



# Online Learning, OERs and the Changing Role of College Libraries - An Environmental Scan and Research Study

OCLS RFQ #2015-004

November 2015

All information contained within this document should be considered confidential and is provided to give bidders an understanding of the Ontario Colleges Library Service requirements.

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## **1. INTRODUCTION**

### **1.1 Ontario Colleges Library Service and College Libraries**

The Ontario Colleges Library Service (OCLS) was established in 2009 as a non-profit corporation to provide a suite of core and opt-in services to the libraries and learning resources/learning commons (college libraries) of each of Ontario's 24 publicly-funded colleges of applied arts and technology, including two French language colleges.

Heads of Libraries & Learning Resources (HLLR) is comprised of the directors (or designates) of libraries and learning resources/learning commons (college libraries) of each of Ontario's 24 publicly funded colleges, and serves as an advisory group to OCLS.

One of OCLS's core services is research, as defined and recommended by HLLR, undertaken to allow the colleges to maintain currency and to understand the potential impact of changes or emerging trends in the academic library environment. OCLS works with the HLLR on the definition of research projects, on the review of the research findings and project deliverables, and manages the research projects to achieve successful outcomes

### **1.2 Project Background**

The Heads of Libraries and Learning Resources (HLLR) leads in creating transformative 21st century member libraries by leveraging a shared platform of information resources, expertise and trusted relationships. It encourages and sustains cost-effective partnerships to achieve collaboratively what cannot be accomplished singularly.

The HLLR champions four strategies: Project and Service Delivery Strategy, Professional Development Strategy, Internal Operations Strategy and Financial Stewardship strategy.

One of our key actions this year will be to determine how the College Libraries can best support, contribute to and enhance the online learning experience for our students.

HLLR, OCLS and the college libraries are in the process of planning a Library Leaders Summit targeted for March 7 and 8, 2016. The Summit will give the HLLR members, OCLS and other key stakeholders the opportunity to come together in person to consider strategic initiatives and determine priorities and projects for FY 2016/17. Preliminary results from this research will form a foundation for discussions at this meeting, and going forward as HLLR and OCLS work together to support online learners.

## 2. BIDDING PROCESS

### 2.1 Intent to Respond

Send a confirmation of your intent to submit a proposal by November 30, 2015, as noted in the Schedule (Section 2.3). Please include the name, title, and contact information for the company representative with whom we will communicate, and send via email to:

Attention: Virginia Roy,  
Director of Services  
Ontario Colleges Library Service  
Email: [vroy@ocls.ca](mailto:vroy@ocls.ca)  
Phone: 647-722-9306

Ontario Colleges Library Service  
74 Gervais Drive  
Toronto, ON M3C 1Z3

### 2.2 Bid Submission

Two copies, one with original signature, are to be submitted in writing and sent via courier (with signature required) or delivered in person to:

Ontario Colleges Library Service  
74 Gervais Drive  
Toronto, ON M3C 1Z3

Attention: Virginia Roy,  
Director of Services  
647-722-9306

Bids are to be received on or before: **December 17, 2015 at 1:00pm**

Bids received after the deadline will not be considered.

Bids must be valid for 90 days from the date bids are due.

Additionally, a follow up electronic copy of the bid is requested and should be sent to:

Attention: Virginia Roy,  
Director of Services  
Ontario Colleges Library Service  
Email: [vroy@ocls.ca](mailto:vroy@ocls.ca)  
Phone: 647-722-9306

## 2.3 Schedule

Date	Event
November 18, 2015	RFQ issued and distributed
November 30, 2015	Intent to Respond submitted by bidders
December 3, 2015	Last date for questions from bidders
December 7, 2015	Formal response to all questions submitted by bidders
December 17, 2015 at 1:00pm	Proposals are due
December 18-January 7, 2016	Evaluation and recommendation approval period
January 8-14, 2016,	Contract negotiation
January 15, 2016	Announcement of successful bid and start of project

During the evaluation period, OCLS may request clarifications from and a meeting with bidders.

OCLS, on behalf of HLLR, requests that the research be carried out as soon as possible in order to provide critical information for decisions being made during the next fiscal year.

Dates subsequent to the bids being submitted are estimates only and are subject to modification without notice to bidders.

All firms that submit bids will be informed of the winning bid. The winning bidder will receive a formal award letter.

## 2.4 Bid Formats

All responses must include the following elements:

- Bidding Form (Section 5) (Note: Form requires signature)
- Executive Summary
- Project plan with description of proposed methodology and schedule of work
- Cost proposal with pricing for project components as appropriate
- Company profile
- References

All responses require two copies to be submitted in writing to the OCLS offices.

One original is required of:

- Bidding Form (Section 5) (Note: Form requires signature)
- Complete response, including cost proposal.
- All appendices

In addition, a complete copy of the bid submission is required by email and should be sent to Virginia Roy at [vroy@ocls.ca](mailto:vroy@ocls.ca).

Bid responses are subject to the *Freedom of Information and Protection of Privacy Act*. Any information that the bidder regards as confidential must be in a separate appendix that is labeled as confidential. OCLS shall endeavour to honour such confidential designations to the extent allowed under the appropriate legislation.

## **2.5 Questions**

Questions about the contents of this document should be submitted by email to:

Virginia Roy  
Ontario Colleges Library Service  
Email: [vroy@ocls.ca](mailto:vroy@ocls.ca)  
Quote Reference in Subject Line: "**OCLS RFQ 2015-004 – Questions**"

A copy of all queries received by the deadline in Section 2.3 and OCLS's responses will be sent to all bidders confirming their intent to respond to the RFQ, as numbered updates to the RFQ document.

Bidders may not rely in any fashion on communication with any staff at OCLS or any college except through the process defined above.

## **2.6 Subcontracting**

Bidders must clearly identify any and all subcontractors that they intend to use in supplying services to meet the obligations of the RFQ. Bidders are responsible for all work performed by subcontractors.

## **2.7 Bidder's Costs**

OCLS and the college libraries are not liable for any costs incurred by any bidder as part of the bidding process. This includes, but is not limited to, costs to prepare bids, visits to OCLS, and legal or other costs.

## **2.8 Agreement**

OCLS intends to negotiate an agreement with the winning bidder. This RFQ, any amendments to it, and the bidder's full response shall form part of the agreement. In the event that a mutually satisfactory agreement cannot be reached with the selected bidder, OCLS reserves the right to open negotiations with other bidders.

## **2.9 Evaluation**

Proposals will be evaluated on completeness and compliance with the Scope of Work (Section 3), experience with related work, references, project timeframe and schedule, and prices.

The HLLR-OCLS Digital Media Strategies, OERs and Academic Libraries research panel will make selection of a preferred consultant. The evaluation process will use information drawn from the written submission portion of the proposal, and information supplied by references.

## **2.10 Budget**

The budget range for this project is \$25,000-\$35,000 including HST. All proposals should clearly demonstrate their value proposition and provide a detailed breakdown of proposed project costs against outlined deliverables.

The lowest-cost proposal or any proposal will not necessarily be accepted. OCLS reserves the right to waive any requirement if this is in the best interests of the college libraries.

## **3. SCOPE OF WORK**

### **3.1 Goals of the Research**

The primary goal of the research project is to identify current and future trends in online digital learning, and open educational resources (OERs) that are having or may have an impact on the Ontario college libraries, singularly and collectively, and on their ability to deliver excellent service to students and faculty, and to make recommendations to HLLR about how to take advantage of developments and best position themselves for the future.

### **3.2 Scope of Research**

The research should review and present the recent and future (next 2-3 years) trends in successful library services for online learning and OERs. Identify areas where libraries can most effectively participate and demonstrate their value as it pertains to online learning and OERs in a postsecondary environment. Discuss the most common barriers for learners and libraries participating in these activities.

Areas that should be explored and addressed (but not limited to) include:

- Open access, open texts, and OERs generally
- Library instruction of and effective methods for reaching out to online learners
- Service provision variations for online versus in-person
- Accessibility considerations
- Incorporation of library services into the online learning environments

Based on the trends identified, along with an understanding of the types of services, resources and expertise that college libraries already provide individually and collectively, propose ways that Ontario college libraries can leverage their existing offerings, and make recommendations for services or solutions that they may wish to develop or license. Consider and present methods that the college libraries might use to measure, assess or value the impact of solutions such as virtual library services, digital resources, OERs, or other innovations in the field may have on the success of online learners. Discuss the most significant ways in which college libraries can contribute to the success of online learners, particularly as a consortium.

### 3.3 Methodology

The research should include, but not be limited to:

- Literature search to identify the range of services, tools and solutions that post-secondary libraries and consortia are providing to support online learning and how the provision of online service may differ from in-person;
- An environmental scan of post-secondary libraries and library consortia in Ontario, Canada, the United States and globally to identify library services and best practices in support of online learners that may have relevance for the Ontario college libraries; with a particular emphasis on any practices or methods used to assess or measure success;
- A specific review of OERs, to identify how post-secondary libraries are incorporating them into collections and service delivery models, and the short, medium and long term implications; including implications for managing, identifying/discovering OERs relevant to the curriculum in Ontario colleges and ensuring their accessibility;
- Interviews or other methods of identifying trends and best practices for supporting online learners;
- Development of short, medium and longer term recommendations that HLLR and OCLS could consider for implementation that would allow us to incorporate OERs as well as more generally improve support for online learners (individually and collectively).

A first step will be to develop and get approval for a detailed project plan that demonstrates how the goals, priorities, and deliverables will be met.

The HLLR-OCLS Task Force will endeavour to provide any research, resources, models, or information already available regarding the Ontario college libraries, known resources, and contacts as required.

### 3.4 Deliverables

Delivery and Acceptance of Project plan	Week of January 25, 2016
Interim Report 1 – initial findings of the literature search and environmental scan	Week of February 15, 2016
Interim Report 2 – concise report (2-3 pages) focusing on key trends and best practices. Preliminary results to be provided to participants of the Library Leaders Summit	February 25, 2016
OERS in Ontario college libraries (current status, future opportunities) presentation to college library directors and staff.	Early March, 2016
Final report delivered and accepted, including recommendations for college libraries (individually and collectively) and considerations for measuring and assessing the value of library services to online learners.	Late March, 2016



The final slate of deliverables and timeframe will be negotiated with the successful bidder as part of the contracting process.

### **3.5 Timeframe**

Time is of the essence for the completion of this research, as the findings will provide critical information for decisions being made during fiscal year 2016/17.

## **4. GENERAL REQUIREMENTS**

### **4.1 Bid Contact Person**

The bidder shall provide a single person to whom all requests for clarifications or additional information may be addressed. Name, telephone, fax, and email contact information is required.

### **4.2 Company Profile**

The bidder shall provide a brief profile of your company and information demonstrating relevant experience and qualifications.

### **4.3 References**

Bidder shall provide three references for work requiring similar knowledge and capacity. Contact information for each of the three references shall be provided.

**5. BIDDING FORM**

**OCLS PROPOSAL #2015-004** – Online Learning, OERs and the Changing Role of College Libraries - An Environmental Scan and Research Study

**Bidder:**

Company Name:

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Address:

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Signature of Signing Officer:

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Print Name / Title of Signing Officer:

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Bid Contact Person:

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Telephone / Fax / Email for Contact:

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Date Bid is Valid until (DD/MM/YYYY):

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In order to ensure that all bids are based on the same terms, bidders should list all bid revisions or updates that they have received and whose terms are incorporated in their bids.

List Bid Revisions / Updates:

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**APPENDIX A – Ontario Colleges – Main campus**

<b>College</b>	<b>Main campus</b>
Algonquin College	Ottawa
Collège Boréal	Sudbury
Cambrian College	Sudbury
Canadore College & Nipissing University	North Bay
Centennial College	Toronto
La Cité collégiale	Ottawa
Conestoga College	Kitchener
Confederation College	Thunder Bay
Durham College & University of Ontario Institute of Technology	Oshawa
Fanshawe College	London
Fleming College	Peterborough
George Brown College	Toronto
Georgian College	Barrie
Humber College & University of Guelph-Humber	Toronto
Lambton College	Sarnia
Loyalist College	Belleville
Mohawk College	Hamilton
Niagara College	Welland
Northern College	Timmins
St. Clair Collège	Windsor
St. Lawrence College	Kingston
Sault College	Sault Ste. Marie
Seneca College	Toronto
Sheridan College	Oakville