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Discovery layer tool – RFP Questions and Responses

The following questions and answers refer to the Discovery Tool Request for Proposals issued by the North Olympic Library System (NOLS) on September 29, 2021.

1. How will proposals be scored? Can you please provide the points for scoring? Can you break down functionality / qualifications / deliverables?

Response:

Features and ease of use	Project Approach / Support	Price	Completeness of response	References	Total
40	20	20	10	10	100

2. What is the proposed budget for this project?

Response: \$15,000-30,000 for first year expenses. Subsequent annual maintenance costs will be specified per the negotiated contract.

3. What is your desired timeline to launch a new discovery layer?

Response: January 2022 contract date with an April 2022 target launch date.

4. How will the Library measure success on their new discovery layer? Has the library established any KPIs for this project?

Response: Success will be measured by staff input and patron feedback. Additional analytics including holds placed, accounts accessed, and traffic on catalog pages will be considered.

5. What are the primary challenges with your current catalog that you hope to address?

Response: Primary challenges for the catalog are patron navigation, inconsistent search results, discoverability of materials, and effective highlighting of different collections and resources.

6. Is customization of the catalog a top priority for NOLS? What are the most important aspects of the catalog NOLS would like customized?

Response: Customization is an important component of the Discovery Tool. NOLS has many customizations within the current catalog include color themes, layout of pages, verbiage in text boxes, display order of supplemental title information, content of display. Similar functionality in a Discovery Tool would be optimal.

7. What works well with your catalog's search relevancy today? What are the biggest search relevancy challenges you would like to solve with a new discovery tool?

Response: Searches currently retrieve a broad range of materials and suggestions for other materials based on entered text. Suggestions are limited to items currently owned by NOLS in the catalog. That works well.

The biggest challenge with the catalog searches is the likely best result not being at the top of the search results. For example, a search for Harry Potter brings up a book in the Harry Potter series at #28 in the search results. Knitting books with Harry Potter themes appear in the results listed before the actual series, as does the musical score for the movie.