Ontario Library Service – North
Service des bibliothèques de l'Ontario – Nord

SOLS | SBOS
Southern Ontario Library Service
Service des bibliothèques de l'Ontario-Sud

RESPONSE TO VENDORS' QUESTIONS – REQUEST FOR PROPOSAL FOR:

1. CORPORATE VISUAL IDENTITY AND
2. WEBSITE DESIGN AND DEVELOPMENT

November 6, 2020

1) Q: The current SOLS site appears to have a lot of pages buried within pages buried within more pages. Do you have a complete site map listing all current website pages including links to each page?

A: No, SOLS does not have a site map of the website.

2) Q: Are the SOLS / OLS North LOGIN areas part of the scope of this project? If so, could you please provide either test logins or full details (including screenshots) of the post-login areas including all required functionality?

A: Yes, the login areas are within the scope of the project. As identified on page 5 of the RFP, the login areas contain confidential pricing information. Appendix C, Part A identifies the requirement. In addition, Appendix C, Part A identifies that the MARC Records must reside in a password protected webpage.

At the end of this document, please find screenshots of the login areas.

3) Q: Does your current backend system (Joomla) enable you to export data (such as https://www.sols.org/index.php/index-to-public-libraries-in-southern-ontario) include Excel to easily import into a new website?

A: Much of the data shown on our website, for example https://www.sols.org/index.php/index-to-public-libraries-in-southern-ontario), is a result MySQL statements that query a variety of MySQL database tables to assemble the data that the viewer sees.

4) Q: Two-part questions regarding the following statement from the RFP:
      SOLS and OLS-North invite prospective vendors to submit proposals that include all necessary professional development services for designing and developing an inaugural corporate website for Ontario Library Service, including all relative tools such as reporting, analytics, and content management system. The Ontario Library Service also requires a template for creation of microsites.
1: Could you outline in detail what the requirements are in terms of reporting?
2: Regarding the microsite templates (a) are you looking each microsite to be designed, built, programmed and populated with content? And will each microsite have a unique look and feel (yet still feel part of the overall Ontario Library Service umbrella)?

A:
1. The OLS requires the ability to access reports on web site usage. The successful vendor will make recommendations based on industry best practices.
2. Yes, the OLS requires each microsite to designed, built, programmed, and populated with content. And yes, for the most part, each microsite will have a unique look and feel, but still feel part of the overall Ontario Library Service umbrella. For greater clarity, the OLS requires a template for the creation of any future microsites.

5) Q: The RFP states:
      With the creation of the new Ontario Library Service, many of the services and programs offered by SOLS and OLS-North will continue. Content for the new website will be provided to

the successful vendor. The vendor will make suggestions where necessary to improve the content.
Does this imply that all content (text) for the new website and all revised microsite will be written/rewritten by the chosen agency?

A: The successful vendor is not required to write original content. The OLS will provide the content. As stated in the RFP, recommendations on improving the content may be required. For greater clarification, this can include, but is not limited to recommendations on: length of content, clarity, and web-friendly aspects of the content.

6) Q: Will any French translation be provided by OLS or is this also the responsibility of the vendor?

A: Yes, if the OLS decides to proceed with a French version of the website, French translation will be provided.

7) Q: Who will populate all of the content into the new website? OLS or the chosen web agency?

A: The content will be provided by the OLS to the successful vendor and the vendor will populate the website by the OLS.

8) Q: Would you mind confirming who the SOLS and OLS-North's audiences are? *i.e. library staff and board members etc., not the general public.*

A: The primary audience for the site is library staff and board members.

9) Q: Does either organization have any branding documentation currently? We'd like to understand what information will be provided to help inform and provide direction on the development of the visual identity.

A: Yes, there is a style guide. Find it here: https://www.sols.org/files/docs/about/style-guide.pdf

10) Q: The last two batches mentioned in Appendix B "New Corporate logo/identity" – are these programs going fall under the new logo/identity or are you looking for new logos done for each of these.

A: These will fall under the new corporate logo/identity. The OLS is not looking for unique logo for each of the identified areas. See Question 24.

11) Q: Would you mind clarifying what you mean by "Consultations on the draft designs are expected" (with the Joint Management Team) – would you like to be engaged before we create a design or do you see circulating the design for input once we have a concept? Typically, we would recommend some discovery work be completed with the Joint Management Team first to ensure we have clarity around expectations.

A: Yes, the Joint Management Team is to be engaged before the design is created through the vendor's typical discovery process.

12) Q: Could you please provide a budget range for the corporate visual identity portion of the project?

A: The budget will not be established in advance of receipt of proposals.

13) Q: Can e-resources ordering essentially be thought of as a 'shop' of e-resources products (with pricing only available to logged in users)?

A: Yes, but the OLS does not require any e-commerce functionality to process payments. Libraries are invoiced for the products that they chose to purchase.

14) Q: Can you tell us approximately how many e-resource database listings the system currently contains, and the data contained with a listing (title, description, price, etc.).
A: The number of databases available for purchase every year varies on the offers provided by database vendors. There are approximately 100 to 150 across the purchasing programs: Provincial Licensing and Supplemental Licensing. The products are browsable by Product Name (fields: Name, Description, Vendor) and by Vendor (fields: Vendor, Product Name, Description). The products and vendors are also searchable with a search bar.

15) Q: How many records are to be migrated?

There are approximately 116 e-resource database records to be migrated.

16) Q: Can you provide an example of what MARC Records files are, what fields they contain and how this section of the site should function.

A: MARC records are standardized descriptions of items catalogued in libraries. SOLS purchases MARC records for the e-book consortiums. The records are posted by SOLS for download on the login protected area of the website.

MARC records arrive shortly after an item to the e-book consortium is purchased. Member libraries download the MARC records in order to make the item discoverable in their library catalogues.

On the SOLS website, MARC records are posted regularly. They are organized by Year and Month.

See the end of this document for screenshots of this area of the website.

17) Q: How many records are they that will need to be migrated?

A: There may in excess of one thousand MARC Records to be migrated. These are .mrc files that simply need to be downloadable by logged in users.

18) Q: Can you provide an example of the Collective Purchasing Agreement records look like. What are the fields on the records? Are they pdf or similar documents attached to the records, or are they all data?

A: All Collective Purchasing Agreement records can be found here: https://www.sols.org/index.php/collective-purchasing-by-product-vendor-and-category, including the fields.

Some of the records may have PDFs attached to them.

19) Q: Approximately Collective Purchasing Agreement records are to be migrated?

A: There are approximately 25 records to be migrated.

20) Q: Have you developed personas of your primary and secondary target audiences?

A: No personas have been developed.

21) Q: Will images be supplied, or will the purchase of free and/or paid stock imagery be required?

A: Some images may be supplied and/or paid made available through stock imagery.

22) Q: Do you have any video footage that could be used? If not, would you be interested in having some created?

A: SOLS and OLS-North have videos explaining the Interlibrary Loan process and select webinar recordings. The OLS is not interested in the creation of video footage.

23) Q: Does either SOLS or OLSN have an existing brand guide? If so, will that be available?

A: See Question 9.

24) Q: We've identified a number of branded collateral that will likely be needed. What do you foresee the list including?

A: Appendix B, Part A identifies the programs and services requiring better integration with the new corporate identity. The OLS is not looking for new logos for each of these programs and services, but rather alignment with the new corporate logo. The OLS looks forward to discussing options with the successful vendor. Also see Question 10.

25) Q: When creating the new branding, are there any co-branded applications where the new logo would appear with another brand? For example, an event with the Toronto Public Library where an advertisement or signage would need to accommodate both.

A: SOLS and OLS-North often co-host events with the Ontario Library Association, its divisions, and the Federation of Ontario Public Libraries. The branding of all these organizations often appear together for promotion of various events.

26) Q: Does anyone in your team have Adobe Creative Cloud to be able to work with our branded elements, or do you foresee an ongoing relationship to provide materials as needed, outside of the standard branded collateral that will be produced as part of the branding project?

A: SOLS has one Adobe Creative Cloud account. The OLS may require further support from the successful vendor.

27) Q: Will old assets (pdf, word, excel, etc) that are uploaded to the websites require editing to change over to the new brand?

A: This is to be determined.

28) Q: Do you have an email list(s)? If so:
a. Have they been audited to ensure CASL compliance?
b. What platform do you use for emailing your list(s)?

A: Yes, SOLS and OLS-North maintain multiple lists. No formal audit has been performed, but SOLS and OLS-N are confident that the organization is CASL compliant. Both organizations use MailChimp.

29) Q: Have you been tracking website traffic to the two current websites? If so, will that information be available?

A: The SOLS website uses Google Analytics. The information from Google Analytics will be provided to the successful vendor.

30) Q: Has an audit of the existing websites content been completed? Has an inventory of content for the new site bene drafted?

A: No audit has been completed. No inventory of content has been drafted for the new site.

31) Q: How much original content writing will be required? Or will all new content be provided?

A: See Question 5.

32) Q: Please confirm that the vendor will be responsible for coordinating and migrating content.

A: Yes, the successful vendor is responsible for coordinating and migrating the content.

33) Q: How many languages will the website be required to support? If so, what languages beyond English? If you also want French, would a Google Translate widget suffice – given the quality of their translations?

A: As indicated in the RPF, the OLS is considering a fully English-French bilingual website, dependent on cost. The OLS is not interested in a Google Translate widget.

34) Q: Will translated content be provided or is the vendor responsible for this?

A: See Question 6.

35) Q: Do you wish to transfer existing content or will it be new content on the website?

A: Much of the content for the new website will be derived from the existing website. See Question 5.

36) Q: Approximately how many pages and blog posts do you envision the new website including at launch?

A: Unsure, in this area the OLS will need to rely on the expertise of the successful vendor.

37) Q: Are there any payment, ecommerce, or donation functions required in the website?

A: No. See Question 13.

38) Q: Is there a need for a secured login section for members content or other non-public information?
a. If so, what information will be in there?
b. How will people register for accounts?

A: See requirements specified in Appendix C, Part A. E-Resources confidential pricing and MARC Records must be password protected. The vendor will make recommendations on how to register for accounts.

39) Q: How many website administrators and editors do you foresee with access to update content?

A: Two to three administrators and two to three editors.

40) Q: Will the blog on the SOLS site be migrating into the new website?

A: See Appendix C, Part A.

41) Q: Would you like to include search engine optimization (SEO) in the project scope?

A: No.

42) Q: Does the website require any third-party platforms or vendors that should be integrated? If so, please expand on the functionality.

A: Not necessarily. See Question 40 about the blog.

43) Q: Are there technical specifications or requirements that need to be enforced by the website hosting environment?

A: Technical specifications and requirements for website hosting will be discussed and determined with the successful vendor.

44) Q: Can you tell us anything about your internal resourcing for this project during the project as well as beyond launch? What percentage of their time will be dedicated to this work during the project as well as after launch?

A: Staff will be available to respond quickly to vendor queries during the development and design phases.

45) Q: How detailed is your approvals process (number of individuals or levels required to give approvals, including Board presentations)? How long do you estimate that approval process will take, in days?

A: Approvals are relatively quick as SOLS is a small and nimble organization. Development and design for the website project does not require board approval. Approvals for the visual identity may require approval by the Ministry of Heritage, Sport, Tourism and Culture Industries. It is difficult to predict the time required.

46) Q: Will there be a single point of contact that will manage the project from the client's side?

A: A SOLS staff member will manage the visual identity stream and another will manage the website stream.

47) Q: Is there an incumbent vendor that will be bidding on this project?

A: There is no incumbent vendor for the website. It is not known if the previous vendor for the SOLS visual identity will submit a proposal.

Screenshots of Login Area
This login area is for users wishing to access MARC Records and to place E-Resources orders. The ILLO Stats are not required for the new website.

Login Landing Page

MARC Records

OVERDRIVE MARC RECORDS DOWNLOAD

Weeded Titles

April 2020

December 2019

August 2019

2020

January 2020	⌄

January 01, 2020
(Minimal Replacement MARC Record)
20200101014737844_audio.mrc
20200101014737844_ebook.mrc

January 10, 2020
20200107091722158_ebook_minimal
20200107091722158_ebook
20200107091722158_audio

January 22, 2020
20200122090238593_ebook
20200122090238593_audio

January 23, 2020
20200123090333419_ebook_minimal
20200123090333419_ebook
20200123090333419_audio_minimal
20200123090333419_audio

January 31, 2020
20200131090833013_ebook_minimal
20200131090833013_audio_minimal
20200131090833013_audio

February 2020	›
March 2020	›
April 2020	›
May 2020	›
June 2020	›
July 2020	›
August 2020	›
September 2020	›

E-Resources

PROVINCIAL E-RESOURCES

Products, pricing, and ordering for 2021 Provincial Licenses will be available **September 21, 2020.** The deadline for orders is **November 1, 2020.**

In 2019, 214 libraries ordered from a selection of 70 different product offerings. By aggregating orders, significant collective discounts of over $500,000 were achieved for participating libraries.

- Prices listed (password protected) will be per capita and are in Canadian dollars not including HST. Vendors have provided prices for various population bands. **We aggregate orders, however, to achieve the highest discounts and the final cost will almost certainly be lower.**
- When ordering, you will be asked to choose an **invoice date: December 2020 or January 2021**
- **Licenses will be for one year, starting on January 1, 2021**. If you order products you did not have in the past, vendors will be in touch directly with access information.

Browse or Search Our Offers

Browse Products   Search

Resources

For any account or technical issues with your provincial licenses, please see our list of vendor technical contacts.

The Professional Resources in Learn HQ have a Technology guide with a detailed "E-resources" section, with helpful information on selecting, organizing, managing and providing access to to digital resources.

LearnHQ also offers learning opportunities in Collection Management Skills Development.

Contact Us

For assistance with any of our collections and resources, please contact Beth Harding

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PROVINCIAL E-RESOURCES

Provincial Licensing - By Product Name & Vendor Name

[Search]

By Product Name | **By Vendor**

Name	Description	Vendor
A-Z Food America	AtoZ Food America features interactive cookbooks for each state and region of the country and also explores the culinary heritage of the United Sta...	World Trade Press
A-Z Maps Online	AtoZ Maps Online features a collection of 145,000 maps that library patrons can download and use without copyright restrictions. Map types include ...	World Trade Press
A-Z World Business	AtoZ World Business provides patrons with the foundational knowledge to conduct business successfully in 100 different countries. Also included is ...	World Trade Press
A-Z World Food	An in-depth resource for food, culture, and traditional recipes in over 170 countries, AtoZ World Food allows libraries to supplement their cookboo...	World Trade Press
A-Z World Travel	Featuring 202 city travel guides, AtoZ World Travel will allow you to supplement your travel books section and provide coverage on more destination...	World Trade Press
Academic Search Premier	A popular resource found in many scholarly settings worldwide, Academic Search Premier is a leading multidisciplinary research database. It provide...	EBSCO
Activity Corner	Activity Corner offers thousands of projects suitable for a wide range of skill levels, ages, and instructional goals. Each activity includes complete...	World Book, Inc.
Ancestry Library Edition	Ancestry Library Edition, distributed exclusively by ProQuest and powered by Ancestry.com, delivers billions of records in census data, vital rec...	ProQuest
Britannica ImageQuest	Britannica ImageQuest brings lessons, assignments, and projects to life with close to three million rights-cleared images from over 60 leading coll...	Britannica Digital Learning
Britannica Library	Britannica Library is a safe, up-to-date, and age-appropriate information resource for Children, Young Adults, and Adults. Discover encyclopedia ar...	Britannica Digital Learning
Business Source Premier	Business Source Premier features full text and searchable cited references for top journals covering a variety of business disciplin...	EBSCO
Canada Ebook Collection	The Canada Ebook Collection features over 9,800 titles hand-selected by ProQuest's on-staff librarians based on ranked title usage and r...	ProQuest
	With a deliberate Canadian focus, this database consists of book and reference content from Essays	

PROVINCIAL E-RESOURCES - PRODUCT DETAILS

Browse Products   **Search**

A-Z Food America

License Start: January 01, 2021

License End: December 31, 2021

Vendor: World Trade Press

Description:

AtoZ Food America features interactive cookbooks for each state and region of the country and also explores the culinary heritage of the United States through ethnic grou and a historic collection of cookbooks, television commercials, and other documents. AtoZ Food America also includes "How To" food preparation videos and a bartender's guide to traditional cocktails.

Product Information

(To access trial: go to "Sign In", Username: ▮▮▮▮▮, Password: ▮▮▮▮▮)

Pricing: Click here to see pricing information

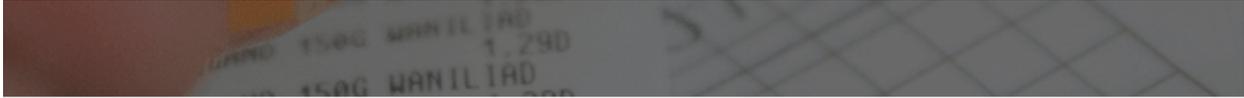## Resources

The Professional Resources in Learn HQ have a Technology guide with a detailed "E-resources" section, with helpful information on selecting, organizing, managing and providing access to to digital resources.

LearnHQ also offers learning opportunities in Collection Management Skills Development.

Contact Us

For assistance with any of our collections and resources, please contact Beth Harding

PROVINCIAL E-RESOURCES PRICING

Browse Products   Search   Order Now

A-Z Food America
Vendor: World Trade Press

Pricing is per capita by municipal population range. (using the 2016 census)

Less than 100,000	100,000 to 200,000	200,00 to 500,000	500,000 to 1 Million	1 Million to 3 Million	3 Million to 5 Million	Over 5 Million	Max Cost

Resources

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Please note that there are multiple prices for e-resources based on population size in the Provincial Licensing program. In the Supplemental Licensing Program, pricing for e-resources is based on a single discount, irrespective of population size.