

Wednesday July 24, 2019

Durham County Library  
300 North Roxboro St.  
Durham, North Carolina 27701

To whom it may concern;

BiblioCommons, Inc. provides a suite of services for public libraries, including the BiblioCore catalog, through a multi-tenant software-as-a-service (SaaS) model from a proprietary codebase. Many of its features, which enable public libraries to achieve critical strategic goals, are provided by no other supplier.

In addition, the features are built on a set of proprietary purpose-built connector technologies that use a combination of methods to establish communication with all major ILSs. No service from another supplier supports interoperability with all major Integrated Library Systems (ILSs) in the United States. In addition to undergirding the proprietary user-facing features of the service, this ILS interoperability gives the library the unique possibility of changing its underlying ILS without changing the patron experience. BiblioCommons works with all major ILSs, including Innovative Interface's Sierra and Polaris, SirsiDynix's Symphony and Horizon, Evergreen, and TLC's Carl.X.

Unique features, available through BiblioCore but offered by no other supplier, include:

## Broadly-integrated user experience

BiblioCommons is the only supplier that supports:

- Catalog login that enables:
  - Access to patron functions in the ILS from a user-name/PIN log-in,
  - List creation for sharing with others, and
  - Personal "For-later" and "Completed" virtual shelves;
- Catalog-integrated browsing and discovery that includes:
  - Natural-language search (e.g. "new Spanish movies"),
  - Virtual shelf browser,
  - A built-in *Awards and Bestsellers* data-base, with full historical data for awards,
  - "In the meantime" suggestor feature that displays read-alikes in-line for titles in search results for which no copies are currently available, and
  - An in-catalog promotion tool for uncatalogued resources

## Impact

These integrations allow public libraries to deliver:

- Ease of use that mirrors user-experience standards on the rest of the Internet;
- New points of access to the collections;

- Load-balancing of hold-requests across related editions within the collections; and
- Improved visibility and use of library resources.

## Grouped formats and editions display (FRBR)

BiblioCommons is the only service provider that intuitively groups a title's different formats.

- FRBR logic for grouping search results.
  - When a search returns a title that is held in multiple formats, they will be grouped into a single search result (that displays all held formats and their availability status).
- FRBR display of all formats on each title's bibliographic record page.
  - Bibliographic record pages include a "format chooser" displaying all formats of the title that are held by the library, as well as their availability status.

### Impact:

- Immediately displays the full breadth of a title's held formats.
  - Removes the need to toggle facets on and off to see all formats of a particular title.
  - Ensures that (for example) patrons with disabilities who need large print know that it's available.
- Allows users to compare availability across formats.
  - Makes for easier format-agnostic borrowing, which corresponds to most users' habits.
- Allows patrons to view formats and availability at a glance.
  - Lets patrons select title format based on their needs, their preferences, or what will be available soonest.
- Helps the library to spread attention across all of their held formats, not just what appears first in search results.

## Built-in community content creation

BiblioCommons is the only supplier that supports:

- Tools that allow logged-in patrons to curate, tag and comment on the library's collection;
- A legal framework for community contributions that includes:
  - Patron-facing Terms of Use that secure a license from the patron to display the contributions they mark as public,
  - A First-Amendment-compliant system for flagging and removing unprotected, inappropriate speech, and
  - Patron-validation that is aligned with the federal requirements of COPPA (the *Child Online Privacy Protection Act*).

### Impact

These features allow libraries to:

- Provide opportunities for users across a broad socioeconomic spectrum to develop voice and engagement in their community; and

- Provide new points of access to the collection for users across a broad socioeconomic spectrum.

The features allow libraries to comply:

- With ALA principles addressing patron privacy;
- With First-Amendment requirements regarding free expression; and
- With FTC best-practices for dealing with users under the age of 14.

## Shareable lists

BiblioCommons is the only supplier that supports:

- Permanent URLs for lists;
- Automatically-generated, appropriately-sized jacket-image thumbnails for lists;
- Annotation fields for both the list and each listed title;
- Display logic that highlights staff-created lists when they appear amid user lists;
- A “semi-private” setting that provides for the sharing of lists via URL (for RA purposes) without making those lists visible to all in the catalog; and
- Dynamic integration of list-names onto the bibliographic record pages of every listed title.

## Responsive, mobile-friendly catalog interfaces

BiblioCommons is the only supplier that supports:

- One-stop content updates by staff; and
- Consistent *user experiences* on desktop, tablet and mobile; and
- A consistent *range of services* on desktop, tablet and mobile devices.

These features are possible because the service runs on a single responsive code base rather than on the siloed code required for separate mobile style sheets and native apps.

BiblioCommons software fees are determined on a fixed pricing model based on the legal service population of the library, and pricing is not negotiated, regardless of the procurement mechanism.

We are pleased to be able to partner with Durham County Library to work together to transform the library’s online platform to a best-in-class online digital experience.

Sincerely,



Patrick Kennedy Co-Founder and President