

SOMERSET COUNTY LIBRARY COMMISSION  
Website Design and Development 2024 RFP responses due 1/19  
Addendum #1  
1/10/24

1. In section 2.2.4 integration with the Room Booking solution is noted. Is it SCLSNJ's intention to continue using the existing libnet.info solution for Room Booking, or is the proponent expected to provide a replacement solution? Can SCLSNJ provide any relevant documentation on the available and supported APIs or integration methods provided?

Room booking functionality is through Communico for Libraries, a third-party product that also manages library programs and customer registration for events. SCLSNJ is open to proposals that include alternate solutions for managing room bookings and event registration, but a replacement is not required. General information about the Communico API can be found at <https://communicocollege.com/communico-client-api-1137>. The successful vendor will get access to further documentation.

2. For the mobile app integration noted in section 2.2.4, can SCLSNJ describe the integration expected? The current site appears to provide links to download a variety of apps, is the expectation that the site provides links to these apps? Can SCLSNJ provide any APIs and documentation for the required integrations?

In addition to our responsive website, we also work with a third-party app developer to provide an SCLSNJ App with access to our catalog, library account information, and more. You are invited to propose an alternate app product along with the website if applicable. Other apps linked from our website do not need further integration – these are the native app interfaces for subscription databases and other platforms.

3. Can SCLSNJ clarify and describe the expectation for integrating to the “programs”? The current site appears to display these in the calendar, is this calendar of programs/events managed through a third-party solution or is the proponent to include a replacement solution in the proposal? Can SCLSNJ provide any APIs or documentation on the supported integration methods required?

See Addendum #1, question 1.

4. Can SCLSNJ clarify the expected features/functionality for the branch locator? The current site lists branches using iframes from libnet.info, is this the expectation for the new site as well?

One function of Communico that has worked well for us so far is using their branch hours and exceptions management to be a single source of information for operating hours and scheduled closures. Whether we continue to use Communico for room bookings and

event listings or not, being able to pull from a single data source for canonical hours information for display in multiple places is highly desirable.

5. Can SCLSNJ provide a list of all the other information resources (e.g. Naxos) where integration is expected and provide any API details or documentation to support the required integration?

We subscribe to multiple other third party vendors for content, but none of them require direct integration with our website. With that said, many of these vendors have API connection capabilities that could be used in the future, including EBSCO (<https://developer.ebsco.com/getting-started/available-apis>), Gale (<https://support.gale.com/technical/>), Infobase (<https://infobase-databases.zendesk.com/hc/en-us/sections/360003344514-API-s-Authentication-Access-Methods>), and Proquest (<https://apidocs-dialog.proquest.com/index.html#!/home>).

6. Will we have docs/access to any 3rd party services / APIs listed in the proposal? Can technical contacts be provided at Communico or Quipu Group.

See Addendum #1, question 1 re: Communico. Quipu Group supplies the form for online library card applications that we include on our website; they process applications and handle direct integration with our integrated library system for account creation.

7. What is your current hosting provider?

Hosting is provided by americaneagle.com, with domain name registration and resolution provided by 007names.com.

8. What solution are you using for your patrons and room reservations?

See Addendum #1, question 1.

9. Can you provide access to the brand guidelines as part of the pitching process? We're hoping to understand the format and contents to help inform our pitch.

You can view our current brand stylebook here:  
<https://docs.google.com/presentation/d/1cEFjF7BhcMAiMJ5KyWaurnEmEzICQBLvAlnx4yjqCdQ/edit>

10. Can you walk us through your content planning and editorial process as it exists today? We'd like to better understand what steps and approvals are needed for current content and how a new website would improve this process.

Currently major content or design changes are performed by our Marketing department. Our Tech Team takes care of technical needs and many updates, as well as basic content updates. Multiple other subject matter experts have access to edit pages, but are not currently limited to editing only the content for which they are responsible. We need to be able to provide more granular access to the pages SMEs are responsible for editing. We would also like to have an approval process with certain pages going to certain departments or staff for approval, proofreading, etc. before going live.

11. What are your expectations around ecommerce? We do not think there is enough budget for this feature but we might be able to accommodate a payment solution if you could better explain its use better.

We currently have an ecommerce solution that is integrated with our integrated library system for processing customer payments for library fees. We do not have any further specific expectations for ecommerce at this time.

12. Will you accept pitches from partner agencies? While we offer new website design, planning, and development, we often partner with another firm to handle the long-term maintenance and security.

Please include all costs for hosting, maintenance, and security as part of your proposal. Even if those services may eventually be contracted through a third-party vendor, we need to be able to compare the total costs for design and hosting across all proposals as part of our review.