

EBSCO  
10 Estes St.  
Ipswich, MA 01938

## **Statement of Work – EBSCO Stacks Rollout and Implementation Plan**

**Date:**  
April 16, 2021

**Services Performed By:**  
EBSCO  
10 Estes St.  
Ipswich, MA 01938

**Services Performed For:**  
Fullerton Public Library  
353 W Commonwealth Ave  
Fullerton, CA 92832

# EBSCO Stacks

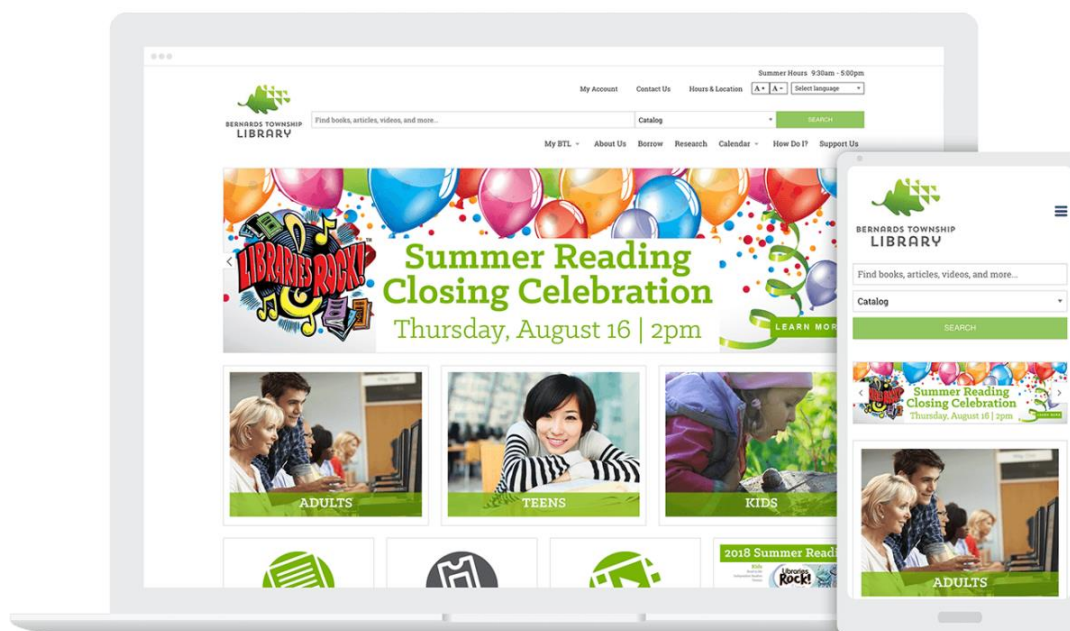
Our *Stacks* platform will deliver a solution that provides the benefits listed below, plus many others. Based on EBSCO's understanding of Fullerton Public Library's needs and resources, we are recommending the following approach to support both short and long-term goals.

## Scope of Work

Stacks is a complete web content management system (CMS) featuring customizable, responsive designs that include subscription services, open content, content you create, proprietary collections, and robust Search Integrations. Features are detailed here: <https://www.stacksdiscovery.com/public>

## Overview of the Project

The Stacks approach to implementation emphasizes consultation, understanding, communication, execution and training. This Solutions Proposal outlines EBSCO's approach to delivering a customized web experience.



*The Stacks implementation process includes the following:*

All Stacks implementations include an assigned Implementations Manager (IPM) who will guide you through the set up.

Your assigned IPM is the liaison between you and various EBSCO teams involved in your Stacks account setup. This approach ensures that you have the continuity of service that comes with a single contact point. In order to provide the best possible response and resolution time, everyone on the EBSCO team has access to the notes and progress for your custom implementation.

The role of the IPM is to:

- Assist in interpreting and documenting the Stacks set-up criteria specific to your institution.
  - Recommend customization features
  - Ensure a smooth Go -Live process when your Stacks implementation is complete.
  - After your order is placed an IPM will reach out to you to provide an overview of the following Implementation Phases below:
1. **Onboarding Checklist:** EBSCO will provide you with an Onboarding checklist. This checklist is designed to capture as much information about your library, and it covers system information, third-party integrations, authentication, and analytics. EBSCO's implementation team is available to help the library with this information, as needed.
  2. **Site Set-Up:** The implementation team will create your instance and go through your checklist to verify the details. Using the information provided, the implementation team will set up all your initial integrations. This phase can include setting up Google Analytics and related accounts, activating site search, and activating integrations with other third-party tools. The Stacks team may contact you at this stage for more information if required.
  3. **Training:** Stacks implementation includes access to their training program and robust training/help materials. You will have 24/7 access to manuals and video tutorials.
  4. **Content Development:** EBSCO will work with the Customer to scope, configure and launch your website. The customer will be responsible for creating and adding all content unless otherwise negotiated.
  5. **Go-Live:** Once your site is populated with content and staff accounts have been configured, EBSCO will work closely with you on changing over your DNS settings so the new site can land gently in its proper home. EBSCO is happy to coordinate with PR or Marketing teams to time the Go-Live with dates or events important to you and your stakeholders. A user guide, access to customer service and a robust, searchable help site are available to all Stacks users at no added charge.

## Optional Professional services:

### Content Migration:

- Preliminary consultation to capture any major changes in information architecture
  - Determine a tone for the look and feel of the new website (Choosing a Theme)
  - Review of backfiles for an understanding of what can and cannot be migrated
- Migration: Systematic “carrying over” of existing content within the agreed-upon Stacks architecture\*

\*Exclusive of LibGuides. LibGuides migration is be considered an additional Professional Service.

## Customer Responsibilities

### Project Management

EBSCO's performance is dependent upon the Customer managing and fulfilling its required responsibilities. Any delay in the performance of Customer responsibilities may result in a delay in the project's completion.

### Project Implementation

- Designate a person as the Point of Contact (“POC”) responsible for communicating and coordinating customer responsibilities to the EBSCO team
- Ensure all necessary personnel are assigned during the implementation and are available for the duration of the project
- Review the Solutions proposal and statement of work prior to the commencement of the Kickoff call
- Provide detailed configuration information for integration with platforms outlined, by completing the On-boarding Checklist
- Provide necessary branding compliance documentation and files
- Ensure team members have administrator- level permissions within system platforms necessary for integration outlined in this solutions proposal
- Provide network assistance if any Stacks-specific web server ports are found to be blocked by the Customer firewall
- Provide timely feedback on Service and Implementation
- Identify team members to receive training for ongoing maintenance, and ensure team member participate in training in order to effectively maintain products and services
- Participate in implementation meetings

# EBSCO

## Information Services

- Provide existing content for duplication in Stacks if purchasing Professional Services
- Supply any other detailed configuration information as requested and needed for the project

### Pricing:

Annual Stacks subscription: \$11,300

Optional ILS integration: \$2,100

One-time Professional Services (content migration): \$2,500

Stacks Expertise pricing: \$300/hour

Any requested features or services not outlined in this SOW will be deemed out of scope unless otherwise agreed in writing by EBSCO and Customer and documented in an addendum to this SOW.

Future feature enhancements or updates beyond those specifically outlined in this SOW may be subject to additional charges calculated by EBSCO Professional Services.

**IN WITNESS WHEREOF**, the parties hereto have caused this SOW to be effective as of the day, month, and year written below.

Fullerton Public Library

EBSCO

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

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Title: \_\_\_\_\_  
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