



NEW HAVEN PUBLIC SCHOOLS
AGREEMENT COVER SHEET

Cover Sheet is an Internal Document for Business Office Use

Please Type

Contractor full name: The Library Corporation (TLC)

Doing Business As, if applicable: TLC

Business Address: Research Park, Inwood WV 25428

Business Phone: 800-325-7759

Business email: TLCdelivers.com

SS# OR Tax ID #: 52-1043428

Funding Source & Acct # including location code: ESSER II, 2552-6363-56697

Principal or Supervisor: Lynn Brantley

Agreement Effective Dates: From 8/10/21. To 06/30/22

Hourly rate or per session rate or per day rate.

Total amount: \$39,354.00

Description of Service: Please provide a one or two sentence description of the service. *Please do not write "see attached."* To provide Library management system

Submitted by: Lynn Bartley Phone: 475-220-1212



NEW HAVEN PUBLIC SCHOOLS

Memorandum

To: New Haven Board of Education Finance and Operations Committee
From: Lynn Brantley
Date: 7/19/2021
Re: The Library Corporation (TLC)

Please answer all questions and attach any required documentation as indicated below. Please have someone **ready to discuss** the details of each question during the Finance & Operations meeting or this proposal might not be advanced for consideration by the full Board of Education.

1. **Contractor Name:** The Library Corporation (TLC)
2. **Description of Service:** To provide Library Management System.
3. **Amount of Agreement and hourly or session cost:** \$39,354 with 4 renewals.
4. **Funding Source and account number:** ESSER II, 2552-6363-56697
5. **Continuation/renewal or new Agreement?**
Answer all questions:
 - a. If continuation/renewal, has the cost increased? If yes, by how much? No
 - b. What would an alternative contractor cost: \$39,615.00
 - c. If this is a continuation, when was the last time alternative quotes were requested?
5/2021
 - d. For new or continuation: is this a service existing staff could provide. If no, why not?
This is a cloud based system that tracks the library collection and the use of the collection.
6. **Type of Service:**
Answer all questions:
 - a. Professional Development?
 - i. If this is a professional development program, can the service be provided by existing staff? If no, why not?
 - b. After School or Extended Hours Program?
 - c. School Readiness or Head Start Programs?
 - d. Other: (Please describe) Library management system

7. Contractor Classification:

Answer all questions:

- a. Is the Contractor a Minority or Women Owned Business? Certified WBENC Woman-owned small business
- b. Is the Contractor Local? No
- c. Is the Contractor a Not-for-Profit Organization? If yes, is it local or national? No
- d. Is the Contractor a public corporation? Yes
- e. Is this a renewal/continuation Agreement or a new service? new service provider
- f. If it is a renewal/continuation has cost increased? If yes, by how much? Reduced by \$300 Y1 and \$3,000 Y2
- g. Will the output of this Agreement contribute to building internal capabilities? If yes, please explain: The LMS in the district have been struggling with a library management system that has had multiple problems that the company has not been able to rectify. Our IT department has worked diligently and has found their support less than optimal.

8. Contractor Selection:

Answer all questions

- a. What specific skill set does this contractor bring to the project? If a new contractor, please attach a copy of the contractor's resume.
Besides being a better price, the contractor has an outstanding record for support and service. An investigation was completed on both vendors through a PLC and we also reached out to a random local CT school to confirm the information we were receiving.
- b. How was the Contractor selected? Quotes, RFP/RFQ, Sealed Bid or Sole Source?
Because of our growing disappointment with our current vendor, we reached out, not only to our current vendor but to TLC and a third vendor, Accessit.com, to ensure sure we were making a strong move for the district. Accessit.com was excessively expensive and based out of New Zealand and therefore was dropped quickly.
- c. Please describe the selection process including other sources considered and the rationale for selecting this Contractor:
The LMS department created a small team that reviewed and compared the two vendors. TLC provided a "sandbox" for the LMS to play and see the functionality of the system. TLC also brought a cataloger to answer deeper questions surrounding cataloging, record keeping, and reporting. When all the research was completed, a presentation was made to all the LMS and access to the sandbox was included. The LMSs had just over a week to explore and compare the products. A private vote through Google forms was used to decide which vendor to select. TLC was chosen almost unanimously.

9. Evidence of Effectiveness & Evaluation

Answer all questions

- a. What specific need will this contractor address and how will the contractor's performance be measured and monitored to ensure that the need is met?
The need for a highly useful library management system is critical for the optimal functioning of our NHPS libraries. Most of the libraries in the district are overly burdened. The LMS not only teach full schedules but wear various hats. Many of our librarians are split between two schools (some having over 1,000 students) and they manage student computers, building desktops, smartboards, printers, changing passwords etc. but more importantly they need to curate relevant collections to support their students' needs (SEL included) as well as the teachers' needs that support

curriculum. The LMS worked over the lockdown to implement an e-resource platform that will also integrated with TLC. This was not feasible with our previous vendor.

- b. If this is a renewal/continuation service attach a copy of the evaluation or archival data that demonstrates effectiveness. n/a
- c. How is this service aligned to the District Continuous Improvement Plan?
Having our students and staff have seamless access to relevant materials to support their personal, social-emotional, and educational needs is critical for all stakeholders in our district.

10. Why do you believe this Agreement is fiscally sound?

Not only is the price friendlier but this smaller company can better focus on our needs and provide the service we require and deserve to serve and support the NHPS population.

11. What are the implications of not approving this Agreement?

If the agreement does not go through we would be forced to stay with our current vendor that is riddled with problems that have not and will continue to not be addressed due to their subpar service.



NEW HAVEN PUBLIC SCHOOLS

AGREEMENT
By And Between
The New Haven Board of Education
AND

The Library Corporation (TLC)

FOR DEPARTMENT/PROGRAM:

The Reading Department

This Agreement entered into on the 19th day of July, 2021, effective (no sooner than the day after Board of Education Approval), the 10th day of August, 2021, by and between the New Haven Board of Education (herein referred to as the “Board” and, The Library Corporation (TLC) located at, Research Parkway, Inwood, WV (herein referred to as the “Contractor”).

Compensation: The Board shall pay the contractor for satisfactory performance of services required the amount of \$39,354.00.

The maximum amount the contractor shall be paid under this agreement: Thirty nine thousand three hundred fifty four dollars (\$39,354.00). Compensation will be made upon submission of an itemized invoice which includes a detailed description of work performed and date of service.

Fiscal support for this Agreement shall be by **ESSER II Program** of the New Haven Board of Education, **Account Number:** 2552-6363-56697 **Location Code:** 0000.

This agreement shall remain in effect from 8/10/2021 to 6/30/2022

SCOPE OF SERVICE: *Please provide brief summary of service to be provided.*

To provide Library Solution for Schools ties seamlessly with student achievement and engagement by applying communication channels between the students and the teachers including intuitive search methods, peer reviews, and a well-defined user experience that appeals to many stakeholders including teachers, librarians, administrators, students, and parents. TLC is keeping pace with all the functionality your staff and students need today: Cloud-based, Web-based, Mobile, Touch, and Social. Take, for instance, TLC’s new LS2 Cataloging. LS2 Cataloging presents schools and districts with a set of intuitive tools for bibliographic editing and copy management, all scaled for a range of expertise and expectations. LS2 Cataloging establishes a new benchmark in cataloging, paving the way for RDA standards and transition to BIBFRAME through a linked data approach to bibliographic editing. The system design and interfaces will assure you of TLC’s ability to best fulfill your needs in the future as technology continues to evolve and your schools continue to grow.

methods, peer reviews, and a well-defined user experience that appeals to many stakeholders including teachers, librarians, administrators, students, and parents.

TLC is keeping pace with all the functionality your staff and students need today: Cloud-based, Web-based, Mobile, Touch, and Social. Take, for instance, TLC's new LS2 Cataloging. LS2 Cataloging presents schools and districts with a set of intuitive tools for bibliographic editing and copy management, all scaled for a range of expertise and expectations. LS2 Cataloging establishes a new benchmark in cataloging, paving the way for RDA standards and transition to BIBFRAME through a linked data approach to bibliographic editing.

And, more importantly, our system design and interfaces will assure you of TLC's ability to best fulfill your needs in the future as technology continues to evolve and your schools continue to grow. We look forward to working with you."

***Exhibit A: Scope of Service:** Please attach contractor's detailed Scope of Service on contractor letterhead with all costs for services including travel and supplies, if applicable.*

Exhibit B: Student Data and Privacy Agreement:

APPROVAL: This Agreement must be approved by the New Haven Board of Education *prior to service start date*. Contractors may begin service no sooner than the day after Board of Education approval.

HOLD HARMLESS: The Contractor shall insure and/or indemnify the Board and its members, employees and agents against all claims, suits, and expenses, including reasonable attorney's fees, in connection with loss of life, bodily injury or property damage arising from any neglect act or omission of the Contractor or its employees or agents. Further, the Contractor covenants and agrees that it shall hold the Board and its members, employees, and agents harmless against all claims, suits judgments of any description whatsoever caused by the Contractor' breach of this agreement or based upon the conduct of the Contractor, or its agents or its employees or arising out of in connection with their activities under this agreement.

TERMINATION: The Board may cancel this agreement for any reason upon thirty (30) days' written notice sent to the Contractor by certified U.S. mail, return receipt requested; provided however, that the Board shall be responsible to the Contractor for all services rendered by the Contractor through the last day of thirty (30) day notice period, as long as the Agreement was approved by the Board prior to the start date of service.

Debra K. Bowers
Contractor Signature

President
New Haven Board of Education

7/20/2021
Date

Date



NEW HAVEN PUBLIC SCHOOLS

EXHIBIT B

**STUDENT DATA PRIVACY AGREEMENT
SPECIAL TERMS AND CONDITIONS**

For the purposes of this Exhibit B "directory information," "de-identified student information," "school purposes," "student information," "student records," "student-generated content," and "targeted advertising" shall be as defined by Conn. Gen. Stat. §10-234aa.

1. All student records, student information, and student-generated content (collectively, "student data") provided or accessed pursuant to this Agreement or any other services agreement between the Parties are not the property of, or under the control of, the Contractor.
2. The Board shall have access to and the ability to delete student data in the possession of the Contractor except in instances where such data is (A) otherwise prohibited from deletion or required to be retained under state or federal law, or (B) stored as a copy as part of a disaster recovery storage system and that is (i) inaccessible to the public, and (ii) unable to be used in the normal course of business by the Contractor. The Board may request the deletion of any such student information, student records or student-generated content if such copy has been used by the operator to repopulate accessible data following a disaster recovery. The Board may request the deletion of student data by the contractor within two (2) business days of receiving such a request and provide to the Board confirmation via electronic mail that the student data has been deleted in accordance with the request, the date of its deletion, and the manner in which it has been deleted. The confirmation shall contain a written assurance from the Contractor that proper disposal of the data has occurred to prevent the unauthorized access or use of student data and that deletion has occurred in accordance with industry standards/practices/protocols.
3. The Contractor shall not use student data for any purposes other than those authorized pursuant to this Agreement.
4. A student, parent or legal guardian of a student may review personally identifiable information contained in student data and correct any erroneous information, if any, in such student data. If the Contractor receives a request to review student data in the Contractor's possession directly from a student, parent, or guardian, the Contractor agrees to refer that individual to the Board and to notify the Board within two (2) business days of receiving such a request. The Contractor agrees to work cooperatively with the Board to permit a student, parent, or guardian to review personally identifiable information in student data that has been shared with the Contractor, and correct any erroneous information therein.

5. The Contractor shall take actions designed to ensure the security and confidentiality of student data.
6. The Contractor will notify the Board, in accordance with Conn. Gen. Stat. § 10-234dd, when there has been an unauthorized release, disclosure or acquisition of student data. Such notification will include the following steps:

Upon discovery by the Contractor of a breach of student data, the Contractor shall conduct an investigation and restore the integrity of its data systems and, without unreasonable delay, but not more than thirty (30) days after such discovery, shall provide the Board with a more detailed notice of the breach, including but not limited to the date and time of the breach; name(s) of the student(s) whose student data was released, disclosed or acquired; nature of and extent of the breach; and measures taken to ensure that such a breach does not occur in the future.

7. Student data shall not be retained or available to the Contractor upon expiration of the contract between the Contractor and Board, except a student, parent or legal guardian of a student may choose independently to establish or maintain an electronic account with the Contractor after the expiration of such contract for the purpose of storing student-generated content.
8. The Contractor and Board shall each ensure their own compliance with the Family Educational Rights and Privacy Act of 1974, 20 U.S.C. § 1232g, as amended from time to time.
9. The Contractor acknowledges and agrees to comply with the above and all other applicable aspects of Connecticut's Student Data Privacy law according to Connecticut General Statutes §§ 10-234aa through 10-234dd.
10. The Parties agree that this Agreement controls over any inconsistent terms or conditions contained within any other agreement entered into by the Parties concerning student data.

Revised: 10/2/18

New Haven Public Schools

Pricing Quote Integrated Library System

 Integrated
Library Systems

 eBook MARC records
RDA Conversion

 Classroom
Management

 Acquisitions

 Mobile Device
Management

 Self-Checkout
Kiosk

 Cataloging

 Social Media
Management

 Hardware
scanners, printers, PCs, etc.

TLC
Solutions that Deliver

The Library Corporation

Research Park
Inwood, WV 25428 USA
Federal Identification No: 52-1043428
Call us toll-free: 800.325.7759
Fax: 304.229.0295
Visit us online at: TLCdelivers.com

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Cover Letter

Lynn Brantley
Reading & Library Supervisor
New Haven Public Schools
54 Meadow St.
New Haven, CT 06519

Dear Ms. Lynn Brantley:

The Library Corporation, TLC, is pleased to respond to this quote for the New Haven Public Schools. We are prepared to deliver a dynamic, interactive, and collaborative next-generation library automation system called **Library•Solution for Schools**.

By focusing on student needs, curriculum integration, and staff features, our goal is to assist New Haven Public Schools in increasing student achievement and engagement. We do this by studying usage patterns in school districts like yours and current TLC customers such as Dallas Independent School District, Chicago Public Schools, Chesterfield County Public Schools and Hawaii Department of Education.

Library•Solution for Schools ties student achievement to engagement by applying communication channels between the students and the teachers including intuitive search methods, peer reviews, and a well-defined user experience that appeals to many end users including teachers, librarians, administrators, students, and parents.

TLC is keeping pace with all the functionality your staff and students need today. Cloud-based. Web-based. Mobile. Touch. Social.

Take, for instance, TLC's new LS2 Cataloging. LS2 Cataloging presents schools and districts with a set of intuitive tools for bibliographic editing and copy management, all scaled for a range of expertise and expectations. LS2 Cataloging establishes a new benchmark in cataloging, paving the way for RDA standards and transition to BIBFRAME through a linked data approach to bibliographic editing.

And, more importantly, our system design and interfaces will assure you of TLC's ability to best fulfill your needs in the future as technology continues to evolve and your schools continue to grow.

We look forward to working with you!

Sincerely,



Zach James
Sales Consultant
The Library Corporation
zjames@tlcdelivers.com
833.221.4448



Company Statement

At The Library Corporation (TLC), we believe our products and services speak for themselves through the feedback of our customers. For nearly a half century TLC has provided unrivaled library software technology and support services to libraries worldwide.

Since 1974, our unwavering purpose has been to serve libraries with advanced technology solutions. We recognize that librarians contribute to the creation of life-long readers within their communities and beyond, and that's why we strive to provide our customers with the most advanced technology on the market.

Take for instance, our growing twenty-year-long partnership with Oracle. We are excited to inform you of our new TLC Cloud Services in conjunction with Oracle Cloud Infrastructure (OCI), a result of both organizations' commitment to deliver enterprise high performance technologies to the non-profit public sector. Oracle Cloud Infrastructure is a deep and broad platform of Cloud services that enable TLC to design and build our applications in a scalable, secure, highly available, fault-tolerant and high-performance environment. Additionally, TLC is leveraging the power of OCI infrastructure as a service (IaaS) to provide our clients with a managed Cloud Service model, delivering the highest performance available with additional layers of security and speed, not typically found in on premise servers. TLC Cloud Services security defenses include ample encryption, least-privilege identity and access management, granular resource, and network control.

Our customers matter to us and that is why we strive to provide exceptional customer service. Take for instance our Online Support Center, a web-based tool that provides a direct interface between customers and TLC's Support Staff--accessible 24/7. TLC's customer service is unmatched in the ILS industry. Your library will benefit from an outstanding level of service generated by our team members who are ready to assist in implementation and beyond.

When it comes to customer service, TLC sets the bar higher than others in the industry. Consider our Customer Success team, who actively reach out to TLC customers to ensure they reap all the benefits TLC has to offer. Our team takes a proactive approach to ensure none of our customers fall by the wayside. The success of your library is important to TLC. We are confident our superior customer support and emphasis on customer success will make switching to TLC the right choice for your library.

TLC's cumulative products are deployed in more than 1,100 organizations, representing over 5,500 locations in North America. When you partner with TLC, you can be assured of product continuity, on-going development and support, and unmatched corporate stability.

TLC is here today and tomorrow. We are a company that you can depend on.

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Cost Summary

Library•Solution for Schools Software

Library Sites 31
 Staff Workstations 31
 Bibliographic Records 202,000
 Annual Circulation 114,000

Software Description	First Year Costs	Annual Costs
<p>The Library•Solution® for Schools Integrated Software Package includes:</p> <ul style="list-style-type: none"> • LS2 Staff (Circulation) • LS2 PAC (PAC) • LS2 Kids (PAC designed for emerging readers) • Oracle Database Licensing • LS2 Reports (IBM Cognos Analytics) • LS2 Cataloging 	\$21,315.60	\$21,315.60
<p>ITS•MARC® is one of the largest, most current copy cataloging resource pools available. With two access methods: the World Wide Web and Z39.50, ITS•MARC provides access to over 20 million MARC records.</p>	Included	\$1,000
<p>OPAC Enrichment, by Proquest Syndetics Unbound provides elements, such as:</p> <ul style="list-style-type: none"> • Book information like cover images, summaries, book profiles, reading levels, and the ability to "look inside" • Details about the author, for example: biographies and "next in series" • Discovery, such as "you may also like" and "also available as" • Multimedia content like details on DVDs, Blue-ray, CDs, streaming media, and video games 	\$5,270	\$5,270
<p>SIP Version 2 with extensions is a protocol that enables Library•Solution to communicate with 3rd party applications. Price is valid only for TLC certified vendors.</p>	Included	Included



<p>Online Selection & Acquisitions™ Online Selection & Acquisitions (OSA) is a comprehensive solution that supports all aspects of collection development, acquisitions, fund management, and order management.</p>	<p>N/A</p>	<p>N/A</p>
<p>eIntegration for Borrower Services (OverDrive, Mackin, or Baker & Taylor) Allows for placing holds, checking out titles, and viewing and interacting with the titles in 'My Account'. eIntegration for Borrower Services allows patrons to interact with eBooks without having to leave the library's OPAC.</p>	<p>\$1,000</p>	<p>\$1,000</p>
<p>Implementation Services Description</p>	<p>First Year Costs</p>	<p>Annual Costs</p>
<p>Project Implementation Services include:</p> <ul style="list-style-type: none"> • Authority Control • Custom OPAC Design • Rules Configuration • Migration of Data • Data Clean-Up/Normalization • RDAExpress retroactive conversion of your existing MARC records to the new RDA cataloging standard. <ul style="list-style-type: none"> ○ Library•Solution supports multiple standards including AACR2 and RDA. As part of our migration service, TLC will add RDA information to your current records through RDAExpress so your patrons can take advantage of this powerful discovery feature. ○ RDAExpress adds up to 20 additional fields to enrich your records with meaningful, detailed content. LS2 Cataloging also introduces the Purify Process, which structurally cleans and enriches MARC records before they enter your system, ensuring they are fully RDA compliant. 	<p>\$2,020</p>	<p>\$2,020</p>



Authority Control Processing and Ongoing Updates includes: <ul style="list-style-type: none"> • Authority Control at Implementation • Automatic Updating • Ongoing Access to National Authority Files • Global Updating 	Included	Included
In response to CDC Guidelines, and in our company's discretion, we are not offering onsite training. At this time, we will only be offering remote training.		
5 Days Remote Training Our training specialists will host virtual training sessions in an online classroom type environment to ensure you and your staff are equipped with the necessary knowledge to operate Library•Solution at your library or libraries.	\$3,750	N/A
Subtotal	\$33,355.60	\$30,605.50
TLC Cloud Services Hosting	First Year Costs	Annual Costs
TLC utilizes Oracle Cloud Infrastructure (OCI) to provide our customers with unmatched control, security, and predictability to deliver high-performance Cloud based infrastructure services.	\$5,999	\$5,999
Grand Total	\$39,354.60	\$36,604.60

*The costs in this proposal are guaranteed for 30 days.

*Payment terms: 25% due at signing with remainder due net 30 following installation.



Optional Software Services

Pricing and Descriptions

Software and Service Description	First Year Costs	Annual Support
<p>SocialFlow Cadence Optimized Publisher™ (2 handles) SocialFlow Cadence Optimized Publisher™ offers automated and scheduled delivery of pre-packaged content, measurements of effectiveness, and real-time analytics on campaign efficacy through the libraries and/or Schools Facebook, Twitter, Google+, and LinkedIn accounts.</p>	\$12,000/district	\$12,000/district
<p>EBSCO Discovery Service (EDS) TLC has a formal agreement with EBSCO Information Services to provide EBSCO Discovery Service™ to our clients. With EDS, your students can quickly find their articles they need to complete research projects and other classroom assignments using a single index, one result list, best of breed relevancy, and filtering.</p>	\$24,000	\$24,000
<p>NCIP NCIP is a protocol that enables Library•Solution to communicate currently with ILL systems including SirsiDynix URSA, Auto-Graphics, OCLC and others. Price is valid only for TLC certified vendors.</p>	\$8,100	\$1,620
<p>Active Directory / Single Sign On (SSO) Library•Solution utilizes Microsoft's Active Directory™ (AD), Microsoft's Active Directory Federation Services 2012 R2 (AD FS 3.0), and Security Assertion Markup Language (SAML) 2.0 to provide users a Single Sign-On (SSO) solution.</p>	\$4,999	\$4,999
<p>Active Directory Integration TLC utilizes Active Directory to allow for login to staff modules without the user having to remember yet another set of credentials to access Library•Solution. Authorization is automatically communicated to the •Solution application by the network ID. Active Directory also allows for a single database of user or group privileges which define staff access and privileges.</p>	One Time Set Up \$1,999	N/A



<p>Digital Content Integration LS2 PAC will index, search, and display digital content integrated with catalog results for any OAI compliant repository. Users will see records for both the library catalog and digital content in the result list. Thumbnail images will appear in place of books jackets for these records, and searches maybe filtered by a separate facet e.g. the RSS news feeds facet option. In the record display, users will see deep links back to CONTENTdm or be able to display data for most common formats (image, sound, video) in the LS2 interface or browser.</p>	\$8,100	\$1,620
<p>eCommerce This functionality will allow the library to collect funds for fees or fines using credit cards from the LS2 PAC interface using the Authorize.net authorization service. Credit cards will not be stored on the library site.</p>	\$8,100	\$1,620
<p>Debt Collection Module Debt collection interface with Unique Management Services, Inc. Includes reports and first year support.</p>	\$8,100	\$1,620
<p>Reports Authoring License This license enables staff to create fully formatted reports, graphs and notices. The program uses a specially prepared data framework that presents Library•Solution data in clearly labeled fields. Requires Training.</p>	\$2,000	\$500
<p>Reports Authoring Training (2 days) Covers an introduction to Report Manager, report management through Cognos Connection, and basic and intermediate report building techniques and ways of enhancing, customizing, and managing professional reports in Report Studio.</p>	\$3,000	N/A





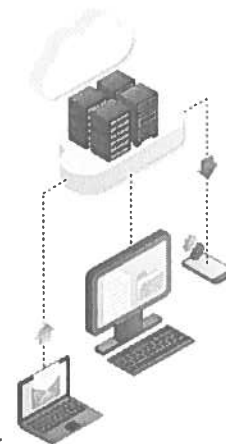
NEW! TLC•Cloud Services

TLC has teamed up with Oracle to redefine your experience with hosting library services: introducing **TLC•Cloud Services**, an improved hosting platform.

TLC•Cloud Services utilizes Oracle Cloud Infrastructure (OCI) to provide our customers with unmatched control, security, and predictability to deliver high-performance, Cloud-based infrastructure services.

OCI is a deep and broad platform of cloud services that enables TLC to design and build our applications in a scalable, secure, highly available, fault-tolerant, and high-performance environment.

Our current products offering **TLC•Cloud Services** include **CARL•X™**, **Library•Solution®**, and **Library•Solution® for Schools**. TLC offers ILS hosting in multiple regions of North America and globally, providing support for regions and countries who prefer or require local data residency.



Fast, Enterprise Performance

Combining the elasticity and utility of commercial cloud with the granular control, security, and predictability of on-premise infrastructure, TLC customers can expect high-performance and low latency when using **TLC•Cloud Services**.

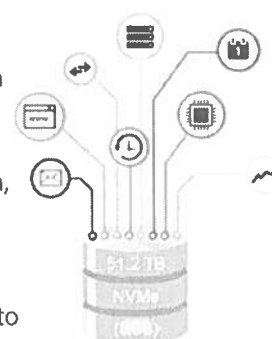
With its industry-leading solid-state storage, Oracle Cloud Infrastructure (OCI) tests better than leading competitors on workload, speed, and performance — accomplishing millions of read and write transactions per second. This next-generation cloud network connects to cloud components with no resource oversubscription, ensuring performance is never compromised.

The Latest Hardware

TLC•Cloud Services provides the newest hardware with annual next-generation upgrades, giving your library the fastest performance. By using **TLC•Cloud Services**, our customers can expect the latest CPUs, GPUs, off-box networking, and NVMe SSD based storage services.

Oracle's highly scalable, flat network design limits the number of network hops between compute and storage to a maximum of two. Combined with no-network or CPU oversubscription, and locally attached NVMe storage, you get a low-latency network with predictable performance and fast cloud storage.

And with TLC managing the firewall and day-to-day server responsibilities, as well as secure daily backups, this eliminates the constant server repairs, upgrades, purchases, and minimizes threats to cyber security.



"This is what they do. That's their business. As good as any library is in its IT department, they're not going to compete with a professional hosting service."

- Matthew Mattson, Los Angeles Public Library



Oracle Cloud versus the Next Leading Competitor

The cloud isn't just about flexibility and ease of deployment, it's also about performance.

	Competitor IOPS Performance	Oracle Cloud IOPS Performance	Oracle Performance Advantage
Oracle Database workload using remote block storage	51,261	255,000	5x
Oracle Database workload using local SSD storage	458,675	1,043,104	2x
MS SQL	840,731	1,684,869	2x
4K random write workload	1,439,928	3,232,215	2x
VDI LC initial login workload	93,485	242,778	2x

Based on independent benchmarks conducted by StorageReview in March and August 2018.

AVERAGE UPTIME



Consistent, Reliable Uptime

A major design point of Oracle Cloud Infrastructure (OCI) is its ability to deliver high-level consistency and higher-level performance than competitors. Oracle delivers topnotch design to customers who run performance-sensitive systems and require performance consistency.

Because TLC's Cloud Services strive to provide the target service uptime of 99.95% by building on the high availability and redundancy capabilities of the Oracle Cloud Platform, Oracle Database Backup Service, and Oracle Cloud Infrastructure Object Storage Classic, our clients can be sure they're receiving the utmost reliability in the industry.

This is one of the many reasons TLC utilizes the same Oracle Cloud-based infrastructure for its own internal development environments. TLC has relied on Oracle's RDBMS capabilities and leadership to power its library management and data services products. OCI is the premier platform for managing the Oracle Database, and a logical choice for continuing to power Oracle-based products into the future, which results in an optimized solution for our customers and company.

Outstanding Network and Data Security

In partnership with OCI, **TLC•Cloud Services** provide our customers data-at-rest encryption capability, complementing existing physical data center and application security capabilities. These security defenses include ample encryption, strong access management, and granular resource and network control.

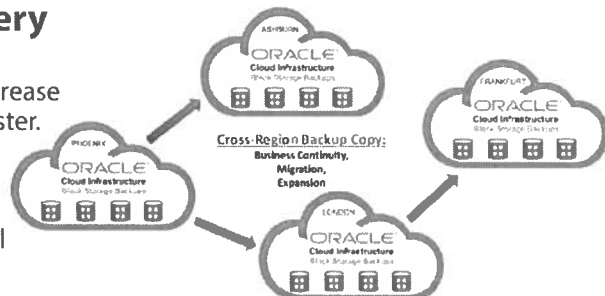


TLC•Cloud Services also provides integrated security services to protect data and control access using security-first design principles. These principles, as employed by OCI, include isolated network virtualization and pristine physical host deployment, which provide superior customer isolation compared to earlier public cloud designs and reduced risk from advanced persistent threats. This means that not only are our customers isolated from one another, but they are also isolated from Oracle and vice versa.

The combination of architecture, technology, and process provides a more secure environment than most on-premises facilities, as well as other public clouds.

Around-the-Clock Disaster Recovery

TLC's Cloud Services includes premium options for geographic service and backup redundancy, to increase customer resilience in the event of a localized disaster. OCI enables TLC to store data, redundantly, across multiple storage servers and multiple availability domains. **TLC•Cloud Services** assumes the responsibility of ensuring and addressing potential issues with data integrity and backup viability.



"The entire concept of having a hosted ILS makes me very happy. I do not enjoy being in the business of the care and feeding of servers."
- Lynn Hoffman, Somerset County

Curated Library Products - 2021

*Shipping charges may apply

We find the best products on the market for your library or classroom!

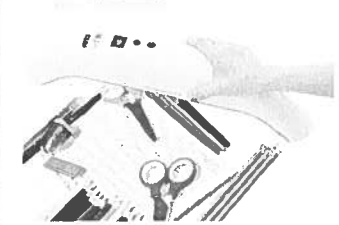


SafeZone Wellness Station

This temperature screening, PPE dispensing, digital signage kiosk is a freestanding sanitary station to keep patrons, students, staff, and library visitors safe. Ideal for media centers, libraries, classrooms, cafeterias, office spaces, or anywhere groups congregate.

SafeZone Wellness Station - \$4,999

Call for Add-On PPE Options



VRay UV Sterilizer:

Easily, quickly and safely sterilize and decontaminate all objects and surfaces with HygenX™ Vray, with UV-C light that kills 99.9% of bacteria and sterilizes everyday items used and shared in today's classroom and libraries.

VRay UV Sterilizer - \$278

Call for All Multi-Purpose Cleaning Solutions

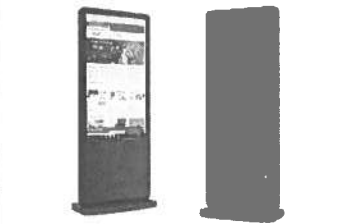


Separation Panels and Partitions

Separation Panels offer a cost-effective solution for shared spaces between coworkers, students, and library patrons. We offer partitions that work with your existing furniture to create separation and foster social distancing, including Clarity Shield™, sneeze guard shields for counters, cubicle wall height extenders, plexiglass shield desk dividers, freestanding room dividers, and more.

Separation Panels - starting at \$180

Call for Options and Pricing



Mustang Digital Kiosks:

A sleek, stylish yet rugged design, with simple installation and maintenance, offers a perfect all-in-one solution for the library. Choose from models with or without media player. Available in multiple sizes and a choice of operating system.

Standalone Kiosk - starting at \$1,999

Monitor Mounts - starting at \$16

Call for Options and Pricing



TAPit Interactive Monitor:

The TAPit platform is the first interactive learning station designed to provide accessibility to all students. This technology recognizes the difference between an arm resting upon the screen and a finger or assistive device intentionally "tapping" or selecting an image.

TAP-it Interactive Learning Station - \$9,995



NovelBranch Mini Library:

The NovelBranch is an economical and fun way to provide library services to a large variety of indoor locations across your community. With an RFID equipped cabinet and a network connection you can allow patrons to check-out and return their items all in one simple and easy process! Extend your community reach with NovelBranch – a mini-library your customers can access 24/7. The NovelBranch features a sturdy transparent door which allows the patrons to view the material with their own eyes while they make a selection.

NovelBranch - starting at \$28,000

Call for Options and Custom Pricing

Hygiene and Cleaning

Kiosks

We accept Purchase Orders! Need a quote? Ready to order?
Call 800.325.7759 or email SmartTECH@TLCdelivers.com

TLC SmartTECH.shop

Curated Library Products - 2021

*Shipping charges may apply

We find the best products on the market for your library or classroom!



Adjustable-Height Carts:

Made of durable and sturdy steel construction, heavy-duty casters, and an ergonomic design, these versatile carts are perfect for mobility and organization in any library or classroom. All carts have three tiers and options for locking cabinets, and sliding trays. Plastic carts are also available. Additional furniture options include desk, shelves, and cabinets.

Steel Carts - starting at \$220

Plastic Carts - starting at \$120

Call for all Furniture Options and Custom Pricing



Turing Tumble:

This high-tech, hands-on, STEM-based learning tool builds logic & critical thinking skills as well as fundamental coding concepts. The Turing Tumble provides a way to "peek under the hood" of computers.

Turing Tumble puzzle 1-9 units - \$64.95

Turing Tumble puzzle 10 or more units - \$59.95



DJI Tello Edu Drone kit:

Tello EDU is an impressive and programmable drone perfect for education. You can easily learn programming languages like Scratch, Python, and Swift. Educators are able to implement drones in any curriculum using an array of instructional options including piloting, drone-building principles, and programming.

5-Pack EDU Bundle - \$1,490

10-Pack EDU Bundle - \$2,705



Legends of Learning:

Legends of Learning helps educators make their libraries and classrooms fun, engaging, and productive learning environments through research-driven, curriculum-based science games.

One Year Premium Teacher License - \$190

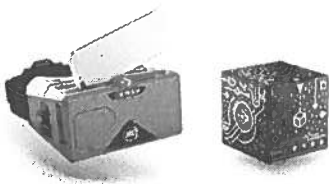
One Year School License(s) - \$2,000 / school - Call for Custom Pricing



PrintLab:

A PrintLab Classroom/Library license will save you huge amounts of time and stress by providing you with 12 months of access to our ever-growing lesson library and teacher/librarian certification course. **7-Day Free Trial Available!**

One Year Educator License - \$299



MERGE AR/VR EDU Platform:

Award-winning augmented and virtual reality products that enable experiential learning and content creation at home, in the classroom and in the workplace. Our products transform learning in schools, libraries, museums, universities, healthcare, environmental science, and other industries around the world. **30-Day Free Trial Available!**

One Year Classroom License - \$995

One Year School License - \$2,495

Furniture

STEM & Makerspace Tools

Software Partners

Library•Solution *for Schools* Software

Navigating a library automation system should not require a working knowledge of cryptic icons, confusing menus, and multiple windows scattered on the screen. Doesn't your library deserve better? TLC's expansive list of user-requested features is carefully and purposefully presented to your staff and patrons in easy-to-use AND easy-to-learn interfaces.

Library•Solution *for Schools* highlights we are excited to bring to your attention:

- Web-based automation
- Touchscreen-optimized interfaces
- Tablet-friendly functionality
- Easy access to e-books and other digital resources
- Integrated technical processing and cataloging tools
- Specific and separately designed PACs for children and adults
- Advanced searching and ad-hoc reporting for every staff member
- Automatic authority control and updating
- LS2 Reports powered by IBM Cognos Analytics
- Real-time inventory/RFID integration
- Customizable interfaces
- Automatic backups
- Configurable security
- Minimal system administration
- Single Sign-On powered by Active Directory™ integration (Optional)
- Advanced metadata integrations

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Project Implementation Services

The success of your migration to a new integrated library system (ILS) depends on the conversion of your data. We have extensive experience reading and processing machine-readable records in MARC II communications format, as well as in several other formats. We have converted users from dozens of library systems, including Millennium, Polaris, Sierra, Horizon, Symphony, Auto-Graphics, to mention a few.

Our customers believe TLC excels in customer service – this starts at the time of implementation and throughout the TLC experience.

The cost of Project Implementation Services includes the following features:

- **Authority control**
 - TLC will match each of your records against the national authority files and update subject headings and author fields accordingly, resulting in a standardized catalog that helps your patrons find the materials they are looking for.
- **Custom PAC design**
 - TLC will provide all programming to create multiple PAC interfaces, including adults, kids, staff, and union catalog interfaces.
- **Rules Configuration**
 - TLC will configure all circulation and patron rules based on your library's specifications. The system will be delivered ready to check out books.
- **Migration** of existing bibliographic data and conversion of transaction files, if desired.
- **Data clean-up** and normalization
- **RDA Conversion Service**
 - RDAExpress converts your existing MARC records to the new RDA cataloging standard.



Smyrna Public Library used LS2 Cataloging and the OPAC after receiving a grant to add 2,724 new items to their library in just two short months! Some of the library's new items are shown in the picture above.

“Every single person I have ever talked to at TLC has our library's best interests at heart. They are collectively and individually a wonderful asset.”

-- Ruth Hayden, Smyrna Public Library



Automatic Authority Control

TLC recognizes that English is a living language that is constantly updated in dictionaries and throughout library catalog headings. Keeping headings up to date enables patrons to find materials using current terminology.

Standardized headings also guarantee that a patron searching for a specific topic will find all of the library's books on that topic—not just a few of them.

Library Problem?

You just don't have the time to constantly update your MARC records. It's time consuming and expensive to stay up-to-date with current changes.



Library•Solution

Authority Control at Implementation that cleans up your records and makes them consistent

Automatic Updating with weekly system checks, scanning for updates and automatically fixing records in your catalog

Your library will have ongoing access to the national authority files

Global Updating, so any authorized staff members can instantly update all MARC records with a new heading



TLC Client Services

As our customers attest, The Library Corporation sets an unreachable standard against our competitors for customer service within the industry. At TLC, we offer **one** level of support, and that's 24 hours a day, 7 days a week, and 365 days a year. For over 40 years, our focus has been on our customers.

TLC's goal is to exceed the expectations of every customer by providing **live** customer service. We believe our commitment to superior customer service separates us from the competition within the industry today. What does great customer service look like?

To TLC, exceptional customer service means that our customers' success provides a rewarding library experience to their patrons. Our customers attest to our efforts by their loyalty with Library•Solution—some of our customers have chosen TLC for over 30 years! When you partner with TLC, you can rest assured that you will always receive product continuity, ongoing development and support, and corporate stability. We are a company you can depend on.

Full help desk access is available from 6:30 a.m. to 9:00 p.m., Eastern Time, Monday through Friday. All support calls are personally answered (no voice recordings) via toll-free telephone lines. After hours support is available 24 hours a day, 7 days a week—at no additional charge.

TLC also offers an Online Support Center (OSC) for our customers. This web-based tool provides a direct interface between customers and TLC's Support Staff. Customers may login to report an issue or to review the status of any previous or existing issues. Anytime an issue is updated by TLC staff, you will be automatically notified of the updated status, via email.

Questions are prioritized based on the severity of the issue. Critical issues that affect your ability to deliver services to your patrons or staff receive the highest priority and attention. The system is designed to ensure that issues are constantly tracked until resolution, automatically reviewing any outstanding issues to push them to the attention of senior management, if they are not resolved promptly. Each issue in the system remains an "open ticket," until the customer is fully satisfied and "closes" the ticket.

Support may also be found at our password-protected website for Library•Solution customers, **LS•Community**.

First year support is included with the initial purchase of Library•Solution software and TLC-supplied hardware. Support is provided from TLC's Headquarters in Inwood, WV and is included in your annual maintenance cost.

"TLC is so awesome—how many places actually give you a real live person that answers your calls?"

— Tiffany Crayne, Greenwood County Library



Training

In response to CDC Guidelines, and in our company's discretion, we will not be offering onsite training. At this time, we will only be offering remote training.

We offer many of the same benefits in remote training as those provided by onsite training—while maintaining safe physical distancing.

Our training specialists will personally host virtual training sessions to ensure you and your staff are well equipped in navigating Library•Solution. Take for instance, our GoToTraining option—a web-hosted training service that allows our trainers to provide interactive and dynamic training in an online classroom setting.

Additionally, we are pleased to present our password-protected website for Library•Solution customers: **LS•Community**.

Our community site offers a plethora of training videos and user guides, available at the tip of your finger. Visit the site regularly to learn about new product development, view archived webinars or sign up for upcoming online sessions, submit support tickets, download user guides and product literature, read relevant blog posts, and much more.

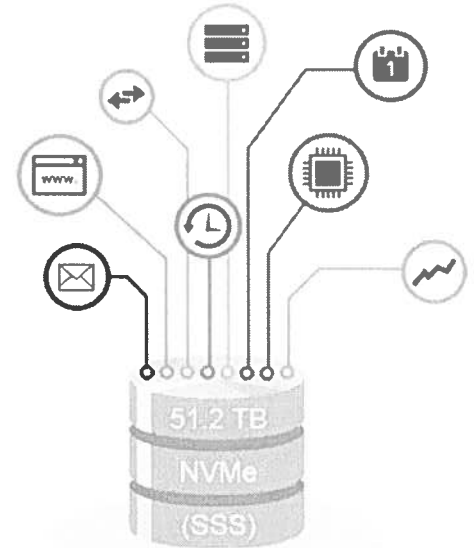
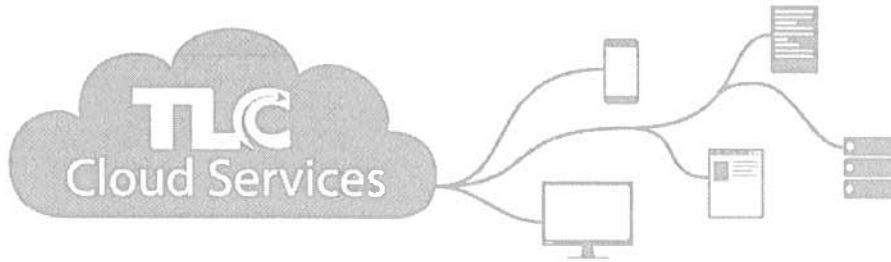
We also provide the option to sign up for email notifications regarding product announcements, newsletter updates, and helpful tips. The Online Support Center has also been integrated into **LS•Community** for easy access to the TLC Support team. Library directors have sole discretion when it comes to assigning site permissions to additional library staff members.

This training is also available prior to installation to help staff become familiar with the software before formal training. Additional options include signing up for email notifications regarding product announcements, newsletter updates, and helpful tips. Implementing the user forum allows you to choose which customer conversations you want to follow, if any.

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TLC Cloud Services



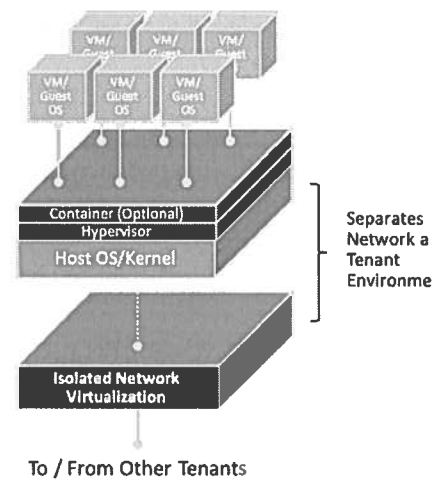
Scope

TLC utilizes Oracle Cloud Infrastructure (OCI) providing our customers with unmatched control, security, and predictability to deliver high-performance Cloud based infrastructure services. By using TLC Cloud Services, our clients can expect the latest CPUs, GPUs, off-box networking, and NVMe SSD based storage services. Our current products offering TLC Cloud Services include CARL•X™, Library•Solution®, and Library•Solution® for Schools. Additionally, TLC utilizes the same Oracle Cloud based infrastructure for its own internal development environments. At TLC, we provide our clients with data-at-rest encryption capability, to complement our physical data center and application security capabilities. TLC offers ILS hosting in multiple regions in North America and globally, including regions/countries that require local data residency.

Oracle Cloud Infrastructure (OCI) is a deep and broad platform of cloud services that enables TLC to design and build our applications in a scalable, secure, highly available, fault-tolerant and high-performance environment.

Oracle Cloud Infrastructure combines the elasticity and utility of public cloud with the granular control, security, and predictability of on premises infrastructure to deliver high-performance and cost-effective infrastructure services. Oracle Cloud Infrastructure was the first major cloud provider to implement “off-box” or isolated network virtualization, which takes network and IO virtualization out of the server stack and puts it in the network. As a result, TLC DBA's can provision self-service, dedicated hosts with no hypervisor overhead, noisy neighbors, or shared resources with a full software-defined layer 3 network topology.

Oracle Cloud Infrastructure all regions



Our Commitment

TLC customers can expect high-performance and low latency when using TLC Cloud Services. Oracle Cloud Infrastructure provides industry-leading solid-state storage--capable of millions of read and write transactions per second. TLC Cloud Services is at the forefront of security as tenants are isolated from Oracle, offering an added layer of data security. Additional TLC Cloud Services security defenses include ample encryption, least-privilege identity and



access management, and granular resource and network control. TLC Cloud Services employs a full compliance team and around-the-clock Security Operations Center to ensure the protection of data against threats.

Security and Performance with TLC Cloud Services

Because TLC's Cloud Services strives to provide the target service uptime of 99.95%, by building on the high availability and redundancy capabilities of the Oracle Cloud platform, Oracle Database Backup Service and Oracle Cloud Infrastructure Object Storage Classic, our clients can be sure they're receiving the utmost security in the industry. Along with exceptional security measures, TLC Cloud Services offers industry leading performance, high-availability, and a true Cloud optimized system configuration. Building on Oracle Database Cloud Service containers, TLC offers superior performance and the ability to provision, move, and resize customer environments minutes. TLC Cloud Services also provides integrated security services to protect data and control access, utilizing active surveillance and monitoring.

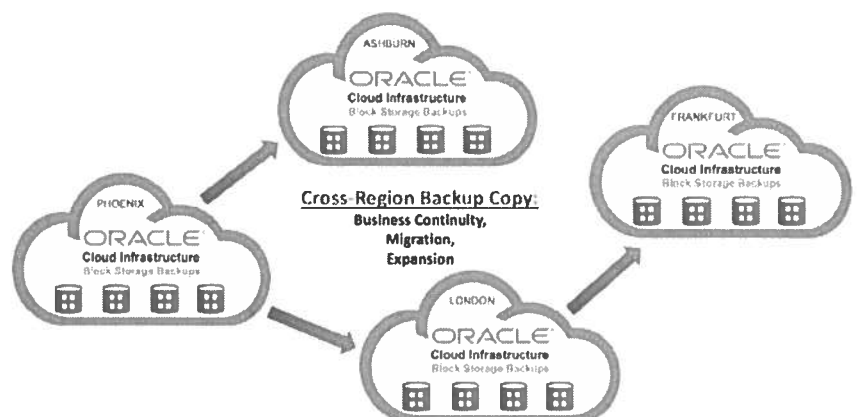
Security First

Oracle Cloud Infrastructure is a second-generation infrastructure-as-a-service (IaaS) offering architecture on security-first design principles. These principles include isolated network virtualization and pristine physical host deployment, which provide superior customer isolation compared to earlier public cloud designs and reduced risk from advanced persistent threats. Oracle Cloud Infrastructure benefits from tiered defenses and highly secure operations that span from the physical hardware in our data centers to the web layer, in addition to the protections and controls available in our cloud. Many of these protections also work with third-party clouds and on-premises solutions to help secure modern enterprise workloads and data where they reside.

Oracle Cloud Infrastructure starts with a zero-trust architecture. This means that not only are tenants isolated from one another, but tenants are also isolated from Oracle and vice versa (the isolated network virtualization mentioned earlier plays a role in this clean separation). Above Oracle Cloud's core infrastructure are layer upon layer of defenses including encryption everywhere, least-privilege identity and access management, and granular resource and network control all the way out to the edge. Oracle Cloud also has strict code security development and deployment processes, a full compliance team that is constantly auditing new regions and services, and a round-the-clock Security Operations Center to guard against threats. The combination of architecture, technology, and process provides a more secure environment than most on-premises facilities, as well as other public clouds.

Disaster Recovery

TLC's Cloud Services includes premium options for geographic service and backup redundancy, resulting in an overall increase in disaster resilience. To increase customer resilience in the event of a localized disaster, Oracle Cloud enables TLC to store data, redundantly, across multiple storage servers and multiple availability domains. TLC Cloud Services assumes the responsibility of ensuring and addressing potential issues with data integrity and backup viability.



Performance

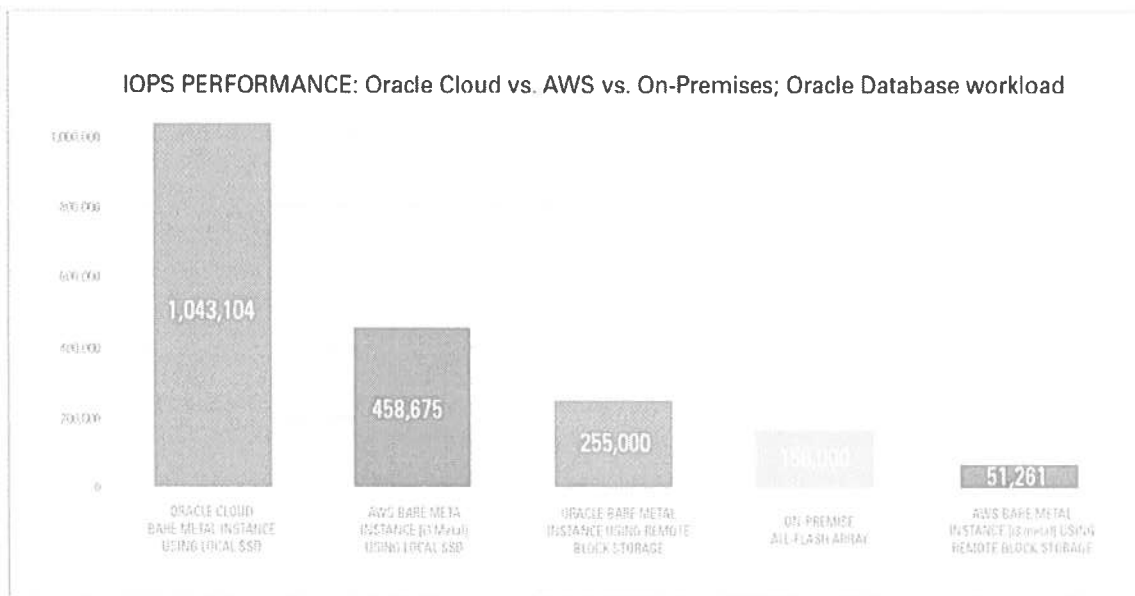
Fast, Non-Blocking, Predictable Performance

Networking is the cornerstone of any cloud platform: it defines performance and the customer experience. Our flat and fast network provides the latency and throughput of rack adjacency across the entire network, allowing synchronous replication and constant uptime. No network or CPU oversubscription also provides predictable bandwidth and performance.



Oracle’s highly scalable, flat network design limits the number of network hops between compute and storage to a maximum of two. Combined with no network or CPU over-subscription, and locally attached NVMe storage, you get a low-latency network with predictable performance and fast cloud storage.

We interconnect Oracle Cloud Infrastructure regions with high-bandwidth, fault-tolerant networks achieving ≥ 99.95 percent reliability (≤5 packets lost in 10,000). Interconnecting regions provides consistent latency (as low as 75ms within US and as low as 75ms US to EU).



Hardware Recommendations

Optimal Recommended Hardware Specifications

Two (2) total Virtual or Physical Servers:

- 1 Virtual or Physical Web Server for LS2 Products, 32 GB RAM, Dual 6 Core 2.6GHZ Processors, 600GB Usable Hard Drive Space.
- 1 Virtual or Physical Data Server, 16 GB RAM, Dual 4 Core 2.6GHZ Processors, 600GB Usable Hard Drive Space.

Workstations

- Circulation: Web-based
- PAC: Web-based
- Acquisitions: Web-based
- Reporting: Web-based
- Cataloging: Web-based
- Inventory: Web-based live inventory. Requires a networked device (handheld, laptop, pc) running a browser
- Offline Circulation: Client software with auto-updating
- Administrative Interface: Web-based

Browser Support

TLC's web-based applications are developed and optimized for the following browser versions:

- **Chrome** – Due to the accelerated rate at which updates are released, TLC will support the latest three versions.
- **Firefox** – Due to the accelerated rate at which updates are released, TLC will support the latest three versions.
- **Microsoft Edge** – Due to the accelerated rate at which updates are released, TLC will support the latest three versions.
- **Safari (MAC only)** – The latest two versions will be supported.

Note: browsers interpret CSS and HTML standards differently; therefore, certain features may display differently based on the individual browser and selected plug-ins.

The Library Corporation's web-based applications may continue to function in versions that are no longer supported, but TLC will only consider addressing issues that are present in the versions that are covered above.

Note: TLC will help you determine if your existing hardware can be used with Library•Solution.

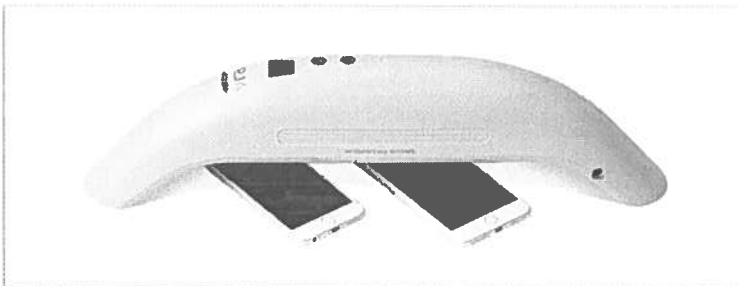


TLC•SmartTECH

TLC•SmartTECH is a single source to meet your technology and audio/visual needs. Our product experts have cultivated a collection of premium brands to aid your library's growing hardware and technological initiatives. From self-service book vending kiosks to digital signage and more, **TLC•SmartTECH** has the high-end equipment to create an engaging and modern experience for all your library patrons.

Legends of Learning

A game-based learning (GBL) platform that gives educators the ability to launch a "playlist" of curriculum-based games for students, aligned to current content standards.



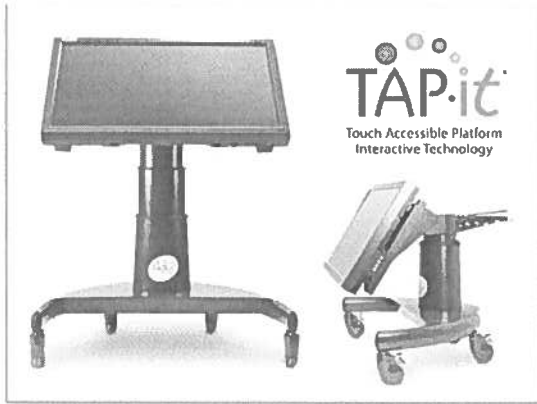
STERILIZING PRODUCTS

Easily, quickly, and safely sterilize and decontaminate all objects and surfaces with the Vray UV Sterilizer. Using UV-C light, it kills 99.9% of bacteria and sterilizes everyday items used and shared in classrooms, offices, and homes.

MINI LIBRARY / BOOK-VENDING KIOSK

Extend your community reach with NovelBranch – a mini-library your customers can access 24/7. With a network cable and power outlet, you can provide valuable library services to a large variety of locations including: Nursing homes, hospitals, daycares, community centers and more! All they need is a library card.





INTERACTIVE KIOSKS

Choose from our multiple digital kiosk options. A sleek, stylish yet rugged design, with simple installation and maintenance, offers a perfect all-in-one solution for today's library, with options for touchscreen. (Left) TAPit, the first ADA-compliant interactive learning station designed to recognize the difference between an arm resting on the screen and an intentional tap with a finger or assistive device.



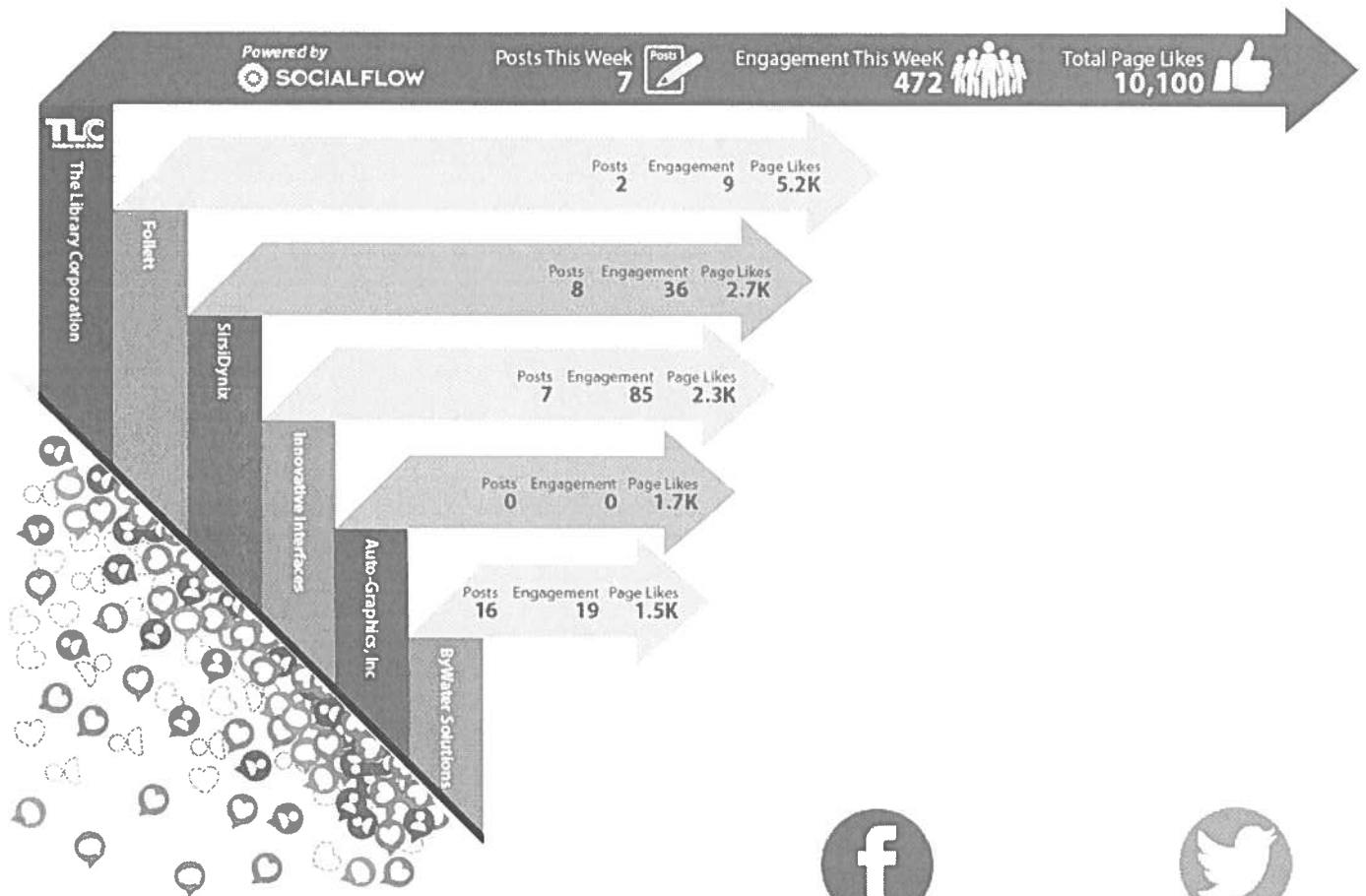
To learn more about our TLC•SmartTECH product line, visit TLCSmartTECH.shop or follow us on Twitter (@TLCSmartTECH) and Facebook (SmartTECHTLC) for the latest news and events.

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Social Media

By following us on Facebook and Twitter, you will have access to new content, products, and information faster than that of any library software provider in the industry. You will receive the latest news from ongoing conferences that we are participating at.



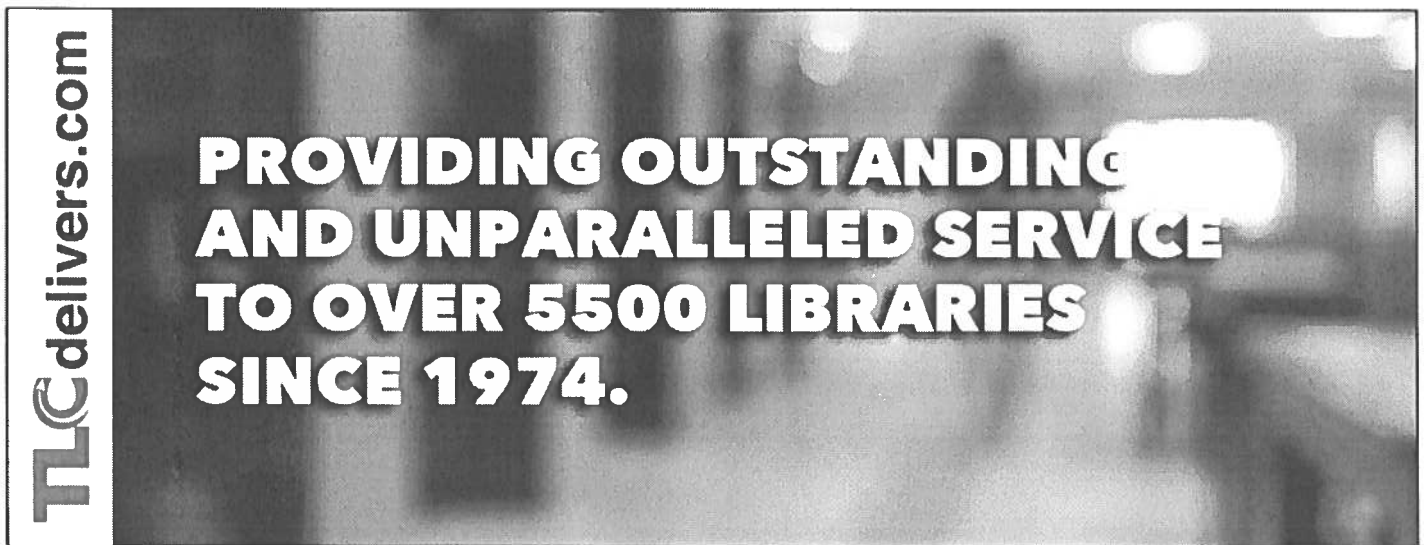
When it comes to keeping our customers informed about our latest products and updates through social media, none of our competitors come close!



Get in Touch

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TO OVER 5500 LIBRARIES
SINCE 1974.**

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