

Task 5.0 LIBRARY

a. General requirements - The Contractor shall comply with Glenn's security regulations, copyright laws and procurement laws and regulations, as revised. The Contractor shall also comply with the American Library Association (ALA) standards, as revised; Library of Congress practice; the Anglo-American Cataloging Rules II (AACR II), as revised; the American Library Association Rules for Filing Catalog Cards, as revised; the Library of Congress Classification Schedules and its Machine Readable Cataloging (MARC) standard, as revised; Online Computer Library Center (OCLC), Inc., standards, as revised; and National Archives and Records Administration (NARA), NASA and Glenn Library practices.

b. Description of work - The Contractor shall provide professional and clerical support to the NASA library facility. The Contractor shall provide support in the acquisition of library materials including translations and mechanical preparation of such materials, including bar coding and reproduction. The Contractor shall provide support in the physical upkeep of the collection, such as shelving, shifting and weeding. The Contractor shall provide support for circulation duties, including charging and discharging, and in the preparation of book lists. The Contractor shall provide support in the cataloging of new and previously uncataloged materials into the intercenter library management system database and in catalog maintenance. Catalog maintenance includes additions and deletions to the manual shelf list and online catalog records. The Contractor shall provide support in literature searches, using a variety of information resources, including paper and electronic. The Contractor shall participate on NASA teams for the operation of the UniLibrary system. All employees who perform these tasks *SHALL* hold a security clearance classification of *SECRET* and shall be U.S. citizens as defined in Section H (Refer to Attachment C).

The Contractor shall file a Military Critical Technical Data Agreement, Department of Defense Form DD2345, with the Defense Technical Information Center (DTIC) yearly.

c. Quality standards - The Contractor shall operate the Glenn library at a competency level generally expected of special libraries supporting high technology research and development programs. The specific quality standards are identified in the individual task breakdowns. In all tasks, customer service, including responsiveness to customer inquiries, professionalism and courtesy shall be evident.

d. Schedule - All tasks shall be performed in accordance with the schedules identified in the individual task breakdowns.

e. Documentation - Data and statistics shall be developed and maintained in all areas as specified herein. Monthly activity reports shall be submitted to the TR within seven working days after the end of each month.

Data shall be maintained or obtained on the overall health of the library; for example, the size of its collection and the utility of its services. An Excel spreadsheet shall be developed using the statistics collected by the Contractor to perform statistical analysis of the data. This statistical year to date data shall be electronically submitted to the TR within 15 days of the end of the

fiscal year. Semiannual reports shall be generated from these data and monthly within three working days of the end of the month, and from the library management system data. The exact content of these reports varies based on NASA needs. The first of these reports shall be submitted within 20 working days of January 1. The second shall be submitted within 20 working days after July 1. The TR may request other reports based on these data. Statistics shall be collected from all tasks performed below and reported in Monthly Activity Report Statistics shall also be collected and reported in the "Yearly Self-Assessment for STI Programs at the NASA Centers".

5.1 Circulation Desk

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 5.0.a as applicable.
- b. Description of work - The Contractor shall process all circulation transactions including charging and discharging materials, issuing late notices and recall notices, preparing materials and, when applicable, routing to successive requestors. In addition, the Contractor shall maintain all circulation records, both electronic and manual, in the Library's database and answer informational and directional questions about library services and collections. The Contractor shall also register and identify access levels of new customers, observing security and document availability limitations.

As part of the Glenn employee and all contractors' exit procedure, the Contractor shall ensure the return or proper transfer of all charged items. If an item, especially one that is limited or classified, is not returned or transferred, the Contractor shall obtain from the exiting employee a letter signed by the immediate supervisor acknowledging the loss.

Customer service, including responsiveness to customer inquiries, professionalism, and courtesy, shall be evident at all times.

The Contractor shall assist customers in filling out library forms and using library equipment, such as microform reader-printers and customer terminals. The Contractor shall perform minor maintenance on this equipment and arrange for other maintenance as necessary.

- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Library management database entries and new patron registration files, which detail access level of patrons, shall be accurate and error free. The Contractor shall be responsive to the customer by providing professional and error free information and/or direction. Circulation duties shall be performed error free.
- d. Schedule - The Contractor shall discharge items within eight working hours of return. Late notices and recall notices shall be mailed within one working day of receipt. All in-person patron requests shall be handled promptly. Exit employee requests shall be handled promptly and lists of charges shall be prepared within eight working hours of request.
- e. Documentation - Statistics shall be developed, maintained, provided upon request of the TR,

and reported in the Glenn Technical Library Monthly Activity Report as identified in paragraph 5.0.e. The library management system's Monthly Summary of Circulation Activity Report shall be obtained from Galaxie and submitted with the activity report. The TR, as specified in Task 5.0.e, may require other reports.

5.2 Collection Management

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 5.0.a., as applicable.
- b. Description of work - The Contractor shall perform collection management duties which may include receiving, processing and shelving or filing books, journals, research reports, specifications, microfiche and other library materials. Shelving or filing shall be in accordance with the ALA Rules for Filing Catalog Cards. Major duties include shifting collections, as necessary, for better patron access and collection management; providing photocopies of requested government materials; weeding the collection of unneeded items according to library practice; preparing surplus book and journal lists and preparing shipments of surplus items; receiving and processing technical reports, journal articles, films, microfiche, specifications, and other library materials for inclusion in the collection; preparing and filing shelf list cards for all collections; determining, recommending and preparing items to be bound or rebound; and ordering needed stock materials and supplies.

The Contractor shall also conduct an inventory of the library collection over the life of the contract on a proportional annual basis, with inventory of the entire library collection completed by the end of the contract term. For example, an inventory of a portion of the library collection shall be completed each year with an inventory of the entire collection completed by the end of the contract term. The inventory shall be performed only on the part of the library collection that is physically located in the Library in Building 60.

- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall shelve items in the proper order within each collection. Shelf list cards shall be accurate.
- d. Schedule - The Contractor shall process and send out requested photocopy material within one working day after a request. The Contractor shall prepare new items and have them shelf ready within four working days after receipt. The Contractor shall also conduct an inventory of the entire collection over the life of the contract on a proportional annual basis, with inventory of the entire collection completed by the end of the contract term.
- e. Documentation - Statistics shall be developed, maintained, and reported in the Glenn Technical Library Monthly Activity Report as identified in paragraph 5.0.e.

5.3 Acquisitions

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 5.0.a., as applicable.

b. Description of work - The Contractor shall assist in the acquisition of library materials which may include books, specifications and standards, documents, audiovisual materials, microforms, CD-ROM's and other electronic materials. Acquisition duties include processing requests that require the use of the interlibrary loan (ILL) system or that require purchase of new material. The Contractor shall determine whether material requests can be filled from the library collection, other NASA collections, through interlibrary loan or purchase with the approval of the TR. The Contractor shall not directly order subscriptions and/or materials without Government authorization.

5.3.1 Subscription Materials

a. General requirements - The Contractor shall comply with the general requirements specified in Task 5.0.a., as applicable.

b. Description of work - The Contractor shall purchase for the Government and maintain records on all subscriptions ordered for the Library. The Contractor shall prepare purchase requests or vendor order forms for all approved subscriptions and shall maintain all subscription information. For the Library's yearly subscription requirements, the Contractor shall submit a list of proposed subscription renewals and any additional titles to the TR for review and approval. The Contractor shall compile and submit to the TR the Annual Glenn Journals Usage Report which, at a minimum, must contain the number of articles requested per journal title and may also contain such information as patron browse statistics and results of journal usage surveys.

The Contractor shall check in and shelve individual issues of the Library's journal subscriptions and submit claims for missing issues. The Contractor shall weed unneeded issues, prepare surplus journal lists and recommend journal issues to be bound or replaced by electronic or microform versions. The Contractor shall comply with the Government weeding schedule and make recommendations for changes to the weeding schedule as appropriate.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Purchase requests and subscription information shall be error free. The shelving of journals shall be in proper alphabetical order by title and shall be filed error free.

d. Schedule - All checking shall be performed within ten working hours of receipt. All newspapers shall be shelved immediately upon receipt. All journals shall be shelved within 12 working hours of receipt. Claims for missing issues shall be processed weekly.

e. Documentation - Statistics shall be developed, maintained, and reported in the Glenn Technical Library Monthly Activity Report as identified in paragraph 5.0.e. The Journal Usage Report shall be completed and delivered to the TR annually on the 10th working day in July to be used for subscription evaluation and renewal.

The Contractor shall evaluate the Library's own subscription requirements and submit a recommendation to the TR for subscription renewals and cancellations between June 15th and

June 30th.

The Contractor shall recommend journal issues to be bound or replaced by electronic or microform versions.

5.3.2 Nonsubscription Materials Including Document Delivery

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 5.0.a., as applicable.
 - b. Description of work - The Contractor shall order nonsubscription library materials such as books, monographs, serials, society papers, articles, patents, specifications and standards, translations, reports, Government documents and audiovisual materials. This may be accomplished by preparing , Government purchase requests or vendor order forms, using Library Literature Request forms signed by the TR and then producing contractor purchase orders and receiving and inspecting materials and preparing material receipts. The Contractor shall also process, distribute and shelf documents received on distribution.
- In addition, the Contractor shall monitor deposit account funds and vendor billing statements and maintain all applicable acquisition records.
- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Purchase requests and vendor order forms shall contain no errors. Acquisition records shall be maintained error free.
 - d. Schedule - Rush orders shall be processed within eight working hours of request and regular orders within two working days of request. Incoming shipments, which include documents received on distribution, shall be processed within two working days of receipt.
 - e. Documentation - Statistics shall be developed, maintained, and reported in the Glenn Technical Library Monthly Activity Report as identified in paragraph 5.0.e.

5.3.3 Interlibrary Loans

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 5.0.a., as applicable.
- b. Description of work - The Contractor shall process all interlibrary loan requests to and from other libraries using OCLC procedures or ALA forms as required. The Contractor shall obtain material not in the Library's collection from the best available source, considering cost and timeliness. In addition, the Contractor shall keep, or obtain on request, records of all transactions; receive loaned items; charge items to requestors; return items to lending libraries; and monitor deposit account funds; and verify monthly statements from lending libraries.
- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Interlibrary loan orders shall be placed with the most economical, free

if possible, and timely source available and shall be accurate. Records of transactions shall be maintained accurately. Deposit account balances shall be accurate and up to date.

d. Schedule - All items shall be returned to the lending library in time to meet that library's due date. Rush requests shall be processed within eight working hours of receipt and regular requests within two working days of receipt. The Contractor shall monitor funds, verify bills and/or statements within two days of receipt and notify the TR when more funds are necessary.

e. Documentation - Statistics shall be developed, maintained, and reported in the Glenn Technical Monthly Activity Report as identified in paragraph 5.0.e.

5.3.4 Project Documentation

a. General requirements - The Contractor shall comply with the general requirements specified in Task 5.0.a., as applicable.

b. Description of work - The Contractor shall obtain and maintain access to the latest versions of NASA project documentation at Glenn and other NASA Centers. This includes making arrangements for electronic acquisition and distribution of all project documentation. In addition, the Contractor shall maintain accurate subscriber distribution lists and a holdings database; process and shelve documents and updates as they are received; process requests for documents; and distribute documents and updates to subscribers.

In addition, the Contractor shall distribute and maintain control copies of the Glenn Plans of Buildings and Structures. The Contractor shall also participate in outreach activities to publicize project documentation services.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Distribution lists should be up-to-date and error free. Reference copies of documents shall be up-to-date with all changes incorporated. Bibliographic entries and subscriber information contained in the database shall be error free. The Contractor shall be responsive to customer needs and requests.

d. Schedule - Rush orders shall be processed within eight working hours of request and regular orders within two working days of request. Documents shall be processed and filed within three working days of receipt.

e. Documentation - Statistics shall be developed, maintained, and reported in the Glenn Technical Library Monthly Activity Report as identified in paragraph 5.0.e.

5.4 Cataloging

a. General requirements - The Contractor shall comply with the general requirements specified in Task 5.0.a., as applicable.

b. Description of work - The Contractor shall catalog new and previously uncataloged Library

collection materials which may include special nonlibrary collections according to library practice. Materials to be cataloged include such items as books, journals, documents, videotapes, videodisks, computer software, CD-ROMs, maps, manuscripts, theses, WWW resources, and ephemeral materials.

Cataloging duties shall include providing descriptive and subject cataloging and Library of Congress classification numbers; maintaining a physical shelf list of all Library holdings; adding to and correcting Glenn's holdings information; and producing new book lists. The Contractor shall also develop and maintain internal reference tools, such as authority files, to aid in the efficient use of library materials.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Bibliographic records and material processing shall be accurate.

d. Schedule - For original cataloging, items shall be shelf ready within 10 working days of receipt. For copy cataloging, items shall be ready within 5 working days. Rush items shall be shelf ready within three working days of receipt. Regular requested items shall be shelf ready within 10 working days.

e. Documentation - Statistics shall be developed, maintained, and reported in the Glenn Technical Library Monthly Activity Report as identified in paragraph 5.0.e.

5.5 Reference Services

a. General requirements - The Contractor shall comply with the general requirements specified in Task 5.0.a., as applicable.

b. Description of work - The Contractor shall provide comprehensive reference services. These shall include providing in-depth literature research services using both electronic and manual sources; verifying and correcting bibliographic citations; compiling subject, author and corporate author bibliographies; answering general or ready reference questions; creating customized current awareness products for individual patrons or organizations; and providing training and advice to patrons who wish to do their own searches. In addition, the Contractor shall conduct group and/or individual tours of the Library; provide instruction on the use of library resources; and participate in Library outreach activities, other customer training activities, and the development of WWW page content. The Contractor shall also evaluate and suggest new products and technologies to aid researchers.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Any information provided to customers shall be up-to-date, thorough and error free. Customer services, including responsiveness to customer inquiries, professionalism and courtesy, are of primary importance.

d. Schedule - The Contractor shall respond to customers within four working hours of receipt of an information request.

e. Documentation - Statistics shall be developed, maintained, and reported in the Glenn

Technical Library Monthly Activity Report as identified in paragraph 5.0.e.

5.6 Electronic Library

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 5.0.a., as applicable. All work shall follow all Glenn, NASA and Federal information processing guidelines.
- b. Description of work The Contractor shall provide local computer support for library systems, which may include Unix, DOS/Windows and Macintosh operating systems. In addition, the Contractor shall evaluate and recommend all system upgrades, additions and improvements and web-based products as needed. The Contractor shall develop and analyze web use statistical reports for all Library produced and/or purchased web-based resources.

The Contractor shall act as the local computer administrator for the Unix-based library management system. In addition, the Contractor shall act as the liaison and computer specialist with the NASA Langley Research Center (LaRC) main-station administrators and other NASA library computer administrators.

The Contractor shall troubleshoot hardware and software problems involving Library equipment. In addition, the Contractor shall work with LTID and Glenn computer support personnel. The Contractor shall maintain or create WWW pages. The content of these WWW pages will be provided by the reference librarian staff and approved by the TR.

- c. Quality standards - The Contractor shall comply with paragraph a. of this task. All work shall be completed error free.
- d. Schedule - The Contractor shall promptly resolve systems errors that result in downtime as discussed with the TR at the time of the system error.
- e. Documentation - Statistics shall be developed, maintained, and reported in the Glenn Technical Library Monthly Activity Report as identified in paragraph 5.0.e. The Contractor shall provide documentation on system operation and written procedures to the TR.

5.7 Outreach Activities

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 5.0.a., as applicable.
- b. Description of work - The Contractor shall perform outreach activities to promote the Library and its services. These shall include providing presentations to various offices and divisions across the Center, and participating in onsite employee education activities hosted by GRC organizations and offices. The Contractor shall develop "finding aids" for customer research resources and activities. In addition, the Contractor shall conduct group and/or individual tours of the Library; provide instruction on the use of library resources, and other customer training

activities.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Any information provided to customers shall be up-to-date, thorough and error free. Customer services, including responsiveness to customer inquiries, professionalism and courtesy, are of primary importance.

d. Documentation - Statistics shall be developed, maintained, and reported in the Glenn Technical Library Monthly Activity Report as identified in paragraph 5.0.e.

(End of Task 5.0)