

TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

GLOSSARY OF TERMS / DEFINITIONS

AACR2	Anglo-American Cataloguing Rules, version 2 - cataloguing rules for the description of, and provision of access to, library materials
Acquisitions	The functional area supporting the purchase of and subscription to print and electronic library resources.
ANSI	American National Standards Institute
API	Application Programming Interface, allows access to a software platform by third party software systems
ASCII	American Standard Code for Information Interchange - a commonly used format for text files
Authority	An agreed term to describe a single entity, to ensure its consistent format and use throughout all applicable bibliographic records, for example author name authorities
Authority file	A collection or list of authority records
Bibliographic record	An entry in a library catalogue which represents and describes a specific resource and contains the data elements necessary to help users identify and retrieve that resource presented in a formalised / standardised bibliographic format
Boolean Search	A type of search that allows search terms to be combined with operators such as AND, NOT, OR and XOR to refine results
Borrower	A registered library member who has library items loaned out to them
Bulk change	Changing more than one record at a time. May also be referred to as Batch amendments or changes.
Call number	Notation on the spine of the book to show its place / location within the library, which may be letters denoting location codes, or may include the classification number for non-fiction items.
Cataloguing	The process for describing and listing an item within the library catalogue
Central index	A central aggregated index of full-text content aggregated by the system supplier
Circulation	The part of the Integrated Library System used to issue, return and request items from the library's collection
Circulation history	A record of past loans made by a member, or past loans of a particular item
City / The City	City of Johannesburg / City of Joburg
Class numbers	Class numbers are classification markers used to categorise and order materials. LIS uses Dewey and an expanded in-house system for the Africana collection followed by three or more letters of the author's surname / title

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Client	In a server / client architecture model, there are typically multiple clients and a single central server
COJ	City of Johannesburg
Collections	Sets of materials arranged for specific purposes (e.g. lending collections, music collections, art collections, reference collection). These may be part of a library or a library on their own
COUNTER	Counting Online Usage of Networked Electronic Resources - an agreed standard for counting electronic resource usage
CSV	Comma Separated Value file format, often used for the simple transfer of data
Discovery tool	The user search tool made up of a central index of subscription metadata along with local holdings information
Dublin Core	Dublin Core Metadata Initiative (DCMI) metadata standard (Digital collections)
Due date	The due date (or due-time time, for hourly loans) that an item is due to be returned by, following which a fine may be levied
EM security solution	A book security solution using electro-magnetic technology which comprises EM security strips that are inserted into print library books, journals, etc., sensitiser / desensitiser equipment used to activate and deactivate the security strips, and EM security gates which sound an alarm when an active EM strip is passed through them.
EM security gates	Electro-magnetic security gates which detect EM security strips in the book stock and are used to prevent theft and loss of library materials
EM security strip	A narrow electro-magnetic security tape inserted into print library books/journals to reduce the risk of theft - the tape is activated when the item is not borrowed, and deactivated when it is, so that an alarm at exit gates sounds when activated
eResources Management	The management of subscription and one-off purchase licences for electronic materials
Fees	Monetary amounts charged to a user, including overdue fines, replacement fees for loss or damage to borrowed items, membership fees for value added membership categories
Fund structure	An hierarchical structure of funds (Directorate --> Region --> Library)
Global change	The ability to change a piece of data across the whole system in one go
GRAP	Generally Recognised Accounting Principles which defines books as capital assets and are required to managed and reported on as such
GRAP17	Section 17 of the Generally Recognised Accounting Principles, referring to Property, plants and materials, used for standard library book assets

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GRAP103	Section 101 of the Generally Recognised Accounting Principles, referring to Heritage assets.
Holdings	One or more instances of an item described within a single bibliographic record; together all holdings form the entire library collection
ILS	Integrated library system, the library information and services management solution that is being procured including all required software, related applications and asset (inventory) management technologies
Inter-Library Loans (ILL)	COJ Libraries borrowing resources from, or lending resources to other libraries outside COJ e.g. from university libraries, other municipalities
Inter-branch Issues	Libraries in the Department borrowing resources from, or lending resources to other libraries in the Department
Inventory	Process of taking stock or physically verifying items within the Library collections
ISBN	International Standard Book Number
Item	A generic term referring to any type of information resource or object held by the library
Item Status	The recorded status of an individual item, for example 'available for loan', 'on loan', 'damaged', 'missing', 'in process'
Item Type	The type or format of an item, for example Book, DVD, Music CD, Magazine
LC standards	Globally recognised Cataloguing standards set by the Library of Congress
Library / The Library	Unless specified, Library refers to COJ libraries as a whole, including the public libraries of the Library and Information Services Directorate as well as other departmental libraries within the City, e.g. Law Library, Museums libraries, Public Safety libraries
Library Member	Users that have registered as members of the library and have specific usage or borrowing rights and an account on the ILS
Library User	Users include members and non-members of the Library who make use of the Library's physical or online services, resources or facilities
Library staff / Library staff users	Library staff that require access to the back-end administration functions of the ILS
Linked Open Data	Data described semantically with links between objects, published openly
LIS	City of Johannesburg Library and Information Services including the public libraries of the Library and Information Services Directorate as well as other departmental libraries within the City, e.g. Law Library, Museums libraries, Public Safety libraries
LMS	The online Learning management system as described within the scope of work

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Loan history	A record of items currently borrowed by a patron; may also include historical information about past borrowing
Loan Period	Circulation loan period for items in general
MARC / MARC21	Machine Readable Cataloguing standard used to format the bibliographic description of resources
Materials	A generic term referring to any type of object held by the library
Metadata	The functional area supporting the description (cataloguing) of all library resources. As a single term, 'metadata' means the description given to library materials
Module	A specific functional area of the library management platform
NCIP	NISO Circulation Interchange Protocol that allows systems to communicate regarding the borrowing and return of items
NFC	Near-field communication, to enable cashless payment transactions through using a short-range wireless connectivity technology that uses magnetic field induction to enable communication between two electronic devices when they are touched together or brought within a few centimeters of each other.
NISO	National Information Standards Organization
OAI-PMH	Open Archives Initiative Protocol for Metadata Harvesting, often used for harvesting remote bibliographic databases such as repositories
OCLC	Online Computer Library Centre, based in Dublin, Ohio, USA
OCLC WorldCat	A global union catalogue maintained by OCLC
OPAC	Online Public Access Catalogue
OpenURL	A standard method to describe a resource by encoding its attributes within a URL
OpenURL Link resolver	A tool to deliver links to providers, so that users can gain access to resources described in the OpenURL format
Overdues	Items which are overdue and have not been returned before their due date
Overdue Fines	Monetary charges made to a user for late return of borrowed items / overdue items
Package	Within the context of E-Resource Management, a grouped set of e-resources purchased/subscribed to together for one single fee
RDA	Resource Description and Access is a cataloguing standard that will replace AACR2
Real time	Data is passed at the time it happens, rather than being processed periodically in batches
Recalls	Items that are recalled or requested back from the current borrower, as another user would like to borrow the item
Renewals	The ability for a library user to extend the loan period of an item

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Reports	Reports of statistics or information about system usage and contents
Reservations	A user or staff member can place a 'request' on a particular title or item that is currently not available, i.e. on loan, not found, etc. and will be notified when the item becomes available to them
Resources	Materials managed within the ILS, comprising different types and formats (for example physical books, electronic materials, DVDs, subscription materials)
RFID	Radio Frequency Identification - an Identification technology used in library inventory and stock management processes which allows identification of large number of tagged books in libraries, using radio waves
RFID tags	Radio Frequency Identification tags - electronic tags which are programmes to store specific data and are able to exchange this data with radio frequency identification (RFID) readers. When affixed to a Library item, the RFID tag can be used to search for, identify or track that particular item.
RFID / EM Hybrid solution	A solution which seamlessly combines the stock identification and management capabilities of RFID with the security functionality of EM technologies
RSS	Rich Site Summary (RSS) web feed
SaaS	Software as a service
Self-service	Includes Self-issue, self-return, self-renewal, self-reservation and is the ability for members to utilise self-service kiosks to issue, return, renew items for themselves
Serials	Also known as periodicals - Items which are routinely published in a series, e.g. magazines and journals
Session	In the context of OPAC and Discovery platform, a single period of time devoted by a user to searching and accessing resources through the discovery platform
Shelf mark	Notation on a book spine to help show its place / location within the library
Short loan	High demand item type with restricted circulation loan period, e.g. Overnight loan, 1-day loan
SIP	Standard Interchange Protocol developed by 3M to describe actions made on items, for example issue and return; used to facilitate self-issue and self-return
Site	Any building or location within the City of Johannesburg Department where an item of Library stock may be stored or accessed. This covers a considerable geographical area and includes library sites, the Metro Centre and Library Regional offices, and the centralised LIS Support Offices
SQL	Structured Query Language, a standard method for querying databases

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Standard loan	Items with a standard circulation loan period, currently 3 weeks
Stock	Any item within the Library collections
SUSHI	Standardized Usage Statistics Harvesting Initiative standard developed by NISO to transmit electronic resource usage statistics between systems
System	The Integrated library system (ILS) that is being procured including all required software, related applications and asset (inventory) management technologies
System Administrator	A system user with extra authorisation to change the central configuration of the system, and to have unrestricted access to the entire system
Unique identifier	A unique identifier for a single item / object / person that only ever occurs once in the database
URL	Uniform resource locator – also known as web address or internet address. It is the unique standardised address on the Internet used to locate a specific website, webpage or web resource
XML	Extensible Mark-up Language, often used to convey structured information such as patron feeds or financial information
Z39.50	A NISO standard to remotely search and query library systems