

REQUIREMENTS TRACEABILITY MATRIX					
			Vendor Solicitation Responses		
Functional Category (FC)	Rqmt #	Functional Requirement	Can vendor solution meet requirement Y/N	Does requirement require customization Y/N	Vendor Comments
Compatibility with Existing Devices	1.1	Mobile application must be compatible with current and previous iOS and Android smartphone devices going back at least 3 years.	Y	N	Assuming that we are counting back from 2014.
	1.2	Mobile application must be compatible with current and previous iOS and Android tablets going back at least 3 years.	Y	N	Assuming that we are counting back from 2014.
Technical Usability	2.1	Application must allow the library the capability of customization through which the following areas can be updated fairly quickly or in almost real-time: library branch address, branch hours, and icons within the app.	Y	N	Libraries can update library branch addresses and hours via an xml file saved on library servers. Libraries can change their logos by contacting the BiblioCommons product manager. Icons can not be changed.
Analytics and Usage Statistics	3.1	Application must provide statistical and analytical reporting.	Y	N	
	3.2	Application must be able to provide statistics on a specific time schedule (e.g. daily, weekly, monthly, and annually, etc.)	Y	N	
	3.3	Ability to pull reports using a date range	Y	N	
	3.4	All reports should be downloadable or saved as an Microsoft Excel spreadsheet or PDF.	Y	N	
	3.5	Must have the ability to track number of application downloads per platform.	Y	N	Collected by BiblioCommons on a weekly basis.

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	3.6	Must generate an analytic report showing amount of usage different portions of the app receive.	Y	N	BiblioCommons uses Flurry Analytics to track the following: page view (ie. which portion of the app is used); number of sessions; session frequency; new users by month; % of new users; types of searches; search terms by frequency; how searches are refined; top device models; top carriers; top firmware versions
Security and Privacy	4.1	Application must provide a means of securing users information.	Y	N	
Library Information	5.1	Application must provide basic location and directory information for all individual and library locations.	Y	N	
	5.2	Application must utilize GPS and tracking for the purpose of locating the nearest library based off of a user's location.	Y	N	
	5.3	Application must provide each library location's regular hours of operation.	Y	N	
	5.4	Application must allow for the manual or automated entry of holiday hours and exceptional hours for all library locations.	Y	N	
	5.5	Application must allow for the customization of branding to include the changing of library's logo.	Y	N	
Integrated Library System (ILS)	6.1	Application must be compatible with library's current Integrated Library System (ILS) Millennium.	Y	N	
	6.2	Application must be real time with ILS to show up-to-date data for searches. Application must be able to "mirror" library catalog.	Y	N	The BiblioMobile suite is a combination of real time and near time results to ensure performance and speed of results.

	6.3	Application must provide patrons a variety of ways to initiate a catalog search (e.g. keyword, title, author's name)	Y	N	BiblioMobile is the only service we are aware of that supports full facets to quickly refine search results and an optimized search for public library patrons.
	6.4	Application must allow user to login to their account using Last name and library card number. Allow users to sign into their account, and be able login in and review account information.	N	N	BiblioMobile allows patrons to choose their own username and then afterwards log in with either their username and PIN or their barcode and PIN. Libraries that choose BiblioCommons implement PINs as part of their ILS requirement as PINs are also considered more secure than patrons' last names.
	6.4.2	Must allow users to review items that are currently checked out under a user's account.	Y	N	
	6.4.3	Must allow users to review items that are due	Y	N	
	6.4.4	Must allow users to renew items eligible for renewal	Y	N	
	6.5	Must have the ability to comply with business rules established by Library through the ILS (e.g. block users for an excessive fine and/or charges.)	Y	N	
	6.5.1	Allow users to manage holds with the same functionality as through the Web OPAC interface.	Y	N	
	6.5.2	Must allows users to place holds at the bib-specific ("request any copy") level.	Y	N	
	6.5.3	Must allow users to check on the status of items currently on hold.	Y	N	
	6.5.4	Must allow users to cancel or suspend holds.	Y	N	
	6.6	Solution must offer patrons a way to link to the Library's online payment service	Y	N	A link could be added to the "More" screen
Standard Business Considerations	7.1	Application must comply with ADA (Americans with Disabilities Act)	Y	N	

	7.1.1	Application must meet or comply with the Web Content Accessibility Guidelines (WCAG) 2.0 as found at http://www.w3.org/TR/WCAG20	Y	N	
	7.1.2	Solution must meet or comply with the US Government's section 508 Guidelines found at http://www.section508.gov	Y	N	
Hours of Service	8.1	Application and its functionality should be available 24 hours per day, 365 days per year based on data on system availability during the most recent 12 months.	Y	N	
Customer Support	9.1	Customer support shall be available for library staff and all end users Monday through Friday, 8am-5pm	Y	N	Customer support is available for libraries 24/7. End users can also submit questions and feedback via the apps and the feedback form.
Technical Support	10.1	Customer support shall be available for library staff and all end users Monday through Friday, 8am-5pm	Y	N	Customer support is available for libraries 24/7. End users can also submit questions and feedback via the apps and the feedback form.
Events Calendar	11.1	Application must integrate with current event calendar software Trumba	Y	Y	This functionality would be added provided SAPL would be able to obtain the APIs from Trumba.
	11.2	Application must be able to display scheduled events by Month, Week, and Day.	Depending on what is available for integration from the Trumba API.	Y	Assuming the Trumba API provides this level of detail, it could be incorporated.
Patron Library Card	12.1	Application must provide a means of storing a user's library card	Y	N	

Overdrive	13.1	Deliver one-click access to Overdrive digital content	Y	Y	BiblioCommons is currently developing this functionality to integrate with the OverDrive APIs and it will be available in early 2014. In addition to having one-click access, BiblioCommons can have all checkouts and holds integrated in the library account to enable patrons to see all the books they have checked out in one spot--physical books and eBooks alike.
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