

Supplemental Services Attachment

ILS Service Level Policy

In consideration of ILS Services provided by Marmot Library Network (Marmot), to LIBRARY NAME (Member), Member agrees to abide by the terms and conditions of this Supplemental Services Attachment. No item in this Supplemental Services Agreement may supercede any provisions stipulated in the Marmot Library Network Service Agreement with Member, and all provisions in the Service Agreement remain in full force

1. Description of Service

1.1. Marmot supports and maintains the Sierra Integrated Library System by Innovative Interfaces, Inc. on behalf of the consortium of Marmot member libraries, in order to facilitate the sharing of physical and electronic resources across libraries via a union catalog. Marmot provides active development and support for the Pika discovery layer, which serves as the public interface for the union catalog.

2. Definitions

“Enrichment Data” means the form and content licensed by Marmot to be gathered from web services and displayed in the online public access catalog along with the Member’s own catalog data.

“Enrichment Providers” are sources of Enrichment Data. The list of Enrichment Providers utilized by Marmot may change from time to time. Marmot maintains licenses as appropriate, and passes specific terms and conditions to Member as required. In the event Marmot changes any of the Enrichment Providers, this Agreement shall apply to all new or substituted Enrichment Providers.

“Enrichment Services” means the services by which the Enrichment Data is delivered to Member, including any software contained therein.

“ExpressLane” is an Innovative Interfaces, Inc. software product used for self check systems.

“INN-Reach” is an Innovative Interfaces, Inc. software product used by “Prospector” and “Mobius” to facilitate connections between multiple Sierra-ILS systems.

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“Marmot ILS” means the integrated library management software system or systems offered by Marmot.

“Member” shall include Member’s branch locations, if any, provided that no operations located at a branch location constitute a separate legal entity apart from the Member.

“Mobius” is INN-Reach based union catalog primarily in Missouri, that can optionally be connected to by Members with Prospector as a prerequisite.

“Patron” means a library user, such as a member of the public, or a student enrolled in a public school district or college/university, or as otherwise defined by the Member.

“Pika” is the registered, open-source discovery software offered by Marmot.

“Prospector” is an INN-Reach based union catalog of academic, public, and special libraries in Colorado and Wyoming, supported by The Colorado Alliance of Research Libraries.

“Optional ILS Modules” means additional functionality within the “Marmot ILS” beyond those provided in this policy, purchased at the discretion of the Member.

“Shared Resources” means physical and electronic content or resources purchased and maintained by Members that Member, at their discretion, makes available for use by other voting Members of Marmot.

“SIP2 Server” means a data transfer service used by many third-party vendors to integrate with the Sierra-ILS for third-party services provided to Member.

“Staff Session” is an active connection to the “Marmot ILS” from the “Staff Session Pool” and is the unit by which multiple simultaneous library staff users are measured, limited, and licensed.

“Staff Session Fees” means the amount charged by Marmot for the sum total of the “Staff Sessions” in the “Staff Session Pool.”

“Staff Session Pool” means the maximum number of concurrent “Staff Sessions” to the “Marmot ILS” by “Staff Users,” as requested by Member.

“Staff User” is a member of Member’s workforce.

“Statistics Services” are services supported by Marmot that allow Member to retrieve and visualize various statistics from the “Marmot ILS”. Statistics are created on demand and customized for individual Member needs.

“User Account” means the individual “Staff User” login used to access the Marmot ILS, including permissions and workflows required for the “Staff User’s” job responsibilities.

3. Marmot Responsibilities

- 3.1. Operate and maintain the Marmot Library Network computer systems;
- 3.2. Maintain, revise, and upgrade the Marmot Library Network computer hardware and software;
- 3.3. Provide user support to include troubleshooting, system analysis, and development;
- 3.4. Train Member employees as often as needed and as scheduled by mutual agreement;
- 3.5. Inform Member of its responsibilities for the purchase of terminal equipment and materials required and specified by Marmot to connect to the Marmot Library Network. At Member request, Marmot will broker the purchase of computer equipment and software according to the standard fee schedule (Attachment A), or of other equipment and software as mutually agreed;
- 3.6. Configure the Marmot Wide Area Network (WAN) to accept Member connections over the Internet;
- 3.7. Support and maintain Marmot ILS parameters and settings;
- 3.8. Support User Accounts, Staff Session Pools, SIP2 Servers, Statistics Services and ExpressLane to facilitate access to the Marmot ILS;
- 3.9. Support and liaise with Innovative Interfaces, Inc. for the setup, purchase, and maintenance of Optional ILS Modules; and
- 3.10. Support parameters and services necessary for Prospector and Mobius connections to the Marmot ILS.

4. Member Responsibilities

- 4.1. Purchase its own workstations, infrastructure cables, barcode readers, barcode labels, printers, and other equipment and materials;
- 4.2. Assume responsibility for all ongoing cataloging and retrospective conversion of local library collections;
- 4.3. Prepare all materials to accommodate use with the Marmot Library Network;
- 4.4. Maintain its own database records;

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- 4.5. Follow troubleshooting procedures and emergency/downtime contingency plans provided by Marmot;
- 4.6. Coordinate with Marmot for changes or updates to Marmot ILS parameters or settings;
- 4.7. Maintain an inventory of Marmot ILS installations;
- 4.8. Notify Marmot of staffing changes for Marmot ILS login audits;
- 4.9. Identify contact person(s); and
- 4.10. Follow Marmot policies and procedures posted at <https://marmot.org/policies>

5. Fees

- 5.1. Fees in this attachment are based on the current fiscal year ILS Services fees articulated on Marmot's Schedule of Fees (<http://marmot.org/for-members/schedule-fees>).
- 5.2. Changes to the Schedule of Fees for each fiscal year are approved by the Marmot Executive Board and will apply to the services outlined in this Supplemental Services Attachment.

5.3. ILS Services Price List for 2020

*(future fiscal year fees approved by the Marmot Executive Board will apply)

This section will be filled out following member confirmation of services required.