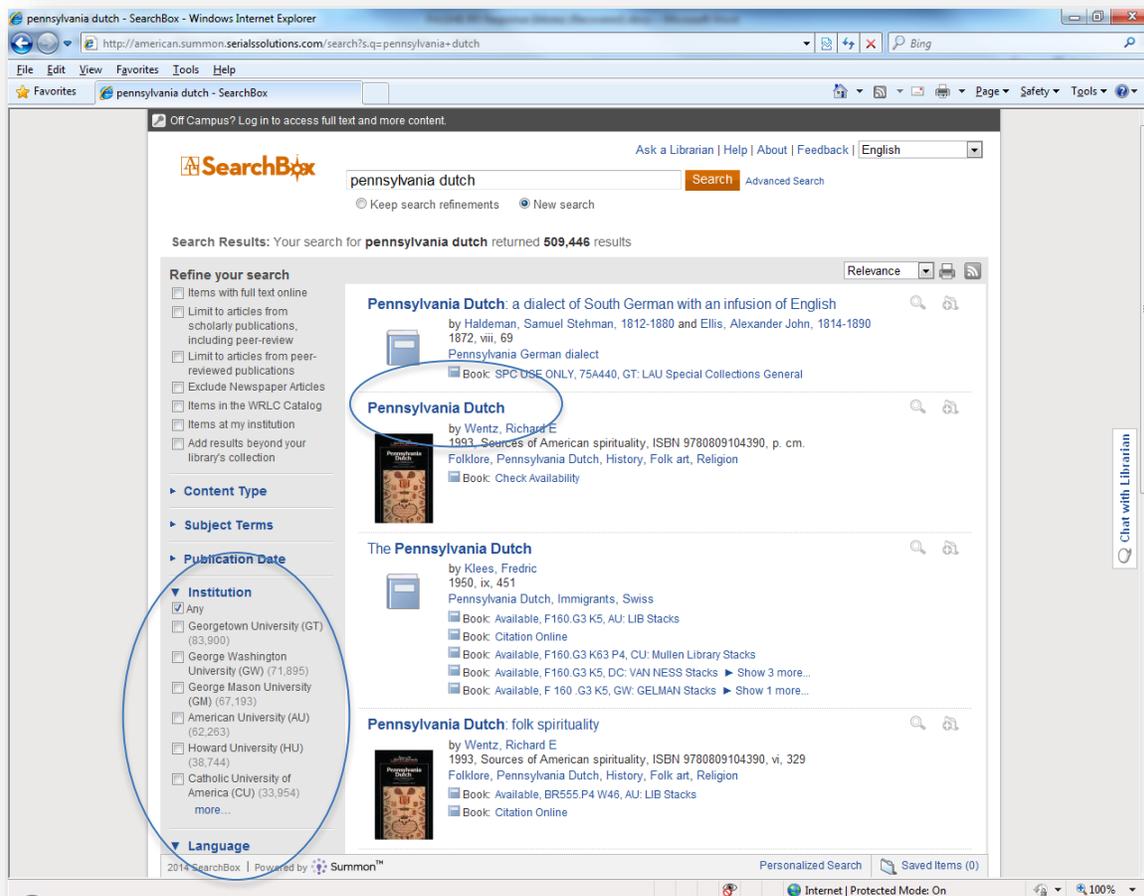
Customize to meet your library users' needs

Administrative console options allow for a wealth of features to be easily turned on, off or customized to library specifications. With the Custom Text Editor, you can modify just about any text, button or label on the Summon interface, for any of the 34 language interfaces that Summon supports.

Open API allows for further customization

Since the "out-of-the-box" Summon user interface is built using the Summon API, just about every feature in the Summon service is available for developers to create a customized discovery experience for their library. All, while still enjoying the same unmatched speeds, reliability and currency of the service.

Consortia Support in Summon: The other set of features which are important to libraries are those for consortia. Developed in conjunction with several US academic consortia, these features provide for searching across the member libraries and will provide for requesting across those libraries as Intota develops. In conjunction with the location facet, users can focus or broaden their search across the libraries within the network. Here is a sample from American University, part of the WRLC.



These features also include the ability to control the order in which copies are displayed. Each institution may set its preferred order for copies among its group.

Full Support for API: In addition to all of this information about our own discovery tool, Summon, we note that the interface between Summon and Intota is the API. This means that other discovery tools will be able to be to work with Intota. Although not yet available, this type of interoperability is an example of the modern structure of both Intota and Summon. Our commitment to this is illustrated by our recent announcement of cooperation with Ex Libris. Please see <http://www.prnewswire.com/news-releases/proquest-and-ex-libris-cooperate-to-improve-research-workflows-242070001.html>

Please also see our site for more in-depth information:

<http://www.proquest.com/products-services/The-Summon-Service.html>

- b. Describe how the public interface supports discovery of additional search tools, such as research databases or locally created subject guides, whether or not the contents of these tools/databases are present within the system (e.g., research databases portal, database recommender services, facets).

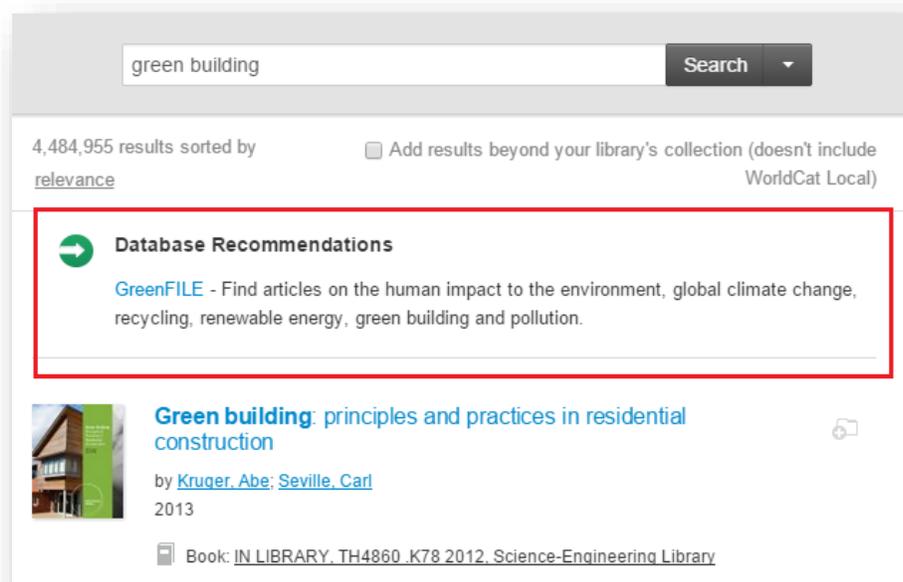
PROQUEST RESPONSE:

We provide meaningful ways for librarians to bring to bear their expertise to improve the research experience for their users. Summon Suggestions is a powerful suite of features designed to enhance the discovery experience with automated and contextual research assistance that leads users to better research outcomes. Bringing together a unique blend of library knowledge, community collaboration and real-time usage data, these features contribute to the Summon service's superior ability to meet users' needs and expectations.

With these features, librarians are able to directly impact and improve the overall discovery experience through localized recommendations, automated search guidance, and live reference help within the Summon discovery environment. In addition to more local control, libraries benefit from "community-sourced" recommendations made possible by the Summon service's unique architecture and collaborative global community.

Summon Suggestions include:

Locally and Community Curated Database Recommender –The database recommender provides hyperlinks to resources which are external to Summon, for deep-dive searching where controlled vocabularies and discipline-specific search refinements may provide added value. The new functionality not only analyzes the result-set for most-appropriate resources, but also enables both local and community-sourced trigger words to emphasize preferred resources. These trigger-words can be managed within the Administrative module.



Displayed at top of results list, Database Recommender guides users to specialized resources based on the content of their query.

The screenshot shows the 'Database Recommender' interface. At the top, there are two tabs: 'DATABASES' and 'BEST BETS'. Below the tabs is a search bar with the placeholder text 'Type here to filter by database name, tag, ...'. The main content is a table with three columns: 'Edit', 'Active', and 'Database'. The 'Active' column contains checkboxes, all of which are checked. The 'Database' column lists various database titles.

Edit	Active	Database
Edit	<input checked="" type="checkbox"/>	19th Century British Library Newspapers
Edit	<input checked="" type="checkbox"/>	ACM Digital Library
Edit	<input checked="" type="checkbox"/>	ARTbibliographies Modern
Edit	<input checked="" type="checkbox"/>	ASTM Digital Library
Edit	<input checked="" type="checkbox"/>	ATLA Religion
Edit	<input checked="" type="checkbox"/>	Academic Search Complete
Edit	<input checked="" type="checkbox"/>	AccessScience
Edit	<input checked="" type="checkbox"/>	Acta Sanctorum
Edit	<input checked="" type="checkbox"/>	African Studies Centre Catalogue
Edit	<input checked="" type="checkbox"/>	America: History and Life
Edit	<input checked="" type="checkbox"/>	American Bibliography of Slavic and East European Studies (ABSEES)
Edit	<input checked="" type="checkbox"/>	American Chemical Society Legacy Archives
Edit	<input checked="" type="checkbox"/>	American Chemical Society Single Title Subscriptions
Edit	<input checked="" type="checkbox"/>	American Memory
Edit	<input checked="" type="checkbox"/>	AnthroSource
Edit	<input checked="" type="checkbox"/>	Anthropological Literature

Libraries select which databases to recommend to their users from an auto-generated list of resources to which the library subscribes.

Libraries can localize recommendations for any database simply by providing trigger tags and/or taking advantage of global “community-sourced” trigger tags. In addition, users will still enjoy Summon-generated relevance-based recommendations.

Libraries will also see that database descriptions can be customized locally. Descriptions pull automatically from custom description fields in the library’s Client Center profile which are shared with all ProQuest Workflow Solutions products.

“Best Bets” Recommendations – Libraries can locally recommend resources beyond databases such as research guides, specialized collections, library web pages, course reserves, announcements, important people, library hours, help tools and more.

Off campus? Sign in here to access full text and more content.

UNIVERSITY LIBRARIES SUMMON

renewable energy Search

1,354,906 results sorted by Add results beyond your library's collection (doesn't include relevance WorldCat Local)

Researching renewable energy?
Check out this [topic page](#) with resources from Credo Literati.

Database Recommendations
[GreenFILE](#) - Find articles on the human impact to the environment, global climate change, recycling, renewable energy, green building and pollution.

Renewable energy: economics, emerging technologies, and global practices
by [Poulikkas, Andreas](#)
Energy science, engineering and technology, 2013
...RENEWABLE ENERGY: ECONOMICS, EMERGING TECHNOLOGIES AND GLOBAL PRACTICES
RENEWABLE ENERGY : RESEARCH, DEVELOPMENT AND POLICIES
RENEWABLE ENERGY E...

Renewable energy
From Encyclopædia Britannica
Usable energy derived from replenishable sources such as the Sun (solar energy), wind (wind power), rivers (hydroelectric power), hot springs (geothermal energy), tides (tidal power), and biomass (biofuels).
[Read more](#)

Related Topics
[Sustainable energy](#)
[Renewable energy commercialization](#)
[Reinventing Fire](#)

REFINE YOUR SEARCH
✓ Any
Full Text Online
Scholarly (Peer Reviewed)
Library Catalog

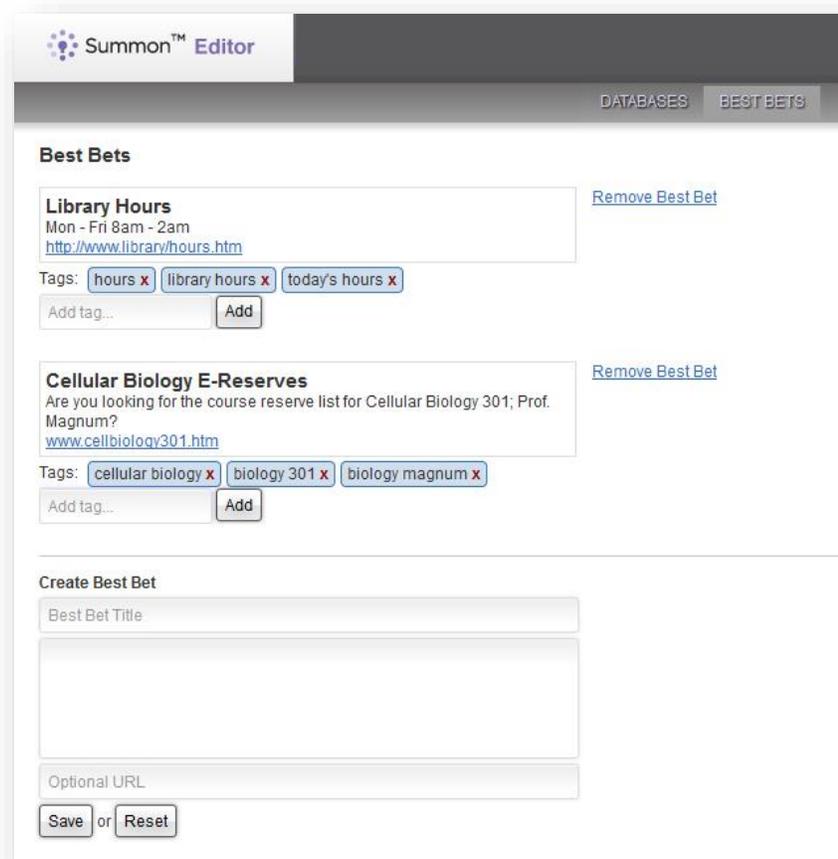
CONTENT TYPE
✓ Any
Newspaper Article
Journal Article
Trade Publicatio...
Book / eBook
Magazine Article
More...

PUBLICATION DATE

library hours Search

5,145,589 results sorted by Add results beyond your library's collection (doesn't include relevance WorldCat Local)

When is the library open?
The Main Library is open 24 hours/day during the regular school week. [See all library hours.](#)



Libraries can create and edit unlimited "Best Bets" triggered by locally curated tags.

"Best Bets" recommendations show up at the top of the results list allowing libraries to highlight important information and resources based on the context of a user's query. Best Bets provide libraries with unlimited opportunities to expose users to useful resources, recommendations and information beyond what is typically discoverable in Summon results.

- c. Detail search capabilities, including keyword searching, left-anchored index searching (*i.e. left-anchored title searching*), controlled vocabulary searching, and call number searching. Explain how the system takes advantage of the library's structured metadata.

PROQUEST RESPONSE:

While the majority of searches in Summon are broad topical searches in which users enter 1 – 3 keywords and then take advantage of refinement facets to narrow results, the service has been designed to adapt to the needs to a diverse range of users, from novice to expert researcher. Summon supports a wide range of search capabilities in an intuitive, easy-to-learn interface.

Below are some examples of basic and advanced searching in Summon.

Phrase Searching

Summon allows for phrase searching with the use of “ ”. The query “teacher education” will find results with that phrase.

Searching Specific Fields

The single search box in Summon (basic search box or keyword search box in advanced search) will search across many fields automatically. For example, entering an ISBN, ISSN, or Call Number will bring back associated records.

You can explicitly search a field using the syntax: “field:(query).” For example, the search ISSN:(1234-5678), finds records that contain that value in the ISSN field.

Examples of searchable fields:

- Abstract
- Author
- Call Number
- CODEN
- DEWEY
- DOI
- Edition
- Full Text
- Genre
- Geographic Location
- ISBN
- ISSN
- Issue
- Language
- OCLC Number
- Notes
- Patent Number
- Publisher
- PublicationTitle
- Series
- SubjectTerms
- Time Period
- Title
- Volume

Boolean Operators

Summon offers the following Boolean operations: OR, NOT and AND. The operators must be written in ALL CAPS.

By default, all terms in a search are combined with the AND operator. To expand the results set, use the OR operator “microcircuits OR nanocircuits” will return items that contain either term.

This can be combined with quoted terms such as “teacher education” OR “educator training”.

To exclude items in Summon, use the NOT operator or “-” character before a term. When used in the following query “animal NOT dog” the results will not include the term “dog”.

Wildcard Use in Summon

Searches within Summon™ can be performed using the wildcards “?” and “*”.

The question mark (?) will match any one character and can be used to find “Olsen” or “Olson” by searching for “Ols?n”.

The asterisk (*) will match zero or more characters within a word or at the end of a word. A search for “Ch*ter” would match “Charter”, “Character”, and “Chapter”. When used at the end of a word, such as “Temp*”, it will match all suffixes “Temptation”, “Temple” and “Temporary”.

Wildcards cannot be used as the first character of a search.

Advanced Search Interface

Researchers may select the advanced search form to construct more complex multi-element searches with field searching, Boolean and pre-faceting of results.

The screenshot shows a search interface with the following elements:

- Author:** Mary Shelley
- Subject Terms:** Monsters in literature
- Field Selection:** A dropdown menu for "All Fields" is open, showing a list of search fields categorized into "Basic" (Author, Publication Title, Subject Terms, Title) and "Advanced" (Abstract, Call Number, CODEN, Dewey, DOI, Edition, Full Text, Genre, Geographic Location, ISBN, ISSN, Issue, OCLC Number).
- Search Logic:** "AND" operators are shown between the search fields.
- Filters:**
 - Any Type
 - Architectural Drawing
 - Archival Material
 - Items with full text online
 - Scholarly materials, including peer-reviewed
 - Items in the library catalog (includes mostly print and physical material)
- Exclude from results:**
 - Newspaper articles
 - Book reviews
 - Dissertations
- Expand your results:**
 - Include results from outside your library's collection
- Buttons:** Search, Clear Form, and Back to basic search.

[http://usc.summon.serialssolutions.com/#!/search?ho=t&l=en&q=\(AuthorCombined:\(Mary%20Shelley\)\)%20AND%20\(SubjectTerms:\(Monsters%20in%20literature\)\)](http://usc.summon.serialssolutions.com/#!/search?ho=t&l=en&q=(AuthorCombined:(Mary%20Shelley))%20AND%20(SubjectTerms:(Monsters%20in%20literature)))

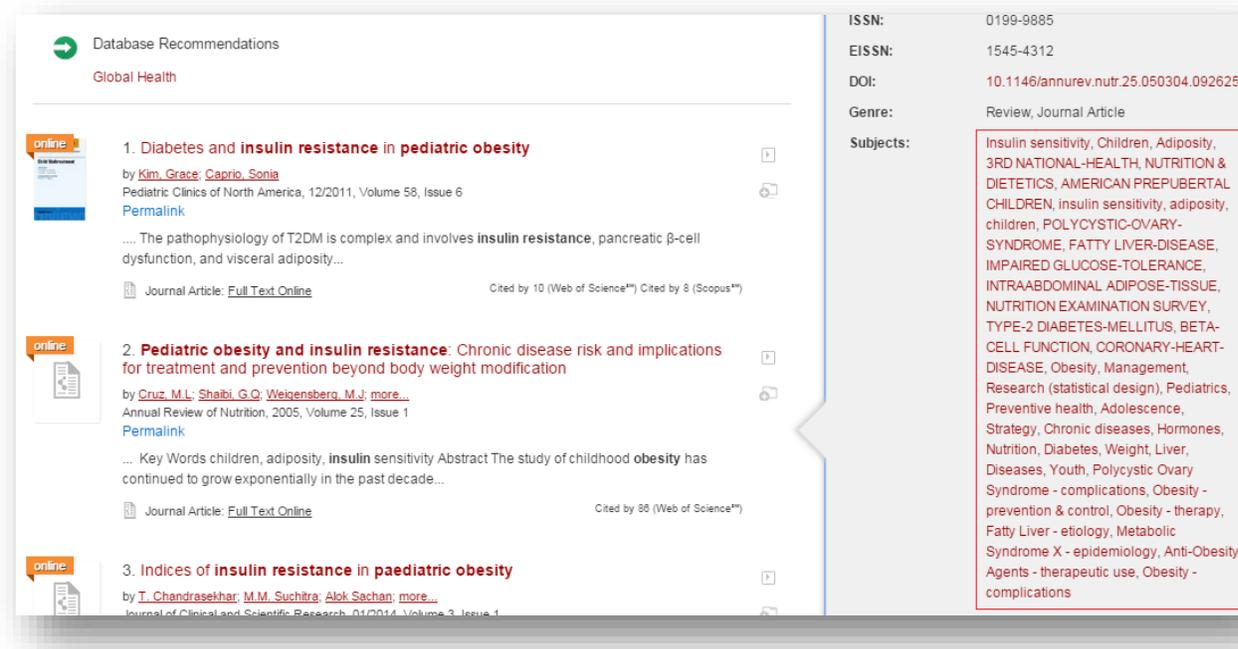
Left-anchored search options include field searching by author, title, publication title, subject terms, abstract, call number, CODEN, Dewey, DOI, ISSN, ISBN, edition, full text, genre, Geographic Location, Issue, and OCLC number.

Subject terms in the merged Summon record are searchable via the advanced search screen using the field drop down menu or by using the search syntax: (SubjectTerms:(query)). All subject terms for an indexed item are consolidated into the subject terms field thereby making a subdivision search unnecessary.

Controlled vocabularies play a significant role in the research process, which is why Summon does not attempt to replace native sources nor do we impose our own taxonomy. In a Discovery paradigm however, controlled vocabularies may not always be the best path to expose all relevant content for a user – particularly when searching interdisciplinary topics. Searching for references to “child welfare” and poverty may impact economics, psychology, social work, criminology, and other disciplines. Searching the controlled vocabulary from one discipline may cause relevant items in other disciplines and from other content sources not using the same terminology to be missed. That said, Summon retains all metadata from participating content provider partners, including author provided keywords, controlled vocabulary and subject terms, merging them into a composite records to enhance discoverability of indexed items. Our approach benefits both content providers and users by promoting equitable discovery of resources from the widest variety of sources and leveraging the strength of metadata from the source records for all providers.

The Summon service is unique in its ability to preserve subject terms from all participating sources and merge them into a single record. This greatly increases discoverability of this content whether users

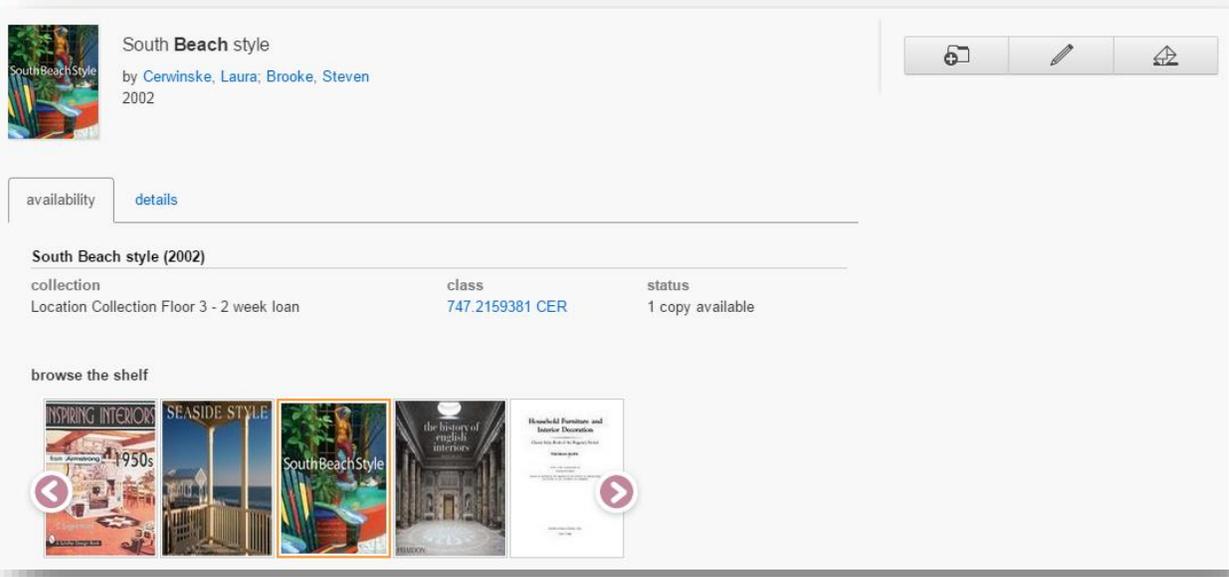
use controlled vocabularies or general keywords in their queries. Below is an example of a merged record in Summon for an article discoverable in CINHALL in which the Summon record includes and displays dozens of subject terms merged from multiple sources:



In this example, Summon has merged metadata from the publisher Annual Reviews (including full text and author-supplied keywords) with data from Web of Science, National Library of Medicine, Ulrich's and other sources.

<http://usc.summon.serialssolutions.com/#!/search?ho=t&l=en&q=Pediatric%20obesity%20and%20insulin%20resistance>

Users can perform **call number** field searches in Summon. University of Huddersfield has customized the Summon catalog detail display page to include a virtual shelf browse based on the call numbers in the Summon index, as seen in the screen shot below.



- d. Describe the system’s ability to support the user in browsing library collections by subject area, call number, title, etc. Explain how the browsing approach differs from searching, if applicable.

PROQUEST RESPONSE:

Users have complete control over the scope and refinement of their searches, including the ability to apply a wide range of facet options (determined by the configuration choices selected by the library), and ability to define advanced search criteria within either the basic search box or the dedicated advanced search page. Please see c. for a list of searchable fields and h. for standard facets in Summon.

All search types are supported. The advanced search in Summon allows pre-limiting by publication title and ISSN. Please see c. for more details on advanced search options.

Summon is flexible in accommodating a variety of search techniques. In the example the user may search for a title by typing the call number in the basic search box enabling one to browse titles in a range, or using a precise field search. They can of course

(LCCallNum:(PR5397.F7 2001))

1 results sorted by [relevance](#) -   Add results beyond your library's collection

 **1. Frankenstein** 
by [Shelley, Mary Wollstonecraft, 1797-1851](#)
Oxford world's classics, 2001 
[Permalink](#)

 Book: [BOOKSTACKS, PR5397 .F7 2001, DOHENY](#) [Map It!](#)

Call Number field search

PR5397.F7

35 results sorted by [relevance](#) -   Add results beyond your library's

 **1. Frankenstein**
by [Shelley, Mary Wollstonecraft, 1797-1851](#)
Laurel-leaf library, 1965
[Permalink](#)

 Book: [BOOKSTACKS, PR5397 .F7 1965x, GRANDDEPOS](#)

 **2. Frankenstein: or, The modern Prometheus**
by [Shelley, Mary Wollstonecraft, 1797-1851](#); [Pearson, Edmund Lester, 1880-1937](#); [Henry, Everett, illustrator](#)
1934
[Permalink](#)

 Book: [BOOKSTACKS, PR5397 .F7 1934b, DOHENY](#) [Map It!](#)

 **3. Frankenstein**
by [Shelley, Mary Wollstonecraft, 1797-1851](#)
1900
[Permalink](#)

 Book: [BOOKSTACKS, PR5397 .F7 1900, GRANDDEPOS](#)

 **4. Frankenstein**
by [Shelley, Mary Wollstonecraft, 1797-1851](#)
Oxford world's classics, 2001
[Permalink](#)

Browsing by Call Number

Users can also take advantage of Summon's unique ability to run blank searches or search within a pre-faceted body of content in order to browse all content within a subject or discipline area.

The screenshot shows the USCLibraries search interface. The search bar contains the text "Crouching tiger, hidden dragon". The left sidebar has several filters: "Any" (selected), "film" (checked and highlighted with a red box), "languages ...", "education", "drama", "history & ar...", and "More...". Below this is a "PUBLICATION DATE" section with a line graph and a date range selector. The "SUBJECT TERMS" section includes "Any", "motion pict...", "motion pict...", "film", "dramatic arts", "performing ...", "motion pict..." (checked and highlighted with a red box), and "More...". The main content area displays three search results, each with an "online" icon and a thumbnail image of the movie "Crouching Tiger, Hidden Dragon".

3. The Global Return of the Wu Xia Pian (Chinese Sword-Fighting Movie): Ang Lee's "Crouching Tiger, Hidden Dragon"
by [Chan, Kenneth](#)
Cinema Journal, 07/2004, Volume 43, Issue 4
[Permalink](#)
In examining the way Ang Lee's "Crouching Tiger, Hidden Dragon" grapples with cultural identity and Chineseness, this essay considers Lee's construction of an image of "China" in the film, as well...
Journal Article: [Full Text Online](#) Cited by 3 (Scopus™)

4. The gaze of the other: On Ang Lee's Crouching Tiger, Hidden Dragon and Alfred Hitchcock's The Birds
by [Tsai, Robin Chen-Hsing](#)
Canadian Review of Comparative Literature, 09/2003, Volume 30, Issue 3-4
[Permalink](#)
Journal Article: [Full Text Online](#)

5. Aesthetic Identities: A Response to Kenneth Chan and Christina Klein
by [Schamus, James](#)
Cinema Journal, 07/2004, Volume 43, Issue 4
[Permalink](#)
... essays on Crouching Tiger, Hidden Dragon elicits in me something akin to what Kenneth Chan describes as "cultural anxiety." I assume I was asked to write...
Journal Article: [Full Text Online](#)

- e. Explain the system's relevancy ranking and options for customizing it. Explain any different search "modes" for the user (e.g., *basic*, *advanced*, *"google-like"* versus *Boolean*) and how these affect the relevance algorithm(s).

PROQUEST RESPONSE:

The goal of any discovery service is to deliver a comprehensive, highly relevant set of results from across a diverse array of library collections. Summon seeks to extend this to include unique, library managed resources and librarian knowledge. Rather than simply provide for manipulation of basic aspects of relevancy ranking, Summon employs a sophisticated set of library-controlled features that provide users with real-time contextual reference assistance, delivering librarian expertise that addresses the user's query at the point of need. Libraries using Summon are able to accelerate the development of information literacy skills and increase engagement with their students and faculty.

Summon blends all formats into a single unified index and then uses relevancy tuning to ensure library resources are boosted, and format diversity is maintained. An example of this is our Newspaper Spotighting feature, which groups newspaper articles, preventing them from overwhelming the results.

News results for "maize drought"

Maize vulnerable to drought 

by [Anonymous](#)
Nature, May 8, 2014, 137

... AGRICULTURE Yields of **maize** (corn) have increased in the central United States since 1995, but so has the crop's sensitivity to **drought**. David Lobell from...

 Newspaper Article: [Full Text Online](#)

Drought hits maize yields 

Fairfax Media : Fairfax New Zealand Limited Apr 3, 2014

Drought hits maize output: Katmandu, Dec 27 

South China Morning Post Ltd Dec 28, 1979

Newspaper Article Spotlighting in Summon

Summon is also able to streamline and simplify results by merging results for print and electronic versions of an item, as see in the example below.

History of Mecklenburg County and the city of Charlotte: from 1740 to 1903 

by [Tompkins, Daniel Augustus](#)
1903

 Book: [LSC. 975.669 T662. Rubenstein Library \(+3 more\)](#)

 eBook: [Full Text Online](#)

Merged print and electronic book record

Because we are dealing with a search index that is 1,000 times larger than a typical library catalog across dozens of content types and record sizes, we regard the relevance expertise we are bringing to the table as integral to the value proposition of the Summon service. Just as with Google, the Summon relevance ranking is a proprietary algorithm, continuously and rigorously field tested, and tuned, by a team of relevancy experts. Relevance is a key component for user satisfaction. As our usability studies

have shown, most students will use Summon in the same way they use Google -- focusing on the initial set of results -- so relevancy is an integral part of the service.

The "relevance" of an item is determined by a number of dynamic ranking elements, including the presence, frequency and location of the term searched for in the various metadata fields, amongst many other factors. The results in Summon are ordered by their relevance value, meaning the more relevant the record, the higher in the result list it will be displayed. Patrons can then easily refine the results even further using the sort by Date or "Refine your Search" faceting choices.

The Summon relevance algorithm uses many variables in its calculations. We use Dynamic ranking which looks at things like proximity of the search terms (how close together are the terms), frequency (how many times does it appear), field weightings (where are they in the record), and overall word count (a qualitative predictor).

- proximity of the search terms (how close together are the terms)
- frequency (how many times does it appear)
- field weightings (where are they in the record)
- and overall word count (a qualitative predictor)

Dynamic Ranking in Summon is query specific. It enables us to factor in the number of terms in the query and change ranking accordingly, an important behavior for delivering on known-item and citation searches. Dynamic Rank takes advantage of other advanced search concepts that ensure users can be successful searching the way they normally do with natural language and keyword search queries.

These concepts include:

- Term Stemming—The most accurate form of the word is ranked higher than a slightly different version of the word.
 - Note: Exception-based stemming helps to avoid problems such as "Robert ≠ Roberts" "aid ≠ aids"
- Stop-Word Processing—Stop-words are or aren't used in the search based on their importance to the search phrase.
 - Note: Intelligent stop-word handling addresses searches such as "to be or not to be" or "man of the year"
- Synonyms—Different variations of query terms are searched as well to ensure users don't miss out on the most relevant content. For example, a search for "heart attack" will also match on items about "myocardial infarction."
 - Note: Users are able to turn off this feature to reduce false positives.
- Language Processing—Result relevance is influenced by the interface language a user has selected. For example, if a user is using the German-language Summon interface, content in German will be considered more relevant.
- Free-Form Identifiers—Identifiers (DOI, ISSN, ISBN, call number, and more) in the query are detected and used to influence results.
- Cut-and-Paste Excerpts—Support a common search technique where researchers cut-and-paste a citation or excerpt as a search query in order to retrieve not only that item but also other works that might cite that reference.

In addition to the dynamic ranking elements above, Summon uses Static Rank to boost or lower relevancy of certain types of results. Static rank examples include:

- Recency (date) weighting

- Content Type
- Local Collection
- Scholarly/Peer Review designations
- Citation Counts

Our approach to relevance ranking highlights the benefits of Summon being a built-to-purpose system using state-of-the-art technology, rather than repurposing older database interface or next-generation catalog architecture. We are able to provide a single, unified index with relevance applied equally across the entire indexed collection. This also means that facets within results apply equally across all of the content returned so that user can truly navigate across it.

Our Match & Merge technology ensures equitable discovery of content from diverse providers and platforms. Results from an independent study presented at the Charleston Conference in November 2013 by Michael Levine-Clark, University of Denver, John McDonald, University of Southern California and Jason Price, SCEL Consortium, demonstrated that libraries using the Summon service saw a greater increase in the use of publisher-hosted journal content than libraries using any other discovery service, even after using sophisticated statistical tools to control for other variables.

Additional details on relevance ranking in the Summon service can be found in our relevance ranking data sheet: <http://media2.proquest.com/documents/Summon-RelevanceRanking-Datasheet.pdf>

- f. Describe user-support search features that promote self-service, such as dictionaries, spell-check, and term suggestions (*e.g., Did you mean...*)

PROQUEST RESPONSE:

Summon provides a variety of ways to aid users in their research:

- Search suggestions (both in a dropdown menu under the search box and visible in the search results when the user has scrolled through the results list)
- Related topics
- “Did you mean?” spelling suggestions
- Alternate titles can be indexed from the library’s bibliographic records.
- Topic Explorer descriptions drawn from authoritative library-licensed reference content aid the user in learning more about their topic.

Summon gives libraries the ability to have local control over the promotion of resource recommendations via our Database Recommender and Best Bet features. These features allow libraries to monitor local search logs (if desired) and then develop targeted search assistance messages within the Summon service to improve the research experience for your users.

Libraries that choose to incorporate LibGuides into Summon give their users the benefit of a wealth of library produced material to aid in research.

5,456,743 results sorted by [relevance](#)  Add results beyond your library's collection

 Database Recommendations

DAAI: Design and Applied Arts Index - Covers both new designers and the development of design and the applied arts since the mid-19th century, surveying disciplines including ceramics, glass, jewelry, wood, metal smithing, graphic design, fashion and clothing, textiles, furniture, interior design, architecture, computer aided design, Web design, computer-generated graphics, animation, product design, industrial design, garden design, and landscape architecture

 **1. Textiles**

by [Kadolph, Sara J](#)
2010, 11th ed.
[Permalink](#)

 Book:
[AVAILABLE_TS1446_K33_2010_SCAD-Hong Kong; Circulating Collection](#) (+2 more)
 eBook: [Citation Online](#)

 **2. Textiles**

by [Kadolph, Sara J](#)
2007, 10th ed.
[Permalink](#)

Textile
From Encyclopædia Britannica

Any filament, fibre, or yarn that can be made into fabric or cloth, and the resulting material itself.
[Read more](#)

Suggested Librarian

 Heather Koopmans
[Send Email](#)
912-525-4706

Related Topics

[Textile printing](#)
[Weaving](#)
[Lace](#)

Recommended Research Guides

[Research Guides. FASH 105 - to Textiles](#)
by Heather Koopmans|Patricia Gimenez

Topic Explorer Pane provides self-serve resources and promotes library staff

Intota will enable self-service functionality through Web services that expose patron account information (e.g., checked-out items, overdoes, fees, available requests) and support key patron functions (e.g., renewal, fee payment, account/preference update, etc.). This will include Summon.

ProQuest is committed to partnerships that facilitate this type of interoperability and will provide comprehensive documentation of its Web services to commercial and library partners alike.

- g. Describe the system's functionality related to searching for journals, including by title and by subject area, and how the holdings information is presented in an intuitive fashion.

PROQUEST RESPONSE:

An ejournal A-Z interface is included with a subscription to Summon. It is generated automatically from the resources that the library registers in the system. The list is searchable by title or keyword. Through the A-to-Z Title List, E-Journal Portal, and Journal Linker, patrons are directed to electronic resources. Powerful title searching and subject browsing features provide a variety of options for access, all from Web pages that are branded to match the look and feel of the library's web site. Our Summon development roadmap includes integration of our A-Z list within the Summon interface.

Journal content is indexed in Summon at the article level with metadata to make searching by ISSN and subject area convenient. A user can easily limit their search to content from a particular journal or subject/discipline area.

USCLibraries

issn:(0924-4247) microstructures Search

1,497 results sorted by [relevance](#)

Add results beyond your library's collection

REFINE YOUR SEARCH

Any

- Full Text Online
- From Scholarly/Peer-Reviewed Journals
- Items in Library Catalog

CONTENT TYPE

- Any
- Journal Ar...**
- Conferenc...

DISCIPLINE

- Any
- engineering**
- film
- architecture
- education
- visual arts
- More...

Database Recommendations

ScienceDirect Physical & Analytical Chemistry Backfile

Compendex - CompendexWeb is the most comprehensive bibliographic database of engineering research literature, containing references to over 5000 engineering journals and conferences.

1. Micro-stereolithography of polymeric and ceramic microstructures

by [Zhang, X](#); [Jiang, X.N](#); [Sun, C](#)

Sensors & Actuators: A. Physical, 1999, Volume 77, Issue 2

[Permalink](#)

... be achieved by using real 3D high aspect ratio **microstructures** [2], adopting novel actuation mechanisms [1, 3], and incorporating a broader spectrum of materials...

Journal Article: [Full Text Online](#)

2. Electrothermal responses of lineshape microstructures

by [Lin, Liwei](#); [Chiao, Mu](#)

Sensors & Actuators: A. Physical, 1996, Volume 55, Issue 1

[Permalink](#)

...ELSEVIER Sensors and Actuators A 55 (1996) 35-41 Electrothermal responses of lineshape **microstructures** Liwei Lin, Mu Chiao Institute of Applied Mechanics...

Engineering discipline-scoped search for 'Microstructures' within the journal Sensors & Actuators

- h. Describe all pre- and post-search limit options (e.g., language, location, availability, full-text)

PROQUEST RESPONSE:

Standard facet categories and limiters in the Summon service include:

- Full-text online
- Scholarly & Peer Review
- Peer review
- Items within the library catalog
- Exclude Newspapers
- Expand beyond the library collection
- Content Type
- Discipline
- Subject Terms
- Date / Date-Range
- Library Location
- Language
- Rank results by Relevance (the default), Date Newest and Date Oldest

The Summon service also provides additional Contextual Faceting for items within the local catalog. Because contextual facets are facets that would apply mainly to local catalog items, the Summon service, by default, does not show these facets to users until they have limited their search to Books / e-books or Items within the Library Collection. Catalog centric contextual facets include:

- Author
- Genre
- Time Period
- Region

Going beyond simple faceting the Summon service provides several mechanisms in which an initial search can be refined or limited in advance and even embedded into the search box default search criteria.

- i. Describe all additional capabilities of the system for users when they are logged in (*e.g., personalization, customization, reading history, search history, setting up alerts, storing items in folder(s) and lists, renewing online*). Detail any integration with discovery tools and interlibrary loan software, including integration of patron account functions (*renewal, request, etc.*).

PROQUEST RESPONSE:

Regarding search history, any search generates a unique URL which the user can copy and re-execute. The search URL can be saved to wherever it is convenient for the user. The integration between Summon and RefWorks, another ProQuest tool, provides for user accounts where searches and search results may be saved.

This approach enables the search strategy to be bookmarked, cut/pasted, shared on Facebook or other social media, and to form the basis of RSS feeds. It also can serve as a launch-pad for a personalized search.

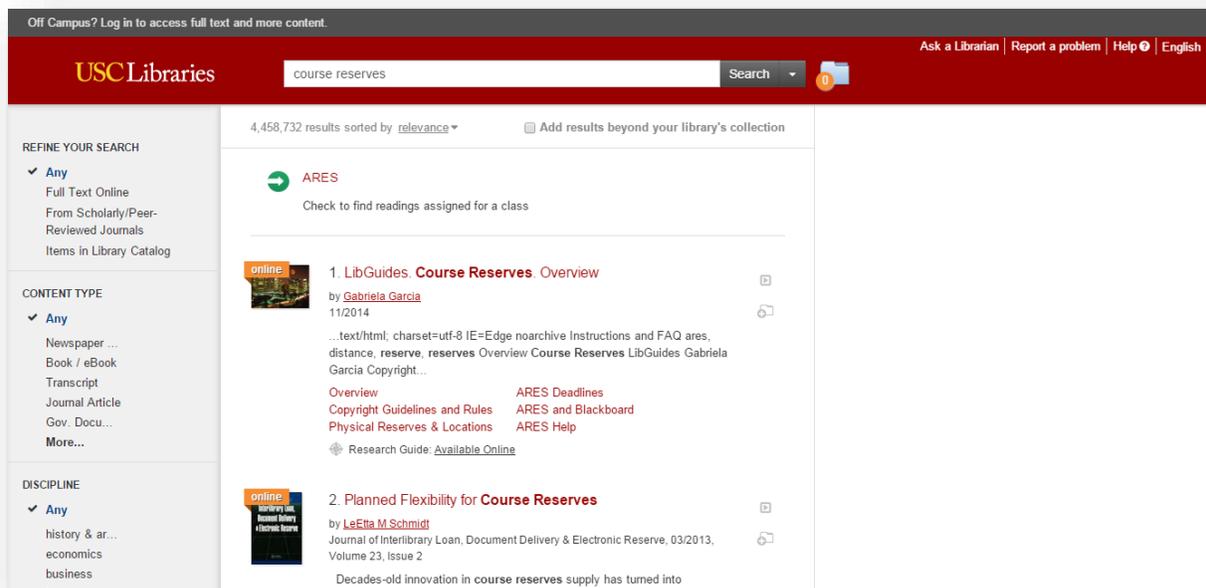
Example of a Summon permalink:

[http://usc.summon.serialssolutions.com/#!/search?ho=t&fvf=ContentType,Journal%20Article,f%7CIsScholarly,true,f&q=health%20of%20native%20american%20women%20AND%20GeographicLocations:\(%22united%20states%22\)&l=en](http://usc.summon.serialssolutions.com/#!/search?ho=t&fvf=ContentType,Journal%20Article,f%7CIsScholarly,true,f&q=health%20of%20native%20american%20women%20AND%20GeographicLocations:(%22united%20states%22)&l=en)

Summon also provides the ability to each user to create a personalized search box or widget, pre-parameterized with their preferred settings.

Preview: <http://usc.summon.serialssolutions.com/widgets>

Third-party software services can be integrated with Summon in a variety of ways. We provide a highly flexible API, support custom JavaScript code integration, and can promote special collections and e-course reserves via native indexing or Best Bets. Below is an example of a Best Bet for ARES at University of Southern California:



<http://usc.summon.serialssolutions.com/#!/search?ho=t&q=course%20reserves&l=en>

Intota will incorporate business rules to automatically manage patron requests. We plan to develop a request management capability and would like to explore your requirements for automatic request management.

In the case of materials within the local collection, Intota will place the hold, create a pick list (possibly as a list downloaded to a tablet) and automatically notify the patron when the item is ready for pickup or prints a delivery slip if campus delivery is supported. Requests for materials not held in the local collection:

- Resource sharing will be supported by the Intota service itself.
- Interlibrary loan will be supported through the Intota API, which will provide access to a variety of interlibrary loan services.

Intota will offer a very integrated approach to make managing your e-resources very efficient.

Summon is compatible with a wide variety of integrated library systems and services, including ILLiad.

- Describe the public interface capabilities to display information regarding the patron's account, for instance, fines, holds, recalls, renewal, etc..

PROQUEST RESPONSE:

The Summon search experience offers anonymity up to the point of transaction. Users can search, browse results, save results, save searches by bookmarking the persistent URL, email, print, or export records to bibliographic citation managers such as RefWorks or Endnote – without needing to authenticate. It is only at the point of transaction that authentication is invoked. Users also have the capability of building personalized custom search boxes, bookmarking and sharing searches, and sharing items via social media due to the persistent nature of the URL, and the unique object identifiers within Summon.

Recalls, holds, checkouts and patron “my account” functionalities will be handled via Intota patron account integration. Users will have the ability to log-in to their accounts to place holds, renew and reserve items, view fines, etc.

- k. Describe public interface support for displaying and playing multimedia files, including images, audio, and video, including information about options for embedding media.

PROQUEST RESPONSE:

There are dozens of formats indexed in Summon, all contained in the Summon central index. These include images, audio files, videos, EAD’s for archives and many others.

Because Summon does not host content, the embedding media functionality is not applicable to the service. Summon provides discovery for a diverse array of multimedia content types, including images, audio files, videos, and many others. The user then links to the content provider platform where they would play the multimedia files.

Summon provides the ability to increase visibility of multi-media content via our Image Spotighting features pictured below. The feature promotes visibility for a variety of visual media content types, including: archival material, images, photographs, painting, art, maps, drawing, graphic arts and clothing.



Content Spotighting

- l. Describe any provisions in the system for clarifying what type of thing an item is, including basic formats like book, book chapter, article, video, and less clear types, such as reference books, government documents, and dissertations.

PROQUEST RESPONSE:

There are currently over 93 formats in the Summon index, including all of the item types listed. Content types are clearly identified with a unique icon and a description.

- m. Explain the influence of system codes on how item formats / types are displayed in the interface and how the user can intuitively create limits to desired types of items.

PROQUEST RESPONSE:

Please see limiters above in 9.h. All resources matching the user query (including Open Access items) are displayed.

- n. Describe any support for integrating reference works into the user interface, including

use of the tables of contents and indexes of print or electronic works. Describe how reference works are displayed in the interface.

PROQUEST RESPONSE:

Reference works are automatically leveraged in Summon Topic Explorer as well as fully indexed so that reference materials show up in results sets. Libraries can configure which reference resources are prioritized in Topic Explorer. Summon automatically knows what reference content the library has based on your holdings in Client Center.

For Syndetics subscribers, Summon can display enrichment content (Table of Contents, Author Notes, Book Profiles, Excerpts, Summaries, Reviews) in the preview window.

- o. Describe how the public interface displays relevant information about e-books, including discussion of the user interface's flexibility for adapting to changing e-book models and options over time.

PROQUEST RESPONSE:

Summon provides extensive full-text indexing for and searching of both licensed and Open Access ebook content, including HathiTrust collections. Summon makes other ebook content from sources like Springer and ebrary full text searchable, among others ebook sources. The Summon Match & Merge process allows us to match indexed e-book content to your print records, thereby enabling full-text searching of matched titles. E-Book content is clearly identified as such in the interface and, whenever possible, combined with the print item in order to give users the option to select their preferred format.

Intota is transforming the way in which libraries manage and deliver access to their DDA collections. ProQuest now offers seamless updating of ebrary and EBL DDA selection pool titles in Intota, enabling libraries to provide discovery of these titles in the Summon service, without requiring batch loading of MARC records. When a user accessing a title via Summon triggers a status change, such as a purchase or STL, the information automatically flows to Intota. No manual updating is required. Our automated DDA holdings updating process ensures accurate and efficient management of your e-book collections.

- p. Specify supported browsers, noting any necessary plug-ins, and helper applications (*e.g., Flash*). Note any browser configuration settings required for use of the interface, such as security settings, JavaScript settings, and cookie settings.

PROQUEST RESPONSE:

Intota and the public-facing interface, Summon, are developed to allow the use of standard browsers. Supported versions of browsers are published in the ProQuest Support Center. We develop and test across various browsers, including Firefox, Chrome, Internet Explorer and Safari. We publish supported versions of browsers within our Support Center.

All patron use of Intota is browser-based. Currently supported browsers for Summon 2.0 are IE 6, 7, 8, 9, Firefox 10+, Safari 3.0+ and Chrome. JavaScript is required for Summon. Intota supports IE 9, 10, Firefox 8+ and Chrome.

- q. Describe the way the system uses authority records to support end users and any options for the institution to customize this use.

PROQUEST RESPONSE:

The process of bringing all instances of a title in Knowledgebase together to align the metadata contained in those instances with the metadata contained in the authority record is called normalization. Title fields in a MARC Record, along with the ISSN, are used to create this alignment. This

means that you don't have to worry if a title is abbreviated or styled slightly differently. The Intota Knowledgebase knows how to align them.

Summon operates according to a philosophy of vendor neutrality. We want to ensure the user can access relevant content from a diverse array of multidisciplinary sources. Our Match & Merge technology is central to delivering equitable access to relevant content regardless of provider. Summon's records are aggregated from our source providers and publishers, and are the amalgam of the metadata from these various sources. As such, Summon records may contain both author-supplied keywords, controlled vocabulary terms and subject terms supplied by aggregators (Gale, ProQuest, etc.), publishers such as Elsevier, Wiley, etc. and other sources all combine to make a robust record that retains all metadata from contributing sources, thereby increasing the discoverability of the item. While these descriptive elements are available to be searched, they do not form a controlled vocabulary within Summon nor are we imposing an authority taxonomy. Our goal is to support a wide range of research behaviours, offering a service that is flexible in meeting the needs of diverse users. The merged record approach in Summon also preserves access to providers. Rather than deduplicate records based on which record has the most metadata, we merge all records and then enable the library to determine linking prioritization. Thus, Summon is built on a model of inclusivity, enabling access to the widest possible range of content providers and ensuring optimal access to content by sharing the benefit of authoritative metadata elements.

- r. Describe how the interface supports using metadata to support linking to other records and searches, both within and without of the system (*e.g., using subject fields to launch a subject search; "view similar titles"*).

PROQUEST RESPONSE:

Summon gives users the ability to launch new searches from linked data in a record. Below we see examples of linkable Author names, DOI and subjects terms.

The screenshot displays a search results interface. At the top, it shows '87 results sorted by relevance' and an option to 'Add results beyond your library's collection'. Two search results are listed:

- 1. Gibberellic acid insensitive mRNA transport in both directions between stock and scion in Malus**
by [Xu, Haiyan; Zhang, Wenna; Li, Maofu; more...](#)
Tree Genetics & Genomes, 12/2010, Volume 6, Issue 6
Permalink
.... In the case of the mRNA of gibberellic acid insensitive (GAI), the transport evidence was obtained through identification of the overproduced transgene transcript...
Journal Article: [Full Text Online](#)
- 2. Gibberellic Acid-Insensitive mRNA Transport in Pyrus**
by [Zhang, Wen-Na; Gong, Lei; Ma, Chao; more...](#)
Plant Molecular Biology Reporter, 06/2012, Volume 30, Issue 3
Permalink

A detailed view of the first result is shown on the right, featuring the title **Gibberellic acid insensitive mRNA transport in both directions between stock and scion in Malus** and the authors [by Xu, Haiyan; Zhang, Wenna; Li, Maofu; Harada, Takeo; Han, Zhenhai; Li, Tianzhong](#). The abstract text reads: 'The sieve tube in higher plants functions as infrastructure for long-distance transport of nutrients, photoassimilates, and growth regulators including hormones. Recently, it was revealed that some protein and RNA molecules also function as movable growth regulators in the sieve tube. In the case of the mRNA of gibberellic acid insensitive (GAI), the transport evidence was obtained through identification of the overproduced transgene transcript. In this work, we investigated the transport of apple (Malus x domestica cv. Fuji and Malus xiaojinensis) endogenous GAI mRNA by grafting experiments. Each GAI mRNA of scion and stock plants was detected in the graft partners as from 5 days after grafting, indicating that the GAI mRNA moves in both upward and downward directions via the graft union.'

Publication Title:	Tree Genetics & Genomes
Publisher:	Springer-Verlag
Volume:	6
Issue:	6
Pages:	1013 - 1019
Date :	12/2010
ISSN:	1614-2942
EISSN:	1614-2950
DOI:	10.1007/s11295-010-0309-7
Subjects:	GAI , Plant Genetics & Genomics , mRNA transport , Grafting , Tree Biology , Apple , Life Sciences , Malus , Plant Breeding/Biotechnology , Phloem , Biotechnology , Forestry , Agriculture , Gibberellins , Messenger RNA , Universities and colleges , Plant genetics
Language:	English
Copyright:	Springer-Verlag 2010, COPYRIGHT 2010 Springer

- s. Describe the system’s interface support for helping users understand related works, compilations, and series.

PROQUEST RESPONSE:

Related Search Suggestions provide users with related concepts and expanded query suggestions that can lead to better search results. Leveraging real-time, global Summon usage data, related searches offer users scholarly and multi-lingual suggestions for query expansion and refinement. Topical suggestions for new queries, similar to what users experience in open Web search engines, are embedded within search results.

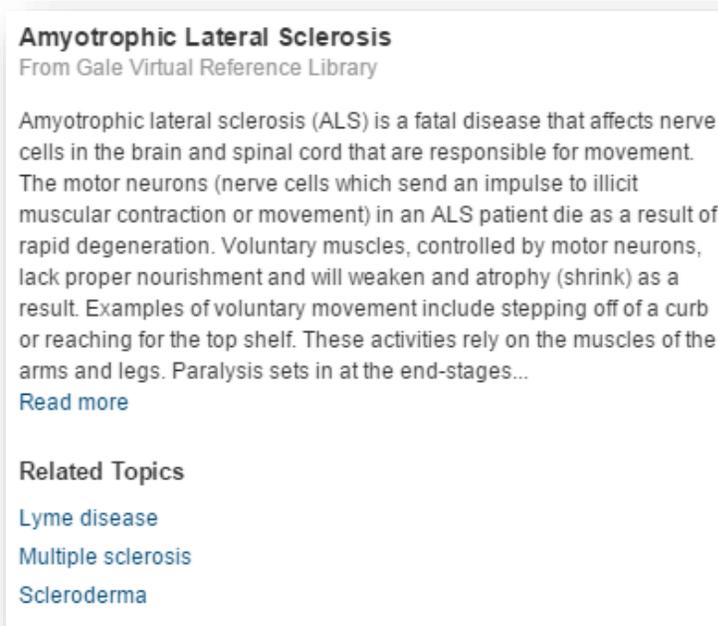
Don't see what you are looking for? Try one of these searches:

biofuels from algae	biofuels food security
biofuels with loblolly pine	biofuels face ecological scrutiny
biofuels technology	biofuels aviation alternative
biofuels from algae for sustainable development	biofuels, environment

Or try [including sources outside of this library's collection](#)

Displayed at the end of the results list, clicking a related search suggestion automatically runs a new search of the expanded query string selected.

Summon Topic Explorer and Related Topics panes dynamically display background information and alternative, related Topics for research for more than 50,000 topics including recommended research guides, and librarian profiles to encourage users to interact and benefit from the expertise of relevant subject librarians. Developed by analyzing global Summon usage data and leveraging commercial and open access reference content, as well as librarian expertise, this new feature helps users get started (presearch) with the research process and allows librarians to help users when and where they need it most.



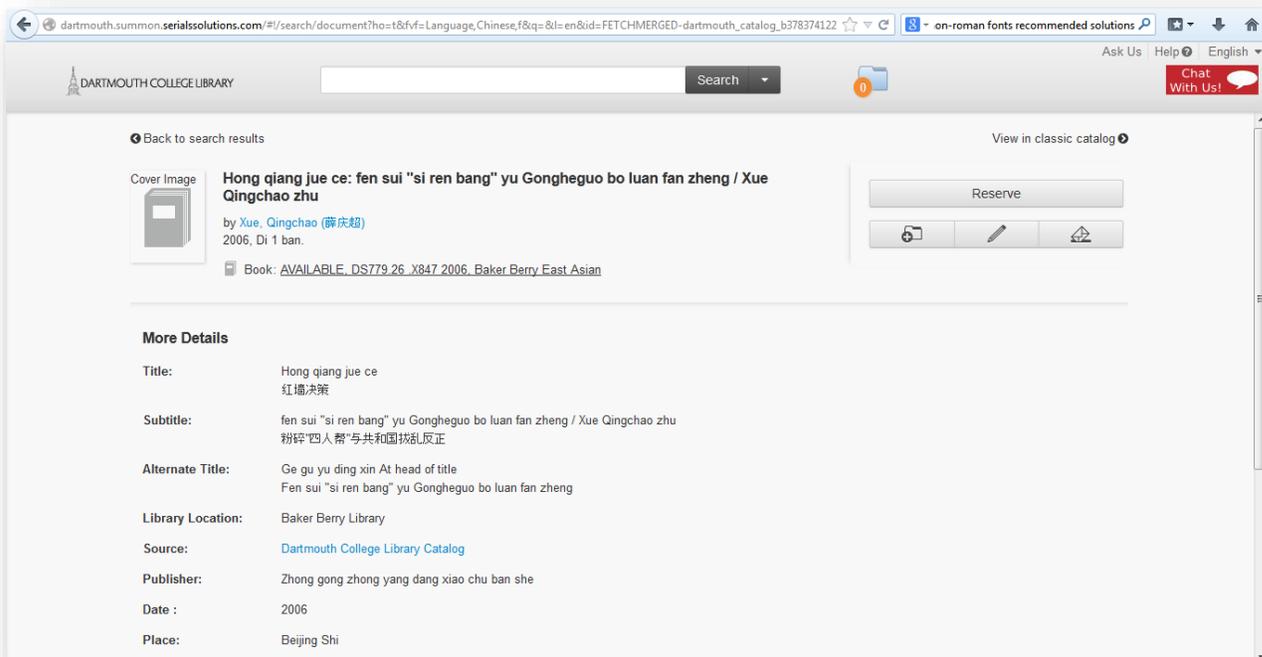
t. Describe how diacritics and non-roman characters appear in the public interface(s).

PROQUEST RESPONSE:

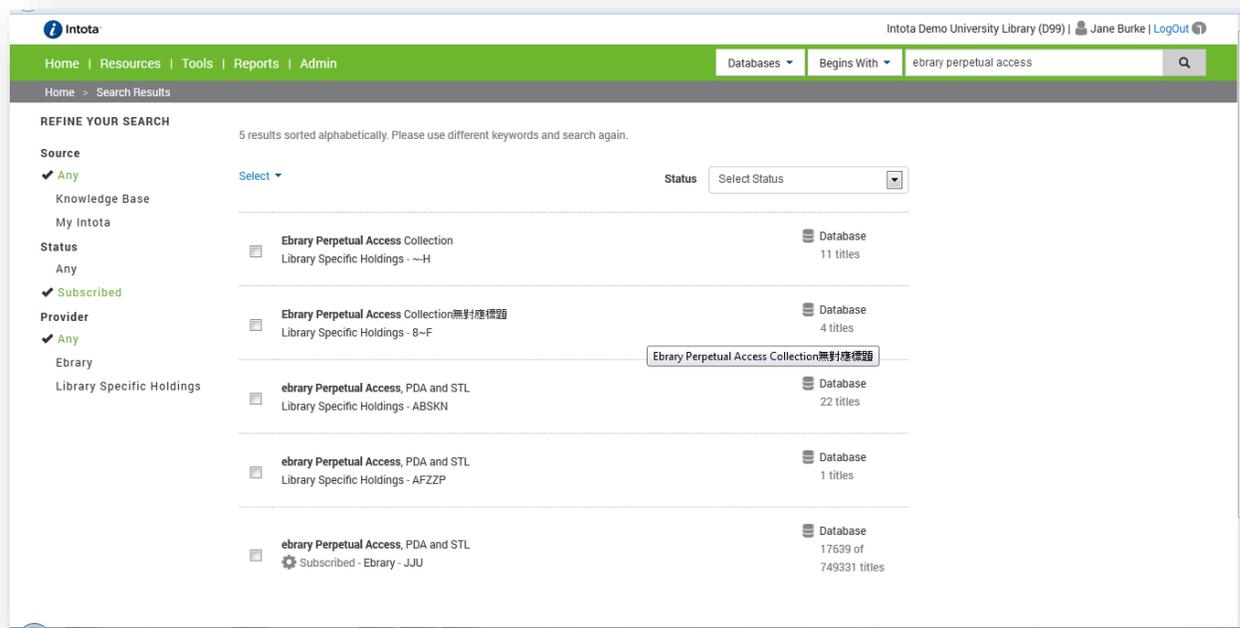
Intota is fully UTF-8 compliant. This means that non-roman scripts are stored and displayed correctly. Input of such characters will be supported through standard fonts for non-roman scripts that may be downloaded to most workstations. Google font service lists available fonts, which are generally available for download at no or nominal cost. No peripheral hardware or software is required.

Summon is also Unicode compliant. The character encoding used internally by the Summon architecture is UTF-16, which is one of the most commonly used multi-byte encoding implementations of the Unicode standard. The Unicode standard was developed with the goal of supporting all of the world's written languages.

Here is a screenshot from Summon showing Chinese:



Intota is also UTF-16 compliant as noted above. Here is a screenshot from the e-resources management function:



- u. Describe any use of linked data (either as a provider or consumer of linked data) to support the end user.

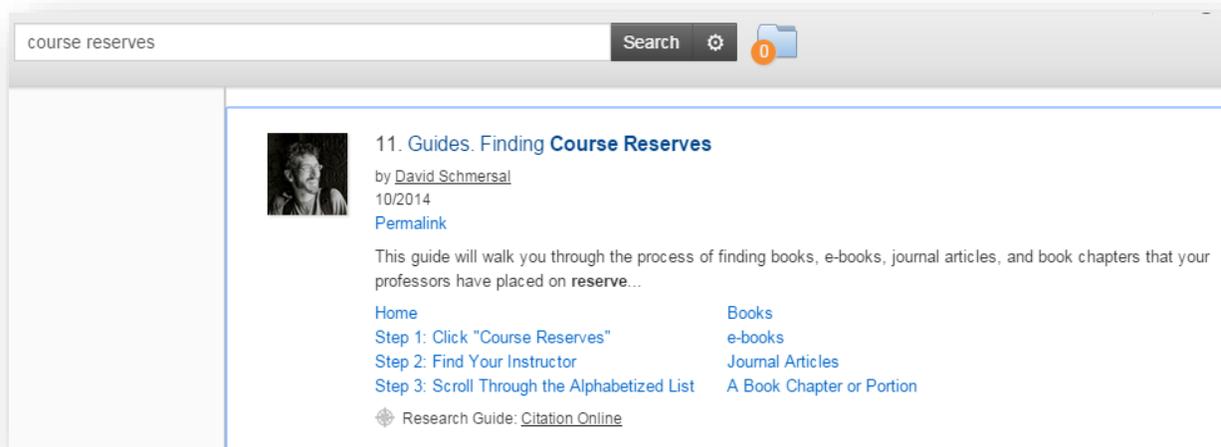
PROQUEST RESPONSE:

We do receive linked data, which is ingested into our discovery service. However, the vast majority of the vendor provided data in our service is still non-linked data. We anticipate linked data will play an ever increasing role in the discovery service environment and we will be exploring ways to better facilitate discovery of vendor and library content using linked data elements. It holds promise for increasing awareness of and navigating hierarchical relationships of works, expressions, manifestations, and items; and providing immediate access to authoritative metadata and enrichment data via URIs. A linked data model within the context of a web-scale discovery service may provide an opportunity for libraries to more readily promote their local collections on the Open Web.

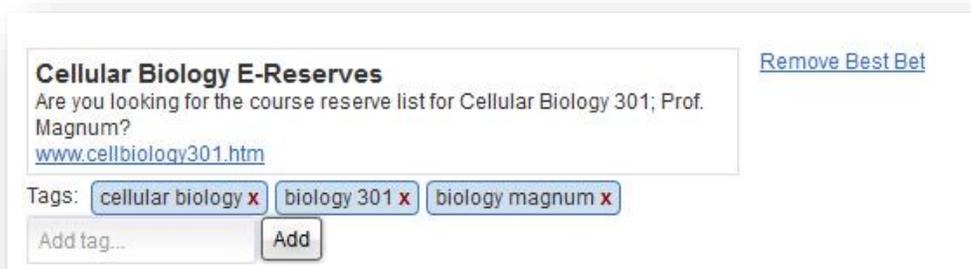
v. Describe user interface and functionality for access to course reserves materials.

PROQUEST RESPONSE:

Libraries can make course reserves accessible in Summon in a number of ways. Course reserves can be indexed and made searchable as a content type. Libraries can also create Best Bets for course reserves. The full-text indexing of LibGuides provides another easy mechanism to distribute Reading Lists, links to Course Reserves, etc.



Best Bets offers yet another mechanism to identify Course Reserves:



Example of a Summon Best Bet for Cell Biology 301 course reserve

- w. Describe capabilities for providing custom electronic forms for common types of patron requests (e.g., suggestions, hold requests).

PROQUEST RESPONSE:

As Intota is being developed, Summon is being enhanced to surface patron functionality, including patron requesting, patron account information, etc. Summon and the Intota LMS functions will be tightly integrated and the patron activity will be updated in real time.

Intota will incorporate business rules to automatically manage patron requests. Requests will be gathered by Intota into a unified list for processing by staff (or automatically by profile). We plan to develop a request management capability and would like to explore your requirements for automatic request management.

Summon does provide an electronic form to capture user feedback. Libraries can choose to incorporate their own custom link for help pages, problem reporting and feedback.

The image shows a 'Feedback' form with the following fields and options:

- Type of feedback:** A dropdown menu with 'General Feedback' selected.
- Role:** A dropdown menu with 'Undergraduate Student' selected.
- Email:** A text input field with 'Optional' entered.
- Description:** A text area with 'Required' entered.
- How would you rate your level of satisfaction?:** A 5-point rating scale with radio buttons labeled 1, 2, 3, 4, and 5.
- Buttons:** 'Cancel' and 'Send' buttons at the bottom right.

- x. Describe any integration of technical support requests / feedback requests from end-users to the library concerning records in the system.

PROQUEST RESPONSE:

Summon provides intuitive help pages for users or libraries can choose to direct the Help link to their own site. Summon can be easily configured to include links to your own technical support and feedback forms.



Custom links at University of Southern California

- y. Describe features to support user creation, saving, export, and formatting of lists, including the ability to format such lists in scholarly style, export, email, or save.

PROQUEST RESPONSE:

The Summon service provides a number of options for users to save, print and share searches at the individual citation level. In addition, users can save records into a temporary “My Saved Item Folder” during a research session, creating lists of search results including the ability to email, print, modify citation format, and export citations to bibliographic management software applications: RefWorks, EasyBib, EndNote, BibTex and Citavi. Results can be emailed with custom messages via a convenient session based folder.

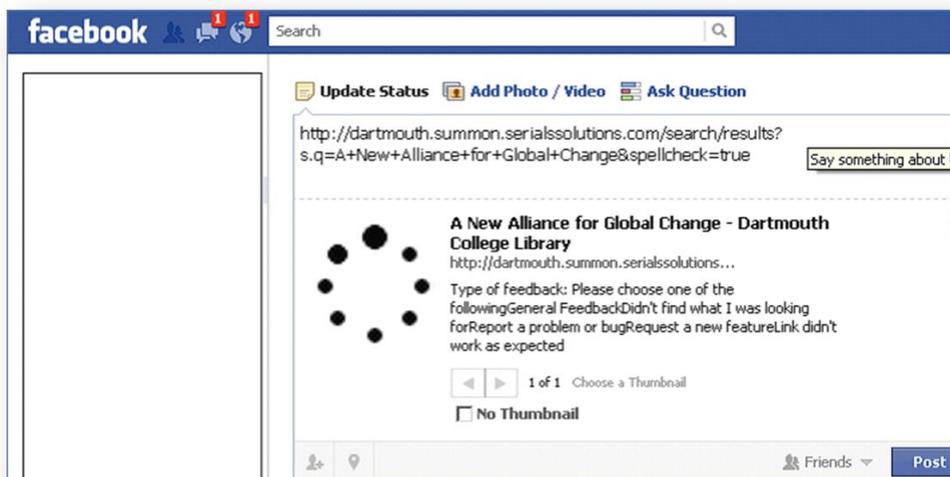
- z. Describe user ability to share discoveries with others via social media, including lists, records, and searches.

PROQUEST RESPONSE:

The Summon catalog detail display page integrates with LibraryThing to show user ratings and reviews. Summon users can then link to LibraryThing to read reviews and find recommendations based on user-generated tags in the LibraryThing catalog.

In addition, the service’s API, search box and widget builder, and persistent search URLs allow for embedding Summon results in virtually any social networking or collaboration site. Additionally, the discovery solution can export a specific result or group of results to RefWorks or EndNote Web where research collaboration can take place. Summon also incorporates crowd sourced ratings data from LibraryThing into our catalog details page.

The Summon service makes it as easy as possible to share substantial research across social media website and tools. Summons’ mobile capabilities play into this as well as the fact that each search query generates a persistent link which can be bookmarked or saved for sharing in multiple formats. All Summon URLs retain the granularity of faceting and limiters that a user may apply to a search, which allows users to share precise results.



Users can easily share Summon search results with others – including through social media tools like Facebook – by providing a URL to the search results. Summon URLs are persistent and contain all facets and limiters applied during the query.

- aa. Describe any limitation on making durable URLs to public interface screens, including search results sets, search results sets with limiters applied, and individual records.

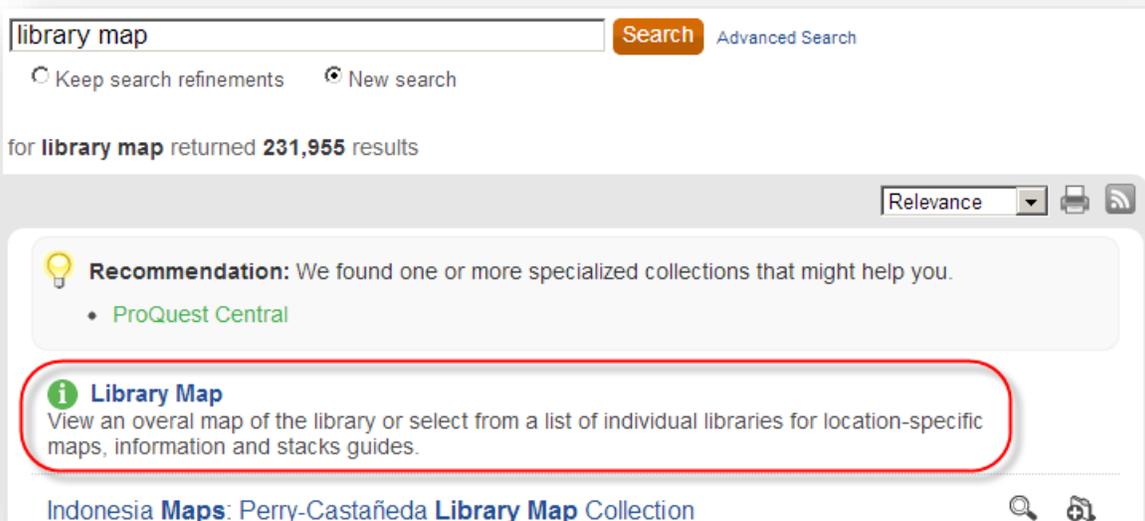
PROQUEST RESPONSE:

There are no known limitations. The persistent URLs formed during a Summon search retain the user’s query as well as any faceting/filtering options selected. Persistent URLs for individual records are on the development roadmap for 2015. Summon links are session-less and do not conflict with cookies from previous sessions.

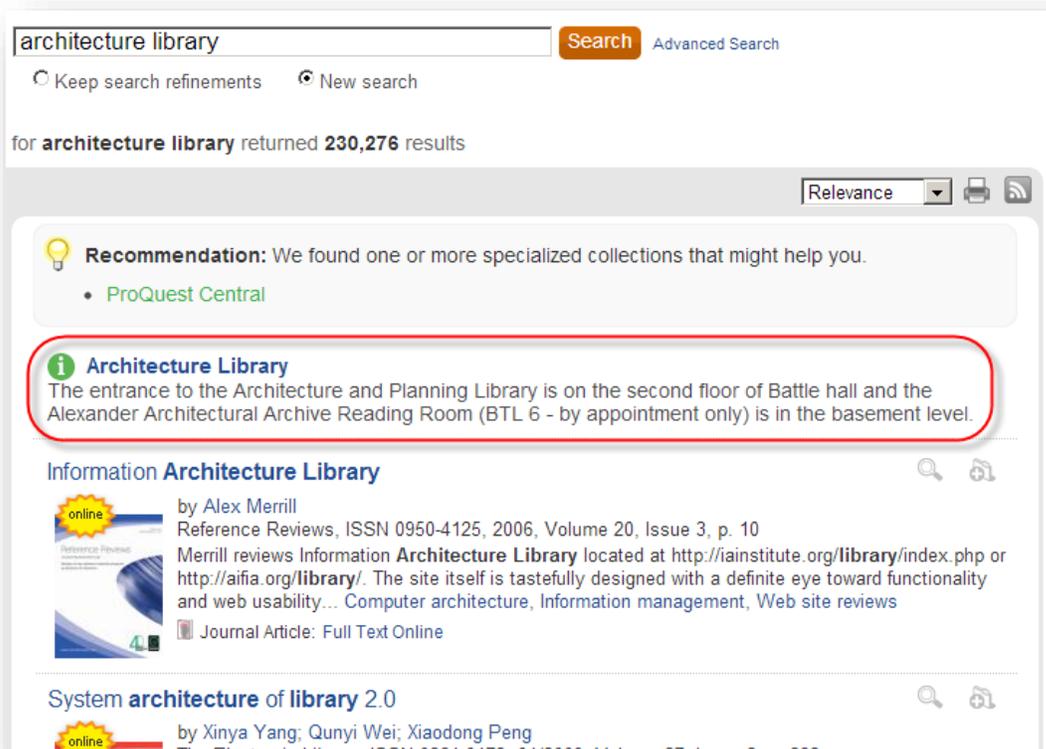
- bb. Describe how the system helps the user find and retrieve physical items once discovered, such as interactive library maps, texting call numbers, and similar provisions.

PROQUEST RESPONSE:

Summon customers can easily incorporate links for library maps using the out-of-the-box Best Bets functionality. Below are two examples:



User searches for "library map" and Summon displays a Best Bet linking to the Library Map and Floor Plan



Best Bet provides guidance for accessing the Architecture Library

Customers may also take advantage of Summon's ability to include JavaScript to add a Map It button to the item result, as seen at USC below:



- cc. Describe public web interface customization options available to the library, including details about including / suppressing specific fields in various views (*results sets, individual records*), and linking fields. Describe any options to customize MARC field source and indexing rules for display of records, search, and search facets. Include information about how the library can integrate its chat service, library web guides (*e.g., LibGuides*), and other services into the interface. Describe the options for adding custom coding (*e.g. Javascript and CSS*) to modify the public web interface.

PROQUEST RESPONSE:

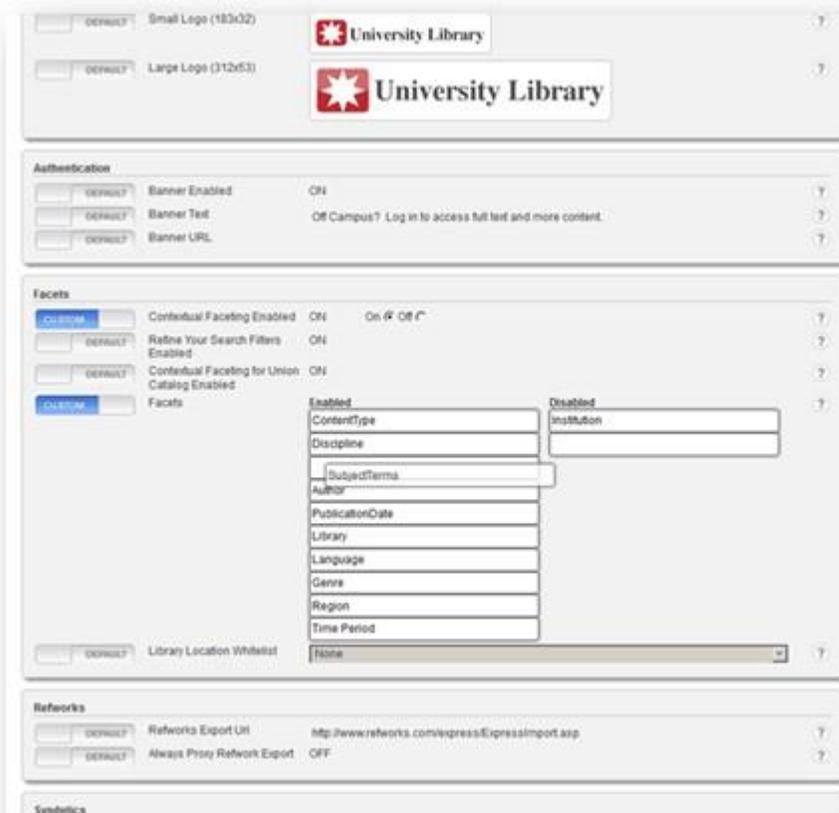
All customization of the default Summon interface for the University of Mary Washington is managed via an intuitive administrative console.

The Summon service offers the most customizable options of any discovery service. The service provides a customizer tool for simple administrative tasks such as changing logos, choosing default languages, adding/deleting and arranging facets, as well as activating certain optional features (such as auto-complete and contextual facets).

The customizer tool also enables libraries to easily match their library branding. The Custom Translation Editor enables each library to customize all text on their interface, in any language, while the Recommendations tab is home to the Best Bets and Database Recommender customizations.

The local administrator has the ability to customize numerous aspects of the Summon display interface, including number of results; number, type and order of facets; language; Database Recommendations; Best Bets; custom linking; record prioritization; institutional facet whitelisting; Union Catalog participant record prioritization institutional; branding and more.

Customizations are managed via an easy-to-use administrative interface, the Client Center. The Client Center allows library administrators to easily customize the Summon service with no technical training. Customization outside of the API relies on drop-downs and is menu-driven.



Summon Admin Console – allows libraries to customize the user experience by activating features, re-ordering facets, integrating others services and more all with simple drag-and-drop or point-click usability. No technical or programming skills required.

The Summon interface allows libraries to integrate custom messages, custom links, third party widgets and navigational structure to the Summon UI.

The Summon interface has a custom link field within the admin console allowing libraries to insert JavaScript. Libraries have been using JavaScript to add content and feature customization to Summon for several years. We recommend the following code4lib article detailing the work at Virginia Tech University to incorporate JavaScript code into Summon: <http://journal.code4lib.org/articles/10018>.

Hacking Summon 2.0 The Elegant Way

Libraries have long been adding content and customizations to vendor-provided web-based search interfaces, including discovery systems such as ProQuest's Summon™. Unlike solutions based on using an API, these approaches augment the vendor-designed user interface using library-provided JavaScript code. Recently, vendors have been implementing such user interfaces using client-centric model-view-controller (MVC) frameworks such as AngularJS, which are characterized by the use of modern software engineering techniques such as domain-specific markup, data binding, encapsulation, and dependency injection.

Consequently, traditional approaches such as reverse-engineering the document model (DOM) have become more difficult or even impossible to use because the DOM is highly dynamic, the

templates used are difficult to discern, the vendor-provided JavaScript code is both encapsulated and partially obfuscated, and the data binding mechanisms impose a strict separation of model and view that discourages direct DOM manipulation. In fact, practitioners have started to complain that AngularJS-based websites such as Summon 2.0 are very difficult to enhance with custom content in a robust and efficient manner.

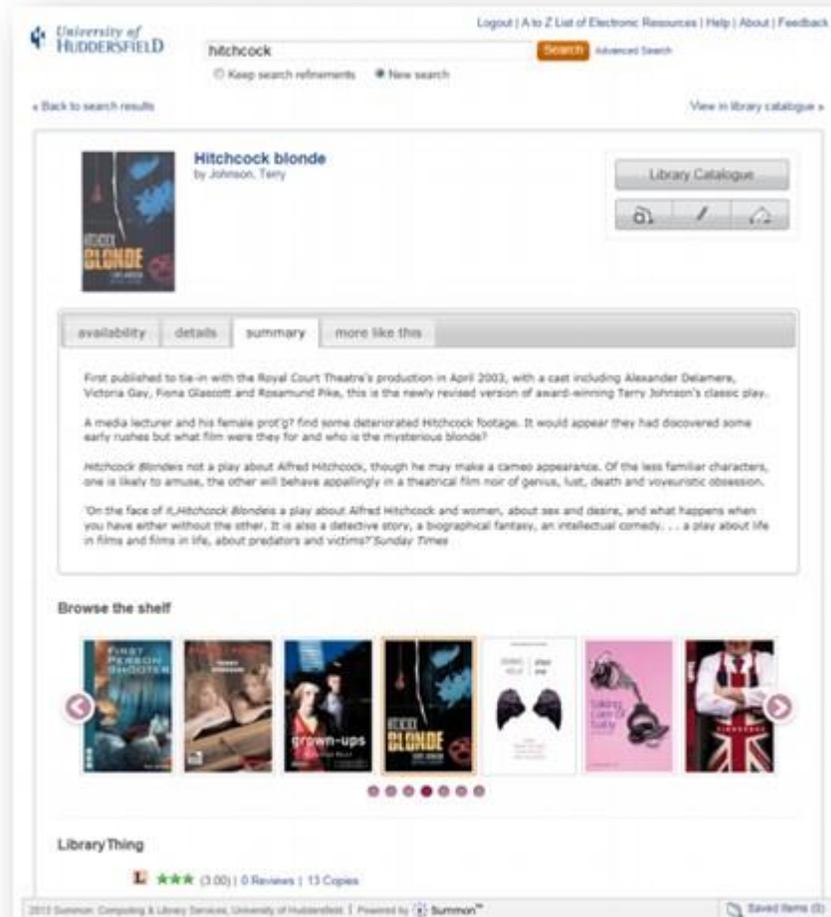
In this article, we show how to reverse-engineer the AngularJS-based Summon 2.0 interface to discover the modules, directives, controllers, and services it uses, and we explain how we can use AngularJS's built-in mechanisms to create new directives and controllers that integrate with and augment the vendor-provided ones to add desired customization and interactions.

We have implemented several features that demonstrate our approach, such as a click-recording script, COinS and facet customization, and the integration of eBook public notes. Our explanation and code should be of direct use for adoption or as examples for other Summon 2.0 customers, but they may also be useful to anyone faced with the need to add enhancements to other vendor-controlled MVC-based sites.

By Godmar Back and Annette Bailey



Custom text at Grand Valley State University links to Michigan's MelCat catalog.



An example of a highly customized catalog detail page is in development at the University of Huddersfield.

The Summon user experience can be shaped by the library with pre-scoped searches and search boxes, as well as modified facet/limiter options. Because of its Unified Index architecture and scope of content (and content types) included in Summon, the Summon service provides unparalleled levels of granularity when it comes to scoping searches. Libraries can embed Summon search boxes in any web-environment and have complete flexibility as to how those search boxes are scoped.

In addition to customizations that can be performed with the Summon administrative tool, Summon offers a robust API that provides opportunities to feed Summon data into any custom interface or custom application the library desires. We provide a highly flexible API, and support custom JavaScript code integration.

Library created **LibGuides** can be natively indexed directly from Springshare, with no work required of the library, and promoted in the central column of Summon results for each library. In addition Research Guides can be highlighted via Best Bets messages and the Recommended Research Guides in the Topic Explorer Pane previously described. The presentation of LibGuides happens within the context of the user's query. When they run a search they will see relevant library curated content relevant to their query.

The screenshot shows the USC Libraries website interface. At the top, there is a search bar with the text "Latino studies" and a "Search" button. Below the search bar, on the left, is a navigation menu with categories: education, psychology, medicine, women's studies, public health, and More... Below the menu is a "PUBLICATION DATE" section with a line graph and a date range selector. The main content area displays a search result for "LibGuides. Chicano & Latino Studies" by Barbara Robinson, dated 07/2014. The result includes a description: "This guide offers an overview of the specialized multidisciplinary research resources at USC on Chicanos, Latinos and other U.S. Hispanics." Below the description are several links: Introduction, Find Newspapers, Find Books, Find Web Resources, Find Journal Articles, Find Videos and DVDs, Find Databases, and Find Archival Collections. At the bottom of the result is a link for "Research Guide: Available Online".

LibGuides indexing in Summon at USC Libraries

The screenshot shows a LibGuide entry for "Psychology". The title "Psychology" is in bold, followed by "From Encyclopædia Britannica". Below this is a description: "Scientific discipline that studies psychological and biological processes and behaviour in humans and other animals." A "Read more" link is provided. The "Suggested Librarian" section features a photo of Emily Bergman and her contact information: "Emily Bergman", "mailto:ebergman@usc.edu", and "213-740-3855". The "Related Topics" section lists "Personality psychology", "Raymond Cattell", and "Carl Rogers". The "Recommended Research Guides" section is highlighted with a red border and contains two entries: "LibGuides. Psychology by Emily Bergman" and "Subject Guides. Psychology. Resources".

Recommended Research Guides promote relevant LibGuides

It is also possible for a library to add a local resources like print serials to the Knowledgebase. Called “Library specific holdings”, these local resources can be uploaded to the Knowledgebase by the Library. Such local databases can have a variety of statuses and be tracked. The holdings of such databases become discoverable via Summon, 360 Link and the A-Z list.

Summon has built-in integration with the Springshare and LibraryH3lp chat widgets, which can be configured directly in the administrative interface. Additional Chat services can be included as links in the header or inserted using JavaScript.

Customers have complete control of the field mapping for their MARC records in order to ensure proper representation of metadata for display, faceting and searching.

dd. Describe abilities for the library to create its own interface(s) using data from the system (e.g., through APIs, direct database connections, web services requests).

PROQUEST RESPONSE:

The Summon API

The Summon service offers a robust API that provides opportunities to feed Summon data into any custom interface or custom application the library desires this includes rewriting or bypassing into another API altogether. The Summon API supports the full functionality of the graphical user interface including the same high quality search results, faceted results, and real-time item availability.

The Summon standard interface communicates with the Summon index via API. This same API can be used by any Summon customer to build a completely custom interface or to integrate Summon results into other web environments.

The Summon API returns XML that can be constructed to conform to several standard outputs. The Summon API can be used in a number of ways; custom interfaces, custom search boxes, mobile app development, as well as integration of Summon content with existing commercial, open-source, or home-grown interfaces. The API language is independent. The response format is available in either JSON or XML. Full API documentation is available at: <http://api.summon.serialssolutions.com/help/api>.

Summon subscribers have used our API in a variety of creative ways. Villanova and Brown incorporate e-resource results into VuFind using the Summon API.

Villanova University:

<https://library.villanova.edu/Find/Combined/Results?lookfor=syria&type=&submit=Find>

- Brown University: <http://library.brown.edu/>

Columbia uses Blacklight with Summon: <http://cliobeta.columbia.edu/>

Additional examples of innovative uses of the Summon API:

- University of Toronto: <http://query.library.utoronto.ca/index.php/search/q?kw=boron+nanotubes>
- University of Michigan integrates the Summon API with Drupal: <http://www.lib.umich.edu/articles/search?kw=boron%20nanotubes>
- University of Princeton: <http://library.princeton.edu/find/all/apple>
- Dartmouth College: <http://library.dartmouth.edu/search/index.php?q=computer+science&js=on>
- North Carolina State University: <http://search.lib.ncsu.edu/?utf8=%E2%9C%93&q=mercury>

- California State University system's Xerxes interface:
<http://xerxes.calstate.edu/fresno/books/results?query=tolstoy>

Additional resources:

Blog Post: How customizable is your discovery service?

<http://www.proquest.com/blog/2013/just-how-customizable-is-your-discovery-service.html>

Johnathan Rochkind article:

<http://journal.code4lib.org/articles/7738>

https://github.com/jrochkind/bento_search

Slideshare from Ken Varnum, University of Michigan:

<http://www.slideshare.net/KenVarnum/dont-go-there-providing-discovery-services-locally-not-at-a-vendors-site>

- ee. Describe how product(s) addresses accessibility for public interfaces to ensure the application is accessible to people with disabilities.

PROQUEST RESPONSE:

The Summon service is fully compliant with WCAG 2.0 and Section 508 accessibility standards. Intota version 1 is also ADA compliant, including the Assessment functions.

- ff. Describe ability to customize "help" for end user.

PROQUEST RESPONSE:

Summon requires very little user instruction. However, we do provide a standard Help page for users that do require some guidance on search techniques. We offer a Summon LibGuides page with information for users and librarians, including video tutorials:

<http://proquest.libguides.com/summon/forusers>.

Many customers will also create instructional YouTube videos that introduce basic and advanced searching in Summon while promoting increased engagement with the library.

10. Application Functionality – Collections Information and Reporting

- a. Provide an overview of the system's capabilities for producing reports.

PROQUEST RESPONSE:

Intota supports in depth analysis of both print and electronic collections today with our production service, **Intota Assessment**, which is part of Intota v1.0.

The Intota Assessment module, which is currently available, is included in our proposal to the Library. That module is a reporting dashboard which organizes cost and usage data and presents it as meaningful reports that the Library can use to present to key stakeholders and to make better collection development decisions. In an era of data-driven institutions, it is more important than ever before to justify expenditures and optimize purchases based on usage. That's why Intota Assessment, is part of the first production release of Intota. This was a deliberate decision to assure that the library has a robust tool for showcasing its value, and can count on Assessment to be a foundational element of Intota.

Intota Assessment offers market leading Collection Assessment capabilities for *both* monographs and serials, in *both* electronic and print formats. It allows for quantitative and qualitative analysis. We ingest the library data, apply our unique assets, including the Knowledgebase, and enable views into the library's data that are not possible with any other solution on the market today.

Intota Assessment will help the University of Mary Washington reduce costs, make more informed collection development decisions, and ultimately provide better experiences for your patrons. In today's data-driven library, it is more important than ever before to justify expenditures and optimize purchases based on usage. This is why Intota Assessment was the first service released on the Intota™ Library Services Platform. Intota combines discovery, collection management and assessment in one system built on a single authoritative knowledgebase.

Overall Benefits

In Intota Assessment, pre-created reports already combine not only a variety of local data elements, but also combine data from the local collection with data from some of the ProQuest resources such as Books in Print.

Intota Assessment provides total picture of holdings, usage and overlap. Usage statistics for e-resources are programmatically harvested on behalf of the Library into Intota Assessment. Intota Assessment is both SUSHI compliant and Project Counter version 4 compliant. The data is ingested into Intota Assessment where it can be viewed, manipulated and output. All of the work for this type of usage statistics has already been done by ProQuest.

There are multiple print and export options in Intota Assessment for every report. Intota Assessment also includes a custom report writer, allowing the library to create custom reports beyond those supplied in the solution.

Unlike legacy systems, Intota Assessment does not require technical capabilities to run reports. All of the reports are pre-configured and are simply "point-and-click." Our goal is that all staff is comfortable looking at the assessment data that is so much a part of managing collections today. Access to Intota Assessment is password controlled.

Intota Assessment is in full commercial release and production.

- b. Describe the system's capability to handle inventory of the collection.

PROQUEST RESPONSE:

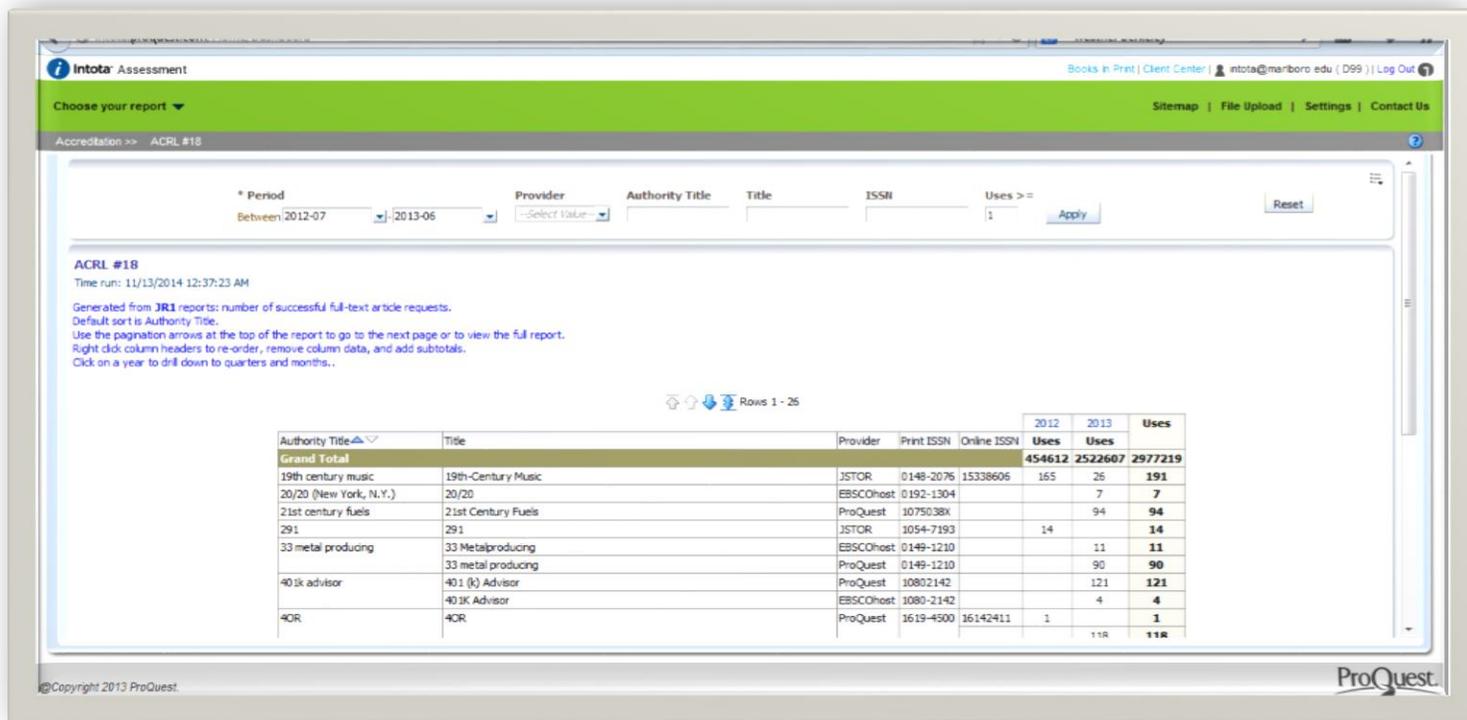
Collection analysis and inventory is supported today in Intota Assessment. Intota Assessment is in production release today. Intota Assessment has a number of pre-created, graphical reports to characterize and monitor the library's collection, making it easy for all staff to use. Please see 10.a. for detailed information about Intota Assessment.

- c. Describe options to allow the Libraries to compile statistical data required for university, state, federal, and other reporting.

PROQUEST RESPONSE:

The accreditation reporting space of Intota Assessment currently provides pre-configured views of the data necessary for several of the ACRL reports. Currently we have configured ACRL #18, #19 and #20. More accreditation reports will be added in the future.

Below is a screen shot of the report for ACRL #18:



Please note that Intota Assessment is a collection assessment tool. It will not provide all of the types of data requested for all accreditation reports.

- d. Provide a list of all reports delivered as part of the base product including a short description of each. Also include a sample of several reports for review.

PROQUEST RESPONSE:

ProQuest recognizes the importance of reliable, robust reporting for libraries. As such, the modules within Intota provide the ability to generate both pre-configured and custom reports.

Examples from the current release of Intota include Intota Assessment which has a number of pre-created, graphical reports to characterise and monitor the library’s collection. Many more will be added over time. For example, Intota Assessment contains a report suggesting items for deselection, based on last circulation and other factors. It also recommends new purchases, based on activity trends. As noted above, it reports on cost per use for both e-resources and print. It, of course, provides complete e-resource usage, including disambiguating titles across databases.

Intota Assessment today supports usage statistics and analysis for both print and e-resources. Usage by client groups will be added as the circulation functions are integrated, as will standard circulation statistics.

Other examples of analytics in Intota include search statistics provided for both Summon and for Project Counter compliant e-resources. Overlap analysis is also a current service, noting duplication across both e-books and e-journal packages, both at the title level and the holdings level.

The Intota Assessment service today also includes a complete report writer for the creation of specialized reports. It is also available as a free-standing option. Intota Assessment supports all Project COUNTER data elements for reporting the usage of e-resources and is up to date for COUNTER 4. The pre-configured reports provide for all of those data elements. If required, the ad-hoc reporting capability has access to all of the data tables that contain these fields.

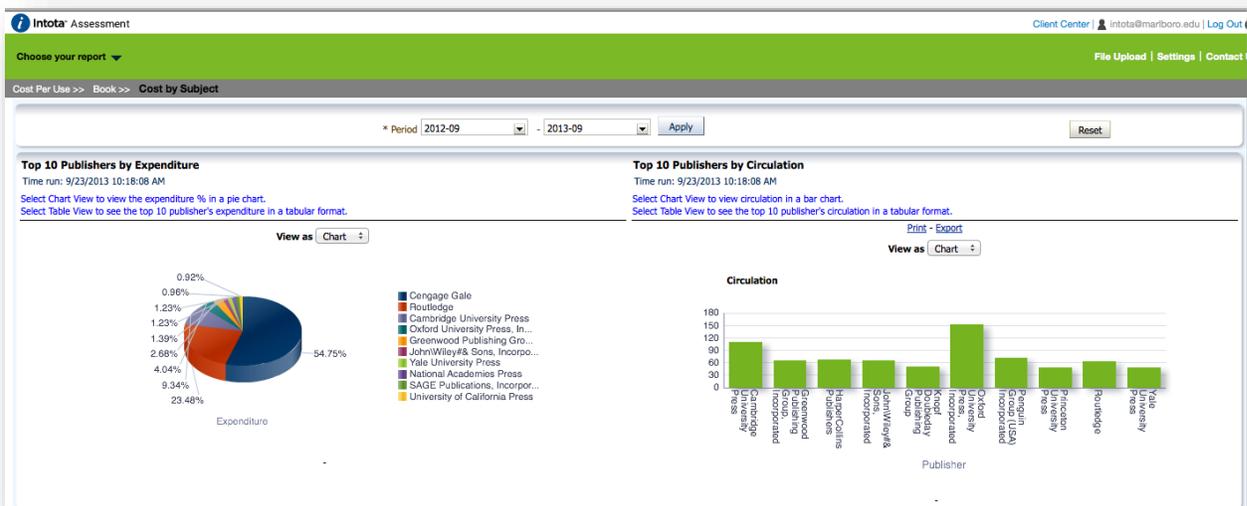
For print materials and for acquisition reporting, Intota Assessment utilizes the complete bibliographic, holdings, item, circulation and acquisitions data from the library’s management system. Currently, until the completion of the first commercial release of Intota, that data is ingested from the ILS. Obviously, Intota will communicate this information directly to Assessment upon completion.

For the purposes of the UMW and your current priorities, the most relevant of the reports currently provided are:

Cost Per Use > Book > Top Charts

Although the top charts are focused on individual library usage, those charts which are print oriented may provide some valuable insight and information on the local print collections for the UMW libraries.

- *Top 10 Publishers by Expenditure* and *Top 10 Publishers by Circulation* show spend and print circulation data by publisher.
- *Top 10 Expenditures by Subject* examines subjects that encompass the largest portions of the budget.



Cost Per Use > Book > Cost by Publisher

- View expenditure by publisher combined with book usage data in a time span defined by filters on the top of the page.
- Click any of the Usage numbers to open a sub-report for print book circulation statistics and CPU details.

Cost by Publisher
Time run: 9/23/2013 10:29:36 AM

Default sort is based on Book Usage. Click on a column header to change the sort order.
Use the pagination arrows at the top of the report to go to the next page or to view the full report.
Click on a Usage value to view detailed report for that Publisher.

Print - Export

Rows 1 - 25

Publisher	Book Expenditure	Book Usage	CPU
Others	\$0.00	18,533	\$0.00
Oxford University Press, Incorporated	\$17,415.28	351	\$49.62
Cambridge University Press	\$18,922.96	253	\$74.79
Penguin Group (USA) Incorporated	\$2,350.70	167	\$14.08
JohnWiley#& Sons, Incorporated	\$10,340.43	157	\$65.86
HarperCollins Publishers	\$2,193.96	155	\$14.15
Routledge	\$12,316.80	146	\$84.36
Knopf Doubleday Publishing Group	\$2,060.80	127	\$16.23
Greenwood Publishing Group, Incorporated	\$7,990.65	126	\$63.42
Harvard University Press	\$3,248.80	109	\$29.81
Yale University Press	\$3,270.90	99	\$33.04
University of California Press	\$3,225.75	93	\$34.69
Princeton University Press	\$4,883.95	92	\$53.09
University of Chicago Press	\$2,749.36	82	\$33.53
W. W. Norton#& Company, Incorporated	\$1,530.85	82	\$18.67
Columbia University Press	\$4,030.45	73	\$55.21
Houghton Mifflin Harcourt Publishing Company	\$1,318.62	73	\$18.06
Facts On File, Incorporated	\$1,765.30	68	\$25.96
Prentice Hall PTR	\$2,238.05	65	\$34.43

Cost Per Use > Book > Cost by Subject

- A snapshot of spend by subject area. Filters allow you to alter the Time Period or Classification type (LC or Dewey). View expenditure by publisher combined with book usage data in the given time span. Scope of the report can be defined by using the search filters on the top of the page. Use **Filters Applied** to see all filters in place to define the scope of the report.
- Click a subject heading to drill down into category and sub-category.

Cost By Subject
Time run: 5/6/2014 1:06:53 PM

Default sort is based on Subject Heading. Click on a column header to change the sort order.
Use the pagination arrows at the top of the report to go to the next page or to view the full report.
Click on a Usage value to view detailed report for that Subject.
Click on the Subject Heading to drill down to Category and Sub Category

[Print](#) - [Export](#)

Subject Headings	Book Cost	Book Usage	CPU
LANGUAGE AND LITERATURE	\$16,271.02	1258	\$12.93
SOCIAL SCIENCES	\$16,263.67	880	\$18.48
PHILOSOPHY, PSYCHOLOGY, RELIGION	\$8,813.89	689	\$12.79
HISTORY (GENERAL) AND HISTORY OF EUROPE	\$7,944.66	512	\$15.52
HISTORY: AMERICA	\$5,654.05	422	\$13.40
FINE ARTS	\$4,186.20	278	\$15.06
MEDICINE	\$7,263.37	269	\$27.00
SCIENCE	\$5,256.54	220	\$23.89
EDUCATION	\$3,498.20	155	\$22.57
GEOGRAPHY, ANTHROPOLOGY, RECREATION	\$2,707.59	149	\$18.17
POLITICAL SCIENCE	\$2,432.86	137	\$17.76
TECHNOLOGY	\$2,508.71	112	\$22.40
LAW	\$1,495.45	65	\$23.01
MUSIC	\$998.34	59	\$16.92
MILITARY SCIENCE	\$553.37	26	\$21.28
AUXILIARY SCIENCES OF HISTORY	\$243.20	24	\$10.13
BIBLIOGRAPHY, LIBRARY SCIENCE	\$250.45	15	\$16.70
AGRICULTURE	\$809.22	13	\$62.25
GENERAL WORKS	\$31.95	3	\$10.65

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Cost Per Use > Book > Print Book CPU

We match a library’s record to the title in Books In Print or Ulrich’s, enriching the record with data including subject headings, MSRP, format, status, and ISBN. The benefit is that this report shows what the library paid (Cost), and MSRP from BIP would show the cost of replacement, such that a valuation of the print collection could then be performed.

- The rollup by discipline provides views that focus on collections and subject strengths, as well as individual titles. Clicking on a subject opens 3 levels of detail, including individual titles.
- This report uses the library’s acquisitions data to calculate cost per use of the print book titles.
- Sort by CPU to view the most costly titles. The statuses “Out of Stock Indefinitely” and “Out of Print” might make someone think twice about weeding some titles!
- Collection is available as a column and filter so items can be identified by location or collection type.

Cost By Subject
 Time run: 9/23/2013 10:32:01 AM
 Default sort is based on Subject Heading. Click on a column header to change the sort order.
 Use the pagination arrows at the top of the report to go to the next page or to view the full report.
 Click on a Usage value to view detailed report for that Publisher.
 Click on the Subject Heading to drill down to Category and Sub Category

[Print](#) - [Export](#)

Subject Headings	Book Cost	Book Usage	CPU
LANGUAGE AND LITERATURE	\$37,630.05	1,040	\$36.18
SOCIAL SCIENCES	\$34,690.12	809	\$42.88
PHILOSOPHY, PSYCHOLOGY, RELIGION	\$23,780.33	543	\$43.79
HISTORY (GENERAL) AND HISTORY OF EUROPE	\$19,683.62	440	\$44.74
HISTORY: AMERICA	\$14,657.84	357	\$41.06
MEDICINE	\$13,271.44	249	\$53.30
FINE ARTS	\$8,130.52	217	\$37.47
SCIENCE	\$10,060.69	184	\$54.68
EDUCATION	\$6,251.59	145	\$43.11
GEOGRAPHY, ANTHROPOLOGY, RECREATION	\$5,289.44	135	\$39.18
POLITICAL SCIENCE	\$5,727.69	130	\$44.06
TECHNOLOGY	\$4,407.89	112	\$39.36
LAW	\$2,640.55	64	\$41.26
MUSIC	\$1,878.06	48	\$39.13
MILITARY SCIENCE	\$1,176.15	25	\$47.05
AUXILIARY SCIENCES OF HISTORY	\$417.70	17	\$24.57
BIBLIOGRAPHY, LIBRARY SCIENCE.	\$545.69	14	\$38.98
AGRICULTURE	\$986.27	13	\$75.87
GENERAL WORKS	\$36.95	1	\$36.95

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Cost Per Use >> Book >> **Print Book CPU**

* Period: Between 2012-01 2012-12
 * Subject Type: LC
 Subject Headings: --Select Value--
 Category: --Select Value--
 Sub-Category: --Select Value--
 Format: --Select Value--
 ISBN13: --Select Value--
 Collection: --Select Value-- Apply Reset

Print Book CPU
 Time run: 9/23/2013 10:38:44 AM
 Default sort based on Title. Click on a column header to change the sort order.
 Use the pagination arrows at the top of the report to go to the next page or to view the full report.

[Print](#) - [Export](#)

Rows 1 - 25

Title	Author	LC Class	Dewey	LC Subject	ISBN10	ISBN13	MSRP	Format	Status	Quantity	Usage	Cost	CPU	Collection
"Last" Nazi: The Life and Times of Dr. Joseph Mengele	Astor, Gerald	DD247.M66A87 1985	364.1/38/0924	History	0917657462	9780917657467	\$18.95	Hardcover Book	Out of Stock Indefinitely	1	1	\$18.95	\$18.95	stacks
100 Best TV Commercials: And Why They Worked	Kanner, Bernice	HF6146.T42K36 1999	659.14/3	Business	0812929950	9780812929959	\$29.95	Hardcover Book	Out of Stock Indefinitely	1	2	\$29.95	\$14.98	stacks
100 Videogames	Simons, Jain	GV1469.3	794.8	Games and amusements	1844571610	9781844571611	\$80.00	Hardcover Book	Active Record	1	1	\$80.00	\$80.00	stacks
1493: Uncovering the New World Columbus Created	Mann, Charles C.	D228.M36 2011	909/.4	Modern history, 1453-	0307265722	9780307265722	\$30.50	Hardcover Book	Active Record	1	2	\$30.50	\$15.25	stacks
17th Century Ireland: The War of Religions	Fitzpatrick, Brendan	DA940.F59 1989	941.506	Ireland	0389208140	9780389208143	\$86.00	Hardcover Book	Active Record	1	1	\$86.00	\$86.00	stacks
1967 Arab-Israeli War: Origins and Consequences	Shlaim, Avi	DS127.A55 2012	956.04/6	Israel (Palestine). The Jews	1107002362	9781107002364	\$99.00	Hardcover Book	Active Record	1	1	\$99.00	\$99.00	stacks
20th Century Dress in the United States	Farrell-Beck, Jane	GT615	391.009730904	Costume. Dress. Fashion	1563674157	9781563674150	\$73.50	Softcover	Active Record	1	2	\$73.50	\$36.75	stacks
25-Year War: America's Military Role in Vietnam	Palmer, Bruce	DS558.P337 1984	959.704/3	Southeastern Asia	0813115132	9780813115139	\$32.00	Hardcover Book	Out of Print	1	1	\$32.00	\$32.00	stacks
50 Literacy Strategies for Culturally Responsive Teaching, K-8	Ma, Wen	LB1576.S3255 2006		Elementary or public school education	1412925711	9781412925716	\$76.95	Hardcover Book	Active Record	1	1	\$76.95	\$76.95	stacks

Usage > Book > Checkouts by Year

- Opening the report triggers a chart that provides year over year trends in subject usage.
- Detail by year is triggered by using filters. Use the Calendar Year and Sort filters to see usage by title, pictured here.
- Enables user to examine the checkouts on a title basis for the years for which circulation statistics were provided.
- The user can drill down to quarter and then month for a title with usage.
- This data is exportable to other formats; just click Export.



Usage > Book > Circulation Dynamics

- This report illustrates the velocity of a title during its lifecycle. It measures:
 - How long it takes someone to check out the title after being added to the collection (Months Until)
 - How long since it last circulated (Months Since)
 - The total amount of time the title has been in the collection (Months Elapsed)
 - The collection name for sortability
- The user can examine the collection based on the year that materials were acquired (refer to Acquisition Year filter).

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Choose your report File Upload | Settings | Contact Us

Usage >> Book >> Circulation Dynamics

* Acquisition Year: 2012 * Subject Type: LC * Sort By: Months Elapsed ISBN13: --Select Value-- Collection: --Select Value-- Apply Reset

Circulation Dynamics
 Time run: 9/23/2013 2:55:22 PM
 Default sort is based on Months Elapsed. To change the sort order select the required column from the Sort By drop down.
 Use the pagination arrows at the top of the report to go to the next page or to view the full report.

[Print - Export](#)

Rows 1 - 25

Title	Author	Publisher	LC Class	LC Subject	ISBN10	ISBN13	Format	Publication Date	Date Added	First Use	Months Until	Last Use	Months Since	Months Elapsed	Total Use	Collection
Alice Paul and the American Suffrage Campaign	Keene, Michael L.	University of Illinois Press	HQ1413.P9BA23 2007	Women. Feminism	0252032209	9780252032202	Hardcover Book	12/11/2007	1/16/2012	2012 APR	3	2012 APR	17	20	1	stacks
Blood, Sweat and Arrogance:And the Myth of Churchill's War	Corrigan, Gordon	Orion Publishing Group, Limited	D759	World War II (1939-1945)	0304367389	9780304367382	Softcover	6/1/2007	1/4/2012	2012 AUG	7	2012 AUG	13	20	1	stacks
Debt: The First 5,000 Years	Greeber, David	Melville House Publishing	HC231	Money	1933633867	9781933633862	Hardcover Book	7/12/2011	1/16/2012	2012 MAR	2	2012 MAR	18	20	1	stacks
Ecology and Environmental Ethics:Green Wood in the Bundle of Sticks	Goldstein, Robert J.	Ashgate Publishing Company	KF3775.G654 2004	Federal law. Common and collective state law	0754623920	9780754623922	Hardcover Book	10/1/2004	1/4/2012	2012 NOV	10	2012 NOV	10	20	1	stacks
Free Will	Pereboom, Derk	Hackett Publishing Company, Incorporated	BJ1461.F75 2009	Feminist ethics	1603841296	9781603841290	Softcover	11/1/2009	1/4/2012	2012 MAR	2	2012 MAR	18	20	1	stacks
Meter and Meaning:An Introduction to Rhythm in Poetry	Carper, Thomas	Routledge	PN1042	Poetry	0415311748	9780415311748	Hardcover Book	10/17/2003	1/16/2012	2012 OCT	9	2012 OCT	11	20	1	stacks
Sacred Art of Dying:How the World Religions Understand Death	Kramer, Kenneth P.	Paulist Press	BL504.K73 1988	Eschatology	0809129426	9780809129423	Softcover	1/1/1988	1/16/2012	2012 MAR	2	2012 MAR	18	20	1	stacks

Recommendations > Compare to RCL

This report is part of the **Recommendations workspace**. It compares the library's holdings to the core list, Resources for College Libraries.

- *Resources for College Libraries* is a bibliographic resource that identifies essential core titles for college libraries. Coverage includes print monographs, series, and reference works, as well as electronic materials such as databases.
- This report compares the library's collection to the RCL core titles list and details which titles are held, which are not, and the total number of titles in a subject category.
- By default the subject categories are faceted to RCL, but you can change the scheme to LC or Dewey.
- Click a subject heading to view the categories within the heading.
- Click a count to view a title list. Example: click Core Titles Not in Library to see titles of interest for collection development.

Deselection Workspace

Deselection tools enable “smart weeding” based on local criteria. We have unique assets that enhance this experience for clients.

- IA can tell you if the title is part of the Resources for College Libraries core collection, has been reviewed (Choice, Library Journal and Publishers Weekly as examples), or has received any awards.
- Books in Print data can enrich a library's record with publisher, LC Subject, and multiple ISBNs for an item, and can provide MSRP where the client has a gap in acquisitions data. BIP can give publication date and whether or not there is an eBook available. For example, the status “Out of stock indefinitely” could be used as a weeding criterion.
- Intota Assessment contains a report suggesting items for deselection, based on last circulation and other factors. It also recommends new purchases, based on activity trends. It reports on cost per use for both e-resources and print. It, of course, provides complete e-resource usage, including disambiguating titles across databases. The library can export its holdings data in either CSV or XML format.

Deselection > Print Deselection

- This report has an initial prompt—the user must select a subject heading at minimum.
 - Select Fine Arts (LC scheme)
 - Select Usage <= 0
 - Select Apply.
- User can see whether the title has been used and date of last use, to employ “smart weeding.”

- Example: set criterion based upon items not used in the last two years that are not on the RCL core list.
 - A library might choose not to remove titles that have received an award.
 - Libraries could remove collections like archives or reference from the report.
- Users can create and save multiple reusable lists by subject.

Title	Author	Publisher	LC Class	LC Subject	ISBN10	ISBN13	MSRP	Format	Pub Date	eBook Available	Status	Award	Review	Held By RCL	Usage	Collection
Universally Designed Classroom/Accessible Curriculum and Digital Technologies	Rose, David H.	Harvard Education Publishing Group (HEPG)	LC1201.U55 2005	Inclusive education	1891792636	9781891792632	\$0.00	Softcover	01-JAN-05	N	Active Record				9 stacks	
Connecting to Learn: Educational and Assistive Technology for People with Disabilities	Scherer, Marcia J.	American Psychological Association	LC4812.S34 2004	Education of special classes of persons	1557989826	9781557989826	\$30.00	Hardcover Book	15-SEP-03	N	Active Record		X		7 stacks	
Does God Belong in Public Schools?	Greenawalt, Kent	Princeton University Press	LC111.G68 2004	Social aspects of education	0691121117	9780691121116	\$58.00	Hardcover Book	13-DEC-04	Y	Active Record		X	X	7 stacks	
Public Schools in Hard Times: The Great Depression and Recent Years	Tyack, David B.	Harvard University Press	LC66	Social aspects of education	0674738004	9780674738003	\$40.00	Hardcover Book	01-JUN-84	N	Out of Print				7 stacks	

Peer Analysis Workspace

Peer Analysis is an opt-in service that allows the library to compare print and e-resource collections to other clients’ collections. Books, database subscriptions and e-journal subscriptions are analyzed to determine in which libraries the collections overlap and where they are unique.

Possible use cases:

- Deselection. Does a local library or a consortium library hold the title?
- Acquisition and cancellation decisions. Does a local or consortium library provide access to the database or ejournal?
- Collection Development. View the titles/resources a library owns in a particular subject area it’s known to be strong in.
- Marketing. What are the unique titles in your collection that other libraries don’t provide?

Of particular interest to UMW is:

Peer Analysis > Peer Analysis - Titles

- This is the print book comparison.
- Results include the title’s bibliographic information and which library holds it. View just your unique titles or the overlap.

The screenshot shows the Intota Assessment Peer Analysis interface. At the top, there are filters for Library Name (Ball State University), Subject Type (LC), Subject Headings (FINE ARTS;GEOGRA), Category (--Select Value--), and Select Comparison Option (Show All). Below the filters, the interface displays a table of results. The table has columns for Title, Author, ISBN13, Format, Publisher, Marist, and Ball State University. The table lists 25 titles, including 'Évolution de la Maison Rurale Traditionnelle Dans la Région de Québec: Étude Ethnographique' and 'Zoning: The Laws, Administration, and Court Decisions During the First Twenty Years'.

Title	Author	ISBN13	Format	Publisher	Marist	Ball State University
Évolution de la Maison Rurale Traditionnelle Dans la Région de Québec: Étude Ethnographique	Gauthier-Larouche, Georges	9780774666626	Hardcover Book	Les Presses de l'Université Laval		X
Étant Donnés: 1 la Chute D'eau, 2 le Gaz D'éclairage: Reflections on a New Work by Marcel Duchamp	D'Harnoncourt, Anne	-1	Hardcover Book	Non-ISBN Publisher		X
Álvaro Siza - Recent Works	Castanheira, Carlos	9780714849461	Hardcover Book	Phaidon Press, Incorporated		X
Álamos, Sonora: Architecture and Urbanism in the Dry Tropics	Messina, John	9780816526512	Hardcover Book	University of Arizona Press		X
la Mode: On the Social Psychology of Fashion	König, René	9780816491636	Hardcover Book	Seabury Press, Incorporated, The		X
la Carte: Selected Papers on Maps and Atlases	Ristow, Walter W.	9780844400044	Hardcover Book	Library of Congress		X
history of Swimming.	Oppenheim, François	-1	Hardcover Book	Non-ISBN Publisher		X
[Christianike Topographia]: The Christian Topography of Cosmas, an Egyptian Monk	Cosmas,	-1	Hardcover Book	Non-ISBN Publisher		X
Zurbaran	Gil, Santiago Alcolea	9788431311725	Hardcover Book	Peligrada, Ediciones, S. A.	X	
Zuni Atlas	Ferguson, T. J.	9780806119458	Hardcover Book	University of Oklahoma Press		X
Zurikon Residence: Gwathmey Siegel	Gwathmey, Charles	9781885254283	Softcover	Monacelli Press, Incorporated		X
Zoomscape: Architecture in Motion and Media	Schwarzer, Mitchell	9781568984414	Softcover	Princeton Architectural Press		X
Zoo of the Gods: Animals in Myth, Legend, and Fable	Mercatante, Anthony S.	9780060655617	Hardcover Book	Harper & Row Limited		X
Zoning: The Laws, Administration, and Court Decisions During the First Twenty Years	Bassett, Edward M.	-1	Hardcover Book	Non-ISBN Publisher		X
Zoning for Child Care	Cibulskis, Ann M.	-1	Hardcover Book	Non-ISBN Publisher		X
Zoning Primer	Rody, Martin J.	-1	Hardcover Book	Non-ISBN Publisher		X
Zoning Bonuses in Central Cities	Getzels, Judith	-1	Hardcover Book	Non-ISBN Publisher		X

Please see the Intota Assessment Data Sheet at:

<http://www.proquest.com/documents/intota-assessment-datasheet.html>

- e. Describe support for automated scheduling and dissemination of reports.

PROQUEST RESPONSE:

For COUNTER and SUSHI compliant publishers, Intota Assessment harvests the reports for the Library. No manual work by staff is necessary. The Library may specify the frequency that usage data is automatically harvested.

In addition, Intota Assessment will include a scheduler for the automated production and delivery of reports to staff.

- f. Describe application approach/strategy for reporting including the approach to ad-hoc reporting for power users as well as the occasional user. Describe the process for staff to create reports using a query language. Describe compatibility with third party SQL software.

PROQUEST RESPONSE:

Intota Assessment also allows for the creation of custom reports by libraries. Even though pre-configured reports are plentiful and can be modified and saved, we recognize that there is a need for certain custom reports.

The custom reporting area allows libraries to create reports beyond the current reports provided within the IA navigation. Users can drag and drop data elements in Oracle Business Intelligence, save reports, schedule and share output, and store in folders for use within their institution. Users can create charts, graphs, pivot tables, and more. We provide this toolset across both print and e-resources, as well as for Ulrich's statistics and analytics from our legacy services, creating one platform for analytics.

In addition to the 50+ reports in Assessment, the library has the ability to create custom reports within the Assessment service, assuring it that all data elements are available.

- g. Describe any limitations on report size or query result set as well as any limitations on type of information which can be queried. Specifically address reports, querying, and list creation and limits thereon for the following areas: Financial, Serials, E-resources, Metadata and Cataloging, and Systems.

PROQUEST RESPONSE:

There are no size limits on report size. Using the custom report writer, any data in the Intota tables may be queried. Please see 10.d. for examples of the types of reports available through Intota Assessment. Additional reports are being added as part of Intota v2.0, specifically around metadata and circulation.

- h. Describe any limitations on manually created queries, including which records can be included in queries together. Is there a distinct relationship between item and order records linking cost of items and usage of items?

PROQUEST RESPONSE:

Intota Assessment is the proof that Intota will provide the ability to combining various record elements. In Intota Assessment pre-created reports already combine not only a variety of local data elements, but also combine data from the local collection with data from some of the ProQuest resources such as Books in Print.

If the staff person is creating custom reports, there are no limitations to combining data elements. The relationship between item data and cost data depends on the format. Print items may have a cost associated with the individual item. This is not possible for most electronic items, since they are usually purchased as a package.

- i. Describe all reporting tools supported and how they integrate with the product including any direct access capability your product provides where desktop software like Excel, Access and Navicat can link real-time to system data. Specify methods used and software supported.

PROQUEST RESPONSE:

Intota Assessment is a robust business intelligence application that supports reporting, manipulation and delivery of collection assessment data. This module is based on Oracle Business Intelligence and is included in the Intota solution at no additional cost.

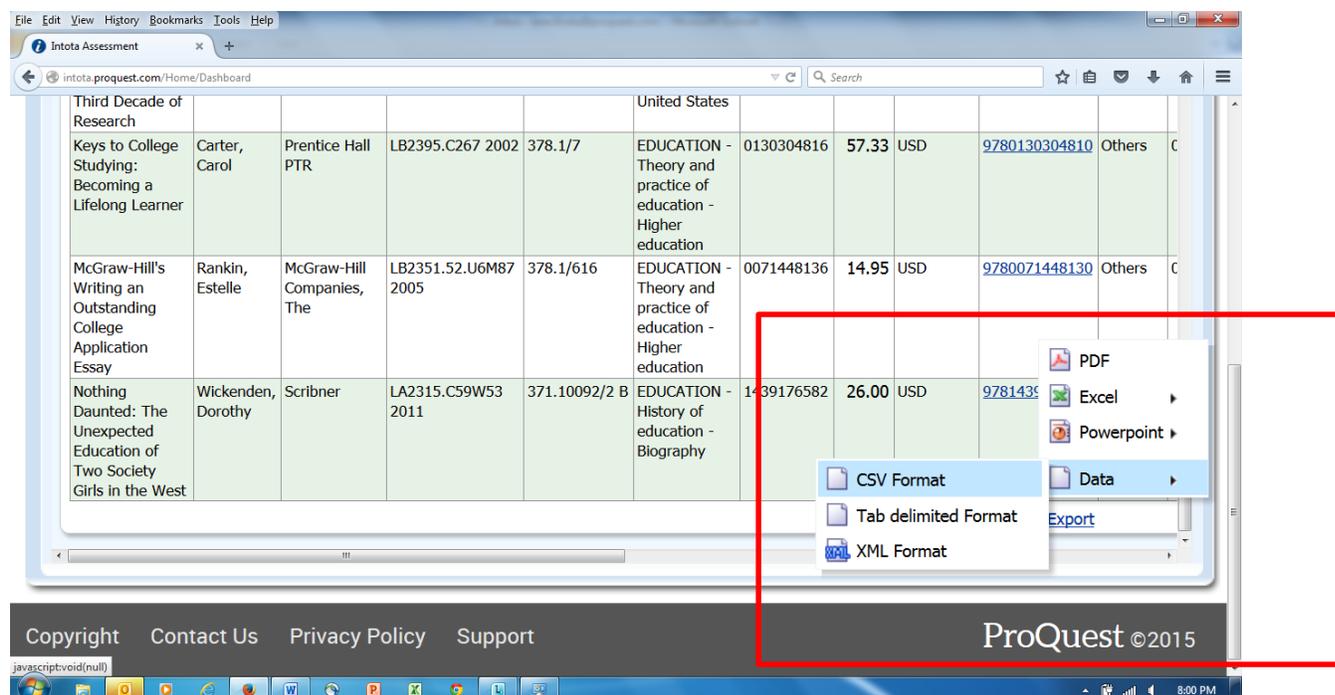
Data entered using the Intota workflows, such as Intota e-resources, is automatically sent to Intota Assessment for reporting.

j. Describe reporting output formats available.

PROQUEST RESPONSE:

Within Intota Assessment, there are multiple ways to import and export data. Please see the response above.

The library can export its holdings data in either CSV or XML format. That allows the data to be used external to Intota in a number of ways. See the screen print below. It is also possible to upload data in the same manner.



k. Explain circulation reporting for tangible items, including details about how circulation events are recorded, and the ability to generate reports using historical information.

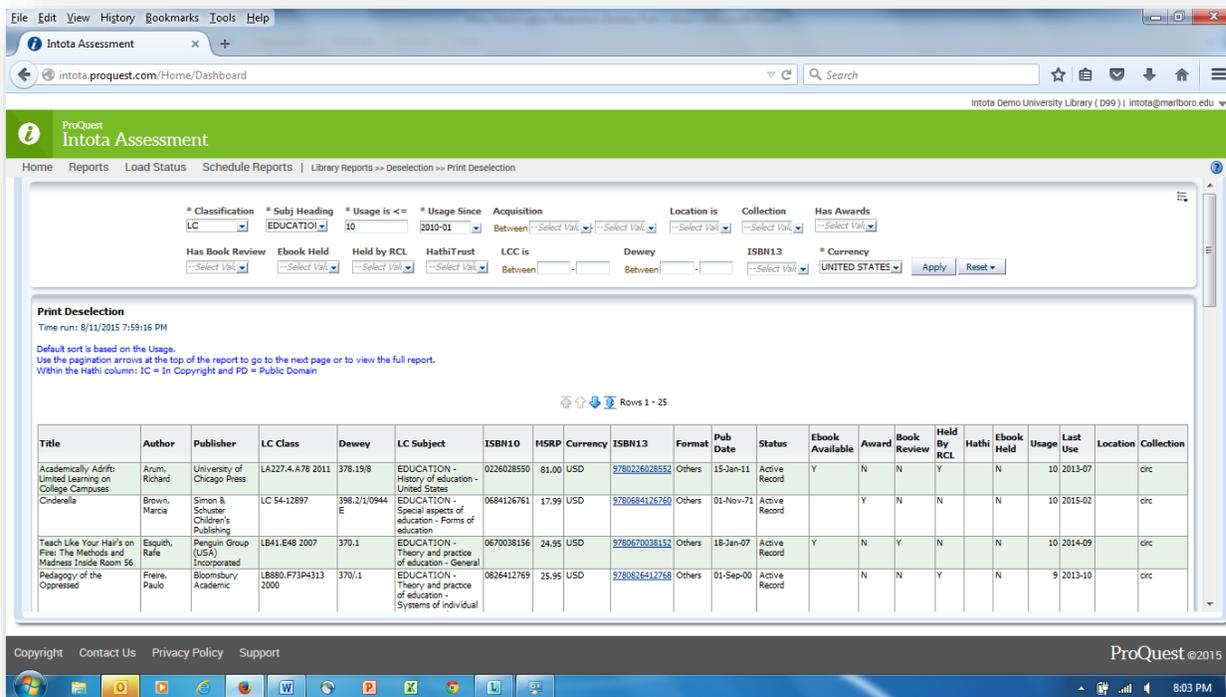
PROQUEST RESPONSE:

This information is part of Intota Assessment. Please see the description above in 10.a. and 10.d. Intota Assessment actually reports on circulation activity today. Although the circulation workflows are still being developed for Intota v2.0, we have processed circulation activity from a variety of ILS systems and we report on it in Intota Assessment.

With Intota circulation workflows, circulation activity will be recorded in the item record. That record will include circulations which are actual checkouts to users and the last date of such transactions. It will also record uses while in the temporary location of course reserve, and it will separately record "browses", which are discharges of items not charged out.

This data will be transferred to Intota Assessment for reporting, including numbers and types of transactions within time frames, as well as reporting on items that have/have not circulated within specified periods. All circulation activity data is retained indefinitely.

A great example of this type of reporting is the Print Deselection Report, currently available.



- l. Explain cataloging reporting for tangible items, including details about how record modifications are recorded, and the ability to generate reports using historical information.

PROQUEST RESPONSE:

This information is part of Intota Assessment. Please see the description above in 10.a. and 10.d. With Intota v2.0, Intota Assessment will be enhanced to report on cataloguing activity. This will include counts of record modifications by time frame and type of operator. At this point we plan to retain the date of the last record modification within the descriptive data. All activity data will be retained indefinitely.

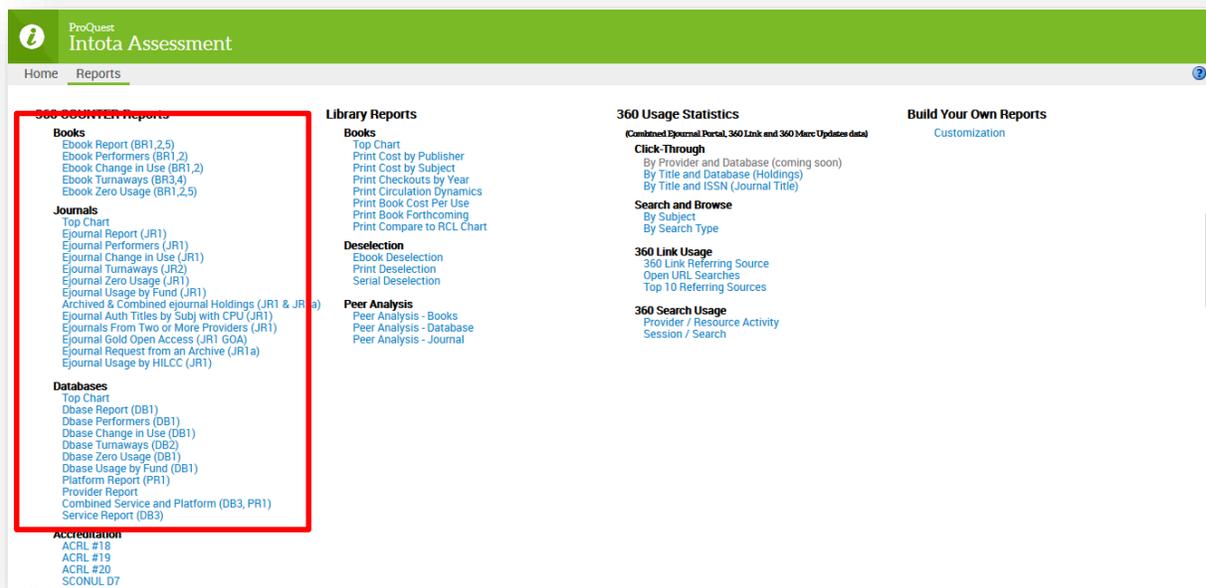
- m. Describe how your product retrieves, stores and reports electronic resource usage, including supported COUNTER and non-COUNTER formats. Detail the ability for users to import usage data.

PROQUEST RESPONSE:

This information is part of Intota Assessment. Please see 10.a. and 10.d. for detailed descriptions of Intota Assessment. Included in that service, which is in full production today, are the capabilities to retrieve, store and report on e-resource usage. Both SUSHI and Project COUNTER data can be programmatically harvested, freeing hours of library staff time. The Library can specify how frequently data is harvested. For standardly formatted usage data, the library does not have to import data – the solution does it programmatically.

Intota Assessment is both COUNTER 3 and COUNTER 4 compliant. Non-COUNTER formatted data can be profiled by the Library for uploading, using a template that ProQuest provides. The Library can then import that data.

Intota Assessment provides a wide variety of pre-created e-resource usage reports. Those reports can be run by any staff member without any special expertise. This allows selectors, for example, to see usage at the time they are making a renewal decision. The list of current pre-configured reports is shown below:



The data is ingested into Intota Assessment where it can be viewed, manipulated and output. All of the work for this type of usage statistics has already been done by ProQuest.

- n. Describe the systems’ ability and capacity for storing historical usage data and report specifications that might be used for repeated reports.

PROQUEST RESPONSE:

The reporting tool included in ProQuest’s proposal is Intota Assessment. In addition to the standard reports, the Library may create custom reports using the report writer which is included. Standard reports may also be easily modified, and those modification may be stored. The solution stores historical usage data for both print and electronic collections for an indefinite period of time.

- o. Describe any additional analytic capabilities for evaluating collections use. Examples of such capabilities could include:
 - i. Web traffic reports
 - ii. Material counts
 - iii. Material costs
 - iv. Financial summaries
 - v. Pre-built reports for librarian selectors to track funds
 - vi. System-wide reports (*number of log-ins, number of, duration, and time of visits, system utilization*)

- vii. Reports on tool usage by students/faculty to support development of training for faculty

PROQUEST RESPONSE:

In addition to the Intota Assessment capabilities described above in this section, Intota supports a feature called "Data on Demand" which outputs records for local integration in web pages and catalogs.

The e-resource management solution supports a group of reports for collection management. That group of reports includes:

Report Name	Contents
Contacts	List of all contacts and details
Cost Action	Fiscal information and general details to support action on renewing or canceling a resource
Cost Report – Details	A report of all cost fields associated with all resources at various levels, subdivided by fiscal year, including information such as itemization, dates, notes, funds, reference IDs, and so forth
Cost Report – General	A report of costs associated with all resources at various levels, subdivided by fiscal year
Database Details Report	This report contains a list of all databases to which your library subscribes (that is, all those databases that have Status set for anything except "Not Tracked"). The report Includes all information shown on the Database Details page of each database
License Action	Purchase dates, renewal dates and general details to support action on renewing a license
License Data - General Details	All fields in the General information portion of licenses
License Data Uploader	A report with all license fields. You can then modify current licenses and add new licenses, and then send to back us so that we can upload it for you.
License Information Report	A report containing all fields in the License Data - General Details report and the License Terms - Material Usage report.
License Terms - Authorized Users	Authorized users terms and conditions for all licenses
License Terms – ILL	Interlibrary loan terms and conditions for all licenses
License Terms - Material Usage	Material usage terms and conditions for all licenses
Notes and Comments	Report of all Notes and associated Comments
Proxy Configuration	Proxy details for resources to support troubleshooting proxy issues
Resource Administrative Information	Summary view of all resource administrative information such as URLs, usernames, passwords, and so forth
Resource Renewal Checklists Report	A list of each resource for which you've created a renewal checklist, the checklist items, whether each checklist item has been completed ("checked") or not ("unchecked"), and any notes about each checklist item. (Added Dec. 1, 2012)
Resource Renewal Report	All renewal fields for each resource. (Added Dec. 1, 2012)

SFX Report	This report contains your Client Center holdings formatted for easy importing into the SFX knowledgebase, including fields for Identifier (ISSN or ISBN), SFX Status, and Date Threshold (start and end dates for journals, or publication date for books). You can select which databases are included in the report, and whether additional fields with Title, Status, and Title ID should be included for each holding.
Sharing and Inheritance	A report for Consortium Managers to show which objects have been shared with member libraries and which objects have been inherited by member libraries. More information about this report
Tracked eBooks	Same as "Tracked Resources" below but limited to ebook resources only.
Tracked Resources	Currently tracked resources and status. ("Tracked" resources are those that don't have status Not Tracked, and include those with status Under Review and From Consortium.)
Vendor Statistics	Summary view of all metadata (frequency, standards compliance, usernames, and so forth) associated with a Vendor Statistics Dataset

Further, ProQuest's **Click-Through Usage Statistics** gives you the ability to easily aggregate your usage count at the journal holding and journal title levels. Each time a user clicks on a link to an article, journal holding or database from within a Workflow Solutions hosted product or feature (360 Link, E-Journal Portal, Title Searching, Subject Browsing), the system records the click in our statistics database. This counting is transparent to end-user and to your library with no work required by you to implement.

Statistics can be sorted by database name, provider, and time period and range. These statistics can be exported to a CSV file, including click-throughs and search types. This means that you can use the data in your own data analysis applications. You can view Click-Through stats by Journal Holdings and Journal Titles, as well as Databases, Providers (databases) and Provider.

Aggregating counts at the database or provider levels lets you get the "big picture" view, while journal holding and title level counts provide you a more granular analysis. Statistics can be sorted by database name, provider, and time period and range. These statistics can be exported to a CSV file, including click-throughs and search types. This means that you can use the data in your own data analysis applications.

- **OpenURL Click-Through**

Statistics for OpenURL are located in the Search Type Report, in the Other Searches search group, along with "ISSN Equals" search statistics.

		Searches				
		Year	2008	2009	2010	Grand total:
SearchGroups	SearchType					
Total Browse Searches	Browse by Alphabet		132	150	12	294
	Browse by Subject		156	50	2	208
	Total Browse Searches total:		288	200	14	502
Total Titles Searches	Title Begins With		451	402	14	867
	Title Contains		34	36	3	73
	Title Equals		8	5	3	16
	Total Titles Searches total:		493	443	20	956
Other Searches	ISSN Equals		3	4	-	7
	MARC		-	1	-	1
	OpenURL		566	431	66	1,063
	Other Searches total:		569	436	66	1,071
Grand total:			1,350	1,079	100	2,529

Discovery Service Reporting

In addition to all of the reporting available in Intota Assessment and Click-Through Statistics, the Summon discovery service provides reporting on search activity.

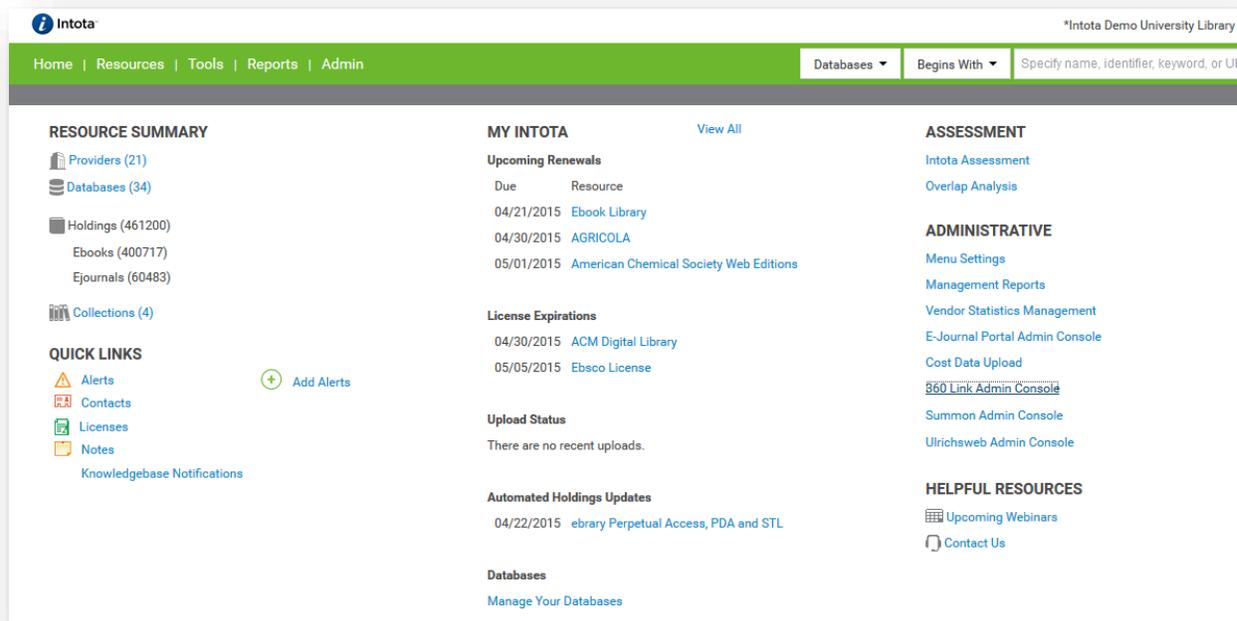
The Summon discovery service uses **Summon Analytics** that logs and reports dozens of key metrics with a high degree of granularity and configurability, allowing member libraries to instantly assess how the Summon service is being used at their library. Not only does Summon Analytics track traditional metrics such as number of sessions and number of searches, but it provides in-depth behavioural analysis and user profiling reports to show libraries exactly how users interact with the Summon service. Search queries are also recorded allowing libraries to see the top search trends as well as track queries that may return few results.

Summon Analytics tracks usage by IP address and can provide granular information on usage by individual library, branch, or department. Sophisticated geo-location mapping gives libraries a visual representation of global usage and more granular tabular reports track usage information by country, region and city. Summon Analytics tracks what browsers and software platforms are used to access the system—including mobile browsers—so that libraries can optimize their web environments to meet their users' needs.

Summon Analytics can even report where traffic is coming from so that libraries can understand the impacts of embedding Summon search boxes in Subject Guides, BlackBoard pages or other library web pages.

Summon also provides easy integration with Google Scholar for libraries that prefer that or wish to supplement Summon Analytics with additional usage and user behaviour metrics data. Summon fully-supports Google Analytics and libraries can integrate usage from Summon into their over-arching Web analytics processes.

Reporting functionality is able to give information on two key areas. One is the technical side of the user's visit, the other are content reports - i.e., what they are doing once they are in Summon.



11. Application Functionality – System Administration

- a. Provide an overview of the library system administrator’s capabilities for configuring and customizing the system that the library can perform without vendor assistance.

PROQUEST RESPONSE:

As outlined earlier in this response, the ProQuest approach to Intota and Summon is to support both 1) configuration options and 2) customization. Please see 2.d. All configuring can be performed by authorized library staff without ProQuest’s assistance.

Most configuring is done via menus. As an example, the menus for configuring Intota v1.0 include the following sections:

- Contact Menus
- License Menus
- Note Menus
- Payment Menus
- Resource Renewal Menus
- Resource Menus

- b. Describe system support for defining and creating user accounts, including how accounts are assigned permission to perform various actions in the system. Also discuss the process for maintaining and deleting user accounts, including automated reminders to users and administrators.

PROQUEST RESPONSE:

Intota will employ a role-based authentication module which allows you to locally define roles and associate staff with those roles. Individuals are then linked to the role. This role-based structure provides for a single person to have a set of permission or for multiple individuals to share a set of permissions. These policy levels will also be location based, so that staff from one institution do not have permissions to change policies at another institution.

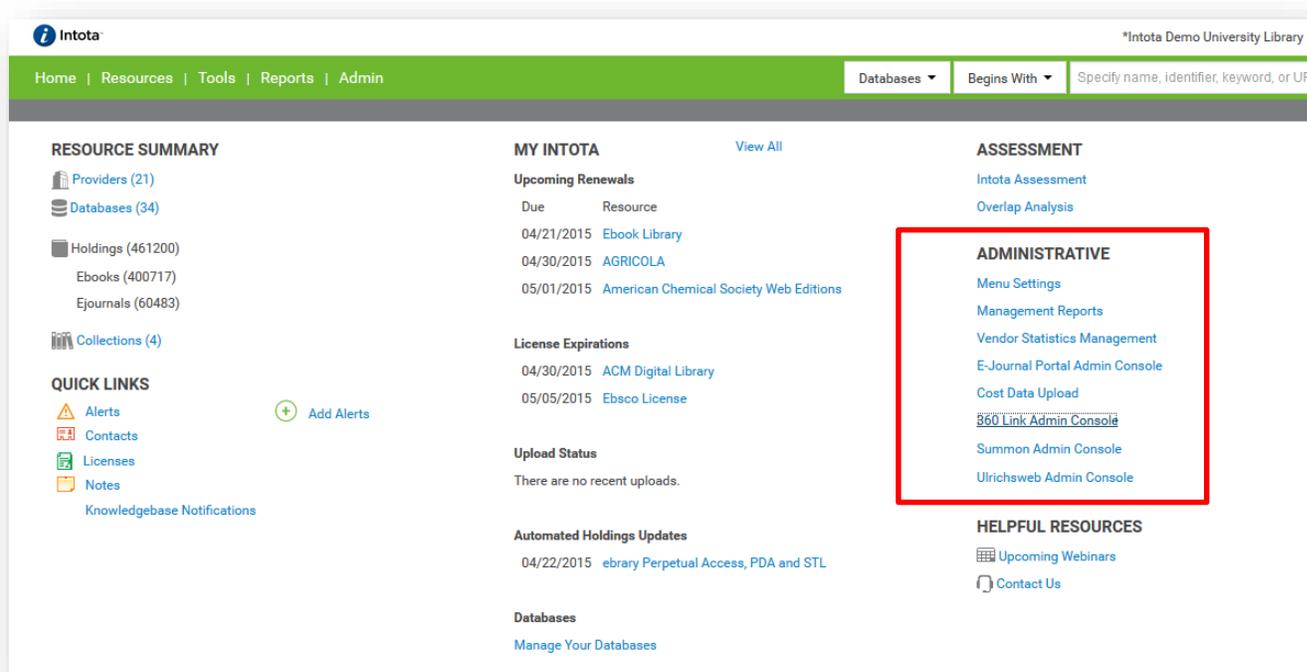
User accounts for staff will be maintained by the authorized system administrator, who will also be able to delete accounts.

c. Describe the interface(s) available for system administration.

PROQUEST RESPONSE:

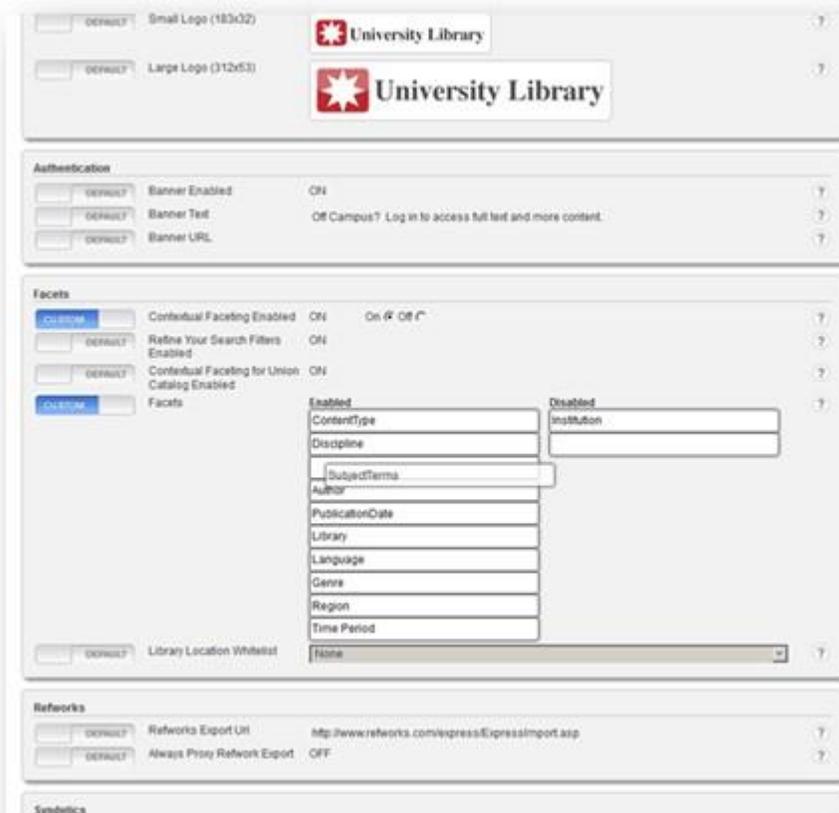
To respond to this requirement, ProQuest describes three of the multiple system administration interfaces below, including Summon, 360 Link and Intota e-resources. These are examples of the easy manner in which the solutions can be configured by library staff without technical staff needing to be involved.

All of the administration options may be accessed from the Intota homepage:



Summon

For the Summon Discovery service, system administration such as customization is managed via an easy-to-use administrative interface, the Client Center. The Client Center allows library administrators to easily customize the Summon service with no technical training. Customization outside of the API relies on drop-downs and is menu-driven.



Summon Admin Console – allows libraries to customize the user experience by activating features, re-ordering facets, integrating others services and more all with simple drag-and-drop or point-click usability. No technical or programming skills required.

The Summon interface accommodates custom HTML headers and footers this allows libraries to integrate custom messages, custom links, third party widgets and navigational structure to the Summon UI.

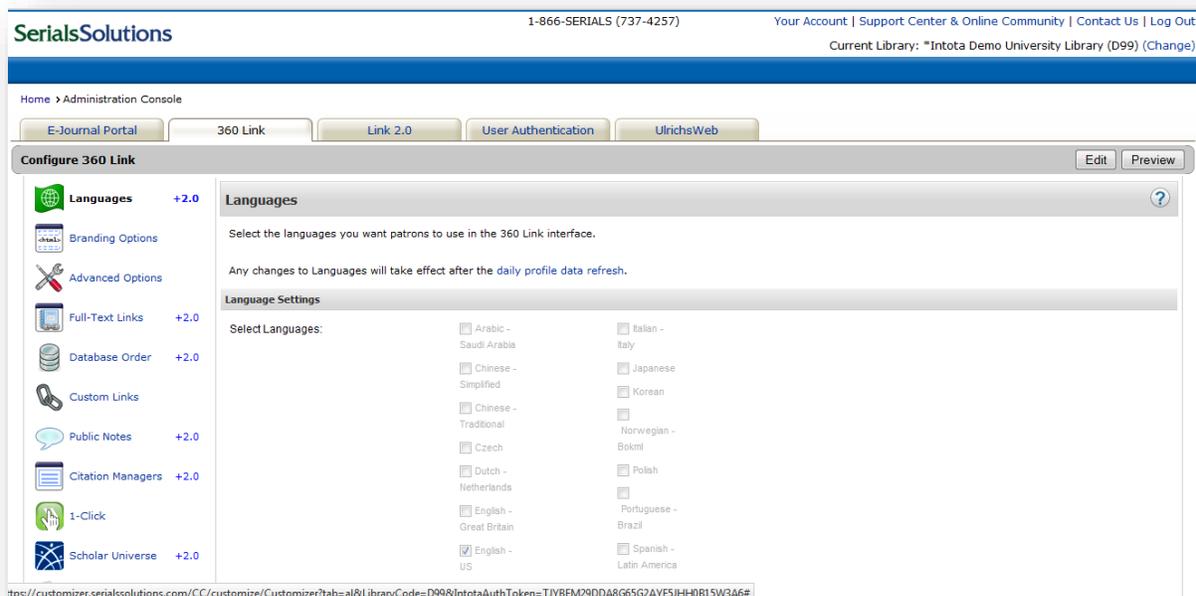
The Summon interface has a custom link field within the admin console allowing libraries to easily insert a custom link, script or code to the interface.

360 Link

For 360 Link, the administrative console is equally graphical, presenting the many configuration choices. Segments include:

- Languages – the languages that the 360 Link interface should provide for users
- Branding options – options for the library logo, colors, etc. within the style sheets
- Advanced options – ability to customize page header, etc.
- Full text links – including options to de-duplicate links
- Database order – supports the library’s ability to determine the order in which databases appear on the landing page
- Custom links – ability to create special links that are unique to the library
- Public notes -- many options for configuring messages

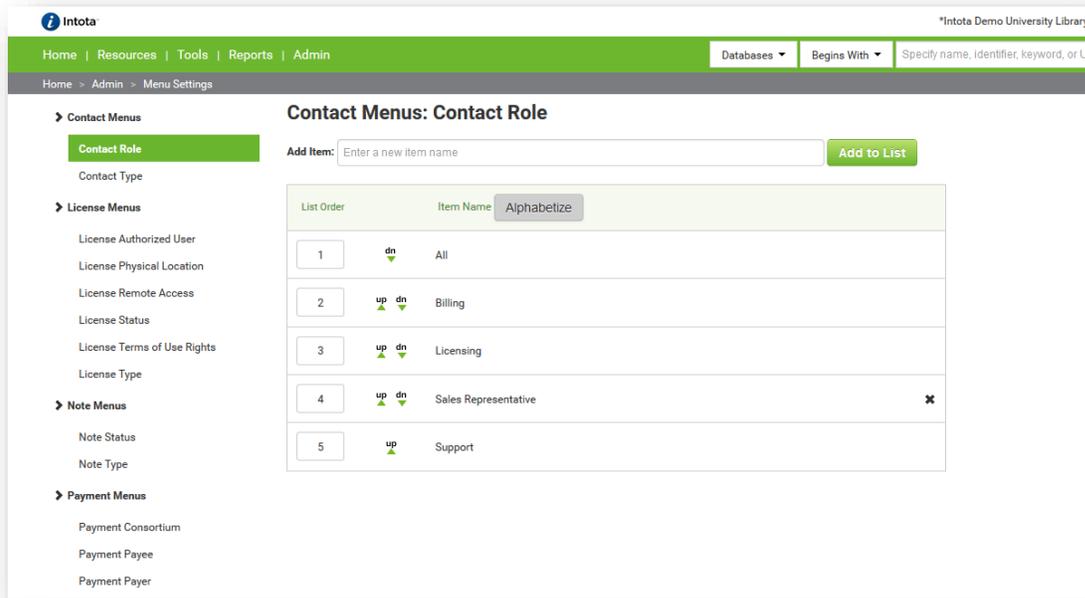
- Citation Managers – ability to specify citation managers and styles available to end users
- One Click – options to bypass the link landing page
- Scholar Universe – automated lookup of the article author in Scholar Universe
- Custom Text -- override the default text for any label or message
- Cross Ref -- customize the manner in which Cross Ref links and DOI's appear
- Sidebar branding options
- Mobile settings



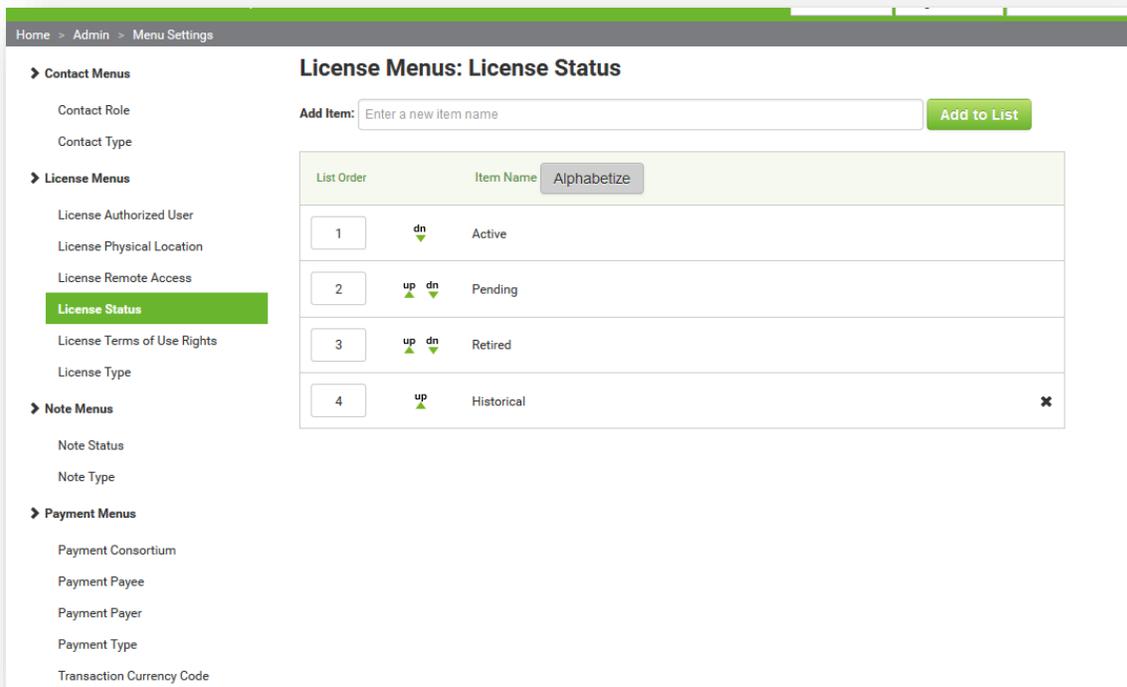
Intota e-resource management

The system administration interfaces for the e-resource management functions of Intota are administered in an equally user-friendly manner. The Library may choose options and set the order of display of each. Sections for menu setting include:

- Contacts
- License
- Notes
- Payment
- Resource Renewal
- Resource



Each segment has many options for how it is used and displayed. For example, this is the interface for setting the options for the status of licenses. Note that the Library may add statuses



- d. Describe staffing requirements and technical skills required to support the proposed system.

PROQUEST RESPONSE:

All ProQuest Workflow Solutions services are provided using a multi-tenant, SaaS model as noted above. By exploiting the latest advances in software development and high-performance technology, and absorbing the responsibility for technical operations, ProQuest enables libraries to focus their technology efforts strategically rather than tactically.

No program languages are required of library staff working with our applications. All configuration tools are web-based and easy to use and understand.

Because Intota is a completely hosted offering, there is no staff time required from the University to implement and maintain the platform itself. The UMW is not responsible for any operating system software or maintenance. That function is our responsibility as the organizations supporting the platforms.

Therefore, staffing requirements for Mary Washington we feel that the UMW Libraries will need one full-time person who is dedicated to understanding and explaining the various possibilities of Intota for staff across the Libraries. During the initial implementation, additional staff will need to be heavily involved, determining policies and adjusting workflows. These are probably department coordinators who will be the point persons, closely coordinating with the ProQuest project manager.

- e. Describe how your system's API could be used to extend system administration functionality.

PROQUEST RESPONSE:

Please see A.1.j. ProQuest offers APIs for our solutions. There is no additional cost for the APIs, which are thoroughly documented. The APIs are both read-only and read-write, depending on the context.

Our Summon service has a complete API, which is published. See <http://api.summon.serialssolutions.com>.

12. Database

- a. Describe general database structure including record types and structures, and relationships between records, including E-R diagram(s).

PROQUEST RESPONSE:

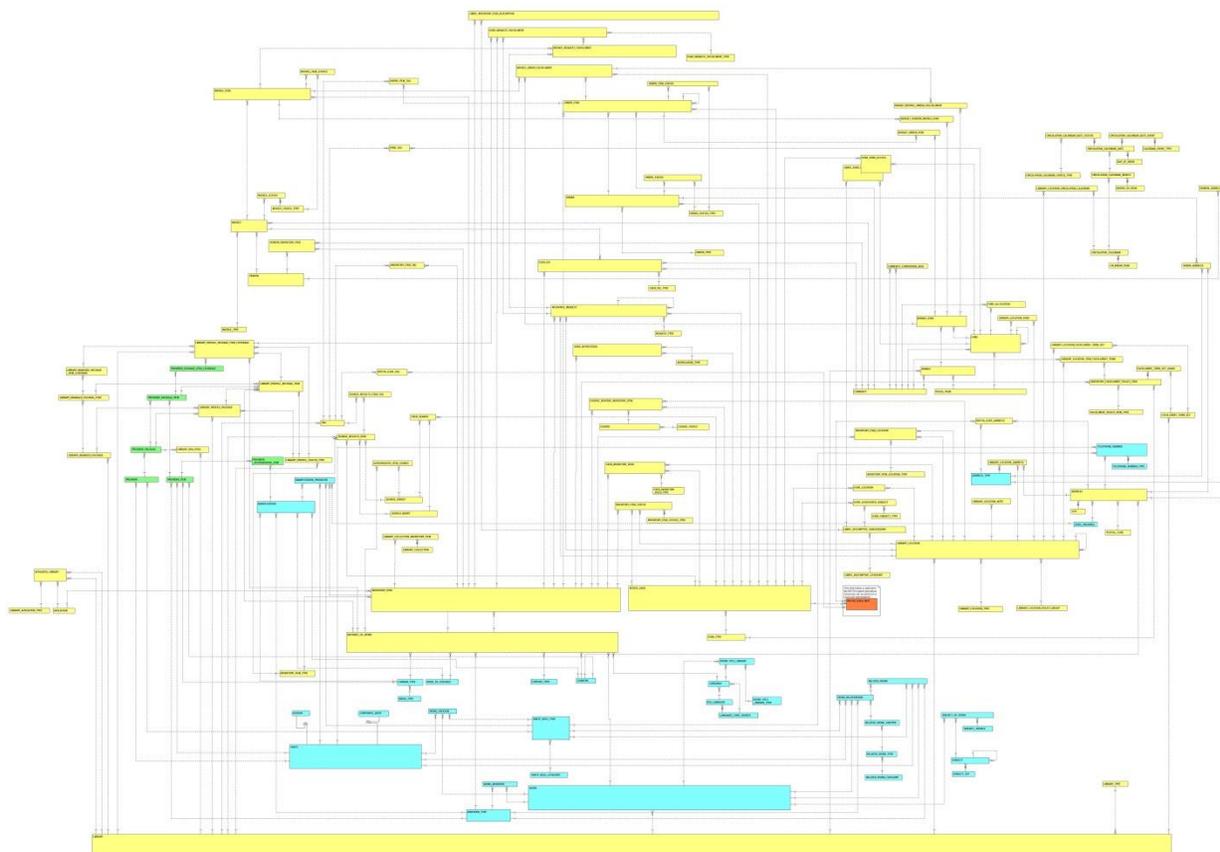
Intota is being developed using fully relational database architecture. This provides flexibility for adding and linking record types as the Libraries' needs evolve. ProQuest is quite experienced with this technology and has utilized it in many of our solutions.

Because Intota is built around a linked data metadata engine, not all of the data is contained in "records" per se. Some data is represented in the linked data structures, rather than in records. Major data types include:

- Work – and the associated linkages for creator, subject and related works.
- Item
- Provider
- Package and associated coverage information
- Order
- Invoice
- Library – and affiliations
- Requests

- Course Reserve
- Fines and Fees
- User

Although too small to actually read, here is the overall E-R diagram:



As you can see, this is a very complex database structure, which it needs to be to serve the complex needs of libraries. We look forward to discussing this with the Libraries in detail. There is also a complete data dictionary which can be supplied upon request.

- Explain specifically the possible relationship(s) between item records and order records and how this affects the system’s ability to query information in these types of records.

PROQUEST RESPONSE:

Because of the relational database nature of Intota, record linkages are flexible. This provides for better workflows. For example, an order record can be linked to an item record, but does not have to be. In today’s environment, an order might represent a package of ebooks (which do not require item records). Activities on record types are recorded in the record, so that cost is associated with an order record or a subscription record. Item usage is recorded in the item record.

For monographic materials, order records will be able to be imported into Intota, creating a bibliographic record at the time of import or overlaying a brief record. Holdings and item data will be programmatically created using library specified parameters.

Item and order records may be unlinked from one bibliographic record and linked to another.

c. Describe any abilities for the library to connect to the underlying database.

PROQUEST RESPONSE:

We know that certain users will want to have such ability to connect to the underlying database beyond reporting. Once Intota v2.0 is commercially released, we expect to offer a certification program for such individuals. Once certified, we will provide access to the underlying database structures.

d. Describe documentation available for the database.

PROQUEST RESPONSE:

There is a complete data dictionary for the database. That data dictionary is in draft at this time, since development is not complete. But it is updated as development proceeds and will be made available to customers at the time of release of Intota v2.0.

e. Describe index structure and indexing capabilities.

PROQUEST RESPONSE:

The indexing structure varies across Intota. All indexing is based on SOLR and Lucene.

The Summon discovery service, which is part of Intota, uses a unified index structure to index both print and electronic materials into a single searchable index. All metadata regardless of type goes through an exhaustive merge and match process that de-duplicates and enhances metadata content prior to ingestion in the service; all metadata goes through a normalization and correction step to create Summon records that are enhanced with journal authority and peer review designations from Ulrich's to optimize the content for discovery. This is all handled by our metadata team which is staffed by librarians.

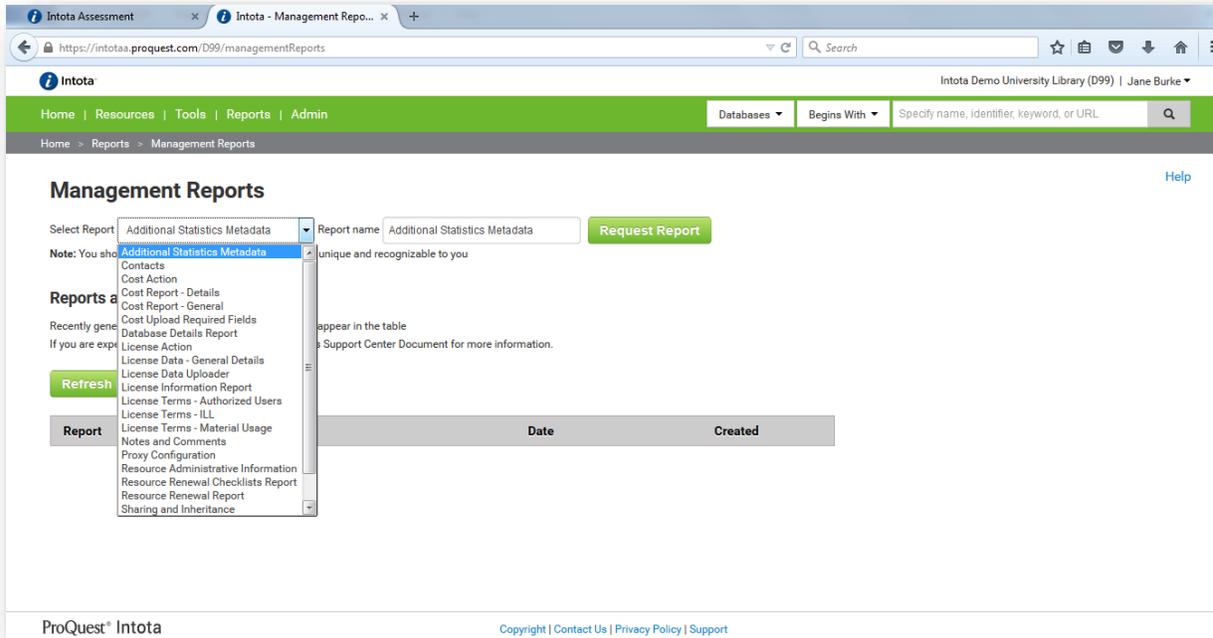
Summon provides for up to 90 different content types, which may be customized by the Library. Each content type is represented by a unique graphic in the Summon index, as well as by text in the record.

For management functions, more precise indexes are required. Staff members need to do precise searching to manage records. Therefore, Intota will create specific indexes by descriptive data type, such as author, title, subject, etc. Our use of SOLR assures the UMW libraries that indexes can be added to Intota as required.

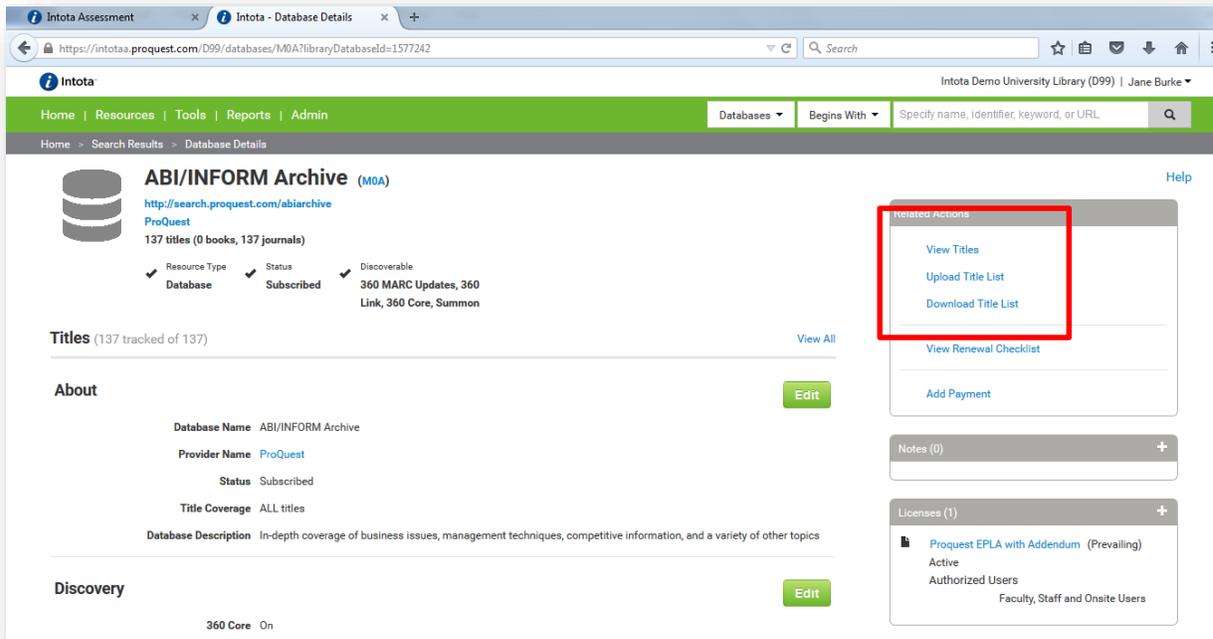
f. Describe any capabilities to extract and manipulate data for external sources (*e.g., OCLC, document supply vendors, electronic database vendors*), desktop applications (*e.g., Microsoft Access, Excel*), and/or reloading into the system.

PROQUEST RESPONSE:

Intota supports and will support multiple capabilities in this area. Currently there is a series of management reports that extract data for external purposes. Called "Data on Demand" and "Management Reports", these reports are described above in 10.o. Here is a screen print of the user interface for these reports:



In addition to these management reports, there is a title list capability which is specifically designed to allow e-resource titles in packages to be exported from Intota, maintained externally and then reimported in Intota. See the screen print for ABI/Inform:



Also described above in 10.j is the ability to extract data from all of the Intota Assessment reports in a variety of formats. These output capabilities are also designed to allow the data to be utilized by external tools such as Excel.

ProQuest is committed to allowing users to easily export and manipulate their data for various purposes. The capabilities described above exist today and will be extended in Intota v2.0. For descriptive metadata, there will be a robust batch load table capability. Please see A.1.6.o.

- g. Describe the system's approach to locking records, explaining which type(s) of actions place locks on fields and/or records.

PROQUEST RESPONSE:

There will be warnings in place to assure that there are not conflicting updates. The concept of "locking" records will not be used in Intota. Because the level of bibliographic editing is less than with prior practice, and because of the web-based nature of the application, we do not feel that such a technique is necessary.

B. Optional Components

1. Discovery Service Content and Metadata

- a. Describe your overall approach to integrating the library's catalog with additional metadata (*often called "discovery tool"*), including the tool's relationship to the library catalog.

PROQUEST RESPONSE:

To include your catalog in the Summon index for your patrons' access, you will first export your full catalog (in MARC21, UTF-8 format), then create a daily task ("cron job") that sends your records to our servers via FTP. We provide a Catalog Workbook that includes details about our FTP server, file naming conventions, and so on. Library emails the completed Catalog Workbook to your Implementation Manager when you upload your records.

You can then identify any local repositories that you wish to include, and email the name, URL, and harvest protocol (OAI or web crawl) to your Implementation Manager. We will process one local repository during implementation; others can later be added.

After we receive your catalog records and the Catalog Workbook, we index them in Summon using our default mapping. When your Summon URL is sent to you, you can review your records in the live instance. If the default mapping meets your requirements, your implementation will be nearly complete. To refine your mapping, you can return the Summon Custom Mapping document, and we will make your specified changes.

- b. Describe your relationships with providers of journal article publishers, open access repositories, and other discovery metadata providers.

PROQUEST RESPONSE:

The Summon service currently has more than 2.4 billion items in the pre-harvested, unified index, representing over 90 content types. This number grows weekly as new content partners sign on and as new content is ingested. Our dedicated content acquisitions team continues to aggressively pursue new content provider relationships to enhance coverage of library collections, including unique sources like Institutional Repositories, and valuable Open Access content.

The Summon index currently represents content from over 10,000 publishers with more than 147,000 journals that are mostly full-text indexed at the article level and full text searchable. Summon performs

more full text indexing of content than any other vendor and continues to add more and more full text indexing all the time.

ProQuest indexes both metadata and full text into the Summon service. All metadata goes through an exhaustive merge and match process that de-duplicates and enhances metadata content prior to ingestion in the service. All metadata goes through a normalisation and correction step to create Summon records that are enhanced with journal authority and peer review designations from Ulrich's to optimize the content for discovery. This is all handled by our metadata team which is staffed by librarians.

For niche resources and databases where content may not yet be in Summon, that does not meet these resources are not represented in Summon results. Summon has a database recommendation engine feature that can point users to these specialized resources based on the users context sensitive search query.

ProQuest has a team of people who proactively seek new content for the Summon service. In every case, there is a formal agreement with the data provider. We actively solicit suggestions from customers for future partnerships.

We maintain an ongoing process for ingesting metadata and full-text from thousands of publishers and providers, ensuring that the Summon discovery index is the most comprehensive available. As we receive content from our various provider partners our team of metadata librarians de-duplicate, enhance and update it for inclusion in the Summon unified index. New content providers join the service weekly and new content is added to the index daily.

ProQuest works closely with our Summon subscribers to prioritize acquiring of new content, whether from paid or openly available sources. While our Content team is dedicated to adding any "missing" publishers to the Summon index, we welcome recommendations from Summon service subscribers as to key content sets of importance to researchers. The University of Mary Washington likewise has the opportunity to make suggestions on new content we should add to the Summon index.

Given the variability of content provider metadata, data consistency, and delivery systems the average length of time required for content ingestion varies by provider and by content set.

It is worth noting that the Summon service is content neutral by design, and maintains good relationships with publishers and aggregators. The Summon service indexes more content from more publishers across more vendor platforms within a single, unified index than any discovery service. Summon indexes content at the title level without vendor bias and considers all titles important. Major participating publishers and aggregators include Elsevier, SAGE, Wiley, Cambridge, Oxford, Nature, ProQuest, Gale, MLA, Web-of-Science and many others.

As a final consideration, some providers need encouragement and input from their paying customers to understand the value of being in the Summon repository. We often ask customers to remind publishers of the value of having their content in the discovery service.

- c. Provide a list of the content included in the discovery service, including the level of indexing for each type of content or collection.

PROQUEST RESPONSE:

Major participating publishers and aggregators include Elsevier, SAGE, Wiley, Cambridge, Oxford, Nature, ProQuest, Gale, MLA, Web-of-Science and many others. Here is a representative list of participating publishers: <http://media2.proquest.com/documents/Report-Summon-Publishers.pdf>.

Please note that due to the rapid pace of adding new agreements and indexing content these types of lists can get out-of-date rather quickly. Summon has many, many resources. Rather than supply a complete list, which is very large, ProQuest would be glad to provide the UMW Libraries with a comprehensive item-level coverage analysis that would provide a more detailed view of title coverage.

- d. Describe the various ways an institution can import metadata into the discovery service, including the process for manual and automated updates and deletions.

PROQUEST RESPONSE:

ProQuest has a high level of expertise in data import and export programs. The Library can be assured that the import/export programs provided for its use will be robust and will allow it to import and export data easily. Such existing capabilities as the Knowledgebase ingest programs (which are very sophisticated), Data on Demand (which outputs e-resources information) and the Summon API assure the University of Mary Washington that additional capabilities such as the Intota API will perform equally well.

Intota will provide for a batch loading utility that provides for library-specified rules for such operations as overlay and field protection. The results of activities will be reported.

The Summon data loading programs already support manipulation of records during data loads. The Summon index is highly flexible in accommodating a wide variety of metadata formats because publishers and libraries supply their data in many formats. Our metadata librarians use a suite of in-house, proprietary tools that were designed to support efforts to ingest, map, and maintain data in our discovery service and knowledgebase. This includes supporting various metadata schemas and serializations, including MARC, Dublin Core, MODs, EADS, METS and other formats that may be used globally. In addition to our in-house tools, we also make use of third-party programs such as MarcEdit, Oxygen XML Editor, and a Git client in our day-to-day operations when processing and ingesting data into Summon.

Once we receive your data it is normalized to a schema based on the MODS schema to allow for unified merging and indexing of all data elements. This allows Summon to apply consistent faceting, field searching, relevance ranking and metadata display for all indexed content. One of the advantages of our approach is that it allows us to retain all record metadata. We also merge records in order to reduce duplication and enhance the discoverability of content from all providers. Libraries have the ability to choose mapping preferences for their records.

The editing and updating of the Knowledgebase is done using multiple processes. Special ingest programs have been created for each supplier of data. Often there are special automated rules for a supplier to properly update the data. Every package in the Knowledgebase is checked against the publisher's site at least once a month, if not more often.

Our team of editors both run the automated update programs and manually adjust incoming data. This assures the accuracy and currency of the Knowledgebase.

- e. Describe the level of control the institution has about what content is included or excluded, what fields are searched, and what fields are displayed.

PROQUEST RESPONSE:

The library has complete control over the selection of content to be included in their Summon instance. The library's holdings profile is configured in the administrative interface of Intota. To create their unique holdings profile, customers select databases and packages from the Intota Knowledgebase. The

profile is then used by Summon to determine what results should display in the Summon. This “rights management” process ensures that the end user receives only results that the library has selected.

Our Summon API wiki provides a list of all available fields in Summon, including details on which fields are available for display, search and filters:

<http://api.summon.serialssolutions.com/help/api/search/fields>.

The following table from our MARC mapping spreadsheet illustrates the field mapping for local catalog records. The table includes a Display Location column indicating how the field is represented in Summon and a Facet column with the facet name.

Summon Field Name	Summon Display Name	Display Location	Facet
Abstract	Abstract	Brief and Preview	
Author	Author	Facet, Brief, and Preview	Author
Corporate Author	Corporate Author	Brief and Preview	
Document Title : Document Subtitle	Maps to Title field	Preview	
Edition	Maps to Edition field	Preview	
Genre	Genre	Facet, Preview	Genre
ISBN	ISBN	Brief and Preview	
ISSN	ISSN	Brief and Preview	
LCCallNum	Call Num	Brief and Preview	
PageCount	Pages	Brief and Preview for Content Type = Book only	
PublicationSeriesTitle	Series	Preview	
Publisher	Publisher	Preview	
URL	Hyperlinked to title	n/a	
Volume (of series)	Volume	Brief and Preview	
ContentType	<i>See Content Type Mapping worksheet</i>	Facet, Brief, and Preview	Content Type
Language	Language	Facet/Preview	Language
Library Location	Library Locations provided by institution	Facet	Library Location
PublicationDate	Date	Facet, Brief and Preview	Publication Date
Subject terms	Subject	Facet, Preview	Subject Terms
AuthorAffiliation	n/a	Index Only	
CODEN	n/a	Index Only	
Deleted Record Field	n/a	Index Only	
Dewey Decimal Number	n/a	Index Only unless enabled in Admin Console	
DocumentTitleAlternate	n/a	Index Only	
GeographicLocations	n/a	Facet	Region
InternationalArticleNumber (EAN)	n/a	Index Only	

LCCN	n/a	Index Only	
Meeting Name	n/a	Brief, Preview for Conference Proceeding content type; otherwise Index Only	
Notes	n/a	Index Only	
OCLC number	n/a	Index Only	
PublicationPlace	n/a	Index, Catalog Detail Page	
PublicationSeriesTitleAlternate	n/a	Index Only	
RelatedCompanies	n/a	Index Only	
RelatedPersons	n/a	Index Only	
RestrictionsOnAccess	n/a	Index Only	
Table of contents	n/a	Index Only	
TemporalSubjectTerms	n/a	Facet	Time Period
Unique Record ID	n/a	n/a	

- f. Describe how library catalog metadata is mapped to the discovery tool's fields, especially facets and limiters. Include an explanation of the extent to which the institution can specify fields to be searched / included and to customize this mapping.

PROQUEST RESPONSE:

When working with a library's local records, our metadata librarians apply an initial set of default mappings to speed the initial indexing process. Your MARC fields are mapped to the Summon index schema based on MODS. Your library has complete control over this process, however, and can submit detailed, custom mapping criteria for our team to follow. We partner closely with our Summon customers during this process offering extensive development work and quality-assurance testing to ensure your records are mapped and display in accordance with your requirements. We can take any metadata that is in records customers upload to us and map that to any fields in the Summon records to meet customers' requirements. We can also manipulate the data (to an extent) as it is ingested, based on client instructions. For example, if the ID number in the record is "u12345" we can remove the "u" and make it "12345" in the Summon record if desired.

To assist library staff in mapping local systems to a common MODS schema, we provide our clients with three (3) MARC Mapping Spreadsheets:

- [Summon MARC Mapping Spreadsheet](#)
- [Summon UNIMARC Mapping Spreadsheet](#)
- [Summon CNMARC Mapping Spreadsheet](#)

Each contain three (3) tabs; Introduction, Content-Type Mapping, and MARC Mapping defaults. The Introduction tab in the Spreadsheet gives a detailed explanation of the different columns in the both the MARC Mapping and Content-Type Mapping tabs. The information in these tabs shows how Summon uses the data elements in your collection. You may decide to use these default mappings or to

change them. They illustrate common MARC standards, and where they are deemed most appropriate to appear in the Summon interface.

MARC Mapping Tab - Many of the MARC fields are indexed and searchable, but not displayed. This information is found in the Display/Facet Location column. You may add or delete MARC fields as appropriate for your catalog records. Customers provide instructions in the Changes/Corrections column. Because we use identifiers like ISBN and ISSN for Summon operations to match and merge records, we cannot map cancelled, invalid, subsequent, previous, or unrelated values to identifier fields. For the most part, Summon maps MARC fields/subfields without attention to indicators. Indicators can be used, however, if appropriate for your records. For instance, we can restrict URI mappings to use only 856\$u with indicators "40."

Content-Type Mapping Tab - [Content-Type](#) Mapping is a critical piece for discovery purposes. Content-Type Mapping is used by the Content-Type facet, which appears toward the top-left of the Summon results screen. A facet is way of viewing selected types of metadata -- such as Content Types, Locations, and Date ranges -- which can then be used to filter results.

The Content-Type facet shows the seven most populated Content Types by default and can be expanded by clicking on the "more options" link at the bottom of that facet:



The Content-Type Mapping tab includes our default MARC field mappings and provides the options to exclude a Content Type from mapping (Column C) and to enter an additional mapping (Column D).

The list in the Content-Type Mapping tab includes both default and optional Content Types. If Column B, Default MARC Field Mapping, is blank, there is no default mapping for this Content Type and it is not mapped for your records. Although the Content Types are listed in alphabetical order in the spreadsheet, for processing, Content Types are assigned in sequence, usually with more granular/specific Content Types processed first. For instance, we process eBook before Book. We currently map each holding to only one Content Type; as you complete the Content Type mapping,

please be mindful of holdings that have multiple Content Types and how these will be displayed in Summon -- for example, a holding that is both a book and a government publication. In cases like this one, please let us know which Content Type should take precedence.

In order for us to represent your collection information in the Summon service, we map the MARC fields to the Summon schema, which includes a set of defined Content Types. If you request to add a Content Type that does not exist in the schema, product management will review and consider the request. All MARC mapping spreadsheets can be downloaded from the Support Center.

- g. Describe the customizability and configurability of the discovery service, including the ability to have different instances of the discovery service with different customization, configuration, and content.

PROQUEST RESPONSE:

Please see 2.d. and 9.cc. The Summon Administration Console allows libraries to customize the user experience by activating features, re-ordering facets, integrating others services, and more.

- h. Describe the limitations on the ability of the discovery tool to de-duplicate results before displaying to patrons.

PROQUEST RESPONSE:

For local library information, Summon does not automatically de-duplicate records. That means that the Libraries can control the presence of duplicate bibliographic records in Summon through the input files. If the input files for local records have been de-duplicated, Summon will ingest the de-duped file. If the records have not been de-duplicated, Summon will display the duplicates. Please also see 5.n. for information about match/merge in Summon.

Metadata for licensed resources is programmatically de-duplicated, and the match-merge process for Summon is a valuable, unique process. ProQuest Workflow Solutions treats the metadata in the following way in order to normalize, enrich and merge duplicate records into a de-duplicated, rich index:

Vendor Metadata is received (often in different formats, for example XML, or PDF.) This is analyzed and unpacked by the Summon data team. This team looks at the encoding of the data, the overall record format, types of files and other information.

The data are then analyzed using the Vendor's expertise, and our in-house librarians' knowledge of library-specific data requirements in order to build an initial schema. Summon's underlying schema is based on the Metadata Object Description Schema (MODS) of the Library of Congress. Unique aspects of the data are preserved so it can be intelligently represented and queried by users in the index.

Once completed and ingested into the Summon Index, our team runs a Quality Assessment protocol to ensure the data has been correctly ingested.

For vendors which require regular updates feeds are set up to receive this data. These are then processed using the agreed and appropriate mappings of that metadata, in order to present them in Summon rapidly and in a timely manner.

The process then begins again with another vendor. Should the same content come from different vendors (as is often the case, especially with aggregators), ProQuest Workflow Solutions uses a variety of algorithms to determine if an item is identical to another – and if two or more items do indeed match, the records are merged together in a Summon composite record.

This merging process preserves all the different subject areas, keywords and all the other information that comes from both sources. This way, deduplication is built into Summon from the outset, while preserving as much data as possible. Some records in the Summon index are composed of 11 merged items based on the above process.

Staff may see which items have been merged to create a Summon record on the back-end where ProQuest will work with the library to showcase the records that were de-duped.

- i. Describe the way the discovery tool is able to use library catalog data, including bibliographic information, status information, patron data, and circulation data.

PROQUEST RESPONSE:

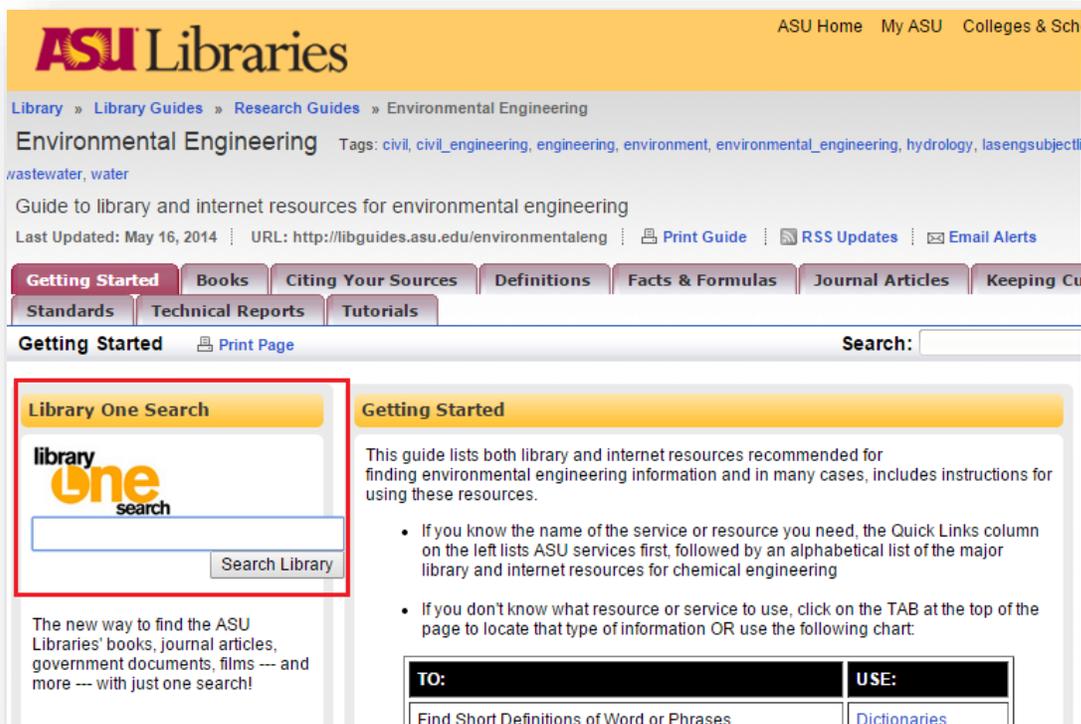
Summon and Intota together will meet this requirement, with Intota providing the real time display. Today, of course, Summon displays real-time availability status for local book and other items using a variety of methods appropriate to the library's OPAC, content management solution or availability service. Summon can display availability for multiple locations and copies and multiple formats. For non-book electronic content, Summon displays whether content is available online or citation only.

- j. Describe any integration of the discovery tool with course reserves, learning management systems (*e.g.*, *Canvas*), LibGuides, or other user-services-related systems.

PROQUEST RESPONSE:

Libraries can make course reserves accessible in Summon in a number of ways. In addition, Summon provides unparalleled integration with course management systems, subject guides, and research guides and so that users can be intuitively linked to native resources.

Libraries that maintain LibGuides or Course Management Systems can embed Summon customized search boxes on these pages, as seen in the example below:



Arizona State University Summon search box integrated within the Environmental Engineering LibGuide.

Below is an example of Summon embedded in the Blackboard LMS at Arizona State University. Search boxes could also be incorporated into individual course pages.

The screenshot displays the ASU Blackboard user interface. At the top, the ASU logo and navigation links are visible. The main content area is divided into several sections:

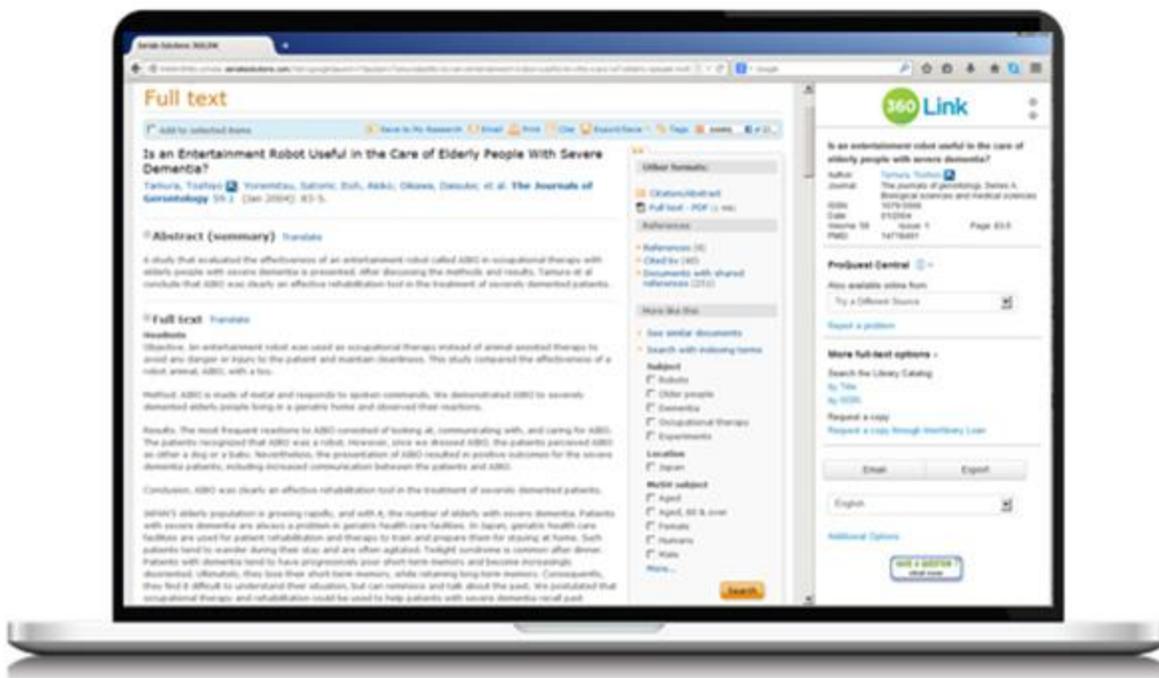
- Tools:** Includes links for ASU Blackboard Help, View Grades, ASU Libraries, ASU Media Manager, and Personal Information.
- My Courses:** Lists courses the user is teaching (LIB: Test Course, Playing Pool Test 3) and courses they are enrolled in (ASU Information Security Training - employees, Adobe/Breeze Presenter Resource Site, CPI 101: Introduction to Informatics (2009 Spring A), Information Security for ASU Web Developers).
- My Announcements:** States that no institution announcements have been posted in the last 7 days.
- My Calendar:** Indicates no calendar events are posted for the next 7 days.
- Bookmarks:** Shows no items available.
- ASU Libraries Search:** Features a search bar and a "Search Library" button. Below the search bar, it mentions that Library One Search retrieves many articles, books, and other resources from the ASU Libraries collection.

2. Linking Interface

- Describe any interfaces that support linking the user from record views to full manifestations of items (e.g., full-text articles, streaming audio)

PROQUEST RESPONSE:

We have provided information about our **360 Link** service, *already in place at the University of Mary Washington*, in Section 5.h. Your users have the best opportunity to gain access to content through the most complete, accurate, and up-to-date knowledgebase available. The 360 Link knowledgebase delivers the highest number of links and the most accurate links to ensure users are connected to your valuable resources. 360 Link interoperates with your discovery service and ILS, while integrating with Google Scholar, PubMed, subscription databases and other resources to ensure users get to desired content. 360 Link also includes seamless integration with citation management tools and provides custom linking options.



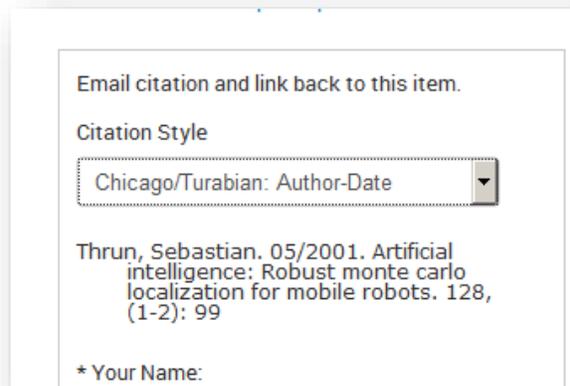
360 Link provides the best and easiest access to full-text content. *Whether searching in a discovery service or another resource, 360 Link will meet a user's research needs and instill confidence with its superior linking and simplicity.*

- b. Describe any support for additional types of links using bibliographic information, such as links to bibliographic citation management software, third party web sites. (e.g. EasyBib, Zotero).

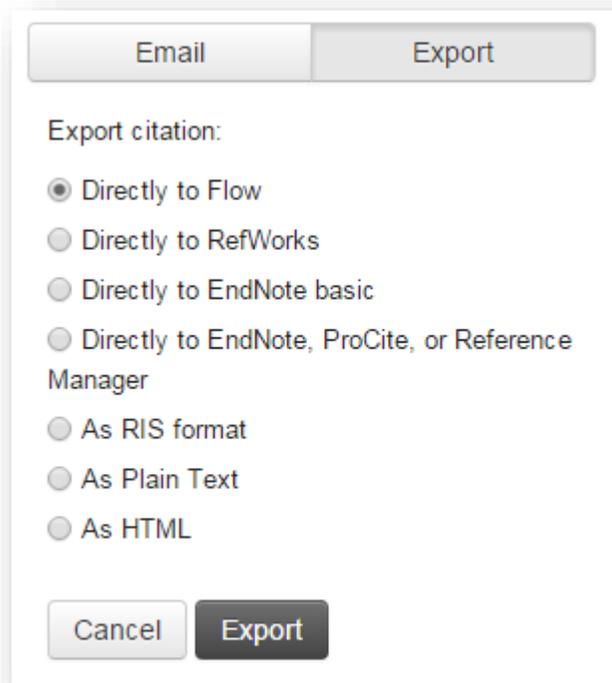
PROQUEST RESPONSE:

360 Link offers a variety of ways to email and export citation information and links back to the full text of the content. Copying and pasting the 360 Link URL provides a stable link back to the 360 Link menu. In addition many libraries have adding custom options for generating permalinks to the content.

360 Link offers robust Email and Exporting options. Within each of these features we also integrate our QuickBib service powered by RefWorks which enables users to select a citation style on-the-fly to generate properly formatted citations. Export options include email as plain text or html (or copy and paste) and exporting to bibliographic citation management tools.



Choosing a citation style when emailing



Export Options

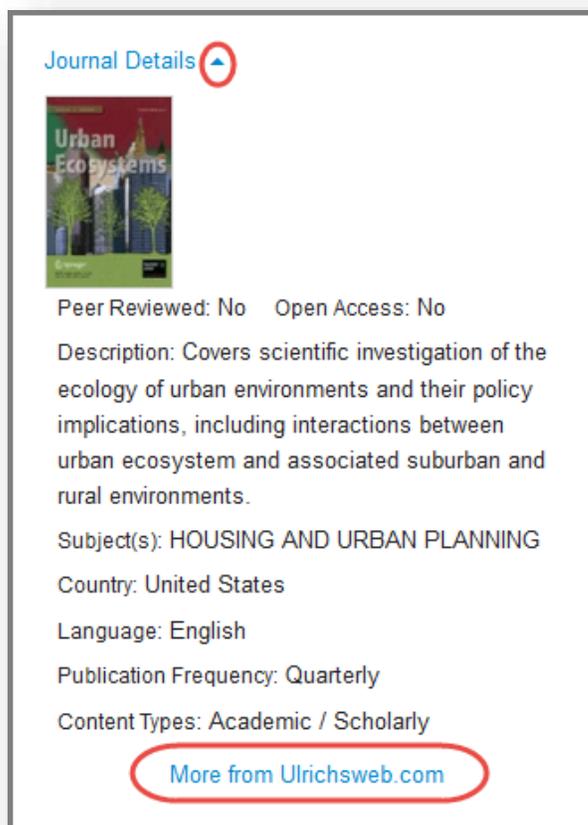
- c. Describe any abilities to use third party metadata about journals (e.g., Ulrich's) to assist the user in differentiating among journal titles, for example, clarifying title changes over time, or differentiating among similarly-named journal titles.

PROQUEST RESPONSE:

360 Link now includes integrated Journal Details from Ulrichsweb, including Peer Review and Open Access status, brief descriptions and additional information for hundreds of thousands of journals. If your library subscribes to Ulrichsweb, you can display Ulrich's journal information on 360 Link Sidebar and Non-Sidebar pages (see example screenshot below).

Customers simply check the **Display Ulrich's journal history information** box in the Administration Console. When Ulrich's information is available, users can view the data by clicking to expand the **Journal Details** section on the Sidebar and Non-Sidebar pages.

You also have the option to enable a link to more information on **ulrichsweb.com**. This link will provide additional details about the journal as well as additional options for searching for information on related or other journals.



- d. Describe the options and logic for connecting the user directly to full-text versus offering them a menu of options.

PROQUEST RESPONSE:

The end user can be connected directly to full text through several options that are available in the ProQuest solutions. One process is the Open URL link resolver. The other is a set of proprietary extensions to linking which ProQuest calls "index enhanced direct linking (IEDL)". Both are included in our proposal to the UMW.

- 360 Link, the ProQuest Open URL link resolver, is proposed in this response. As the first SaaS link resolver in the market, 360 Link is a very fully featured solution with many library-specified options. Within 360 Link the library can specify database priorities for linking, and provide the user with an option called "1 Click", which bypasses the linking landing page and takes the user directly to the full text.

- With the latter option, the provider specific rules for linking are stored in the Knowledgebase. ProQuest negotiates directly with the provider to obtain the rules necessary to link and incorporates those rules directly in the Knowledgebase. They are automatically activated for any electronic resource to which the library subscribes. IEDL is embedded in both Summon and 360 Link.

We should also note that the overwhelming majority of content within Summon is full-text indexed. In working with publishers, we always ask for the richest metadata possible and we also always ask for the full text of their data, such as articles and ebooks. More than 70% of the time, we do get the full text, which is completely indexed in Summon.

When full text is available in your library's collection, a patron sees the "online" icon on the Summon results page and will be linked to the full-text content via [Direct Linking](#) or the library's OpenURL link resolver.

360 Link offers three configurable menu options for displaying full text links to articles, journals, chapters, books and more. These settings include:

1. **Sidebar Helper Frame** – this provides 1-click access to articles and displays a minimized 360 Link menu along the right hand side of the screen while loading the full text within a frame on the left.
2. **1-Click without Sidebar** –this links users directly to the full text at the target database without displaying a 360 Link results menu when full text links are available.
3. **Full 360 Link Menu** – this setting always displays an intermediary link resolver for the user.

360 Link offers multiple options for customizing the results menu including: prioritizing the preferred order of links, choosing what and how much information displays by default and eliminating duplicate links from the same vendor. There are also multiple options for adding unlimited custom links and turning on and off additional features such as email, export, chat, report a problem, scholar profiles, Google Books, Ulrich's and Syndetics integrations and more.

The screenshot shows the ScienceDirect article page for "Robust Monte Carlo localization for mobile robots". A sidebar helper frame is overlaid on the right side of the page. The frame contains the following elements:

- University Library** logo and name.
- Article title: **Robust Monte Carlo localization for mobile robots**.
- Author: **Thrun, Sebastian**.
- Journal: **Artificial Intelligence**.
- ISSN: **0004-3702**.
- Date: **05/2001**.
- Volume: **128** Issue: **1-2** Page: **99-141**.
- DOI: **10.1016/S0004-3702(01)00069-8**.
- Journal Details** dropdown menu.
- ScienceDirect Journals** dropdown menu.
- Link not working?** dropdown menu with "Try a Different Source" option.
- Report a problem** link.
- Still need help?** section with links: "Search the Library Catalog", "by Title", "by ISSN", "Request through Interlibrary Loan", and "Ask a Librarian".
- Email** and **Export** buttons.
- Language dropdown menu set to **English**.
- Additional Options** section with a **HAVE A QUESTION? chat now** button.
- Open content in a new tab** link.

Example – Sidebar Helper frame

The screenshot shows the University Library full results page for the same article. The page layout includes:

- University Library** logo and name at the top left.
- Product Management Demo** text at the top right.
- eResources A - Z** and **360 Link** links.
- Summon** search engine indicator.
- You are looking for** search bar with a language dropdown set to **English**.
- Article title: **Robust Monte Carlo localization for mobile robots**.
- Author: **Thrun, Sebastian**.
- Journal: **Artificial Intelligence**.
- ISSN: **0004-3702**.
- Date: **05/2001**.
- Volume: **128** Issue: **1-2** Page: **99-141**.
- DOI: **10.1016/S0004-3702(01)00069-8**.
- Full Text Online** button with "from ScienceDirect Journals" text.
- Show more full-text options** dropdown.
- Still need help?** section with links: "Request this Item (usually takes 1-3 days)", "Search OhioLink to see if another library nearby has this item", and "Try Google Scholar".
- PDF** icon with text: "This PDF icon is really a link to Google".
- Get Help from a Subject Specialist** link.
- Edit Citation** link.
- Email** and **Export** buttons.
- Report a problem** link.
- Journal cover image for **Artificial Intelligence**.
- Journal Details** dropdown menu.
- HAVE A QUESTION? chat now** button.

Example – Full results page

The purpose of 360 Link is to direct users to full text wherever the library may have access to it. The vast majority of the millions of inbound queries to 360 Link result in links resolving directly to the article level results. For most items that have article level links, 360 Link also presents journal level links. In some cases 360 Link can only provide a journal level link for certain items – this could be a result of having limited metadata in the URL request to work with or some limitation of the linking target. 360 Link also links reliably to millions of ebook at both the book level and chapter level.

Because of the inherent unpredictability of OpenURL link technologies, 360 Link now integrates with Indexed Enhanced Direct Linking (IEDL) technology which was originally developed for the Summon Unified Discovery Service. IEDL leverages publisher provided metadata to provide more reliable and stable links to more than 500 million items, from nearly 400 providers and 4,000 database. 360 Link returns a combination of IEDL links when available and OpenURL links to ensure that users are always presented with the most reliable link available.

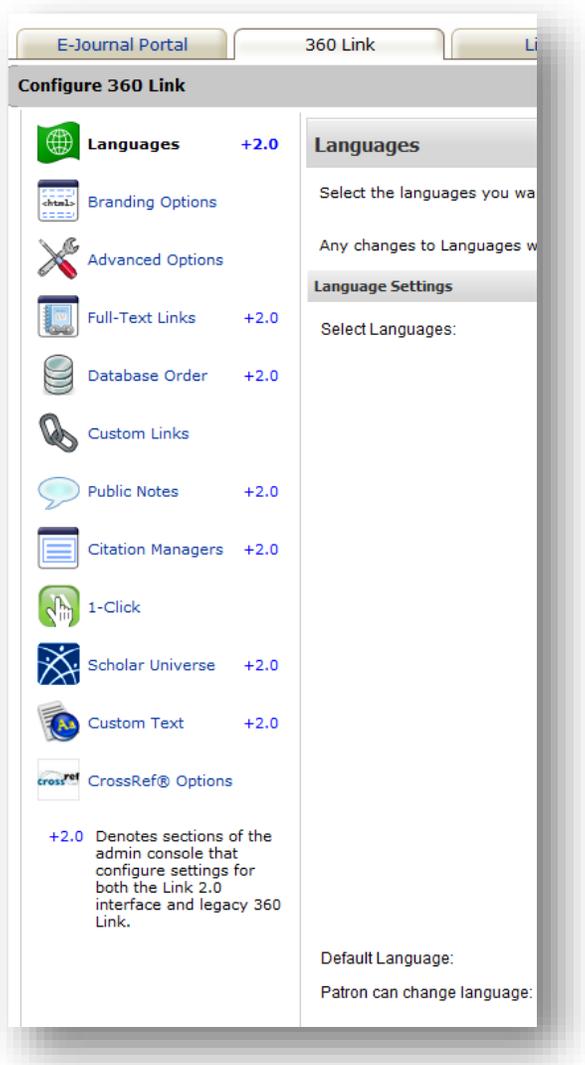
More information is available here:

<http://media2.proquest.com/documents/D4154-IEDL-Datasheet-360-Link.pdf>

- e. Describe all customization and configuration options for the ordering, display, and logic of linking users to the full manifestations of items. Describe the interface(s) or procedure(s) whereby the library would make or request changes.

PROQUEST RESPONSE:

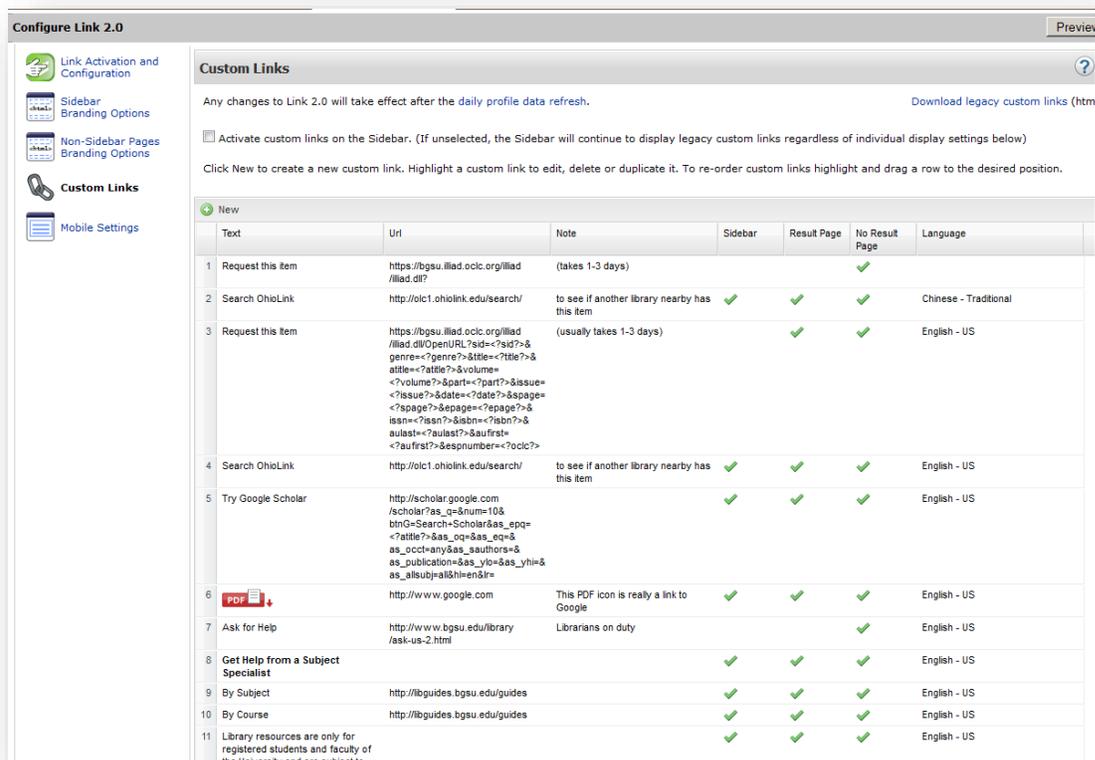
360 Link offers the most customization and administration options of any SaaS/Cloud-hosted link resolver and offers many more customization options than even locally hosted link resolvers provide.



Customers administer 360 Link via a robust administrative console that enables configuration options to turn on/off and customize almost all features on the 360 Link interface including customizing text users see on screen.

The 360 Link administration console accommodates custom header and footer code which allows libraries to add their own CSS and/or reference external stylesheets and JavaScript. Some 360 Link customers have written custom JavaScript code that overwrites the entire 360 Link default interface.

The 360 Link administrative console provides a new Custom Links wizard that allows libraries to add and conveniently manage unlimited numbers of custom links to the 360 Link interface.



Custom link configuration provides multiple levels of contextual granularity that dictate when and where these links show up and what these links look like – including text and graphics.

360 Link even offers unique configuration options for mobile branding and settings.

Additionally, 360 Link offers an XML API which allows libraries to create their own interfaces and/or integrate 360 Link into other custom applications and services.

- f. Describe any integration of technical support requests / feedback requests into the linking interface (for users to submit questions or problem citations).

PROQUEST RESPONSE:

360 Link provides multiple options for this. There is an out of the box/default report a problem form that can be activated in the admin console. Libraries can also choose not to active the default report a problem form and instead can add a customized link to a form of your own design.

- g. Describe options to integrate with third party link resolvers, especially Serials Solutions 360Link and EBSCO’s LinkSource.

PROQUEST RESPONSE:

360 Link, which is already in place at UMW, is included with our proposal. We can also support a third party OpenURL link resolver

3. End User (Public) Mobile Interface

- a. Describe your overall approach to providing mobile access to the system, including

your technology roadmap for support of hand-held computing devices.

PROQUEST RESPONSE:

Designed with mobile in mind, the interface of the Summon service is responsive to different devices, creating a seamless experience for the user whether the user searches through a tablet or mobile device—all without losing any functionality.

Navigating to the Summon instance from a web-enabled Smartphone will automatically roll the user to the Summon mobile interface and Summon automatically detects devices and adjusts the interface accordingly.

The mobile service is full-featured, meaning that all results are available in the mobile interface, items can be saved and emailed, cover images, availability, advanced search (with all the fields such as ISBN search available), “Did you Mean” functionality and refining/limiting facets are all available in the mobile interface.

We recommend the following blog post from Andrew Nagy, Sr. Discovery Product Manager:

A look ahead at 2014: How mobile is changing the way we work with the web

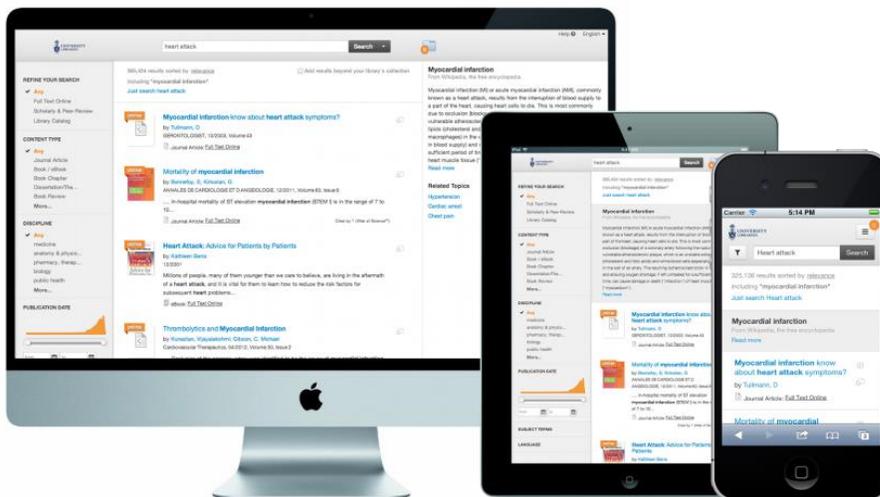
<http://www.serialssolutions.com/en/words/detail/a-look-ahead-at-2014-how-mobile-is-changing-the-way-we-work-with-the-web>

- b. Describe the full-featured user-experience with hand-held computing devices. List common hand-held device OS versions supported by the product (*smart phones and tablet operating systems such as iOS, Android, Blackberry, Windows Phone, etc.*). Indicate your level of commitment to continuing support for older hand-held devices and operating systems.

PROQUEST RESPONSE:

All of the user interfaces in the solution are web-based and scale using standard browser capabilities. Summon employs *responsive design technology*, which means that it scales to devices including most mobile screens. The interface of the Summon service is responsive to different devices, creating a seamless experience for the user, whether the user searches through a tablet or mobile device—all without losing any functionality.

We are always looking to innovate and improve our discovery services to help connect library patrons with the most relevant content in ways that meet or exceed their expectations. With the growing trend of mobile computing, we want to make sure the Summon service meets the users expectations and adds more value for today’s library. To accomplish this we’ve rolled out a highly comprehensive Responsive Design for Summon 2.0.



- c. Describe any different user interface requirements for tablets devices versus smart phone devices.

PROQUEST RESPONSE:

Please see 3.b. above. The interface of the Summon service is responsive to different devices, creating a seamless experience for the user.

- d. Describe what specific features of the product have undergone a user interface redesign for smart phone/tablet devices.

PROQUEST RESPONSE:

Please see 3.b. above. ProQuest has rolled out a highly comprehensive Responsive Design for Summon 2.0. The Summon service offers comprehensive Responsive Design.

We refer you to the blog post referenced earlier:

A look ahead at 2014: How mobile is changing the way we work with the web

<http://www.serialssolutions.com/en/words/detail/a-look-ahead-at-2014-how-mobile-is-changing-the-way-we-work-with-the-web>

Website for testing Responsive Design

<http://responsive.is/scad.summon.serialssolutions.com>

- e. Describe the customization options available to the institution related to the mobile interface or responsive design settings that facilitate mobile access.

PROQUEST RESPONSE:

Please see above. Customizations to the web interface carry over to the mobile interface through Responsive Design.

4. Digital Content Capabilities

- a. Provide an overview of how your solution houses, creates, stores, makes discoverable and or delivers locally created digital content.

PROQUEST RESPONSE:

The Summon service, proposed in this response, increases the value of your library by delivering an unprecedented research experience. More than a single-search box, the service makes your collection more discoverable and provides unique ways for users to connect with librarians. The result is a rich research experience that presents results without bias, increases resource usage, strengthens the library's role in the research process, and meets user expectations.

In addition, ProQuest is responding to this requirement for two kinds of digital resources for preservation:

1. *Locally Digitized Resources:*

The Intota modules currently in development will support metadata for these kinds of materials. Intota is built to work with existing repositories for these materials, and future releases of Intota will also manage the storage of these materials.

2. *Licensed Electronic Resources:*

Robust support for electronic resources is an area where ProQuest excels. Having pioneered solutions for e-resource management, we are now putting all of the expertise into Intota. Through the creation of unified workflows, Intota is being made as efficient for e-resources as for print resources.

With the introduction of Intota v1 in mid-2014, ProQuest made an entirely new e-resource management system available to libraries. It has been very well received. The solution is based on a number of standards, such as DLF-ERMI and KBART.

ProQuest support for ERM is based on the idea that the data for these resources needs to be authoritative and that much of the data can be centrally curated. This is the basis for our approach to e-resource management. It is all based around the Knowledgebase, which is ProQuest's authoritative database for management of electronic resources.

For the vast majority of electronic resources, at least licensed electronic resources, records do not have to be "created" or "imported". The key is the ProQuest Knowledgebase, which contains information about nearly all of the full text ejournals and ejournal packages and more than fifteen million ebooks. That Knowledgebase is updated by our editors, which means that we update holdings information for aggregator packages so that users are directed to the right aggregator package automatically.

This means that ProQuest has done most of the basic record creation. The library simply links to our record in the knowledgebase, instead of having to create records for packages, providers and titles. Of course, the library does have to add its holdings details and its license terms. But Intota has a large library of standard provider licenses, which the library can simply copy and use. Those details are then used by the ProQuest link resolver and by Intota and Summon.

Intota supports the management and communication of the Library's unique holdings for e-resources. It also supports:

- Details on access
- URL's
- Costs, including costs year-over-year
- Renewal details, including a renewal checklist and options for renewals
- Passwords
- Provider contacts

And much more...

- b. Describe supported formats, including multimedia formats; describe any limitations on digital content (*e.g., file size, total amount of material that can be archived*).

PROQUEST RESPONSE:

Summon can index content in multiple methods and data structures including OAI harvesting, MARC21, MARCXML, DC, EAD, XML, CSV, Dublin Core, web-accessible PDF, and more. For local objects, Summon can index the items and provide linking by creating a direct link to the native record.

The Summon unified index is based on an extensible Metadata Object Description Schema (MODS) and continuously updated to maintain the most current data. For local catalogs, the library's MARC data is mapped to the Summon schema prior to indexing. Content full text is indexed in most cases along with quality metadata and is received from a host of content providers via multiple delivery methods (e.g. FTP, OAI-PMH, and web crawling). We support a wide variety of content schemas as noted above (e.g. Dublin Core, MODS, ONIX, and more).

Over 93 formats are indexed in Summon. These include multimedia formats and many others. Examples of content types indexed in Summon include:

- Album
- Architectural Drawing
- Archival Material
- Archival Material/Manuscripts
- Art
- Article
- Artifact
- Atlas
- Audio Recording
- Audio Tape
- Blueprints
- Book / eBook
- Book Chapter
- Book Review
- Case
- Catalog
- Ceremonial Object
- Clothing
- Compact Disc
- Computer File
- Conference Proceeding
- Course Reading
- Data Set
- Database
- Dissertation/Thesis
- Drawing
- Electronic Resource
- Equipment
- Exam
- Film
- Film Script
- Finding Aid

- Furnishing
- Government Document
- Graphic Arts
- Houseware
- Image
- Implements
- Interactive Media
- Journal / eJournal
- Journal Article
- Learning Object
- Library Holding
- Magazine
- Magazine Article
- Manuscript
- Map
- Market Research
- Microfilm
- Microform
- Mixed
- Model
- Music Recording
- Music Score
- Musical Instrument
- Newsletter
- Newspaper
- Newspaper Article
- Painting
- Pamphlet
- Paper
- Patent
- Performance
- Personal Article
- Personal Narrative
- Photograph
- Play
- Poem
- Postcard
- Poster
- Presentation
- Publication
- Publication Article
- Realia
- Reference
- Report
- Research Guide
- Sheet Music
- Slide

- Sound Recording
- Special Collection
- Spoken Word Recording
- Standard
- Streaming Audio
- Streaming Video
- Student Thesis
- Technical Report
- Tool
- Trade Publication Article
- Transcript
- Video Recording
- Web Resource
- Working Paper

Because Summon utilizes Amazon Web Services for hosting, the service is capable of scaling quickly to accommodate increased storage demands. We are flexible regarding file size, number of records ingested, etc. that can be included in the Summon index.

- c. Describe how your solution will provide library users with an interface that searches disparate resource silos (*e.g., local returnable and/or digital collections, vendor-supplied electronic resources, manuscripts and archival material, etc.*); retrieves relevant items available to them regardless of format or physical location; and displays, organizes, and limits search results in an understandable manner.

PROQUEST RESPONSE:

Summon is the only discovery service based on a unified index of content. More than 90 content types, 10,000 publishers, 100,000 journals and periodicals, and 2.4 billion records are represented in the index.

As a unified index based web-scale discovery service, Summon, by definition, spans across content silos. All content is searchable at the same time, which produces extremely fast search response times with the highest degree of reliability. It doesn't rely on older technologies, like federated search, which results in slower response times, diminished visibility of federated results and partial results sets from federated sources. The Summon relevance ranking algorithm incorporates static ranking elements to boost local content. We include features like newspaper and image spotlighting to consolidate results of similar content types while maintaining their visibility. Catalog items such as books are given a positive boost to ensure they are not lost amidst a sea of electronic resources. Results are presented in a simple, highly readable manner to ensure clear communication of citation and availability information such as format and physical location. Summon makes use of modern web design principles to present users with a modern user interface optimized for navigation and research. Our UI emphasizes white space, "just-in-time" information display and streamlined layout to make it easy to navigate, evaluate, and access content.

- d. Describe your system's digital asset management tools. (*Including ingestion, metadata editing, collection organization, and rights management aspects*).

PROQUEST RESPONSE:

The University of Mary Washington will be able to easily subscribe to, ingest or harvest data from a range of resources including subscription based e-resources, institutional repositories and open educational resources. Summon today provides for a single search across all types of collections. Subscription based electronic resources are ingested by ProQuest from a wide variety of publishers and aggregators on an ongoing, timely basis. Locally owned campus materials are ingested into Summon from library supplied files. Institution repositories are harvested using OAI-PMH. Open access resources are often part of the ProQuest Knowledgebase or may be ingested into Summon directly.

We can use any metadata schema that your repository supports in OAI-PMH; we prefer to use OAI-DC (Dublin Core), which results in faster ingestion. We've created documentation for [Mapping OAI-DC Fields](#). Repositories using different schemas may take more time.

If the repository does not support OAI-PMH Protocol, we provide instructions for uploading data from the IR to the Summon FTP server. The preferred upload formats are XML and MARC files. The data can also be submitted in tab-delimited text files with header-row field names. The Summon metadata librarian team will map the metadata to the Summon metadata schema and then ingest the data into the Summon Index. To maintain the content in Summon,

We can take any metadata that's in records customers upload to us and map that to any fields in the Summon records to meet customers' requirements. We can also manipulate the data (to an extent) as it is ingested, based on client instructions, for example, if the ID number in the record is "u12345" we can remove the "u" and make it "12345" in the Summon record if desired.

Summon works with other existing components of Intota, and will work with the modules in development to bring sensible, logical workflows that contribute to the stated aim of connecting users with resources--for example, advanced DDA support and integration.

Rights Management: Because the Knowledgebase is integral to Intota, it supports inherent DRM for subscribed resources. Once the library identifies a resource in the Knowledgebase as something to which it has access, the Knowledgebase automatically provides access to that e-resource in Summon. It also protects users from seeing resources to which the library does not have access. This "rights management" process ensures that the end user receives only results that the library has selected.

- e. Describe how the system integrates finding aids with digital content.

PROQUEST RESPONSE:

There are currently over 93 content types, including 'finding aids', all contained in the Summon central index. These include images, audio files, videos, EAD's for archives and many others. The Summon data team can work with UMW libraries to evaluate, map and ingest archival content. We support a wide variety of content types and formats. Once indexed, clear icons next to each record distinguish the content type, and local content receives a relevance boost. Essential information about the resource, including highly visible content type icons, book and journal covers as well as title, author(s), publication date, publication title, and snippets, engage the user.

- f. Specify any optimization available for content discovery through discovery tools (e.g., public search engines such as Google Scholar or library-specific products such as ProQuest Summon, EBSCO Discovery Service, or Ex Libris Primo).

PROQUEST RESPONSE:

The Summon discovery service from ProQuest serves as a front door to your library and enables powerful discovery across your collections. So much more than a single search box, by combining the

latest technologies and design techniques the Summon service helps your library keep pace with ever-changing user expectations and lead users to better research outcomes.

In addition, with Summon 2.0—a new, streamlined, modern interface and new and enhanced features that provide layers of contextual guidance—the Summon service delivers a compelling starting place for researchers, offers more opportunities for librarians to connect with users, and empowers librarians to directly impact the discovery experience.

- g. Describe the tools for web-based presentation of multimedia content, including data files, sound, images, and video.

PROQUEST RESPONSE:

As noted earlier, multimedia content is included and display in Summon. These include data sets, audio recordings and audio tapes, images, video, streaming audio/video, etc. Many streaming video databases are now indexed in Summon.

- h. Describe the ability to create exhibits or collections of items within the repository, both by the institution and end users.

PROQUEST RESPONSE:

Summon provides for the loading of local collections. It is possible to create such collections as archival hierarchies of local archival information loaded into Summon. It is also possible to use such tools as Luna to extract items from the Summon repository to create collections or exhibits.

- i. Describe other options for the user to interact with collection items (*e.g., commenting, tagging*).

PROQUEST RESPONSE:

The Summon catalog detail display page integrates with LibraryThing to show user ratings and reviews. Summon users can then link to LibraryThing to read reviews and find recommendations based on user-generated tags in the LibraryThing catalog.

Intota will provide the ability for staff to tag items, using a library determined tagging scheme.

- j. Describe the options available for adjusting the user interface for institutions, including branding, display options, search logic settings, and adding widgets (*e.g., chat reference*).

PROQUEST RESPONSE:

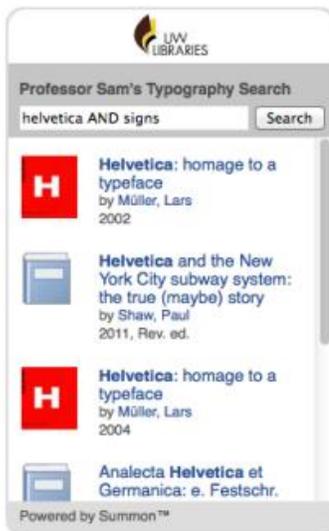
Please see 2.d. 9.cc. for details about customization options in Summon. The customizer tool also enables libraries to easily match their library branding.

The **Summon Search Box and Widgets builder** enables faculty, librarians, grad students or whomever the library wishes to create and share custom, pre-scoped search boxes and widgets.



Summon Search Widgets

You can embed a Summon search on your website in the following styles.



Search Widget

<http://uwyo.summon.serialssolutions.com/widgets>

Once the widget parameters have been established, they remain pre-search thereafter. Similarly, any facet selection or search refinement is captured within the Persistent URL such that search parameters can be defined, and then bookmarked to provide an initial start-point.

Additionally, a library may wish to provide initial search access to the Advanced Search screen which enables field-based refinement, content-type selection or exclusion, and date ranges.

Lastly, the Summon API provides complete flexibility for initial-search parameterization, as seen in the University of Michigan implementation of Summon – Articles Plus:



- k. Describe how staff manages digital content collections in this system.

PROQUEST RESPONSE:

As part of the Summon service, ProQuest ingests local digital resource collections (such as Content DM and institution repository data). These are indexed along with all of the other library resources to become fully discoverable.

For Digital Repositories, a new browser tab is launched with the object displayed in the IR interface. Summon is highly customizable and various options exist for configuring what happens when a user selects an item.

- l. Describe how the solution accommodates multiple content standards and encoding schemas including, but not limited to, Encoded Archival Description; Metadata Object Description Schema, Dublin Core, OAI-PMH, METS, XML and Z39.50.. Describe plans for incorporating future containers, alternative vocabularies and cataloging description methods.

PROQUEST RESPONSE:

From the Discovery service point of view, the Summon repository ingests many metadata formats because publishers supply their data in many formats. The data is normalized to MODS. Summon also incorporates feeds from Ulrich's for peer-reviewed status, and descriptors / subject terms from author-supplied keywords, through indexing provided by ProQuest, Gale, Web of Science, and others, to the feeds direct from primary publishers which enable Summon in the majority of cases, to index the article's full-text.

Because the underlying data schema will be linked data, Intota is able to support multiple metadata formats within the single workflow. Intota will provide template workflows for the creation and modification of non-MARC metadata schema. The solution supports multiple schemas, such as MARC21, Dublin Core, RDA, and MODS, within the workflow, allowing the user to choose the right format for the material without needing to learn and maintain multiple systems. Upon ingest records will be transformed into linked data, using the BIBFRAME and other linked data schema.

It is the goal of Intota to support the right metadata schema for each type of collection.

The ProQuest knowledgebase structure allows for the ingestion of a variety of authority schemes, such as Library of Congress, Ulrich's subjects, etc.

- m. Describe how this system facilitates workflows across multiple units managing digital collections at different parts of the process, from creation through discovery (e.g., *Special Collections, Scholarly Content Systems, Metadata and Cataloging*).

PROQUEST RESPONSE:

It will be possible in Intota v2.0 to create an authorization level that allows staff from multiple units to augment the same records. The Intota data model logs all such iterations.

- n. Describe any reporting capabilities for evaluating digital content holdings.

PROQUEST RESPONSE:

The Intota Assessment reporting dashboard organizes cost and usage data and presents it as meaningful reports that you can use to present to key stakeholders and to make better collection development decisions. Click-through statistics and Summon Analytics are also available for content evaluation.

Summon also provides easy integration with Google Analytics for libraries that prefer that or wish to supplement Summon Analytics with additional usage and user behaviour metrics data. This is an existing mechanism for reporting usage of digital content holdings that have been ingested into Summon. Summon fully-supports Google Analytics and libraries can integrate usage from Summon into their over-arching Web analytics processes.

- o. Describe processes, functions and methods for extracting and exporting files and metadata along with any limits on storage and numbers of files that can be extracted and supported in a batch mode

PROQUEST RESPONSE:

Intota e-resources management provides for downloading and uploading data to allow the Library to make batch edits to records. For bibliographic data, we plan to include a “set creation” capability in Intota. This will allow the ability to define a group of records of various types for batch editing or export.

Within Intota Assessment, there are multiple ways to import and export data. All of the reports in Intota Assessment are easily customizable by library staff. Within Intota Assessment, the library can export its holdings data in either CSV or XML format. That allows the data to be used external to Intota in a number of ways. It is also possible to upload data in the same manner.

Intota will provide for a batch loading utility that provides for library-specified rules for such operations as overlay and field protection. The results of activities will be reported.

The Summon data loading programs already support manipulation of records during data loads.

- p. Provide an outline of the long-term preservation strategy for content deposited in the system that provides details on vendor and customer responsibilities

PROQUEST RESPONSE:

For locally digitized resources, the Intota modules currently in development will support metadata for these kinds of materials. Intota is built to work with existing repositories for these materials, and future releases of Intota will also manage the storage of these materials.

For Licensed Electronic Resources through the creation of unified workflows, Intota is being made as efficient for e-resources as for print resources. With the introduction of Intota v1 in mid-2014, ProQuest made an entirely new e-resource management system available to libraries. It has been very well received. The solution is based on a number of standards, such as DLF-ERMI and KBART. Please also see 4.a.

Intota in its first commercial release does not act as a digital preservation system. Because of the flexibility of the underlying metadata schema in Intota, it is planned to support the PREMIS data model at some point in the future. This data model is not just a metadata schema, of course. It is a data model with separate segments that tracks processing of digital objects.

C. Services

1. Describe your training options and include training offerings and their associated costs. Response should include differentiation between training for technical staff and end-users. Provide pricing in section **Attachment E Pricing Schedule** of this RFP. Please include implementation timeline.

PROQUEST RESPONSE:

ProQuest provides training through a combination of webinars and onsite sessions. We'll work with you to determine the exact number of training days necessary during contract negotiation. We feel that training in the services can be provided in a variety of ways to the UMW Libraries.

We are willing to provide as much training as the University wishes. There is a cost per day of training.

We arrange training into sessions on:

- Summon
- Assessment
- E-Resource Management
- Acquisitions and Selection Functions
- Descriptive Functions
- Fulfillment Functions.

We include both application and system administration training; because Intota is hosted, there's no need for traditional IT training.

We will also provide training materials and full online documentation. Library staff will have opportunities to train together or on their own.

Training Services

ProQuest provides additional training via webinar at no cost for the six months following the "go-live". After that training is provided via webinar for an hourly rate.

Additional onsite training is available for a cost of \$2,000 per day. There is no limit to the number of days that can be delivered. We offer several packages customized to your staff needs.

Please see details on Intota Management training options for Intota v1.0 below.

Onsite Training Package: Introduction to Intota and ERM Working Sessions

- **Brief Description:** Initial 2 days offers high-level introductory training in lecture format to showcase product functionality and capability. Final 2 days is the hands-on working session to begin populating ERM source data into Intota.
- **Duration:** 4 days
- **Cost:** \$2000/Day (\$8000)

Onsite Training Package: Intota ERM Workflow Analysis

- **Brief Description:** For experienced Intota ERM clients. Provide a process, a tool and a forum in which clients can discuss and explore ways to modify their workflows and leverage Intota to be more efficient and effective. Assumes clients have fully completed prerequisites on page 6.
- **Duration:** 2 days
- **Cost:** \$2000/Day (\$4000)

Onsite Training Package #1: Introduction to Intota, Summon, and Discovery Services

- **Brief Description:** For clients at the beginning of implementation. A lecture-based package that explains the necessary workflow steps and skills necessary for clients to populate their Intota instance with their e-resource subscriptions, complete the Data Optimization Checklist, and customize their discovery services in 360 Link, Summon and the E-Journal Portal.
- **Note:** Could be followed with Package 2 at later date.
- **Duration:** 1½ days
- **Cost:** \$2000/Day (\$3000)

Onsite Training Package #2: Optimizing and Customizing Summon and Discovery Services

- **Brief Description:** Assumes client has fully completed the prerequisites on page 3. Trainers engage clients in 'hands-on' sessions to optimize and customize their Summon, 360 Link and the E-Journal Portal discovery services. The onsite visit begins with a Data Optimization Health Check to ensure all of the client's resources are optimally configured for discovery.
- **Duration:** 2 days
- **Cost:** \$2000/Day (\$4000)

Onsite Training Package: Summon Web-Scale Discovery

- **Brief Description:** Ensures Summon and 360 Link will be fully customized and ready for the wider reference staff audience. Geared toward reference librarians first starting out with Summon. The staff will gain an understanding of how Summon and 360 Link function, and the impact on the end-user experience.
- **Duration:** 1 day
- **Cost:** \$2000/Day (\$2000)

2. Describe services available from your company and/or partners including pricing information that may be included in the final contract. Services that could be included are:
 - a. Implementation
 - b. Development
 - c. Project Management
 - d. Architecture and Design
 - e. Capacity Planning
 - f. Installation and Configuration
 - g. Performance and Scalability
 - h. Conversion
 - i. Monitoring, administration and upgrades
 - j. Operations metrics.

PROQUEST RESPONSE:

Please see our Pricing Proposal for the UMW. It includes those services that we propose to provide to UMW. Those services include:

- Implementation
- Project Management
- Data Migration
- Operations Metrics

Initially we do not propose to provide training in Development, Architecture and Design or Monitoring. These advanced topics will be offered as an expert certification course in the future.

Capacity planning is not necessary, since it is our responsibility to assure that the Intota platform meets performance requirements.

We welcome questions and suggestions on training topics.

3. Describe the support options available through your company including ongoing support of the application. Describe what portions of support to be performed by IT, the customer versus the vendor?

PROQUEST RESPONSE:

ProQuest support is well staffed and responsive. We communicate via our listserv, email and the Client Center. The Global Support Services group of ProQuest includes 50+ specialists in Workflow Solutions. These specialists are located in three offices – Seattle, Yokohama, and Amsterdam, providing in-person support 24 hours a day five days a week. This means that the Library staff member can speak with a specialist about a problem at any time during the business week and during the day on the weekends. Full support is included in the subscription fee.

ProQuest offers several types of support to ensure the optimization of your library's experience with our services. There are no restrictions and no limit on the amount of customer support available for your library.

Types of support offered include:

- **Telephone Support (toll free)**

We welcome your telephone calls for making support requests. Our highly trained Library Analysts are available to provide phone support. We will log your request into our incident tracking system and you will be able to check on its status or update it if necessary from the Support Center, just like requests submitted via email or through the Support Center itself. ProQuest's dedicated Library Support Analysts have extensive professional training in each of ProQuest products and services.

- **E-mail Support**

Support issues received via email will be automatically recorded in the support issue-tracking system to be categorized, prioritized, and routed to the appropriate Library Support Analyst group.

- **On-line Support**

Questions can be submitted via the Support Center website and will be routed to the appropriate Library Support Analyst group. Searchable Support documentation, including user guides and FAQs are available to ProQuest customers in the Support Center 24 hours a day, 7 days a week.

The ProQuest support model is one that provides for consistently highly rated support by customers around the world. We will accept requests from any staff member. Email requests are automatically transferred into the Support Center. A customer may see the status of their own incidents or all incidents for their library.

ProQuest's dedicated Library Support Analysts have extensive professional training in each of ProQuest's products and services. Our Support Team triages incoming incidents, resolving many within

24 hours. The Support Team works overlapping hours so as to be in the office and/or local for various time zones. More difficult incidents are passed to experts by function.

At ProQuest we have several groups who provide advanced support and advice on the use of our offerings. These groups get involved post-implementation, which is handled by a team of project managers and training specialists.

- Our support specialist staff is organized into various levels of expertise. We have more experienced support personnel who take on difficult incidents or requests from customers for special services. These experts are available to discuss advanced features or technical questions.
- We have a group of Training and Consulting Partners within our Customer Experience group. These specialists are available to consult on workflows and the best use of our services.
- We have a team of Customer Renewal Managers who are also available to talk with the Library about the value they are receiving from our services.

All three of these groups can engage other parts of the organization as needed on behalf of the customer.

4. Describe procedures for reporting problems.

PROQUEST RESPONSE:

Support issues or problems can be reported via telephone, e-mail, and the online Support Center as described above.

5. Describe criteria used to determine high-priority, urgent support need.

PROQUEST RESPONSE:

Our Support Team triages incoming incidents, resolving many within 24 hours. The Support Team works overlapping hours so as to be in the office and/or local for various time zones. More difficult incidents are passed to experts by function.

The customer can identify the severity of the problem when logging the incident. Obviously, a system down incident takes the highest priority, followed by an incident of a specific function being unresponsive.

6. Specify turnaround time for non-emergency calls and emergency calls.

PROQUEST RESPONSE:

It is our policy to acknowledge all incidents within one hour. We try to resolve as many issues as possible within one day.

7. Discuss your escalation procedure.

PROQUEST RESPONSE:

Our CRM system automatically escalates problems that are not resolved within certain parameters.

Should additional escalation be required, the ProQuest support model provides for escalation of incidents that represent severe service impairments.

8. Describe your customer resource site (*e.g., documentation, troubleshooting FAQ, product information, release notes, upgrades and patch information*). Describe the extent to which

customers can customize or add content to the site.

PROQUEST RESPONSE:

The ProQuest online Support Center is an indexed knowledge base that provides both broad topical documentation and specific answers. All of the above types of information are contained in the Support Center. The ProQuest Support Center contains troubleshooting information and FAQs, available to customers through a login:

<http://support.proquest.com/>; <https://proquestsupport.force.com/portal/customlogin#no-back-button>

We update documentation continuously. The user can print the documentation in formats such as Word, .pdf, etc.

9. If support is provided to end-users directly as part of your services, provide the SLA under which you would operate.

PROQUEST RESPONSE:

Per our Service Level Agreement, service will be generally available 24 hours a day, 365 days a year with the exception of scheduled maintenance.

Overall service level interruptions and individual customer interruptions are fully diagnosed. We have recently begun to post outcomes of the investigation of an overall outage to the Support Center.

We have internal goals for responding to all incidents and for closing those incidents. Our support staff is tiered, allowing most incidents to be resolved quickly and more difficult problems to be escalated to experts.

We monitor our achievement of these in two ways:

- Our incident tracking system provides reports on number of incidents, close rates, etc.
- We continuously and automatically survey customers after an incident is closed to test satisfaction.

We have not yet developed an SLA specifically for Intota but are providing information throughout this response on our hosting capabilities. We look forward to discussing this requirement during contract negotiations.

10. Specify warranty period and coverage for all proposed hardware and software.

PROQUEST RESPONSE:

Because there is no local software installation involved, there is no need for a warranty period. The software that the library will be using is the same set of executables as all other customers. With multitenant SaaS, all customers use the same application software, while having extensive configuration and customization options.

11. Specify customer support hours and any limitations on support outside of normal office hours.

PROQUEST RESPONSE:

The Global Support Services group of ProQuest includes 50+ specialists in Workflow Solutions. These specialists are located in three offices – Seattle, Yokohama, and Amsterdam, providing in-person support 24 hours a day five days a week. This means that the UMW staff can speak with a specialist about a problem at any time during the business week and during the day on the weekends. Full support is included in the subscription fee.

12. Specify any third party involved in support and maintenance.

PROQUEST RESPONSE:

All customer support for our services is provided directly by ProQuest.

D. Implementation and Migration

1. Describe typical implementation and migration timeline and project plan and include examples of previously used project plans.

PROQUEST RESPONSE:

We are employing a phased deployment approach for Intota, releasing Intota services as they're developed and tested and deemed to be production ready. This eases the burden of migration for the library.

The foundation release of Intota, called Intota v1.0, was commercially launched in June, 2014. It is in production use by more than 80 academic libraries. This release begins the *transformation* of the library by offering functionality not present in the current ILS. It provides an entirely new solution for e-resource management and DDA program support, and a comprehensive assessment service. The libraries can implement this release during 2015 and receive capabilities and efficiencies not currently available to them.

IMPLEMENTATION PLAN

The services of Intota v1.0, the first phase of the Intota library services platform, are available now. They are services not available in the traditional ILS. Implementation of Intota v1.0 can begin immediately.

The capabilities included in Intota v1.0 are:

- Summon Discovery
- 360 Link resolver
- Intota Assessment
- E-resource and license management
- DDA automation
- A-Z list for ejournals and databases

This means that the UMW Libraries can have the benefit of a comprehensive assessment service and of a fully featured e-resource management service right away. Your library users get the advantage of the most sophisticated discovery service in the market. The library benefits from these new capabilities while additional functions for Intota are developed and released. As Intota development continues, the libraries will then migrate those traditional functions to Intota.

Based on our phased deployment approach, we recommend the following schedule for the University of Mary Washington's consideration:

1. **Implement Summon.** This implementation focuses on making both the Library's print resources represented in the current ILS and the Library's e-resources available to end users in a single search. It includes integration of the Library Bibliographic and Holdings data into the Web-Scale Discovery Service. The ProQuest project manager will be assigned to work with UMW libraries on bibliographic data mapping for the discovery service. Many options are available. Training will be provided on the registration of resources that should be made available to users in Summon. Summon implementation takes approximately 10 weeks from first introductory call until production.

2. **Implement Intota Assessment.** Using a combination of Project COUNTER data harvested by ProQuest and data from the existing ILS, the Libraries will immediately have better insight into all of its collections. For its print collections, Intota Assessment provides data on items that could be deselected before migration. For its e collections, the library gains valuable usage data to assist in renewal decisions.
3. **Implement the e-resource components of Intota.** By automating the management of its e-resources, the library takes a big step toward transforming the manner in which it manages its collections. These e-resource management functions are robust and include unique capabilities to manage DDA programs for ebooks.
4. **Create a migration plan for the bibliographic and other data in the library's ILS.** Working in conjunction with the library's project manager, the library determines the best approach and schedule for migrating the data in the legacy ILS. Obviously, this is dependent on the schedule of release of the other Intota functions. This schedule is being developed now and will be available to share with the library in the next few months.

We'll assign a project manager, who will ensure that information is conveyed and decisions are made on time.

Therefore, implementation can begin immediately. Rather than beginning with a migration that freezes the library for months, we recommend implementing Intota Assessment and the e-resource management and DDA management functions in early 2015 upon contract award.

Following are details of the various Implementation Steps:

Implementation Phase 1

Summon Implementation

Summon implementation consists of several phases, outlined here:

1. Project Initialization Phase

- Welcome Email
- Conference Call
- Send Summon Implementation Configuration documents to libraries that do not currently subscribe to Summon
- Customer training (Client Center, Summon Optimization)

2. Configuration Phase

- Complete and return Summon Configuration worksheet
- e-resource instance created for registering resources
- Provide Summon URL to customer
- 360 Link implementation
- Summon holdings configured

3. ILS Phase

- Library provides full MARC extract from ILS
- Library completes and returns Summon Catalogue worksheet
- ProQuest prepares and ingests MARC file
- ProQuest configures the availability service
- ProQuest notifies that catalogue available & sends Summon Mapping Spreadsheet
- Summon Review by Library
- Customization of MARC mapping requested & Summon Mapping Spreadsheet returned
- Library provides new full MARC extract
- MARC mappings modified, catalogue content ingested
- ProQuest notifies customized mapping & updated catalogue content available
- Web-Scale Discovery Training for library staff (on site)

4. Institutional Repository stage

- Details provided by Library in Summon Catalogue Workbook
- IR Configured by ProQuest
- Notification IR content available

5. Summon Launch

Intota Assessment – steps:

1. Implementation Manager assigned – within two weeks of signed Agreement
2. Instructions for ILS data extraction sent to customer
3. Implementation of Project COUNTER data feeds if necessary
4. ILS data provided to ProQuest and loaded for testing.
5. Intota Assessment training provided.
6. Library tests Intota Assessment, using the acceptance criteria, for both print and e-resource data.
7. Library is in production with Intota Assessment

For print resources, Intota Assessment takes a feed from the local ILS until the rest of the Intota functions are ready. E-resource usage data is harvested on the library's behalf by Intota Assessment and is refreshed weekly, making it easy to have up to date usage data at all times. This allows all staff to be able to see usage across the Library's e-resources at a glance, rather than waiting for an infrequent batch process.

E-Resource and DDA Management – steps

1. Implementation Manager is the same person.
2. Discussion regarding the format of existing ERM data – is it automated? Is it spreadsheets? Is it only license data or is there also contact data, etc.?
3. Spreadsheet data provided to ProQuest for uploading to the application using our Data Population Service (included in costs proposed.)

4. Consultation with customer about how to organize the data entry that remains, including the bibliographic data that combines print and electronic versions on a single record. Such consultation will first look at the use of the Knowledgebase for availability of e-resource bibliographic records.
5. Library determines its specific implementation plan for entering data into Intota.
6. Training on the Intota functions.
7. Library tests with its own data., using the acceptance criteria
8. Intota for e-resources is in production.

The only “technical” task is the extraction of data from the ILS. We feel that four months is a reasonable estimate for implementation of this phase.

Implementation Phase 2

In the meantime, we continue development of additional Intota components.

- Selection
- Acquisitions
- Fund Accounting
- Description
- Fulfillment

Our goal is to have the first release of all Intota workflows available in early 2016. Functionality will be added to those workflows with quarterly releases thereafter. Based on what we know today, a mid-2016 implementation of Intota v2.0 seems possible. We understand that the library will want a firm date upon release of the RFP, and we will be glad to discuss this with you as your evaluation proceeds.

Because of our phased deployment approach of releasing services to the Intota platform as they are developed, the burden of migration is lessened. Rather than a “big bang” migration, certain functions, such as Assessment and ERM and DDA management will have been undertaken first. This solves major pain points before the more traditional functions are migrated.

As for overall timeline for Phase 2, at the point where the legacy database is ready to be migrated, we would recommend certain steps, including:

1. Profiling and initial training
2. Determination of cohorts and order of implementation
3. Implementing assessment and e-resource management
4. Training in description, fulfilment, acquisitions and selection
5. Migrating bibliographic and transaction data
6. Implementing description, fulfilment, acquisitions and selection

As Intota development continues, and the library becomes ready to migrate traditional functions, we suggest the following plan for migrating bibliographic and transaction data:

Project Management: The library will be assigned a project manager, who will ensure that information is conveyed and decisions are made on time.

Stages of Migration: The timing of migration of the bibliographic data can be quite flexible. Once e-resource lists are in place, we recommend that the library’s data be migrated in two steps—first bibliographic and authority data, then qualifying transaction data. These steps should be separated by approximately a week. During the intervening period, the bibliographic and authority data will be

frozen; no new records will be added, and none changed. Once the transaction data is migrated, the library is live. Record maintenance can resume.

2. Outline library and vendor roles and responsibilities in the data migration process. Give detailed information about the required involvement of library staff in the migration process.

PROQUEST RESPONSE:

Today we have a proven implementation process for Summon, the link resolver, Intota Assessment and the ERM functions. These capabilities include:

- 360 Link is already installed. Implementation process for Summon— an 8 week process
- Ingest and implementation process for Intota Assessment – a 12 week process
- Data creation process for ERM from the Library’s spreadsheets – a 12 week process

During these early implementations, the involvement of the library staff is to:

- Supply data from the ILS for Intota Assessment
- Supply data from the ILS for Summon
- Supply spreadsheets for e-resources for the Data Populating Service, which creates basic information on which the library then builds
- Testing data once loaded by ProQuest

There are no integration tasks for the library in these implementations. What is required is testing and feedback to ProQuest.

For Intota v2.0, the Library also needs to extract its data and provide parameter and mapping decisions. It then needs to test the loads and provide quick, comprehensive feedback.

3. Describe communication channels that the library and vendor will follow during the project.

PROQUEST RESPONSE:

The primary communication during the implementation will be between the assigned project manager and the library committee. There will be weekly scheduled calls to assure that the project is on track. Once the system is in production, most communication will be with the Support Group.

It is the responsibility of the project manager to schedule training for the library. It is also the responsibility of the project manager to involve data experts as needed.

4. Describe the implementation training program content, method of delivery, and materials.

PROQUEST RESPONSE:

Please see C.1. ProQuest provides training through a combination of webinars and onsite sessions.

5. Describe the options available for post-implementation training (*e.g., 6 months or 1 year after switch to production*).

PROQUEST RESPONSE:

ProQuest provides additional training via webinar at no cost for the six months following the “go-live”. After that training is provided via webinar for an hourly rate.

Additional onsite training is available for a cost of \$2,000 per day. There is no limit to the number of days that can be delivered. We offer several packages customized to your staff needs.

We have provided information about Intota Management training in section C.1.

In addition, at ProQuest we have several groups who provide advanced support and advice on the use of our offerings. We have a group of Training and Consulting Partners within our Customer Experience group. These specialists are available to consult on workflows and the best use of our services.

6. Describe your approach with regard to configuration and customization by the library during implementation. What tools will be available for library staff to configure and customize various parameters?

PROQUEST RESPONSE:

As described throughout this proposal, the ProQuest approach to Intota and Summon is to support both configuration options and customization. Configuration options are those options within the application. These options are easily administered across the services, via web-based screens. There are many of them. Summon is a good example, with sections for:

- Settings
- Detail Page
- Usage
- Translations
- Recommender

We offer a Summon customizer tool that enables libraries to easily match their library look and feel. Support for CSS, and institutional-branding support provide for unprecedented customization within the out-of-the-box interface. With the API, the complete look and feel of Summon can be changed.

The local administrator has the ability to customize numerous aspects of the Summon display interface, including number of results; number, type and order of facets; language; Database Recommendations; Best Bets; custom linking; record prioritization; institutional facet whitelisting; Union Catalog participant record prioritization institutional; branding and more.

Equivalent configuration options are available in the other Intota services. For example, the 360 Link administrative console provides 12 sections of options.

The Administration Consoles allow library administrators to easily customize the Summon service with no technical training. With Intota there will be branding opportunities, although they will be more subtle since these interfaces are staff oriented.

Customization of the services is done via the API's. These fully documented API allow local changes and extensions to the service. These are for desired enhancements that go beyond the configuration options.

7. Describe your data migration plan and methodology for migrating from VTLS, including how the integrity and quality of the data will be maintained during the migration process.

PROQUEST RESPONSE:

ProQuest will work with the UMW to create an exact data migration plan. In general our approach is:

1. Implement Summon first –providing users with new discovery capabilities.
 - a. This assures that bibliographic data is able to be extracted and is represented in the discovery service.
2. Implement e-resources management – making these resources more available to all users and to staff

3. Implement Intota Assessment – provides valuable insights into the print records through the Scorecard process and offers robust usage of e-resources.
4. Plan the migration of the bibliographic data.
 - a. During bibliographic migration, descriptive data will be transformed into linked data. The library needs to determine how this data should be mapped and also how it should be represented as MARC 21 data. Supply those mappings to ProQuest.
5. Migrate the bibliographic data. Test. Reload to make necessary changes – one reload is standard.
6. Once bibliographic data is accepted, close cataloguing on VTLS
7. Migrate holdings, item and transaction data

The ingest routines for data perform quality and integrity checks during and after the data is loaded.

8. Describe any services provided (pre or post-migration) to perform or assist in data clean-up, such as authority control and RDA enrichment of authority records. If applicable, provide pricing in section **Attachment E**

Pricing Schedule.

PROQUEST RESPONSE:

Data optimization support is provided as part of data migration. ProQuest will work with the UMW Libraries to determine conditions that need to be examined as data is ingested. ProQuest's involvement with pre-migration deduplication will contribute to conditions to be examined.

There is also support for data optimization for packages and other e-resources. This is offered both initially and ongoing. For use of such packages in discovery and linking, ProQuest offers an optional on-site training package. In that package, ProQuest asks new clients to fill out a data optimization Checklist. Clients can employ a Data Optimization Health Check to ensure all of the client's resources are optimally configured for discovery.

During bibliographic data migration, descriptive data will be transformed into linked data as part of the migration. There is no additional charge for this service. Additional authority control clean-up services can also be provided as part of this effort for an additional cost per service. There are a variety of controlled vocabularies that can be included in the authority control work. Because there are a number of choices, we have not quoted the authorities cleanup in the price list, but those services can be provided. The Libraries would choose which services they desire.

Those optional services include:

- Library of Congress Name/Subject Authority File
- Library of Congress Children's Authority File
- National Library of Medicine MeSH
- Library and Archives Canada Canadiana Authority File
- Library and Archives Canada Canadian Subject Authority File

9. Describe your approach to test and production environments including any additional costs. If applicable, provide pricing in section **Attachment E Pricing Schedule.**

PROQUEST RESPONSE:

For Intota v2.0, ProQuest will make a customer testing environment available. This is not our internal QA environment. Instead it will be a sandbox where customers can test features as they are being readied for production release. If a customer wishes to have such an environment that contains its own data and parameters, there will be a charge for such. That charge is optional and has not been included in the pricing schedule. We are glad to discuss.

In addition, agile development and multi-tenancy ensure rapid development and enhancements. ProQuest Workflow Solutions has been providing services using the multi-tenant SaaS model since the inception of our first services. We provide quarterly releases to all of our services, and we provide more frequent releases for Summon.

For a major release, such as a version change, we provide an opt-in period which varies based on the service. The opt-in time for Summon 2.0, for example, is more than a year. The opt-in time for the new reporting tool within the Counter reports is 6 months

10. Describe how this system might, post-migration, enable the decommission of one or more of our existing systems.

PROQUEST RESPONSE:

The system we propose to the University of Mary Washington will, once development is complete, provide the functionality necessary to allow the Library to decommission VIRTUA, as well as EDS. Our proposal includes assessment, OpenURL linking, e-resource management, resource discovery, as well as streamlined functionality to perform the processes traditional in the LMS – circulation, cataloguing, acquisitions, serials control, and fund accounting.

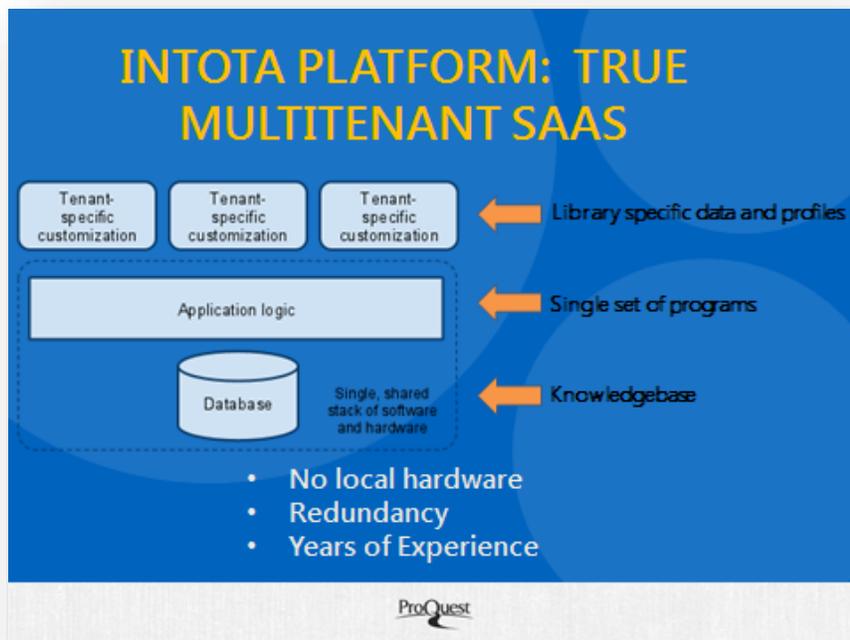
Of course, it is our hope that the UMW will retain 360 Core/Link (included in our proposal) for resource discovery and linking.

E. Technical

1. Provide a detailed diagram of the typical architecture/technical environment required for the system. List all protocols and ports used for communications and indicate which components are clients and which are servers and whether the communications are fully, partially, or not encrypted. Specify any communications paths where unencrypted authentication or other sensitive data are passed. List all third party dependent integration points and data paths including any web content included from or sent to outside parties.

PROQUEST RESPONSE:

Intota is a *completely cloud-based* service. It is truly Software-as-a-Service (SaaS) or a “Library Services Platform”, in which the application software, the system software, the hardware and even the knowledgebase is provided on the ProQuest Workflow Solutions platform. This Library Services Platform supports our phased deployment of services to the platform as those services are ready.



A simple diagram of our multi-tenant SaaS architecture shows that the Knowledgebase is shared data. Each library's data is in its own instance, including a copy of bibliographic data with any local changes.

Intota is a new model for managing all of the libraries' materials. Unlike the old ILS model, the libraries do not incur any large capital cost upfront nor any locally installed hardware or software. Rather, Intota is a subscription service, based on the latest technologies and data sharing philosophy. All data is encrypted in transit.

We have the most experience in multi-tenant Software-as-a-Service of anyone in the industry. No local servers are required.

There are many benefits to the multi-tenant SaaS model, including:

- Easy, frequent releases
- No upfront expense to acquire server hardware and operating system software
- Extensive customization options without requiring local programming.
- Ability for multiple institutions to easily share data, such as the Summon repository
- Potential for easy, inexpensive resource sharing among libraries

All data is encrypted as it is transmitted. Because of the structure of the system, there are no "clients" per se. All interfaces are web-based.

We invite the UMW Library staff to question the technical aspects of our cloud-based solutions. We feel we are the collection management provider that is most experienced in this technology, and we would welcome an in-depth discussion on this topic.

2. Describe the toolset from which your application is derived.

PROQUEST RESPONSE:

The database is MS SQL 2014 plus service packs. Microsoft SQL Server is a relational database management system developed by Microsoft. As a database, it is a software product whose primary function is to store and retrieve data as requested by other software applications, be it those on the same computer or those running on another computer across a network (including the Internet). There are at least a dozen different editions of Microsoft SQL Server aimed at different audiences and for workloads ranging from small single-machine applications to large Internet-facing applications with many concurrent users. Its primary query languages are T-SQL and ANSI SQL.

The indexing tool is Solr, which is an open source tool, version 5.0. Solr is written in Java and runs as a standalone full-text search server within a servlet container such as Jetty. Solr uses the Lucene Java search library at its core for full-text indexing and search, and has REST-like HTTP/XML and JSON APIs that make it easy to use from virtually any programming language. Solr's powerful external configuration allows it to be tailored to almost any type of application without Java coding, and it has an extensive plugin architecture when more advanced customization is required.

3. Describe hardware and software requirements for the proposed system(s) along with any sizing assumptions made to arrive at those requirements.

PROQUEST RESPONSE:

All proposed ProQuest services are provided using a multi-tenant, SaaS model as noted above. No local hardware is required. ProQuest Workflow Solutions has been providing services using the multi-tenant SaaS model since the inception of our first services. By exploiting the latest advances in software development and high-performance technology, and absorbing the responsibility for technical operations, ProQuest enables libraries to focus their technology efforts strategically rather than tactically.

4. Describe supported server hardware and/or virtualized platforms. Describe support for the following operating systems: Linux and Windows. If virtualization is supported, what virtualization technologies are supported including what components can be virtualized?

PROQUEST RESPONSE:

There is no difference in particular workstation platforms as all interactions with the system are web-based, using standard browsers.

5. Describe support for load balancing and system failover including any and all vendor specific preferences. Also include any vendor specific configuration guides. Explain what actions might create a load issue in the system, and what the effects are.

PROQUEST RESPONSE:

ProQuest operates our solutions in redundant, geographically dispersed data centers, within the Amazon cloud, with duplicate internet connections, electrical feeds, etc. There is no single point of failure. These fault tolerant operations provide for continuity of the solutions.

In the event of an outage of the service or of the internet provider, we plan to allow transactions to be recorded on the workstation and uploaded when the service returns. We plan to record the identifiers associated with the users and materials.

Because ProQuest uses AWS, many risks are mitigated. AWS facilities have dual electrical supplies and multiple internet providers. Load balancing is employed across the configurations, facilitated by the way the systems are configured.

6. Describe how scalability is accomplished as the criticality of the system(s) and number of

users increase.

PROQUEST RESPONSE:

ProQuest performs load and volume testing of Summon on an ongoing basis. We monitor page load times, queries per second and overall traffic. These measures are used to determine the amount of resource needed within Amazon Web Services.

ProQuest is committed to all aspects of Intota being scalable quickly. The testing described above is utilized in planning for performance and scalability.

7. Describe the system capabilities and options for the backup and restoration of the system components (e.g., database)

PROQUEST RESPONSE:

ProQuest performs incremental backup of new and changed data at least daily. Our platforms are configured to prevent these types of failures that usually lead to data loss. Data loss is not a usual or frequent occurrence. Data is segmented as it is backed up, so that segments of data could be recovered if necessary. Recovery is not a self-service process; it is managed by our IT staff. Key production data is stored offsite for added security.

Also each software release has a full roll back plan. We always have rollback options in place when applying fixes or releases, which is provided by the size and redundancy of our platforms. As new features and interface enhancements are released, we typically provide a lengthy testing and opt-in period. For version changes, it is our practice to support both versions for a period of time, to allow the Library to choose the best time to implement the new version.

8. Describe the average client response time for all the various functions of the proposed system.

PROQUEST RESPONSE:

Because Intota and its discovery service, Summon, are both hosted in Amazon Web Services, the UMW Libraries are assured of good response time. Large cloud centers, such as AWS, provide for added capacity as needed, assuring good performance.

ProQuest provides the AWS cloud service as part of the Intota subscription.

9. Describe services not available during scheduled maintenance.

PROQUEST RESPONSE:

No Downtime Necessary During Upgrades

The Intota services are architected under an Agile Development methodology, providing for new releases approximately every quarter. There does not need to be scheduled downtime for any routine maintenance or upgrades. Upgrades occur automatically with no impact on customer's live production systems. Releases are part of the annual subscription fee; there is no separate maintenance agreement.

Unlike locally deployed solutions of the past, Intota does not require usual scheduled downtime. Scheduled downtime is unusual and only happens if the software update involves major system restructuring. Our SaaS approach generally allows us to perform updates without downtime. This, in combination with the multiple configurations, assures the UMW that this core service will be available to end users.

Releases, updates and maintenance are included in your annual subscription.

10. Describe the client operating system and browser requirements for your toolset. List any additional client-side software required for development/management of your toolset.

PROQUEST RESPONSE:

Our services work with standards browsers. ProQuest publishes the supported versions of browsers in our Support Center. No additional workstation software is required.

11. Describe any aspects of your application that do not support operating systems or browsers other than Windows and Internet Explorer. Describe any changes to default browser of client security settings.

PROQUEST RESPONSE:

Intota and the public-facing interface, Summon, are developed using of standard browsers. Windows is not utilized in the solutions. All of the interfaces to Intota are browser-based, providing easy and flexible navigation across functions. No changes to default browser settings are required.

12. Describe any functionality loss, installation problems, upgrade problems, or other difficulties if client applications are run using a regular user account with limited system privileges.

PROQUEST RESPONSE:

There are no “client” applications within our solutions. Our browser-based interfaces are not customized in any way.

13. Describe requirements for application servers. Describe specific platform recommendations or requirements for certified configuration (*e.g., WebLogic, and Apache Tomcat*); include either specific application server version or required J2EE version.

PROQUEST RESPONSE:

Our solution is true multi-tenant SaaS. There are no local application servers required. The solution runs from Amazon Web Services (AWS); the primary “data center” or server environment for the solution proposed is AWS. As one of the largest cloud providers in the world, AWS offers unlimited scalability and reliability, plus the highest level of security. Our use of AWS allows us to scale the Intota infrastructure as needed.

Beginning in 2014, ProQuest has aggressively migrated our solutions to AWS. We see our investment in AWS as assurance to the libraries that both the discovery and management aspects of Intota will be responsive and reliable.

14. Describe support for web servers (*i.e., Apache, Weblogic, Nginx, and IIS*).

PROQUEST RESPONSE:

As described above, the solution runs from Amazon Web Services (AWS).

15. Describe the supported database platforms including versions and include any information on additional features required of the DBMS needed to support the functionality of your system as proposed.

PROQUEST RESPONSE:

As described above, the solution runs from Amazon Web Services (AWS). In addition, as noted above in E.2., the database is MS SQL 2014 plus service packs and the indexing tool is Solr. Intota is being developed using fully relational database architecture

16. Describe your SLA to stay current with versions of software utilized by your product.

PROQUEST RESPONSE:

We have provided our overall SLA in Section C.9. ProQuest is committed to staying current with versions of software used in our solutions.

17. Provide an overall compatibility matrix of software required to operate your system. As appropriate, and at a minimum, this should include operating systems, drivers, browsers, JDKs, and compilers.

PROQUEST RESPONSE:

Since Intota is completely cloud based solution, all of the structure is our responsibility. There are no server components required at the customer site.

18. Describe support for real-time access to data through some other method (*e.g., on-the-fly access to database through ODBC, ADO, JDBC, LDAP, etc. allowing dynamic web content and applications*).

PROQUEST RESPONSE:

The API's will support real-time access.

19. Describe support for integration with UMW's existing systems listed in the background statement including pricing, availability of APIs, toolkits for creating connectors, available services, etc. Provide a full list of application connectors. Describe any other methods of integration supported.

PROQUEST RESPONSE:

ProQuest supports the systems stated, and offers API's for our solutions. The Summon API suite enables your library the opportunity to build your own search and results interfaces powered by the Summon service. All Summon instances utilize the API. The only functionality a library feeding our API results into their own UI would not have is our UI.

The API provides access to two functions:

- **Search: Search the Summon Unified Index.** This exposes all of the search capabilities of the Summon service. The API is an HTTP-based service and supports requests via the HTTP GET and POST methods. Currently there are two available response formats: XML and JSON. All requests to the API require authentication via private-key digest. The API receives requests and returns responses encoded in UTF-8. The data that can be retrieved from the Search API include meta documents, facet counts and spelling suggestions.

In addition to the traditional parameter-based query system, the Search API includes a new, command-based query system that can stand-alone, or be used in conjunction with parameters. Commands provide some unique benefits over raw parameters, because they can provide additional information to the API about the action being performed. When the API knows about actions being performed by the user, it can execute common search logic - such as paging and "did you mean" -- on the user's behalf. This can greatly simplify the ease and speed of implementation.

- **Availability: Fetch real-time availability of catalog records.** This function allows retrieval of catalog item-availability statuses. The service allows batch requests for efficiency. This means only one service call is necessary for a page containing multiple catalog items. The Availability API is not an authenticated service. The response format is available in three versions: XML, JSON, and streaming JSON. Because an availability status calls can take a relatively long time, the streaming JSON format allows availability statuses to appear on the

page as soon as they are retrieved, even if there are still other statuses being retrieved. The combination of batch requests with streaming responses allows for a fairly responsive feel to the UI while only tying up one valuable browser thread.

- The only feature not available to libraries using their own interface is the autocomplete search suggestions.

Additional API resources:

- <http://api.summon.serialssolutions.com/help/api/home>
- [A Comparison of Article Search APIs via Blinded Experiment and Developer Review](http://journal.code4lib.org/articles/7738)
<http://journal.code4lib.org/articles/7738>

API documentation is available at: <http://api.summon.serialssolutions.com/help/api>

Summon subscribers have used our API in a variety of creative ways.

Villanova and Brown incorporate e-resource results into VuFind using the Summon API.

- Villanova University:
<https://library.villanova.edu/Find/Combined/Results?lookfor=syria&type=&submit=Find>
- Brown University: <http://library.brown.edu/>
- Columbia uses Blacklight with Summon: <http://cliobeta.columbia.edu/>

Additional examples of innovative uses of the Summon API:

- University of Toronto:
<http://query.library.utoronto.ca/index.php/search/q?kw=boron+nanotubes>
- University of Michigan integrates the Summon API with Drupal:
<http://www.lib.umich.edu/articles/search?kw=boron%20nanotubes>
- University of Princeton: <http://library.princeton.edu/find/all/apple>
- Dartmouth College:
<http://library.dartmouth.edu/search/index.php?q=computer+science&js=on>
- North Carolina State University: <http://search.lib.ncsu.edu/?utf8=%E2%9C%93&q=mercury>

Below you will find a few additional resources offering more details:

Blog Post: How customizable is your discovery service?

<http://www.proquest.com/blog/2013/just-how-customizable-is-your-discovery-service.html>

Johnathan Rochkind article:

<http://journal.code4lib.org/articles/7738>

https://github.com/jrochkind/bento_search

Slide share from Ken Varnum, University of Michigan:

<http://www.slideshare.net/KenVarnum/dont-go-there-providing-discovery-services-locally-not-at-a-vendors-site>

There is no additional cost for the API's, which are thoroughly documented. ProQuest provides 360 Link, in place at the UMW.

20. Describe the ability for your product to create consumable web standards-based content (e.g., RSS feeds, hcard, ical, and other microformat specifications), the ability to pull XML/JSON based content from your system, and any APIs (RESTful or otherwise) supporting the delivery of such data/content. Describe storage including file formats.

PROQUEST RESPONSE:

Intota Assessment outputs data in a variety of standard formats, including Excel, .CSV, .ppt, PDF, tab delimited and XML. As noted above, the indexing tool is Solr, which has REST-like HTTP/XML and JSON APIs that make it easy to use from virtually any programming language.

RSS feeds will be supported by Summon 2.0 by the end of 2105. We are in the process of revising our Summon RSS and alerts system and plan to launch a new recommendations and alerts system later this year. Users will be able to customize alerts to notify them when new content is available. Any refined search (via subjects, content types, date range, author, etc.) can be retained and set as an alert.

21. Describe operational monitoring and reporting capabilities. Include the capabilities for application, content, access, and storage metrics, security and the method for obtaining them (e.g., command line tools, SNMP, and GUI)

PROQUEST RESPONSE:

Because we are offering the University of Mary Washington a full SaaS solution, all operations are on our multi-tenant platform. That platform supports all of our customers. It is fully monitored by our IT staff on a 24 hour basis. Our IT staff receives automatic notifications from the system if there are any difficulties or bottlenecks. Because the platform is our responsibility, and because the hardware and operating system configurations are included in our fees, we are always monitoring the system for any potential bottlenecks.

It is our policy to configure additional capacity in advance of needing it. Our platform is completely replicated, with a fully redundant backup system to provide for failover. Our platform is located in a professional co-location center, which has multiple internet providers, electrically suppliers, etc.

22. Provide information about the number and duration of downtime incidents in the past year.

PROQUEST RESPONSE:

Beginning in 2014, ProQuest has aggressively migrated our solutions to AWS. We see our investment in AWS as assurance to the Libraries that both the discovery and management aspects of Intota will be responsive and reliable.

Our goal for Summon and Intota is at least 99.5% uptime.

There have been no incidents of Intota downtime in the last year. There have been 2 incidents of Summon downtime, each less than 60 minutes in length.

23. Specify any limits on the number of concurrent sessions supported by the proposed

system. Any client/server based system must allow a minimum of 43 client connections for staff and student aid functions.

PROQUEST RESPONSE:

There are no limits placed on simultaneous users. We use a Software as a Service model with Amazon Web Services providing the infrastructure to quickly increase bandwidth to handle spikes in traffic.

24. Describe life expectancy for any hardware that is part of this proposal.

PROQUEST RESPONSE:

No hardware is proposed.

F. Security

1. Describe how users and processes are authenticated before gaining access to data and services. Include authentication between components and between the product and external services and protocols.

PROQUEST RESPONSE:

The Summon service uses both on-site IP authentication and integration with various remote authentication methods. Modelled after the search experience of web search engines, Summon does not require authentication prior to searching. In order to provide the most familiar and engaging experience to the user, we encourage the libraries to provide unmediated access to search the Summon index.

Authentication takes place once the user selects a result to access full records from subscription resources. Once a user selects a result, Summon directs them to the library's authentication portal where they will be prompted to login. Once logged in, the user is taken directly to the content.

For remote user authentication, Summon supports the following authentication methods:

- OCLC's EZProxy
- Innovative Interface's WAM
- Any web-based authentication proxy that uses prepending URL rewriting to support IP-based authentication
- An institution wide VPN

More than one authentication system can be used at a time. Multiple authentication systems can be used to authenticate patrons.

2. IF you support LDAP or CAS for authentication or authorization, describe use of LDAP(S)/CAS. List the LDAP(S) servers integrated with product(s). Describe integration and support with LDAP(S) user database for authentication (*Active Directory/OID*) and authorization using attributes/group memberships.

PROQUEST RESPONSE:

Our services work seamlessly with services such as CAS, Shibboleth, EZProxy, and many other custom authentication routines. Summon is fully proven to work with proxy services such as EZProxy. We recommend it as one of the best options for authenticating remote users.

There are four scenarios involved:

- 1) Summon for Discovery. Summon does not require any authentication to begin the discovery process. However, in order to access the full text of items, sign on is

required. We work with multiple authentication systems including EZProxy and Shibboleth, as well as Athens.

- 2) Summon uses campus IP authentication and integrates with various identity data stores. We encourage the libraries to provide open access to the Summon index, and then Summon handshakes with the campus solution when the end user requests access to full text. If a campus has a successful implementation of full text databases, Summon will work.
 - 3) Student data for circulation and other Intota functions. We are investigating the possibility of interoperability with registrar or other official repositories of student data, rather than having to load student information into Intota. We are investigating the possibility to providing this type of data interchange; rather than student data being in two places, with the possibilities for getting out of synch. Thus, student data might be accessed by Intota via something like LDAP. There are a number of factors to be considered but we are examining this possibility.
 - 4) Staff profiles for Intota. For 1st commercial release, we do not expect to utilize data from campus sources. The need to create detailed role-based profiles means that it is more straight-forward to simply create profiles within Intota.
3. Describe your use of authentication credentials and associated attributes, group membership, roles, etc. to make authorization decisions. Include method(s) and granularity of authorization of access to data and services (*e.g., individual accounts, IP address, unix groups, LDAP groups, Active Directory accounts*).

PROQUEST RESPONSE:

Summon accessed by IP Authentication only for basic usage. Summon uses roles and groups to determine the rights of users to gain access to specific functions within the application. Administrative users will be given rights within the Summon application to perform their activities beyond the basic tasks. The same is true of Intota. Types of roles that can be given include base user, circulation clerk, acquisitions librarian, overall site admin, etc.

4. Describe how and where any sensitive data (*e.g., credit card, financial data, SSN, FERPA, HIPAA or other legally regulated data*) including authentication credentials, is stored on clients, servers, and participating external devices. Is it cryptographically protected? If so, provide details on cryptographic protocols, procedures, and key protection.

PROQUEST RESPONSE:

All data is encrypted as it is transmitted.

In Summon, Intota, data between the user (browser) and the application can be encrypted based on the configuration settings set by the institution. When encryption is enabled, industry-standard SSL/TLS is used to encrypt and protect the data as it is in transit between the user and the Summon/Intota server. For Intota v2, which will contain personal information, data will also be encrypted at rest using industry-standard, modern cryptography. As this product is not yet in production, firm commitment on the specific encryption algorithm and protocols is not yet available, however it is an expected function for the initial release of the Intota v2 product.

5. Describe auditing and logging capabilities and data. Include the information recorded with each event. For example:
 - a. Successful and failed authentication or bind
 - b. Successful and failed access authorization
 - c. Successful and failed policy change

PROQUEST RESPONSE:

Please see #6. Below.

6. Describe the effects of auditing and logging on a production implementation. Is the proposed system sized for full audit capability? Describe auditing methodologies and capabilities for managing integrity and change control. Describe elements captured with the audit process.
 - d. Describe enterprise audit capabilities
 - e. List the events and logs that can be sent to an external syslog server
 - f. List the events and logs that cannot be sent to a syslog server

PROQUEST RESPONSE:

Intota overall will provide logs for all activity. This includes the sign-on of the person performing the activity, as well as date and time. Logs are retained indefinitely. All logs can be sent to an external server. Acquisitions data from Intota will be stored on our library services platform for an indefinite period. This will be the case for order transactions and for all reports. This will provide the Library with year-over-year comparisons. Reports will be generated in Intota Assessment and may be printed or downloaded.

While we plan to provide fund accounting, we do not feel that Intota should be viewed as the system-of-record for full auditing. Today the audit trail for the library funds is really the institution's financial system. Intota will retain a log of transactions and changes to records. That log will be maintained for an indefinite period of time.

Because we use agile development processes for all services, change control procedures are critical to us. We do both unit testing and full regression testing during the development cycle of every release. There are strict change control procedures for the source libraries to assure that iterations do not get out of synch.

G. Maintenance and Support

1. Describe the maintenance philosophy including frequency of updates, approach to completing updates, and model for obtaining them.

PROQUEST RESPONSE:

The Intota services are architected under an Agile Development methodology, providing for new releases approximately every quarter. There does not need to be scheduled downtime for any routine maintenance or upgrades. Upgrades occur automatically with no impact on customer's live production systems. Releases are part of the annual subscription fee; there is no separate maintenance agreement.

Unlike locally deployed solutions of the past, Intota does not require usual scheduled downtime. Scheduled downtime is unusual and only happens if the software update involves major system restructuring. Our SaaS approach generally allows us to perform updates without downtime. Within the multi-tenant model, there is only one set of the executables to be updated during a release. This, in

combination with the multiple configurations, assures the University that this core service will be available to end users.

Releases, updates and maintenance are included in your annual subscription.

2. Describe capabilities for remote support and indicate what access to accounts and systems is required. Describe the locations from which this activity would take place. Describe any maintenance options/tiers and whether they vary in cost by time of day, response time, etc.

PROQUEST RESPONSE:

Please see C.3. for an overview of our Customer Support model. Our SaaS model supports our access to the platform by our authorized staff from multiple remote locations. Our primary support offices are Seattle, Yokohama, and Amsterdam.

ProQuest offers several types of support to ensure the optimization of your library's experience with our services. There are no restrictions and no limit on the amount of customer support available for your library. At this time, there are no variations in cost for levels of service.

3. Describe services that may be required in the normal course of operating the system that are not covered under the maintenance contract.

PROQUEST RESPONSE:

The Intota subscription fees proposed includes all hosting, support, and ongoing maintenance.

4. Describe the maintenance costs for the first year, and, on the basis of an annually renewable contract, the maintenance costs for each of the following five (5) years. Provide pricing in section **Attachment E Pricing Schedule**.

PROQUEST RESPONSE:

All ongoing maintenance is included with your annual subscription to Intota.

5. Describe the procedures for obtaining services for all types of maintenance (*e.g., installation of corrective code, enhancements, applicable "escalation" procedures for providing additional assistance in diagnosing a failure that is not resolved in a timely manner to include notification procedures and timing as well as what higher levels of assistance will be made available.*)

PROQUEST RESPONSE:

Through the ProQuest online Support Center, library administrators can ask questions and request support from our experienced Support Team for all types of maintenance services.

We will accept requests from any staff member, and we accept requests by email, phone and via our web-based Support Center. Email requests are automatically transferred into the Support Center. A customer may see the status of their own incidents or all incidents for their library.

Our Support Team triages incoming incidents, resolving many within 24 hours. The Support Team works overlapping hours so as to be in the office and/or local for various time zones. More difficult incidents are passed to experts by function.

Should escalation be required, the ProQuest support model provides for escalation of incidents that represent severe service impairments.

6. Describe the nature of any continuing research and development performed by the manufacturer to detect and correct problems in the system design, to improve efficiency, and/or to enhance the capabilities of the system proposed.

PROQUEST RESPONSE:

Summon has a formal usability testing program in place which includes working with an independent third party to test and analyze user behaviors. This is above and beyond ongoing efforts to gather user feedback, to engage our customer community, and to facilitate subscribers' own usability studies.

User interface specialists are embedded in the development teams. This assures that we are continuously evaluating system design and implementing changes of the user interface.

Numerous customers are doing or have done usability studies. Examples include University of Florida, Konstanz University and Virginia Tech University, which completed the most extensive usability study. Many libraries, while not conducting formal usability testing, are doing interesting analysis of usage metrics, for example University of Huddersfield referenced earlier in our response.

In addition to ongoing usability studies and testing, we consider subscribers to be development partners and therefore requests for enhancements and fixes are a critical part of the development process for our services.

7. Describe your approach to security reviews during each phase of the software development lifecycle.

PROQUEST RESPONSE:

ProQuest's Information Security Office provides a consultative security, business continuity and privacy risk process for all of the customer-facing applications. In this process, business-process risks are identified at inception, the engineering teams are aware of how to securely implement the business processes. Automated code scanning takes place throughout the lifecycle to ensure that security issues are identified and closed early in the development process. And once in production, the Information Security Office continues to provide insights and recommendations to the product teams throughout the lifecycle of the product, both in technical and business process risks.

8. Describe the procedures followed in distribution of information to University of Mary Washington pertinent to system problems encountered at other locations along with the solutions to those problems, when such information is relevant to the University's software.

PROQUEST RESPONSE:

We notify customers of system issues and expected outages through both listservs and postings in the ProQuest Support Center. For unscheduled outages, we are developing an online "health check" that allows customers to see the latest status and projected recovery times.

9. Describe procedure for handling upgrades. Specify how often upgrades are made to the application software and how "patches" and "fixes" to the systems are handled. Describe if and how your product impacts our ability to apply security updates in a timely manner to underlying or supporting products (*e.g., Windows, Linux, Java, Oracle, MS Office, Web server*). Timely is defined as no later than 30 days from time of vendor release.

PROQUEST RESPONSE:

The Intota and Summon services are architected under an Agile Development methodology, providing for new Intota releases approximately every quarter, and Summon releases approximately every six weeks. There does not need to be scheduled downtime for any routine maintenance or upgrades.

Upgrades occur automatically with no impact on customer's live production systems or security updates. All releases and enhancements are included in and covered by your annual subscription at no extra cost to the University.

10. Describe the nature of system enhancements in development that are scheduled for release in the next two years.

PROQUEST RESPONSE:

We have a clear design philosophy and a clear direction for where we are headed. Attached to this submission in the electronic copies is the current Intota roadmap. However, it is important to acknowledge that this is subject to change. We are proud of the way in which we get customers involved in helping to shape future functionality. Our discovery and linking software is an excellent example of this, where user groups help Product Managers to shape direction. Additionally, we use feedback from libraries to determine which reports could be included as a default within the Assessment module.

The Intota roadmap, which consists of functionality in development for the release of Intota version 2 in 2016 – this release is the “displacement release” of Intota, providing the core functionalities needed to displace the legacy system for acquisitions, fulfillment and description, adding core workflows to Intota version 1.

The libraries of SUNY have a strong vision of what you would like to achieve. We are building Intota with an equally strong vision to serve the future needs of libraries as they manage and provide discovery and access to those collections. At ProQuest we do not believe that the future of academic libraries is served by re-creating the legacy ILS “in the cloud”.

Our vision for Intota is that it will be:

- An open system, with modern tools to allow it to interface and interoperate with other systems, both on campus and from library suppliers.
- A system that interfaces with learning management systems, making maximum use of the library's resources.
- A system that allows libraries to showcase their resources on the web by incorporating a linked data metadata engine
- A system that provides core library processes for today and into the future, not as in the past. Those core processes in Intota include:
 - Linking
 - Discovery
 - Metadata creation for collections, including archival collections
 - Interface to existing interlibrary loan solutions
 - Interface to institutional repositories, including metadata creation for IR records
 - Unified management of e-resources, including managing licenses, DDA programs, and the e-resource life cycle
 - Management of print resources
 - Description, including linked data capabilities to allow libraries to participate in the revolution of exposing library data
 - Fulfillment, based on a business intelligence engine that simply “gets” the requested resource for the user from wherever it resides

- Order tracking and fund accounting that works in today’s reality of dispersed ordering
- Integrated assessment for all of the library’s resources, both print and electronic

11. Describe all responsibilities of both the contractor and University of Mary Washington in the isolation and diagnosis of system failures.

PROQUEST RESPONSE:

ProQuest is responsible for isolation, diagnosis and solution of system failures. The customer is responsible for reporting problems – even if the library feels that ProQuest already knows about the error. We do ask that customers consistently report problems.

For scheduled downtime, although very rare, we notify customers of expected outages through both listservs and postings in the Support Center. For unscheduled outages, we are developing an online “health check” that allows customers to see the latest status and projected recovery times.

A customer may report a degradation of service or a system down at its site. These statuses, reported through the Support Center, automatically are escalated for response.

Overall service level interruptions and individual customer interruptions are fully diagnosed. We have recently begun to post outcomes of the investigation of an overall outage to the Support Center.

H. Remotely Hosted Applications: The University prefers a centralized hosting solution off-premise by the vendor under a traditional hosting contract or a Software-as-a-Service (SaaS) contract. If remote hosting is an option for this project, then complete the following section. If remote hosting is not an option, there’s no requirement to respond to this section.

1. Describe where services and data storage are located geographically.

PROQUEST RESPONSE:

ProQuest operates our solutions in redundant, geographically dispersed data centers, within the Amazon cloud, with duplicate internet connections, electrical feeds, etc. There is no single point of failure. These fault tolerant operations provide for continuity of the solutions.

2. Describe how applications are secured inside your firewall.

PROQUEST RESPONSE:

Network devices, including firewall and other boundary devices, are in place to monitor and control communications at the external boundary of the network and at key internal boundaries within the network. These boundary devices employ rule sets, access control lists (ACL), and configurations to enforce the flow of information to specific information system services.

As is the case with Summon clusters housed in ProQuest data centers, for Summon on AWS, customers have only application level access to our servers, all systems are housed in protected networks behind firewalls that prevent all access except to the application interface, generally conducted via web browsers. Systems & applications are audited for security regularly.

3. Describe your approach to applications and how they are hosted on servers. (*Will the UMW application(s) reside on dedicated physical/virtual servers?*) Describe the different levels of security for different application layers.

PROQUEST RESPONSE:

ProQuest provides Intota, Summon and our other services as hosted services, following a multitenant Software as a Service (SaaS) model of cloud computing. We have the most experience in multi-tenant Software-as-a-Service of anyone in the industry. No local servers are required.

There are many benefits to the multi-tenant SaaS model, including:

- Easy, frequent releases
- No upfront expense to acquire server hardware and operating system software
- Extensive customization options without requiring local programming.
- Ability for multiple institutions to easily share data, such as the Summon repository
- Potential for easy, inexpensive resource sharing among libraries

We invite the University of Mary Washington to visit with us to discuss the technical aspects of our cloud-based solutions. We feel we are the collection management provider that is most experienced in this technology, and we would welcome an in-depth discussion on this topic.

4. Describe the network layer security you provide.

PROQUEST RESPONSE:

There are two aspects of this:

1. *Overall data security for ProQuest offerings.*

Security policies are employed that limit exposure to malicious individuals and content, as well as access to other critical systems. Our co-locations are peered with multiple backbone providers in case of distributed denial of service attacks, and we have service level agreements in place to assure a timely response from our providers.

Summon, Intota and 360 servers are housed in secured collocation centers from a major industry vendor. We own, manage, install and service all of our own hardware. Our primary datacenters are located in Texas and Virginia with a 3rd data back-up center located in Ann Arbor, MI. The building has multi-layer secured access to tenants and video surveillance measures.

Beyond the data security offered through professional co-location centers, we are also using Amazon Web Services (AWS). AWS is one of the most highly rated providers of cloud service providers. Our use of AWS is another assurance to the library of highly secure operations, as well as our ability to add capacity easily and quickly.

Each of our application environments, as well as our network devices & data services are comprised of fully redundant clusters of high availability systems. The stability of ProQuest services is ensured by multiple fail-over and server co-locations.

Customers have only application level access to our servers, all systems are housed in protected networks behind firewalls that prevent all access except to the application interface, generally conducted via web browsers. Systems & applications are audited for security regularly.

2. *Security of patron data.*

The patron data which is actually kept in Intota will be secured because of the structures above. Patron data is also secure in the Intota approach because sensitive address and contact information is retained in the local user information systems for most elements. For Intota v2, encryption of the data at rest and in motion will further ensure that sensitive data is not accessible inappropriately.

5. Describe your methodology for handling patches and software updates.

PROQUEST RESPONSE:

Upgrades occur automatically with no impact on customer's live production systems. Releases are part of the annual subscription fee; there is no separate maintenance agreement.

Software changes are created and tested on our own server complexes and then rolled into production on AWS. We have redundant systems that provide for rollback and quick restart if necessary. Because of the redundant power sources, internet feeds, etc., we do not see likely points of failure in the physical configuration. As with any software solution, there will be bugs. ProQuest addresses those quickly, applying hot fixes as needed.

We welcome detailed questions about our production systems.

6. Describe your approach to screening employees and the level of experience preferred.

PROQUEST RESPONSE:

ProQuest only hires reputable employees that are experienced in the types of services that we provide. Full background checks are also part of the standard PQ hiring process.

7. Describe how you track attacks. Describe your approach to informing UMW about attacks.

PROQUEST RESPONSE:

ProQuest has a number of procedures for dealing with unauthorized access. We have seen some instances of this with Summon, such as automated harvesting of data. In those cases we track the action back to the source. We attempt to shut down the robot that is harvesting. We also track the robot to its source and contact the library or customer to make it aware of the incursion.

With Intota, we are aware of the need to protect patron data. ProQuest monitors its customer-facing systems for attack, breach and data exfiltration, both content and user data. In the case that a customer's access (e.g. IP Authenticated-access or usernames/passwords) are being used as a source of the attack, PQ will contact the customer to notify them of the incident and will be available work with the customer and their network/security teams to help identify and remediate the root cause. In the situation that PQ experiences a data breach, notification will be compliant with the applicable state, federal and international regulations regarding breach notification.

8. Describe the audit and security infrastructure testing process you utilize and the frequency of those audits/tests.

PROQUEST RESPONSE:

Workflow Solutions is a business unit of ProQuest LLC, which monitors it and conducts internal audits. ProQuest has a robust set of data management practices that re enforced across the organization, and a data security officer. ProQuest additionally performs ongoing external vulnerability testing and reporting and patch remediation tracking on a monthly basis. Rotating external penetration testing is also part of the regime and occurs continuously throughout the year across the PQ environment.

9. Describe your approach to security reviews during each phase of the software development lifecycle.

PROQUEST RESPONSE:

ProQuest's Information Security Office provides a consultative security, business continuity and privacy risk process for all of the customer-facing applications. Please see G.7.

10. Describe the vulnerability detection and response process surrounding your product and

hosting infrastructure. Describe your patch release strategy for problems found.

PROQUEST RESPONSE:

ProQuest has a formal vulnerability management process that includes monthly scans of all systems for current status of vulnerabilities. Current status is reported to product teams and progress is tracked to completion. Additionally, the Information Security Office monitors new vulnerabilities and has the ability to escalate a patch for immediate action based on the severity of impact and opportunity to exploit. All patches are expected to be applied within a defined timeframe based on the criticality rating of the vulnerability.

11. If hosted, provide results of the latest penetration test and vulnerability scan performed on your system.

PROQUEST RESPONSE:

ProQuest does not share security results outside of the company. However, ongoing testing and vulnerability testing is being performed and identified issues are remediated based on joint understanding of business impact and security risk/criticality.

12. Describe your physical and cyber data center security. Describe what measures are in place to prevent employees from viewing data they are not authorized to see or outsiders from hacking into the system.

PROQUEST RESPONSE:

ProQuest has 24x7 monitoring of security activities at network, server and application levels. Access to sensitive data is gaited by job role and access is reviewed on an ongoing basis. Access to high-level OS and Database functions is logged and monitored by the Information Security Office and suspicious activities will initiate our incident response process to identify the source of the activity, remediate and determine root cause.

13. Describe your approach and policy regarding ownership of customer data that resides in your data center. Describe customer rights and abilities regarding moving and copying. Describe vendor and partner practices related to moving and copying data.

PROQUEST RESPONSE:

Our position is that the library's data is owned by the library. Our architecture for Intota supports this philosophy. The library may export its own data for a variety of purposes, including leaving the Intota service. However, we also note that the knowledgebase is proprietary to ProQuest and includes value-added elements which may not be used to populate another commercial service.

14. Describe any exit strategies you offer. Include details about the types of records and data that can be exported cleanly from the system. Specify the possible formats for exported data and the extent to which data structures will remain intact.

PROQUEST RESPONSE:

Data may be exported from the service. Where there is an established standard, the data will be exported according to that standard. For example, license data for e-resources may be exported in the DLFF-ERMI definition. Bibliographic data will be archived in MARC 21, even though it will be transformed to the BIBFRAME schema upon ingest. Output of that data will be in either or both formats, at the Library's option.

15. Describe your approach to backups and disaster recovery. Include details about the rights UMW would have to make a separate, additional backup of the database and/or data.

Describe how the process would work if we wanted to make a backup of the database.

PROQUEST RESPONSE:

In the event of an outage of the service or of the internet provider, we plan to allow transactions to be recorded on the workstation and uploaded when the service returns. We plan to record the identifiers associated with the users and materials.

ProQuest performs incremental backup of new and changed data at least daily. Our platforms are configured to prevent these types of failures that usually lead to data loss. Data loss is not a usual or frequent occurrence. Data is segmented as it is backed up, so that segments of data could be recovered if necessary. Recovery is not a self-service process; it is managed by our IT staff. Key production data is stored offsite for added security.

Also each software release has a full roll back plan. We always have rollback options in place when applying fixes or releases, which is provided by the size and redundancy of our platforms. As new features and interface enhancements are released, we typically provide a lengthy testing and opt-in period. For version changes, it is our practice to support both versions for a period of time, to allow the Library to choose the best time to implement the new version.

16. Where are the DR (disaster recovery) data center locations located? What type of infrastructure exists to replicate and synchronize data between the primary and DR data centers? Is this available real-time, daily? If the primary environment is down how quickly can the DR environment be made active either in the primary or the DR data center?

PROQUEST RESPONSE:

As noted in H.1., ProQuest operates our solutions in redundant, geographically dispersed data centers.

17. Detail escrow options for ensuring library access to source code with local customizations in the event of vendor insolvency, including the designated third party contractor.

PROQUEST RESPONSE:

Our proposed services operate as hosted SaaS services, and some of these services provides an API for customizations that the Library may want to make, but does not release source code.

An escrow agreement is not applicable to remotely hosted software as a service; the company retains all ownership rights in the software and any derivative works.

18. Describe how compliance with security standards is demonstrated, i.e. 3rd party audits.

PROQUEST RESPONSE:

As noted above, ProQuest conducts internal audits. ProQuest will work with the University of Mary Washington to ensure compliance with all applicable laws regarding security and privacy. Our solutions meet PCI-DSS security standards, where applicable.

19. What are your uptime/availability statistics?

PROQUEST RESPONSE:

ProQuest's use of Amazon Web Services as the platform for Intota and Summon assures the Libraries of excellent availability. Our goal for Summon and Intota is at least 99.5% uptime

I. Privacy

1. Provide your privacy statement.

PROQUEST RESPONSE:

The ProQuest Privacy Policy is available at <http://www.proquest.com/about/privacy-statement.html>

2. Identify the type/specific information being collected (*User Data – Anonymous or Personally Identifiable*).

PROQUEST RESPONSE:

Most information is anonymous. The ProQuest Sites do not automatically collect your Personal Information through your use of our Sites unless you choose to share it with us. If you choose to provide your Personal Information, we will collect the Personal Information you provide to us such as your first and last name, email address, physical address, Institution, title/role, academic subject area, degree, research interest, degree pursued, credit card or financial information, and/or other information that you share with us.

3. Specify who collects the information.

PROQUEST RESPONSE:

The ProQuest Sites do not automatically collect your Personal Information. For example, it is provided by users in the registration process.

4. Specify why the information is collected.

PROQUEST RESPONSE:

You may choose to provide us with your Personal Information in a variety of ways depending upon the manner in which you use the ProQuest Sites and the available features or services, such as when: (a) signing up for trial or full access to a product or service; (b) requesting additional information about a product or service; (c) creating or signing up for an Account; (d) registering for use of a Site, database, product or services; (e) creating a personal/public Profile on any of the ProQuest Sites; (f) filling out a survey or registration form; (g) participating in a sweepstakes or contest; (h) ordering a product or service; (i) posting, sharing or transmitting content; and/or (j) participating in a discussion or other interactive community feature on our Interactive Community Sites.

For all of the instances described below, we may use your Personal Information in all of the general manners set forth in our Privacy Policy as well as in the specific manners set forth below.

- Trial Offers/Request For Information/Purchases
- Public Posting/Sharing of Content
- Accounts/Registration
- Profiles
- Emailing
- Inviting Others To Join
- Training Webinars

Trial Offers/Request For Information/Purchases: Some of the ProQuest Sites may allow individuals and/or Institutions to sign up for trial (or full) offers for our products and/or service; request additional information about and/or purchase our products and/or services; sign up for our newsletters or other marketing communications; and/or sign up for training services and webinars. If you choose to take advantage of these options, we will collect the Personal Information you provide in connection with your request, such as your name, email address, Institution, title, telephone number, address, and financial or credit card information, and we may use the Personal Information for the purpose you provide it to us and in the other manners described by this Policy.

Public Posting/Sharing of Content: Some ProQuest Sites, such as our Interactive Community Sites and/or the ProQuest Platform, may allow you to interact with other users and/or post, share, or otherwise transmit content or other data publicly, such as on a bulletin board, blog post, discussion forum, question and/or answer section, comment section, shared tags or lists, public Profile or through scholarly or other interactive community portions of the Site (collectively, "Public Posting" or "Shared Content"). Some Sites may require you to register for an Account and/or create a Profile in order to create a Public Posting, and in that case, we will collect the Personal Information you provide in creating your Account or Profile (collectively, "ProQuest Account") such as your name, email address, academic Institution, title, role, research interest, photo, and other information. We may use this Personal Information in the manners described by this Policy.

To create a Public Posting, you may be required to provide information that may be used to personally identify you (such as, but not limited to, an email address, academic Institution, title, and full name). Your full name, as well as other Personal Information may be publicly displayed in Public Postings. We do this for a variety of reasons such as encouraging an open exchange of information among our communities, allowing users to evaluate potential sources of information, and so that we can remove or block users whose Public Posting violates our Terms of Use or other Governing Agreements. On some Sites you may have the option of limiting the Personal Information that is publicly displayed in connection with your Public Posting by controlling your account settings and/or using other available methods afforded by the Site. For instance, with our GradShare Site <http://www.gradshare.com> you may have the option of creating a Public Posting as an anonymous author so that others do not see your Personal Information (unless you otherwise provide it in your Public Posting).

Keep in mind that anyone who accesses a ProQuest Site may be able to see your Public Posting or Shared Content, and on some ProQuest Sites, such as the Platform, your Public Posting or Shared Content may be searchable and/or viewable on and through the Site as well as on the open World Wide Web by anyone who has online access (the "World Wide Web"). Also, some of our Sites, such as but not limited to, GradShare <http://www.gradshare.com> may allow users to use tools to copy, cut, and/or post Public Postings and other Shared Content to Third Party Sites, thereby making your Public Posting available on Third Party Sites and viewable on the World Wide Web.

You should exercise caution when disclosing information, including information about yourself, in a Public Posting as such information can be read, collected, or used by others to send you unsolicited messages or for other purposes. If you choose to create a Public Posting or place Personal Information in a Public Posting, you do so at your own risk, and ProQuest is not responsible for any information you choose to submit in a Public Posting and/or for the manner in which it may be used by third parties.

On certain Sites, such as our Interactive Community Sites, you may be asked to select a username that will be publicly displayed to others who access the Site. If your username contains Personal Information or any other identifying information, it may be used to identify you personally, and therefore, you should choose your username carefully, and you should not provide any information in your username that may be used to identify you.

ProQuest, in its sole discretion, may, but does not have an obligation to, affirmatively monitor Public Postings, and may use software or other means to deny Public Postings that would appear to violate our Terms of Use or other Governing Agreements. ProQuest may also act on user reports of violations.

Accounts/Registration: Some ProQuest Sites allow users to create Accounts such as a "My Research" Account for storing and/or sharing data and/or an Account to register to use the Site. When you create an Account of any type, we will collect the Personal Information you provide in creating the Account, such as name, gender, email address, Institution, title, address, phone number, photo, research interest, role, title, and whatever additional information you provide. On some Sites, and depending on

your use of the certain features or services of the Site (such as creating Public Postings), the information you supply when you create an Account may be viewable and searchable to others who access the Site and/or in some instances on the World Wide Web. You may be able to limit the information that others see about you through modifying or deactivating your Account or Profile or through other means available on the Site. For some Sites, you may also have the option of making certain Accounts public or private. If you make your Account public, it becomes a Public Posting as described above.

Please review the My Research Privacy Information and [Pivot and Scholar Universe Privacy Information](#) sections of our Privacy Policy for more specific information regarding your privacy with respect to Accounts on these Sites.

Profiles: Some ProQuest Sites allow users to create a Profile, including Public Profile. For some Sites, such as the Platform, you may be required to make your Profile publicly available to other users in order to use certain features of the Site. When you create a Profile, we will collect the information that you provide such as your full name, gender, your date of birth, your city of origin, academic institution, corporate information, title, valid email address, valid physical mailing address, contact phone number, and/or photo. You may also be able to provide information such as your research interest, degree pursued, and academic and professional history/status as part of your Profile. In each case where you are able to provide such information, you will be able to see, in advance, what information is collected. We may use the Personal Information you provide in creating your Profile in all manners set forth in this Privacy Policy.

Information you provide in creating your Profile may be publicly displayed to and searchable by others who access or use the ProQuest Sites, and in some instances, your Profile may be searchable and viewable on the World Wide Web or by other third parties. Third parties may be able to identify and/or contact you based on information contained in your Profile. Therefore, you should exercise caution when disclosing certain information about yourself in connection with your Profile.

Please be sure to review our [Pivot and Scholar Universe Privacy Information](#) section of this Policy and our My Research Privacy & User Information for more specific information regarding Profiles and your privacy in connection with those Sites and products.

Emailing: Some Sites may provide you with the option using the Site's internal messaging system to email documents and/or interact with other users. In that case, you may be required to provide (and we may collect) such Personal Information as your first and/or last name, your email address and the recipient's name, email address and contact information. If you send an email through the ProQuest Sites, your first and/or last name may be visible to the recipient of the email and in some instances your email address may be visible. We may use your email address to process your email request and to communicate with you about the ProQuest Sites and/or our products or services as well as any other uses provided for in this Privacy Policy. On our GradShare Site, we may post a link by your username which allows users to email you directly through the Site based on the email address you provided when you created your Account.

We are not responsible for the manner in which others may use your email address or attempt to contact you, including any unsolicited communications you may receive.

Inviting Others To Join: Some of our Interactive Community Sites or other Sites may allow you to invite others to join the Site. If you choose to use this service, we will ask you for the recipient's email address and/or name and we will automatically send an email through the ProQuest Sites inviting the recipient to join that ProQuest Site. Your Personal Information, such as your name or other information, may be available to the recipient of the email as well as any additional message you create.

Training Webinars: You may be able to register for training classes and/or webinars through some of the ProQuest Sites, and in that case, we may collect such Personal Information as your first and last name, email address, Institution and other information you provide. We may use your Personal Information to fulfill your request, communicate with you and in all of the other manners described in this Privacy Policy.

5. Describe how the information is collected (*explicitly, via Cookies, via Web Bugs, etc...*).

PROQUEST RESPONSE:

Please see I.4. above.

6. Describe how the information is used.

PROQUEST RESPONSE:

Please see I.4. above.

7. Specify how long the information is retained.

PROQUEST RESPONSE:

The information is retained as needed to provide the services.

8. Describe how the information is stored and kept.

PROQUEST RESPONSE:

Depending upon which ProQuest Site you use, your information may be transferred to, stored, and processed primarily in the United States where most of our servers (and/or our authorized third parties' servers) are located and in some instances in Canada and/or the U.K. (if you are using a localized domain for that country). The data protection and other laws of the United States might not be as comprehensive as those in your country.

9. Describe how the information is secured.

PROQUEST RESPONSE:

ProQuest takes commercially reasonable security measures to protect against unauthorized access to, or unauthorized alteration, disclosure or destruction of, data that you share and that we collect and store. These security measures may include practices such as keeping your data on a secured server behind a firewall, internal reviews of our data collection practices and platforms, industry-standard encryption technologies, as well as physical security measures to guard against unauthorized access to systems where we store your Personal Information. Unfortunately, however, no security system can be 100% secured, and we cannot guarantee that communications between you and the Site or any information provided to us in connection with the information we collect through the Site will be free from unauthorized access by third parties. Unauthorized entry or use, hardware or software failure, and other factors may compromise the security of member information at any time. Your password is an important component of our security system. As such, it is your responsibility to protect it. Do not share your password with any third parties. If your password has been compromised for any reason, you should change it immediately.

ProQuest cannot guarantee the security of any information that is disclosed online. In light of the above and because of the complex and constantly changing nature of our business and the security risks associated with using the Internet, ProQuest does not guarantee error-free performance under this Privacy Policy. To the extent permissible under law, ProQuest shall not be liable for any incidental, consequential or punitive damages relating to this Privacy Policy.

10. Specify whether you share the information with another party. If information is shared with another party, then respond to Items a. through h. below relative to this information.

PROQUEST RESPONSE:

In general, we do not share personal information with third parties. However, “in the event we do collect Personal Information that you have shared with us and provide it to third party agents, vendors, contractors, partners, or content providers of ProQuest (collectively, "Contractors") ..., we ensure access is granted only upon the condition that the Personal Information is kept confidential and is used only for carrying out the services these Contractors are performing for ProQuest.”

- a. Identify the type/specific information being collected (*User Data – Anonymous or Personally Identifiable*).

PROQUEST RESPONSE:

Typically, this is aggregated information. For example: In some cases our marketing staff, Institutional customers, other ProQuest companies/divisions and/or Contractors may be provided Aggregate Information to evaluate the effectiveness of certain services and product offerings, ensure compliance with our product service licenses, improve the user experience, process and fulfill transactions, and provide you with information about our services. We may also use such Aggregate Information to administer the Site, track visitors' movement, and analyze broad demographic trends.

- b. Specify who collects the information.

PROQUEST RESPONSE:

The ProQuest Sites do not automatically collect your Personal Information. For example, it is provided by users in the registration process.

- c. Specify why the information is collected.

PROQUEST RESPONSE:

Please see I.4.

- d. Describe how the information is collected (explicitly, via Cookies, via Web Bugs, etc...).

PROQUEST RESPONSE:

Please see I.4. above.

- e. Describe how the information is used.

PROQUEST RESPONSE:

Please see I.4. above.

- f. Specify how long the information is retained.

PROQUEST RESPONSE:

The information is retained as needed to provide the services.

- g. Describe how the information is stored and kept.

PROQUEST RESPONSE:

Please see I.8. above.

- h. Describe how the information is secured.

PROQUEST RESPONSE:

Please see I.9. above.

11. Specify whether you collect information on UMW or any party related to UMW from third parties. Respond to Items a. through j. below relative to this information.

PROQUEST RESPONSE:

We do not collect information on UMW or any party related to UMW from third parties.

- a. Identify the type/specific information being collected (*User Data – Anonymous or Personally Identifiable*).

PROQUEST RESPONSE:

Not applicable.

- b. Specify who collects the information.

PROQUEST RESPONSE:

Not applicable.

- c. Specify why the information is collected.

PROQUEST RESPONSE:

Not applicable.

- d. Describe how the information is collected (*explicitly, via Cookies, via Web Bugs, etc...*).

PROQUEST RESPONSE:

Not applicable.

- e. Describe how the information is used.

PROQUEST RESPONSE:

Not applicable.

- f. Specify how long the information is retained.

PROQUEST RESPONSE:

Not applicable.

- g. Describe how the information is stored and kept.

PROQUEST RESPONSE:

Not applicable.

- h. Describe how the information is secured.

PROQUEST RESPONSE:

Not applicable.

- i. Specify whether you share the information with another party.

PROQUEST RESPONSE:

Not applicable.

- j. Specify the transaction information collected/maintained.

PROQUEST RESPONSE:

Not applicable.

J. Trial Access, Administrative Documentation, and Demonstration

1. Provide to the University the opportunity to test the functionality of the proposed system via username and password access or via IP-authenticated access from [define trial period]. Provide instructions for this trial access with submitted response. Specify if the trial access is being provided on any server other than the normal production server.

PROQUEST RESPONSE:

For Summon we can provide the Library with its own “preview” instance in order to allow testing of the many new features made available in Summon 2.0.

Trial access to the Intota v1.0 functions is currently possible and can be made available. Such trial access for Intota v2.0 is not currently available since certain functions are still in active development.

For management functions, our proposal to the University does not include a permanent test environment as well as the production instance. However, such a test environment can be made available. There is an additional cost for the test instance, which is dedicated to the University.

2. Provide to the University the full and complete technical and administrative documentation for the proposed system. Provide instructions for access to the documentation with submitted response. UMW will consider the technical and administrative documentation and access to the documentation proprietary and confidential.

PROQUEST RESPONSE:

The ProQuest online Support Center is an indexed knowledge base that provides both broad topical documentation and specific answers. The ProQuest Support Center contains troubleshooting information and FAQs, available to customers through a login:

<http://support.proquest.com/>; <https://proquestsupport.force.com/portal/customlogin#no-back-button>

3. The University may request a demonstration of the finalists. Indicate availability for conducting a demonstration if invited to participate in person.

PROQUEST RESPONSE:

ProQuest would certainly be available for an onsite demonstration of Intota, and we would welcome that opportunity.

ATTACHMENT A
SWAM Initiative Letter



Procurement Services

Attachment #

Greetings:

The quality of service the University of Mary Washington is able to deliver to its customers is directly related to the excellent support we receive from you and many other outstanding suppliers of goods and services. Without you, we would not be able to fulfill our educational mission. An important part of our procurement program involves our commitment to doing business with small, women-owned and minority-owned (SWaM) businesses. We look to you to help us achieve this objective.

We conduct substantial business with small firms and have a particular institutional focus on developing long-term business relationships with women-owned and minority-owned businesses. We count on our majority firms to help us achieve our goal.

I seek your assistance in two areas. First, I ask that you involve small, women-owned and minority-owned businesses in the delivery of goods/services you provide to UMW. The Procurement Services office is able to assist you in identifying qualified diverse business partners. Second, I seek your help in reporting your results through monthly/quarterly subcontracting reports. The terms and conditions previously provided to your organization outlined this process.

As a state agency, this effort is important to us. This is another way that UMW can partner with your company to make things better.

A SWaM reporting template is located on our Procurement Services website at <http://adminfinance.umw.edu/procurement/vendors-2/swam-reporting>.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard R. Pearce".

Richard R. Pearce
Vice President for Administration and Finance and CFO

1301 College Avenue
Fredericksburg, VA 22401-5300
adminfinance.umw.edu/procurement

Tel: 540/654-1127
Fax: 540/564-1168

**ATTACHMENT B
SMALL BUSINESS SUBCONTRACTING PLAN**

MUST BE COMPLETED AND RETURNED WITH BID OR PROPOSAL PACKAGE

All small businesses must be certified by the Commonwealth of Virginia, Department of Minority Business Enterprise (DMBE) by the due date of the solicitation to participate in the SWAM program. Certification applications are available through DMBE online at www.dmbv.virginia.gov (Customer Service).

DEFINITIONS:

"Small business" means a business independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business. *Note: DMBE-certified women - and minority-owned businesses shall also be considered small businesses when they have received DMBE small business certification. (Code of Virginia, § 2.2-4310)*

"Woman-owned business" means a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women. *(Code of Virginia, § 2.2-4310)*

"Minority-owned business" means a business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals. *(Code of Virginia, § 2.2-4310)*

Bidder Name: ProQuest

Preparer Name: Shelley Price **Date:** 8/12/2015

INSTRUCTIONS:

- A. If you are certified by the Department of Minority Business Enterprise (DMBE) as a small business, complete only Section A of this form. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received DMBE small business certification.
- B. If you are not a DMBE-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DMBE-certified small business in Section B.

Section A

If your vendor is certified by the Department of Minority Business Enterprise (DMBE), are you certified as a:

Check Only One: <input type="checkbox"/> Small Business <input type="checkbox"/> Small and Woman-Owned Business <input type="checkbox"/> Small and Minority-Owned Business			
DMBE Certification No.:		Expiration Date:	

Section B

Populate the table below to show your vendor's plans for utilization of DMBE-certified small businesses in the performance of this contract. This shall not exclude DMBE-certified women -owned and minority-owned businesses that have received the DMBE small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

Plans for Utilization of DMBE-Certified Small Businesses for this Procurement

Small Business Name, Address & DMBE Certificate #	Indicate if also: Women (W) or Minority (M)	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract	Planned Contract Dollars During Initial Period of the Contract
Total Planned Subcontracting Spend (\$)					\$0*

*We do not plan to use subcontractors for this type of work.

ATTACHMENT C
SWaM Subcontractor Spend Reporting

Form located on Procurement Services website:

<http://adminfinance.umw.edu/procurement/vendors-2/swam-reporting/>

Business Services

Procurement Services

Technology Purchases
Current Bids & Proposals
Vendors
Green Purchasing
SWaM Reporting

Central Storeroom/Surplus

Contracts

Laws, Policies and Procedures

Forms

Training

Small Purchase Credit Card

Directions and Maps

You are here: [Home](#) / [Vendors](#) / [SWaM Reporting](#)

SWaM Subcontractor Reporting

The University of Mary Washington, an agency in the Commonwealth of Virginia, is required to report all small business spend, importance is also placed on utilizing local woman-owned and minority-owned businesses to procure goods and services for the university. UMW's goal is to have a total SWaM (small, woman-owned, minority-owned) spend of 10% of the total procurement spend.

SWaM Subcontractor Reporting

This form should be used by vendors to report their Small, Woman-owned and Minority-owned (SWaM) business spend.

Vendor *

Please enter the name of the COMPANY

Contract Number

Please enter the CONTRACT NUMBER

Name *

First

Last

Please enter the SUBMITTER'S first and last name

Email *

Please enter the SUBMITTER'S email address

Virginia's Total e-Procurement Solution!

Purchasing Dates and Deadlines

July 2013

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Select Reporting Method *

Upload Spreadsheet/Document

Manual Input

Additional Comments/Information

Please provide any relevant comments or information

Captcha

Privacy & Terms

ATTACHMENT D SAMPLE ONLY

Contract #XX-XX

UNIVERSITY OF MARY WASHINGTON

Commonwealth of Virginia

Standard Contract

=====

This contract entered into this XX day of Month 2014 by CONTRACTOR NAME, hereinafter called the "Contractor" and the Commonwealth of Virginia, University of Mary Washington called the "Purchasing Agency", or UMW.

WITNESSETH that the Contractor and the University, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF SERVICES: The Contractor shall provide the services described herein.

PERIOD OF CONTRACT: DATE; through DATE with an option to renew for an additional (OPTIONAL RENEWALS IF ANY) additional TERM periods.

COMPENSATION AND METHOD OF PAYMENT: Will be in accordance with the contract documents.

CONTRACT DOCUMENTS: The contract documents shall consist of this signed Contract, the general conditions, special conditions, Offeror's proposal, subsequent clarifications and modifications as described in Attachment I, all of which are incorporated herein by reference and constitute the "contract documents."

Any contractual claims shall be submitted in accordance with the contractual dispute procedures set forth in the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors.

In witness, whereof, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

PURCHASING AGENCY:

By: _____

By: _____

Title: _____

Title: _____

Date: _____

Date: _____

FEI/FIN# _____

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia 2.2-4343.1* or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any basis prohibited by state law relating to discrimination in employment.

ProQuest Cost Proposal (Attachment E)

**ATTACHMENT E
Pricing Schedule**

One Time Implementation Costs	Cost
Migration	N/A Year one
Data Cleanup/conservation (if applicable)	
Setup/Implementation	9,250
Staff Training	14,000
Other Costs	
Continuing Costs (annual fees)	
Annual Maintenance and Support for Software	44,956
Annual Maintenance and Support for Hardware (if applicable)	N/A
Annual Maintenance and Support for Hosting (if applicable)	N/A
Customization	N/A
Other Costs	
Optional Costs	
Discovery Service	Included
Linking Interface	Included
End User (public) Mobile Interface	Included
Digital Content Capabilities	Included
Third Party Costs	none
Other Costs	
Total Cost for Year 1	68,206
Total Subsequent Annual Costs	
	76,425
	19,500
	16,000
	111,925
	80,246

PROQUEST RESPONSE:

The following is our pricing proposal to University of Mary Washington Library. All prices quoted are in US dollars.

The Intota subscription fees proposed includes all hosting, support, and maintenance. Intota does not require the purchase or installation of any server hardware or software.

The proposal to the Libraries includes the following elements:

Annual Subscription Fees include:

- Summon Discovery Service
- 360 Link
- Intota Assessment
- Intota-E, including e-resource management and DDA management
- Intota Selection, Acquisitions and Description
- Intota Fulfillment

One Time Fees include:

1. Project Management and Migration Fee for Intota
2. Onsite training for Intota @ \$2,000 per day, including all travel, lodging, and meal expenses.

Notes on Subscription Fees

The subscription fees shown for Year 1 of the Agreement are reduced because not all Intota functionality will be available initially. This reduced fee for Year 1 allows the Library to begin using Intota v1, the solution for Assessment, e-resource management, DDA management, with tighter integration of Summon and 360 Link.

Subscription fees shown are for single year subscription. Discounts are available for multi-year commitments, but are not quoted here.

Complete Intota Solution		Y1 cost	Y2 cost	Y3 cost
1	Software	\$44,956	\$76,425	\$80,246
2	Installation & Configuration, including data migration and project management	\$9,250	\$19,500	
3	Hardware	N/A	N/A	N/A
4	Training @ \$2,000 per day including expenses	\$14,000	\$16,000	
5	Maintenance/Service agreement	Included in annual fee above	Included in annual fee above	Included in annual fee above
	TOTAL	\$68,206	\$111,925	\$80,246

Notes on Possible Cost Savings

Since the Library are already subscribing to various individual ProQuest services, some of those subscriptions can be cancelled at the time that the Library implements Intota. These dollars can then be re-allocated to Intota. These products include 360 Link and Books in Print.

Description of One Time Services

ProQuest has proposed several types of one-time services for the University of Mary Washington Library:

Project Management

Project management services are provided as overall support for the implementation phases of Intota. The Library is assigned a named project manager. That person coordinates the efforts of bringing Intota into production. That person will set up a schedule of regular calls with the Library, as well as responding to questions. The project manager also coordinates the training for the Library.

If the Library chooses to do a phased implementation, there will be a project manager assigned for each phase.

Data migration

Data migration services for the Library's bibliographic and associated files are proposed as part of the Year 2 services.

Training Services

Onsite training services are proposed. During Year 1 training will be provided on the ERM functions of Intota, as well as optimizing the solutions. Also provided will be a session on maximizing Summon, emphasizing the integration of Summon with the ERM functions of Intota.

The following are brief descriptions of the training proposed in Year 1:

Onsite Training Package: Introduction to Intota and ERM Working Sessions

- **Brief Description:** Initial 2 days offers high-level introductory training in lecture format to showcase product functionality and capability. Final 2 days is the hands-on working session to begin populating ERM source data into Intota.
- **Duration:** 4 days
- **Cost:** \$2000/Day (\$8000)

Onsite Training Package: Intota ERM Workflow Analysis

- **Brief Description:** For experienced Intota ERM clients. Provide a process, a tool and a forum in which clients can discuss and explore ways to modify their workflows and leverage Intota to be more efficient and effective. Assumes clients have fully completed prerequisites on page 6.
- **Duration:** 2 days
- **Cost:** \$2000/Day (\$4000)

Onsite Training Package: Summon Web-Scale Discovery

- **Brief Description:** Ensures Summon and 360 Link will be fully customized and ready for the wider reference staff audience. Geared toward reference librarians first starting out with Summon. The staff will gain an understanding of how Summon and 360 Link function, and the impact on the end-user experience.
- **Duration:** 1 day
- **Cost:** \$2000/Day (\$2000)

Training for Year 2 will be training on the acquisitions, description and fulfillment functions. Although the training curriculum is not yet fully defined, we are assuming 2 days per function plus 2 days of planning and consulting, for a total of 8 days of training in Year 2.



Terms and Conditions

1. License Grant. Subject to the terms of this Agreement, ProQuest LLC and its affiliates “ProQuest”) hereby grant to Customer a non-exclusive, non-transferable license (the “License”) for Customer and its Authorized Users to access and use the products and services listed on Customer’s approved Order Form (the “Service”) solely at Customer’s principal location and those locations listed on the Additional Sites Schedule. Access and use of the Service is only for the internal, research purposes of Customer and/or its Authorized Users as further described in Exhibit A. Additional Sites may be added upon written notice to ProQuest and payment of additional fees, if applicable. Customer does not acquire any intellectual property ownership in the Service or any associated software, systems, documentation, content, other materials and/or improvements made thereto, including improvements based upon customer feedback. All such rights and interests remain in ProQuest and its licensors.
2. Authorized Users. “Authorized User” means only: (a) For public libraries: library staff, individual residents of Customer’s reasonably defined geographic area served, and walk-in patrons while they are on-site; (b) For schools and other academic institutions: currently enrolled students, faculty, staff, and visiting scholars, as well as walk-in patrons while they are on-site; and (c) For other types of organizations: employees and independent contractors, while performing their work. Authorized Users excludes Customer’s corporate affiliates, academic bookstores, and alumni unless those users are expressly included and reflected on the Order Form or Additional Sites Schedule.
3. Secure/Remote Access. All access and use of the Service must be made via a secure network and secure authentication methods. Use of the Service by remote access is allowed unless otherwise stated on the Order Form. Customer will strictly limit any remote access to its Authorized Users through the use of secure methods of user verification. Customer will promptly notify ProQuest if Customer believes security has been compromised. Online posting of passwords, or otherwise enabling access for the benefit of non-subscribing institutions or users, is strictly prohibited.
4. Updates to the Service. ProQuest will announce any substantial modifications of information, databases, materials, capabilities, or services within the Service by email to Customer’s representatives who sign up to receive updates. These changes shall be subject to the terms and conditions of this Agreement, and shall not materially alter use of the Service.
5. Supplemental Terms. Some of the content included in the Service has conditions of use applicable solely to such content. Links to content-specific conditions are clearly displayed with the associated content and will not materially alter use of the Service. Where third-party databases and certain special content types are subject to special terms, such terms and conditions shall be clearly referenced on the Order Form.
6. Variations in Content. The content provided as part of the Service is primarily owned and supplied to ProQuest under agreement with third party licensors, and is subject to the continuation and extent of the license granted under such agreements. ProQuest shall have the right, in its reasonable and good faith discretion, to remove or modify materials in the Service because (a) ProQuest’s right to distribute such materials lapses, (b) such materials contain errors or could be subject to an infringement or other adverse claim by a third party, or (c) particular content collections have changed due to editorial selection, coordination, or arrangement of materials.

7. **Fees and Payments.** Customer agrees to pay the fees for the Service shown on the Order Form within 30 days of receipt of ProQuest's invoice unless otherwise specified on the Order Form. Fees are based in part on Customer's population served, Authorized Users and Additional Sites at the time of the order. If any combination of these elements materially increases (e.g., if the Customer acquires a new affiliate), a fee increase commensurate with such change may be required before access and use of the Service is provided to or for the benefit of the additional user population, Authorized Users and/or Additional Sites. Firm U.S. Government orders require a valid purchase order and advance payment or payment in accordance with FAR 52.213.2.
8. **U.S. Government Restricted Rights.** Services include materials that are commercial technical data and/or computer databases and/or commercial computer software, as applicable, which were developed exclusively at private expense by ProQuest LLC, 789 E. Eisenhower Parkway, Ann Arbor, MI 48108. U.S. Government rights to use, modify, reproduce, release, perform, display, or disclose these technical data and/or computer databases and/or computer software are subject to the limited rights restrictions of DFARS SUBPART 252.227-7202-3 (December 2011) Rights in Computer Software and Computer Software Documentation and/or subject to the restrictions of DFARS 252.227-7019 (Sep 2011) Validation of Asserted Restrictions – Computer Software, as applicable for U.S. Department of Defense procurements and the limited rights restrictions of FAR 52.227-14 (December 2007) Rights in Data-General, FAR 52-227-20(c)(2-3) (December 2007) Rights in Data-SBIR Program and/or subject to the restricted rights provisions of FAR 52.227-15 (December 2007) Representation of Limited Rights Data and Restricted Computer Software and FAR 52.227-19 (Dec 2007) Commercial Computer Software-Restricted Rights, as applicable, and any applicable agency FAR Supplements, for non-Department of Defense Federal procurement.
9. **Term.** Customer's access to a particular Service shall continue for the period on the Order Form, plus any agreed renewal period(s). This Agreement shall continue in force for so long as Customer subscribes to at least one Service. Thereafter, the following survive: Sections 9 and 12-15, and any "PAL" perpetual licenses (subject to all relevant use restrictions and security requirements).
10. **Termination for Breach.** If a party breaches a material term of this Agreement and does not cure within 30 days from written notice, the other party may immediately terminate this Agreement in whole or as to the affected Service. If this Agreement is terminated in whole or in part for Customer's breach, (a) ProQuest shall disable access to any terminated Service, (b) Customer shall destroy any files, information, data or software derived from any terminated Service in its possession or control, and certify destruction upon request, and (c) ProQuest reserves the right to pursue all available legal remedies.
11. **Remedial Action.** Without limiting the above, ProQuest may suspend delivery of the Service if it reasonably determines that Customer's or Authorized User's failure to comply with this Agreement may cause irreparable harm to it or its licensors. If delivery is suspended, ProQuest will work in good faith to restore Customer's access as soon as possible.
12. **Service Level.** If the Service or content are hosted by ProQuest, ProQuest will use commercially reasonable efforts to provide access to the Service on a continuous 24/7 basis (except for regularly scheduled maintenance) and free from viruses or other harmful software. ProQuest shall not be liable for any failure or delay or interruption in the Service or failure of any equipment or telecommunications resulting from any cause beyond ProQuest's reasonable control. Customer is responsible for providing all required information for account set up and activation, and for its own telecommunications connections and related third-party charges.
13. **Limited Warranty and Disclaimer of Warranty.** ProQuest warrants that the Service will perform substantially as documented on ProQuest's public websites (the "ProQuest Websites"). EXCEPT AS EXPRESSLY WARRANTED HEREIN, THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE." PROQUEST AND ITS LICENSORS DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THOSE PERTAINING TO: MERCHANTABILITY, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, AVAILABILITY, ACCURACY, TIMELINESS, CORRECTNESS, RELIABILITY, CURRENCY, OR COMPLETENESS OF THE SERVICE

OR ANY INFORMATION OR RESULTS OBTAINED THROUGH THE SERVICE, EVEN IF ASSISTED BY PROQUEST. PROQUEST SPECIFICALLY DISCLAIMS ANY RESPONSIBILITY FOR DETERMINING THE COMPATIBILITY OF ANY HARDWARE OR SOFTWARE NOT SUPPLIED BY PROQUEST WITH THE SERVICE AND PROVIDES NO WARRANTY WITH RESPECT TO THE OPERATION OF SUCH HARDWARE OR SOFTWARE WITH THE SERVICE.

14. Limitation of Liability. THE MAXIMUM LIABILITY OF PROQUEST AND ITS LICENSORS ARISING OUT OF ANY CLAIM RELATED TO THE SERVICE OR THIS AGREEMENT SHALL BE LIMITED TO THE TOTAL AMOUNT OF FEES RECEIVED BY PROQUEST FROM CUSTOMER IN THE 12 MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH CLAIM. IN NO EVENT SHALL PROQUEST OR ITS LICENSORS BE LIABLE TO CUSTOMER OR ITS AUTHORIZED USERS FOR (a) ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES; OR (b) ANY CLAIM RELATED TO CUSTOMER'S OR ITS AUTHORIZED USERS' USE OF COVER IMAGES OR USER-GENERATED CONTENT PROVIDED AS PART OF THE SERVICE; OR (c) UNAUTHORIZED USE OF THE SERVICE.
15. Place. ProQuest's principal place of business, where this contract is formed and all services will be deemed performed, is 789 E. Eisenhower Pkwy, Ann Arbor, MI 48108.
16. Entire Agreement. This Agreement consists of the Order Form, these Terms and Conditions, and Exhibit A, and constitutes the entire agreement between the parties hereto with respect to its subject matter and supersedes all previous and contemporaneous agreements between the parties with respect to the same subject matter and may not be amended, except in a writing signed by the parties. The terms of Customer's purchase orders, if any, are for Customer's convenience and do not supersede any term or condition of this Agreement.

Exhibit A: Permitted Uses

1. Online Research Services. Services designed to facilitate online research may be used for Customer's internal research or educational purposes as outlined below provided that doing so does not violate an express provision of this Agreement:
 - a) Research and Analysis. Customer and its Authorized Users are permitted to display and use reasonable portions of information contained in the Service for educational or research purposes, including illustration, explanation, example, comment, criticism, teaching, or analysis.
 - b) Digital and Print Copies. Customer and its Authorized Users may download or create printouts of a reasonable portion of articles or other works represented in the Service (i) for its own internal or personal use as allowed under the doctrines of "fair use" and "fair dealing"; (ii) when required by law for use in legal proceedings or (iii) to furnish such information to a third party for the purpose of, or in anticipation of, regulatory approval or purpose provided that the recipient are advised that the copies are confidential and not for redistribution. All downloading, printing and/or electronic storage of materials retrieved through the Service must be retrieved directly from the on-line system for each and every print or digital copy.
 - c) Electronic Reserves, Coursepacks, and Intranet Use. Provided that Customer does not circumvent any features or functionality of the Service, Customer may include durable links to articles or other works (or portions thereof) contained in the Service in electronic reserves systems, online course packs and/or intranet sites so long as access to such materials are limited to Authorized Users.
 - d) Fair Use/Fair Dealing. Customer and its Authorized Users may use the materials contained within the Service consistent with the doctrines of "fair use" or "fair dealing" as defined under the laws of the United States or England, respectively.
 - e) Academic Institutions, Schools, and Public Libraries. If Customer is an academic institution, school, or public library:
 - i. Interlibrary Loan (ILL). Library Customer may loan digital or print copies of materials retrieved from the Service to other libraries, provided that (i) loans are not done in a manner or magnitude that would replace the receiving library's own

subscription to the Service or purchase of the underlying work (e.g., newspaper, magazine, book), (ii) Customer complies with any special terms governing specific content or licensors as described in this Agreement, (iii) with respect to e-books, copying is limited to small portions of a book, and (iv) Customer complies with all laws and regulations regarding ILL.

- ii. Scholarly Sharing. Customer and its Authorized Users may provide to a third party colleague minimal, insubstantial amounts of materials retrieved from the Service for personal use or scholarly, educational research use in hard copy or electronically, provided that in no case any such sharing is done in a manner or magnitude as to act as a replacement for the recipient's or recipient educational institution's own subscription to either the Service or the purchase of the underlying work.
2. MARC Records. MARC records may be placed in Customer's online public access catalog (OPAC) or shared online catalog (e.g., WorldCat) unless otherwise specified on the Order Form with respect to a particular Service.
 3. Scholar/Researcher Profiles. The data contained within scholar profiles are for use in facilitating research and collaboration amongst colleagues. Neither Customer nor its Authorized Users may export or otherwise exploit the scholar profiles for mass mailings or similar marketing purposes.
 4. Electronic Resource Discovery, Access, and Management. For electronic resource discovery (e.g., Summon), access and/or management services (e.g., Intota), the Customer reserves all right, title and interest in all Customer specific data it contributes to the Service (which may include but is not limited to Customer created metadata, bibliographic information, holdings and circulation data) and grants ProQuest permission to use such data for the limited purpose of operating and improving the Service and such information may only be provided to third parties in aggregate form. Raw usage data, including but not limited to information relating to the identity of specific users and/or uses, shall not be provided to any third party without Customer's permission. Provided that such access, use, and/or sharing does not violate an express provision of this Agreement, Customer and its Authorized Users are permitted to: (a) access the Service and information derived from the Service in order to discover, manage and provide access to library resources owned or licensed by Customer, (b) create, store and retain any reports and lists delivered by the Service, (c) share data about Customer's own library holdings that is retrieved from such Service with third party applications, so long as prior written notice is provided to ProQuest and (d) display metadata, bibliographic and holdings information in the library catalog available on Customer's library website.
 5. Library Catalog Enrichment Service. For library catalog enrichment Services (e.g., Syndetics), Customer may use the enrichment elements for the sole purpose of augmenting Customer's own library OPAC or website. Customer may not convert Service metadata records into MARC format, nor distribute or display the enrichment elements in any third party applications, catalogs or websites.
 6. Purchased Content. For perpetual archive licenses ("PAL") (as specified on the ProQuest Websites or Order Form), Customer pays a one-time fee for a perpetual license to the designated materials (the "Purchased Content"), and an annual "Continuing Service Fee."
 - a) Perpetual License. The License to Purchased Content and any updates Customer receives is perpetual, and may only be revoked if Customer materially breaches this Agreement, or if the licensed materials contain errors or could be subject to an infringement or other adverse claim by a third party.
 - b) Continuing Services. In consideration of the Continuing Service Fee, ProQuest will provide Customer and its Authorized Users with online access to the Purchased Content, plus any included updates, on a proprietary platform designed to enhance the research experience (a "ProQuest Platform"). ProQuest will maintain systems and technology that help Customer comply with use restrictions and security standards required by ProQuest's licensors.
 - c) File Delivery. If Customer loses the ability to access its Purchased Content online through ProQuest (e.g., if ProQuest discontinues online access services), or if the Purchased Content is otherwise eligible for local loading, Customer may obtain digital copies upon certifying that it will secure and restrict use of the Purchased Content as contemplated under this Agreement, using systems and technology at

- least as protective as ProQuest's. File transfer costs, if any, are Customer's responsibility.
- d) Data Mining. Subject to any content-specific restrictions, Customer and its Authorized Users may extract and compile data from locally-loaded copies of the Purchased Content solely for Customer's teaching, learning, and research purposes.
 7. Patron Driven Acquisition ("PDA"). For certain Services, Customer may elect to have user activity trigger the purchase of content. Purchase preferences and Service eligibility for the PDA model are described on the ProQuest Websites.
 8. Analytics. Some Services contain library collection analysis capabilities related to library holdings, or functionality that allows Authorized Users to create reports, lists, or alerts. Customer and Authorized Users may create, download, store and retain any such analytics or lists delivered by the Service. ProQuest may use library holdings and other information in the Service for comparison and metrics purposes in order to better understand the Customer's needs.
 9. Restrictions. Except as expressly permitted above, Customer and its Authorized Users shall not:
 - a) Translate, reverse engineer, disassemble, decompile, discover, or modify ProQuest's software;
 - b) Remove any copyright and other proprietary notices placed upon the Service or any materials retrieved from the Service by ProQuest or its licensors;
 - c) Circumvent any use limitation or protection device contained in or placed upon the Service or any materials retrieved from the Service;
 - d) Use the Service to execute denial of service attacks;
 - e) Perform automated searches against ProQuest's systems (except for non-burdensome federated search services), including automated "bots," link checkers or other scripts;
 - f) Provide access to or use of the Services by or for the benefit of any unauthorized school, library, organization, or user;
 - g) Publish, broadcast, sell, use or provide access to the Service or any materials retrieved from the Service in any manner that will infringe the copyright or other proprietary rights of ProQuest or its licensors;
 - h) Use the Service to create products or perform services which compete or interfere with those of ProQuest or its licensors;
 - i) Text mine, data mine or harvest metadata from the Service;
 - j) Communicate or redistribute materials retrieved from the Service; or
 - k) Download all or parts of the Service in a systematic or regular manner or so as to create a collection of materials comprising all or a material subset of the Service, in any form.

ProQuest Exceptions for the University of Mary Washington

CANCELLATION OF CONTRACT: The University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

ProQuest: Contractor's services are provided on an annual subscription basis. Any termination for convenience by the Institution shall not trigger any refund of fees on the part of Contractor.

RENEWAL OF CONTRACT: This contract may be renewed by the Commonwealth for nine (9) successive one-year periods, or as negotiated, under the terms and conditions of the original contract. Price increases may be negotiated only at the time or renewal. Written notice of the Commonwealth's intention to renew shall be given approximately 90 days prior to the expiration date of each contract period.

ProQuest: The price for any term or renewal term will be mutually negotiated between the parties and will remain firm for the duration of each 12 month period. Contractor's prices are not based on prices of materials and will not be part of the price calculation."

PRICE ESCALATION/DE-ESCALATION: Price adjustments may be permitted only at the time of renewals in the contract. The Contractor shall give not less than 30 days advance notice of any price increase to the purchasing office. The contractor shall document the amount and proposed effective date of any general change in the price of materials. Documentation shall be supplied with the contractor's request for increase which will: (1) verify that the requested price increase is general in scope and not applicable just to the Commonwealth of Virginia; and (2) verify the amount or percentage of increase which is being passed on to the contractor by the contractor's suppliers.

ProQuest: Price escalation and de-escalation is not applicable based on the nature of the services provided. Contractor's prices are not based on prices of materials and will not be part of the price calculation." The price for any term or renewal term will be mutually negotiated between the parties and will remain firm for the duration of each 12 month period.