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Chandler Public Library
22 South Delaware St.
Chandler, AZ 85225

To whom it may concern;

BiblioCommons owns the proprietary rights to the BiblioCommons software, a suite of services for public libraries that includes: BiblioCore catalog, BiblioWeb library website and content management system, BiblioEmail email marketing system, BiblioEvents events platform, and BiblioApps iOS and Android apps. These services are available exclusively via software as a service (SaaS) through agreements directly with BiblioCommons Corp. and are not available through any reseller. Many of the features available through these services are provided by no other supplier and enable public libraries to achieve critical strategic goals.

Unique features, available through the full suite of BiblioCommons software and offered by no other supplier include:

- Seamless integration and promotion of catalog content on the library's website and of website content in the catalog, through:
 - An intelligent relevancy platform that aggregates metadata to automatically promote relevant website content in the catalog;
 - Built-in functionality to add catalog titles to blog posts; and
 - Built-in functionality to add reader's advisory lists from the catalog to blog posts.
- Deep integration across the staff interface through:
 - One-click curation for featuring content from disparate sources (website, events management module, catalog) on multiple website pages using the original content's URL; and
 - Built-in modules for embedding FAQ content on pages and in blog posts, with updates to the FAQ content cascaded to all embedded instances.
- Unified user experience through:
 - Single, persistent login for patrons across the library website, catalog, and events calendar;
 - Universal navigation and branding through the use of a universal header and footer across the library website, catalog and events module; and
 - Cross-product critical message display, allowing the library to provide the same high-priority announcement on all modules.
- Interoperability across Integrated Library Systems (ILSs), enabling the library to migrate to a new ILS without forcing a change to the library's catalog.
- Catalog search and browse tools to facilitate online discovery, such as:

- Natural language search capabilities for frequently used search terms based on format, audience and language;
 - Extensive built-in Awards and Bestsellers database, with full historical data for awards; and
 - “While You Wait” suggestion feature that displays available read-alike titles for items with a holds queue.
- Embedded reader’s advisory toolkit, with:
 - Click-and-point list creation (no multi-step workflows);
 - Automatic integration of: full availability information and transaction options, appropriately sized jacket images (can be toggled on and off for printing), annotation fields, granular privacy settings, and permanent URLs; and
 - Dynamic integration of lists onto listed items’ bibliographic record pages.
- Email marketing functionality that integrates with the library’s BiblioWeb site, enabling the library to populate email newsletters with automatically displayed and rendered website content, providing patrons with a consistent brand experience while saving staff time.

Additionally, BiblioCommons provides a legal framework for community contributions that includes:

- Patron-facing Terms of Use that secure a license from the patron to display the contributions they mark as public,
- A First Amendment-compliant system for flagging and removing unprotected, inappropriate speech, and
- Patron validation that is aligned with the federal requirements of COPPA (the Child Online Privacy Protection Act).
- The features allow libraries to comply:
 - With ALA principles addressing patron privacy;
 - With First-Amendment requirements regarding free expression; and
 - With FTC best-practices for dealing with users under the age of 13.

BiblioCommons software fees are determined on a fixed pricing model based on the legal service population of the library, and pricing is not negotiated, regardless of the procurement mechanism.

We would be pleased to continue to partner with Chandler Public Library to work together to ensure that the library’s online platform offers a best-in-class digital experience.

Sincerely,

DocuSigned by:

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Marty Tarle
General Manager, BiblioCommons Corp.